

CHART 1Protection for Persons in Care
Monthly Reports 2005/2006**TOTAL REPORTS (FILES OPENED) BY MINISTERIAL JURISDICTION**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Health and Wellness	38	36	26	31	16	46	23	28	28	29	32	49
Seniors and Community Supports	18	20	15	12	11	11	10	11	10	4	15	10
Children's Services	0	0	0	1	0	0	0	0	0	0	0	0
Total Reports	56	56	41	44	27	57	33	39	38	33	47	59
Cumulative Reports	56	112	153	197	224	281	314	353	391	424	471	530

Notes to Chart 1:

1.1 The Ministry of Seniors and Community Supports has responsibility for Senior's Lodges, Unique Homes, Homeless Shelters and Persons with Developmental Disabilities programs.

1.2 The Ministry of Health and Wellness has responsibility for nursing home, auxiliary hospitals, acute care hospitals, personal care homes, designated assisted living and AADAC treatment facilities.

1.3 The Ministry of Children's Services has responsibility for women's shelters and youth shelters.

1.4 This chart reflects the total number of new reports of alleged abuse received resulting in an open file. A new report may involve more than one complaint of abuse. Refer to Chart 3 for a summary of complaints by type of abuse.

CHART 2

 Protection for Persons in Care
 Monthly Reports 2005/2006

TOTAL REPORTS OF ABUSE BY FACILITY TYPE/AUTHORITY

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Regional Health Authorities												
RHA #1: Chinook	0	0	1	0	0	2	0	0	1	1	0	3
RHA #2: Palliser	0	3	2	2	2	0	0	0	1	1	0	3
RHA #3: Calgary	7	4	7	16	2	8	3	4	8	10	6	12
RHA #4: David Thompson	1	10	1	2	1	3	4	4	2	3	3	10
RHA #5: East Central	2	0	0	1	1	6	2	3	2	1	1	1
RHA #6: Capital	18	17	13	8	6	19	9	13	9	7	19	18
RHA #7: Aspen	3	2	1	1	3	6	3	0	1	4	0	1
RHA #8: Peace Country	5	0	1	1	1	2	2	3	3	2	0	0
RHA #9: Northern Lights	2	0	0	0	0	0	0	1	0	0	0	1
Totals	38	36	26	31	16	46	23	28	27	29	29	49
Person with Developmental Disabilities Regions												
Northeast	0	0	1	0	0	0	1	0	0	0	0	0
Northwest	0	0	0	0	0	0	0	0	0	0	0	0
Edmonton	0	2	1	0	0	3	2	1	2	0	0	2
Central	7	2	3	8	7	5	3	3	4	2	10	7
Calgary	2	0	1	1	0	1	0	2	2	0	2	0
South	1	1	0	0	1	0	0	0	0	0	0	0
Totals	10	5	6	9	8	9	6	6	8	2	12	9
AADAC	0	0	0	0	0	0	0	0	1	0	3	0
Homeless Shelters	0	8	0	0	0	0	0	0	0	0	1	0
Seniors' Lodges/Unique Homes	8	7	9	3	3	2	4	5	2	2	2	1
Women's Shelters	0	0	0	1	0	0	0	0	0	0	0	0
Total Reports	56	56	41	44	27	57	33	39	38	33	47	59

Notes to Chart 2:

2.1 AADAC refers to Alberta Alcohol and Drug Abuse Commission.

2.2 Unique Homes - Provides seniors supportive housing in lodge-type accommodations.

CHART 3

Protection for Persons in Care
 Monthly Reports 2005/2006

COMPLAINTS BY TYPE OF ABUSE REPORTED

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Emotional Harm	40	47	40	36	20	36	25	26	28	26	38	50
Bodily Harm	10	26	14	23	13	22	14	13	11	14	14	18
Failure to provide necessities of life	18	15	10	10	5	16	5	15	14	7	15	15
Sexual contact/activity/behaviour	4	2	2	6	1	4	0	0	0	2	4	2
Misappropriating money/possessions	2	3	1	1	0	4	1	1	1	1	3	1
Inappropriate medication administration	6	1	1	3	4	1	1	2	2	0	1	1
Total Complaints	80	94	68	79	43	83	46	57	56	50	75	87

Notes to Chart 3:

3.1 One incident or event involving a client may result in multiple types of alleged abuse reported. For example, a client may have been physically struck on the arm, which caused bruises to the arm and the client became upset and was fearful because of the incident. In this example, one incident occurred but the client experienced both emotional harm and bodily harm (two types of abuse) resulting in two complaints made in one report.

