



Designated Responder Documentation Reference Sheet (v. 2022)

Accurate, complete, relevant, detailed documentation of reports and follow up investigations and interventions is critical for a Designated Agency and for the ongoing safety of the vulnerable adult. Records may be called upon as evidence for court order applications or for other related purposes.

To avoid bias against the person(s) implicated in the allegations of abuse/neglect, clarify whether or not the reported information has been substantiated. Suggested wording may include alleged/ suspected/ reported abuse, neglect, or self-neglect.

The identity of any person who makes a report or provides further information related to the report must not be disclosed.

Documentation generally includes the following information:

- a heading stating “Investigation under AGA – Do Not Disclose”
- the date/time of all interviews
- the type of abuse/neglect/self-neglect reported or observed (ex. physical, financial, emotional etc.)
- history/duration/frequency of abuse/neglect/self-neglect
- the physical signs of abuse or neglect including the size, colour, pattern, severity, and location of injuries, if any
 - the stated cause of any physical injuries
 - if the injury is consistent with the stated explanation
- the adult’s perception of his/her situation and safety/risks – use the adult’s own words
- the adult’s values and wishes in handling the situation
- the adult’s living arrangements (type, cleanliness, hygiene, safety, etc.)
- your observations of the adult’s physical, cognitive, functional, mental health and behavioural presentation
- if there has been a change in the adult’s situation within last 12 months
- the degree of harm to the adult (i.e. none/minor/moderate/severe/death) if known
- your assessment and any collateral information of the adult’s ability to seek help with respect to the alleged abuse/neglect concerns
- illness/conditions that may impact the adult’s ability to seek help
- the availability of family and other supports and relational dynamics with the adult
- the caregiver’s/suspected abuser’s/person of concern’s perception of the adult’s situation
- any follow-up conversation with the person making the report, if applicable:
 - provide reassurance that staff has responded to the report
 - maintain confidentiality of client information
 - provide general information on the Adult Guardianship Act as needed
- any options considered, any action taken, referral information offered, and services accepted/declined, and follow-up
- any tools or authority from the AGA that have been used in the investigation or intervention including:
 - written or oral requests for information
 - applications to court for warrants, orders, SAP, or any other purpose
 - reports made to police, PGT, or other agency (with dates, names, details included)
 - Support and Assistance Plan
 - emergency assistance
- outcome of investigation including whether the alleged abuse/neglect has been confirmed and what type(s), whether the person is able to seek support, and how the risks to the adult have been mitigated
- identify by name, title, or position the DR/DRC who is assigned or consulting

Refer to Health Authority Documentation Policy.