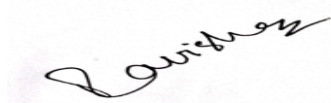


TASKEEN HEALTH INITIATIVE

SAFEGUARDING PATIENT RIGHTS POLICY

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Approved by:
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Date: 12th July, 2022

PURPOSE

This policy sets out Taskeen's commitment approach to safeguarding patients (children, adults, staff or any other person) that comes into contact with Taskeen.

SAFEGUARDING PATIENT RIGHTS POLICY

POLICY STATEMENT

Taskeen believes that patients including children, young adults or vulnerable groups should never experience abuse or exploitation of any kind and that children, young adults/vulnerable group:

- Have the right to be protected from harm
- Need to be safe and to feel safe
- Need support that matches their individual needs, including those who may have experienced abuse, torture and trauma
- Have the right to speak freely and voice their values and beliefs
- Have the right to be supported to meet their emotional and social needs

Patients here refers to any person who seeks mental health services from Taskeen.

Patient rights are defined as the expected attitudes and behaviours of healthcare personnel towards patients contacting Taskeen for help.

Child means anyone under the age of 18.

Adult means anyone aged 18 years and above.

Vulnerable adult or child means any person who is or may be in need of care and support (e.g. health care, relevant personal care or social care) and is experiencing or is at risk of abuse or neglect and is consequently unable to protect themselves from either the risk or experience of neglect or abuse.

SCOPE OF THE POLICY:

This policy applies to all Taskeen employees and Related-Personnel:

- Taskeen Employees include permanent and contractual, volunteers and interns.
- Related-Personnel include board members, counsellors, Advisors, contractors and any persons who are connected with Taskeen.
- This policy applies both during and outside, normal working hours. Actions Taken by Taskeen employees and related personnel outside of working hours that are seen to contradict this policy will also be seen as a violation of this policy.

CONTEXT

Taskeen expects a commitment and action by its staff and all stakeholders to stop and prevent abuse of patients. Abuse is any behavior towards a person that causes harm, endangers life or violates rights. Examples of abuse include:

- **Modern slavery or child labor:** this may include human trafficking, forced labor or domestic servitude.
- **Self-neglect:** this may include ignoring medical or physical care needs, failing to provide access to appropriate health social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

- **Domestic Abuse:** this includes psychological, physical, sexual, financial and emotional abuse perpetrated by anyone within a person's family. It also includes so-called 'honor' based violence.
- **Discrimination:** this is particularly with reference to race, gender and disability
- **Organizational neglect:** this could be poor care practice in an institution as an on-off event or a regular practice which could be due to unprofessional practice.
- **Physical abuse:** this includes hitting, slapping, and pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.
- **Sexual abuse:** this includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting and also including sexual relations with a person below the age of 18 regardless of the age.
- **Financial or material abuse:** this includes theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions, or benefits.
- **Emotional or psychological abuse** may include threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

PATIENT RIGHTS

Patient rights have been standardized legally and involve a common understanding of mutual respect. Taskeen believes to follow these standards and provide services of the highest possible moral and ethical level. These rights are the following:

- Taskeen provides the patient care with respect for culture, psychosocial, spiritual and personal values, beliefs, and preferences.
- The patient family right to involve in care plan and gain information about options of treatment.
- The patient right to know who provide the care, the names and professional relationship of counsellor or service provider.
- The patient right to know information about his or her health status, diagnosis, prognosis, course of treatment, prospects for recovery and outcomes of care.
- The patient right to inform and involve in decisions about medical care, and receive as much information about any planned treatment or procedure as you may need in order to give informed consent or to refuse a course of treatment.
- The patient right to refuse treatment, or medically unnecessary treatment or services.
- The patient right to receive an advice from hospital/licensed health care practitioner proposes to engage in or perform human experimentation affecting on care or treatment.
- The patient right to respond regarding provided service
- The patient right to communicate about wishes regarding care, apply to the person who has legal responsibility to make decisions regarding medical care on Taskeen behalf.
- The patient right to has personal privacy respected and confidentiality about his/her health status.
- The patient right to maintain the confidentiality in treatment of all communications and records