3.2 One report may involve multiple allegations resulting in one or more types of abuse (complaints) reported.

3.3 A slight adjustment has been made to how charts are being generated, therefore, for this chart, there is a slight change in the calculations for the months of April, May, June and November. (Revision completed 2/9/2006).

CHART 4

Protection for Persons in Care
Monthly Reports 2005/2006
TYPES OF ALLEGED ABUSERS

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Service Provider	40	45	34	31	18	42	23	30	30	26	29	51
Client/Resident	10	6	3	11	6	9	8	5	6	4	11	7
Family	4	4	2	0	1	4	2	4	2	2	2	0
Other	2	1	2	2	2	2	0	0	0	1	5	1
Total Reports	56	56	41	44	27	57	33	39	38	33	47	59

Notes to Chart 4:

4.1 "Other" refers to volunteers, visitors, non-family members and other third parties.

4.2 A slight adjustment has been made to the numbers within each type of alleged abuser for each month with the exception of December and January. (Revision completed May 26, 2006).

CHART 5

Protection for Persons in Care
Monthly Reports 2005/2006

TOTAL REPORTS OF TYPES OF ALLEGED ABUSERS BY FACILITY TYPE/ORGANIZATION

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Regional Health Authorities												
Service Provider	31	29	22	24	12	36	20	26	23	24	19	47
Client/Resident	4	3	2	5	2	4	1	0	2	2	5	2
Family	1	3	2	0	0	4	2	2	2	2	2	0
Other	2	1	0	2	2	2	0	0	0	1	3	0
Persons with Developmental Disabilities												
Service Provider	4	4	4	3	3	5	3	3	6	0	7	4
Client/Resident	6	1	0	6	4	4	3	3	2	2	4	5
Family	0	0	0	0	1	0	0	0	0	0	0	0
Other	0	0	2	0	0	0	0	0	0	0	1	0
Alberta Alcohol and Drug Abuse Commission (AADAC)												
Service Provider	0	0	0	0	0	0	0	0	1	0	1	0
Client/Resident	0	0	0	0	0	0	0	0	0	0	2	0
Family	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0
Seniors' Lodges/Unique Homes/Homeless Shelters												
Service Provider	5	12	8	3	3	1	0	1	0	2	2	0
Client/Resident	0	2	1	0	0	1	4	2	2	0	0	0
Family	3	1	0	0	0	0	0	2	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	1	1
Women's Shelters												
Service Provider	0	0	0	1	0	0	0	0	0	0	0	0
Client/Resident	0	0	0	0	0	0	0	0	0	0	0	0
Family	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0

Notes to Chart 5:

5.1 "Other" refers to volunteers, visitors, non-family members and other third parties.

5.2 A slight adjustment has been made to the numbers within each type of alleged abuser by facility type/organization for each month with the exception of December and January. (Revision completed May 26, 2006).

CHART 6

Protection for Persons in Care
 Monthly Reports 2005/2006

REPORTS BY TYPES OF COMPLAINANTS

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Service Provider (Total)	35	30	23	26	16	35	15	27	26	18	25	38
Management	15	13	8	13	2	16	10	8	19	11	15	21
Non-Management	20	17	15	13	14	19	5	19	7	7	10	17
Client/Resident	1	4	3	5	3	2	4	2	4	3	3	4
Family	17	12	11	9	4	10	10	7	6	8	12	15
Other (e.g. volunteer/visitor)	3	10	4	4	4	10	4	3	2	4	7	2
Total Reports	56	56	41	44	27	57	33	39	38	33	47	59

Notes to Chart 6:

6.1 "Other" refers to volunteers, visitors, non-family members and other third parties.

6.2 A slight adjustment has been made to how charts are being generated, therefore, for this chart, there is a slight change in the calculations for the month of November. (Revision completed 2/9/2006).

