

The Adult Guardianship Act states “Despite the Freedom of Information and Protection of Privacy Act and the Personal Information Protection Act, a person must not disclose or be compelled to disclose the identity of a person who makes a report under this section” (s. 46 (2)), that is, we must maintain in strict confidence and not document in the health record, unit Kardex, or otherwise disclose the identity of the reporter of the suspected abuse or neglect.

Directive

1. The name and/or identity of the person who made the report (e.g. client’s sister) must not be documented anywhere in the health record by any health care professional.
2. All suspected situations of adult abuse, neglect or self-neglect must be reported without delay to the Designated Responder (DR) or Social Worker (SW). If no DR or SW is available, leave a voice message or submit a report through the ReAct Intranet Site.
3. The identity of the reporter must only be released to the Designated Responder or Social Worker.
4. The Designated Responder will document information about the adult’s clinical care and the adult’s safety plan in the health record and will update all appropriate health care professionals.
5. All material related to the report and investigation must be given to the Designated Responder.

All clinical information about an adult must be charted on the medical record. For direction on how to document in the client medical record please refer to VCH Policies and Procedures available in the Shared Health Organizations Portal (SHOP). In addition, your program, facility, or discipline may have some practice standards and guidelines about documenting on a health record. Always ensure you follow your local practice standards and talk to your practice leader if you are not sure about clinical documentation in the medical record (for example it may be 3rd party information or information not relevant to client’s health care).

ReAct Reporting System (BC Patient Safety Learning System BCPSLS)

As of August 1, 2019, all reports of suspected abuse, neglect and self-neglect of vulnerable adults must be reported and investigation details recorded in the ReAct Reporting System (RRS). The Designated Responder will ensure that all information and investigation details pertaining to the investigation are securely retained.

A record of the investigation must include the following basic information:

1. Details of the suspected or reported abuse, neglect or self-neglect.
2. Details of how each of the above were investigated.

3. Determination of whether or not the reports were substantiated, and the evidence upon which that determination was made.
4. Determination of ability to seek support and assistance and evidence for which that determination was made.
5. Determination if the supports and services the adult requires and if it was accepted.
6. Outcomes of the investigation.

For details on recording an investigation, please refer to the Designated Responder Documentation Reference Sheet, which can be found under “Resources” tab at the top of the page in the Online Modules.

VCH and PHC use the ReAct Reporting System (RRS) to track, trend, quantify, and record details of adult protection reports and investigations. That information is securely available across VCH and PHC to Designated Responders and Designated Responder Coordinators for cross program communication despite where the client is being served.

The RRS database also captures a minimum data set of information about the adult, the type of abuse, neglect or self-neglect and outcomes of the investigation. It is important to capture this minimum data for program planning and reporting out on the work of the Designated Agency to the Seniors Advocate of BC and senior leadership within VCH.


When you were onboarded as a DR/DRC you were sent log in details and directions on how to use the RRS. There is additional information in the ReAct Intranet that provides instructions on how to use the system.

In chrome while connected to the VCH server, copy and paste this URL:

<https://my.vch.ca/dept-project/react/Pages/Report.aspx>

Scroll down the page to locate the “Report” icon:

To make a report using the ReAct Reporting System, click on the icon below.

The logo for re:port, featuring two stylized eyes above the text "re:port" and "Adult Abuse & Neglect" below it. A green arrow points to the logo.

[Sample Report Form](#)

[Reporter Reference Card](#)

If you don't know who the appropriate person is to follow up on the situation, you may still complete the RRS Reporter Form. At the end of the form it will ask you to choose a person to follow up - Click "I DON'T KNOW" and the report will be sent to the ReAct Adult Protection Program.

Reports may also be made to:

- ReAct Adult Protection Program at **604-904-6173** or **1-877-REACT-99**

Further information, including videos and printed materials can be found on BCPSLS website. Please copy and paste this URL:

<http://bcpslscentral.ca/bcpsls-react/>