- The patient right to receive care in a safe setting, free from mental, physical, sexual or verbal abuse and neglect, exploitation or harassment. The patient right to right to access protective and advocacy services.
- The patient right to be informed by the counsellor of continuing health care requirements and options following discharge from the centers.
- The patient right to know which centers rules and policies apply to the conduct with a patient.
- The patient right to examine and receive an explanation of the invoice regardless of the source of payment.
- The patient right to exercise these rights without regard to sex, economic status, educational background, race, color, religion, ancestry, national origin, sexual orientation, gender identity/expression, disability, medical condition, marital status, age, registered domestic partner status, genetic information, citizenship, primary language, immigration status or the source of payment for care.
- The patient right to file a criticism. Taskeen Management will review each criticism and provide to patient with a written response within days.

PROCEDURE OF REPORTING

The reporting procedure outlined below shall be followed strictly. In following the reporting procedure, particular care shall be taken with regard to an individual's right to privacy and confidentiality when information is shared with appropriate people in the course of following up an allegation.

Taskeen recognizes that it has a duty to act on reports, or suspicions of abuse or neglect. Anyone who has contact with vulnerable adults and hears disclosures or allegations or has concerns about potential abuse or neglect has a duty to pass them on appropriately. How to respond if you receive a disclosure:

- Taskeen Management will receive and register reports of abuse.
- Reassure the person concerned
- Listen to what they are saying
- **Designated Safeguarding Officers:** To spearhead implementation on the policy the **COO** will be the Designated Safeguarding Officer (DSO) for safeguarding issues at Taskeen. The **Deputy Designated Safeguarding Officer** will be a **Manager/Assistant Manager HR** of Wellness Program.
- DSO collect additional information as appropriate
- Record what you have been told/witnessed as soon as possible
- Tell them that the information will be treated seriously
- Ensuring a report is issued on a timely basis detailing the findings and conclusions of the investigation including recommendations for action to be taken. The report will only be disclosed to the CEO and Board, and others with a need to know. This is important to avoid damaging the reputation of those suspected of wrongdoing and subsequently found innocent.
- Taskeen requires that staff immediately report concerns, suspicions, allegations and incidents that indicate actual or potential abuse of patients. Taskeen undertakes prompt investigation in matters of all safeguarding concerns or allegations and takes appropriate action if this policy is not complied with. Taskeen may report safeguarding incidents,

allegations or concerns to external authorities and regulators as appropriate and in accordance with applicable laws and best practice as and when required. Prior to making any such report, Taskeen will assess the risk associated with making such reports, to avoid further harm to individuals involved and other unintended consequences.

- Confidentiality must be maintained at all stages. The written report and all related documents must be kept confidential and secure.
- This policy should not be used for complaints or concerns relating to your own personal circumstances, such as the way you have been treated at work and/or by colleagues, or information which relates to suspected wrongdoing, dangers at work or general misconduct that do not relate to children and vulnerable adults. In those cases, you should use the grievance or whistleblowing policies set out by Taskeen. If you are uncertain whether something is within the scope of this policy, you should seek advice from the Taskeen HR.

DESIGNATED SAFEGUARDING OFFICER'S RESPONSIBILITIES FOLLOWING COMPLAINT

Subject to any specific advice or guidance that may be given by the relevant authorities, Taskeen's Designated Safeguarding Officer (or Deputy DSO) will take the following steps as appropriate:

- Clarify that the patient is safe
- Address any gaps in the information provided to the extent that it is appropriate to do so at that stage.
- For patients, check that their views have been clearly sought and recorded and that they are aware what action will be taken. In the event that a person's wishes are being overridden, check that this is appropriate and that the adult understands why.
- If the report relates to a Taskeen's third party organisation, the DSO should, if it is appropriate and safe to do so, notify the safeguarding lead or other appropriate person in that organisation as soon as possible.
- Co-operate appropriately in the provision of information to any relevant local or international agencies, and assist any agency investigation to the fullest extent practicable. If criminal offending is apprehended or suspected, then escalation to the concerned authorities must be a priority.
- However, Taskeen notes that in some situations it may not be in the patient's best interests to report to the local authorities (for example, if this could put them at risk of further harassment, victimization, or harm). In deciding when to report to local authorities, the alleged victim's best interests will be the overriding consideration and will always be paramount to any perceived loyalty to an alleged abuser, any political or financial expediency or in respect of Taskeen's reputation. All decisions in this regard must be carefully recorded, with reference to the matters taken into account.
- Decide who should inform the patient family (if appropriate) and when they should be informed, taking advice from relevant authorities as appropriate.
- All disclosures to external agencies must be undertaken in accordance with data protection legislation. It is noted that these requirements are not a barrier to the sharing of information, but a framework within which to do so.
- Liaise with the HR department, if necessary, who may advise on whether information needs to be shared with any other member of staff e.g. in some circumstances the DSO may need to report to the manager of the team where the concern has arisen.
- Carry out any investigations in an objective, transparent manner.

- Under no circumstances should Taskeen undertake an investigation or take any action whatsoever before an initial report is made to the relevant authority and their advice is sought as to next steps. Taskeen will fully cooperate with relevant authorities and provide all reasonably practicable assistance during the course of any external authority's investigation. Staff must not do anything that may compromise any authority's investigation but must ensure that any immediate action required to remove the patient from harm is sensitively taken.
- The DSO must report to Taskeen's CEO (such as in an anonymized or pseudonymized format, if the context requires), to enable prompt and appropriate reporting of any serious incidents to the Board of Directors
- Safeguarding reports and notifications received from external organisations must also be reported to the CEO
- Record the information received and all actions and decisions.

CONFIDENTIALITY

- Taskeen attaches the highest importance to the maintenance of confidentiality in the communications with people reaching out via helpline or email (or any other mean wherever applicable). However, the need to share information and act upon a concern to keep patient safe from abuse, may take precedence over the usual commitment to confidentiality
- This serves as the Standard Operating Procedure for managing incidents, or disclosure from Safeguarding patient rights. Any incident or disclosure concerning patient must be recorded as a 'Security Incident.' The purpose of accurately recording such occurrences aids decision making, reduces the possibility of further harm to the victim and provides evidence to other agencies if appropriate.
- The recommended actions for handling a disclosure from a child, young person or vulnerable adult are similar. However, the approach needs to be adjusted depending on circumstances. At all times staff should ensure that they are never alone with a child, young person or vulnerable adult and should not go into a private room unless accompanied by a parent or another member of staff.
- Actions to be taken
 - Find a suitable location to discuss
 - Listen carefully, take seriously what is being said, let the patient describe what happened at their own pace, only asking questions for clarification.
 - Remain calm and caring and avoid interpreting information
 - Reassure but do not make promises of confidentiality or secrecy. Tell the patient that there will be a need to share this information but make it clear that only people who need to know and who can help will be told. Reassure them that they did the right thing in telling you.
 - Keep appropriate confidentiality (e.g. not to share or discuss with colleagues)
 - Using the patient own words, make a note of what was said on a Security Incident - Report Form as soon as possible after the disclosing conversation and sign and date this record.

RESPONSIBILITIES OF THE HR MANAGER

Supporting the DSO in the above tasks:

- Auditing the operation of the policy and procedures

- Implementing a training strategy for employees
- Ensuring that the policy and procedures are implemented throughout the organization
- Ensuring that the organization's safeguarding policy is reviewed annually

CONCLUSION

The Taskeen management aims to safeguard patients from harm resulting from the misconduct or negligence of any Taskeen personnel.