CHART 7

Protection for Persons in Care

Monthly Reports 2005/2006

VICTIM CHARACTERISTICS (AGE AND GENDER)

Age Ranges	Apr		May		Jun		Jul		Aug		Sep		Oct		Nov		Dec		Jan		Feb		Mar		
	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	
18 - 25	1	1	1	0	2	3	2	1	1	0	0	0	1	2	0	0	1	1	0	0	1	3	0	0	
26 - 35	0	2	1	0	3	0	1	1	0	1	1	5	0	1	2	2	0	1	2	0	1	0	0	2	
36 - 45	3	3	4	4	1	2	0	3	2	1	0	5	1	4	2	0	4	2	0	2	3	2	4	4	
46 - 55	1	1	8	2	1	2	1	2	1	2	1	7	1	0	2	3	2	1	2	0	3	1	3	0	
56 - 65	3	5	3	3	1	1	2	6	2	2	3	0	0	1	0	1	2	0	4	0	1	5	2	0	
66 - 70	0	0	4	0	0	0	0	2	0	0	2	0	0	0	0	1	0	2	0	0	2	1	2	4	3
71 - 75	4	1	1	5	1	1	3	5	1	1	0	1	2	0	1	5	0	2	0	0	0	1	2	0	
76 - 80	4	4	2	1	3	1	4	1	1	2	3	2	1	3	1	4	3	3	2	5	2	6	3	5	
81 - 85	4	6	1	1	2	7	4	3	1	4	5	11	4	2	3	3	1	5	2	3	1	4	6	9	
86 - 90	1	6	3	8	1	5	1	1	1	1	1	3	0	6	2	4	0	1	0	3	1	2	2	4	
91 - 95	1	5	0	3	2	1	0	0	0	1	0	4	1	1	1	2	2	3	0	6	3	3	0	6	
96 - 100	0	0	0	1	0	1	1	0	0	2	0	3	0	2	0	0	0	2	0	0	0	1	0	0	
Sub Total	22	34	28	28	17	24	19	25	10	17	16	41	11	22	15	24	17	21	12	21	17	30	26	33	
Total Reports	56		56		41		44		27		57		33		39		38		33		47		59		

Notes to Chart 7:

7.1 Age ranges after age 65 increase by increments of five years.

7.2 A slight adjustment has been made to how charts are being generated, therefore, for this chart, there is a slight change in the calculations for the month of December. (Revision completed 2/9/2006).

CHART 8

Protection for Persons in Care
INVESTIGATION DURATION (Time in Days)
 Based on Files Closed During Each Month
2005/2006

Revised November 7, 2006

	April	May	June	July	August	September	October	November	December	January	February	March
TOTAL FILES CLOSED	39	41	45	56	44	1	3	35	36	10	28	48
INVESTIGATED BY PPC EXTERNAL INVESTIGATOR	37	40	45	56	44	0	1	33	35	10	28	48
AVERAGE INVESTIGATION DAYS	47	40	40	40	45	0	20	39	34	50	35	33
INVESTIGATED BY PPC STAFF (INTERNAL)	0	0	0	0	0	0	0	0	0	0	0	0
AVERAGE INVESTIGATION DAYS	0	0	0	0	0	0	0	0	0	0	0	0
INVESTIGATED BY PROFESSIONAL ASSOCIATION	1	0	0	0	0	1	2	2	0	0	0	0
AVERAGE INVESTIGATION DAYS	341	0	0	0	0	141	171	102	0	0	0	0
INVESTIGATED BY OTHER	1	1	0	0	0	0	0	0	1	0	0	0
AVERAGE INVESTIGATION DAYS	30	25	0	0	0	0	0	0	37	0	0	0
OVERALL AVERAGE INVESTIGATION DAYS	54	40	40	40	45	141	121	43	34	50	35	33

Notes to Chart 8 (Revised November 2006):

- 8.1 Definition of Closed File: A file in which the investigation has concluded, the investigator's final report is received by the Minister, a decision is made by the Minister, and the affected parties are notified of the decision. (A decision refers to the Minister approving or rejecting the recommendations of the investigator and/or a decision to take other action.)
- 8.2 Average Investigation Days (arithmetic mean): Calculated based on total days from the date the investigator is appointed, to the date the Minister receives the investigator's final report.
- 8.3 Investigated by Other: Refers to investigations conducted by the Office of the Mental Health Patient Advocate in the months of April, May and December.
- 8.4 Investigated by a Professional Association:
 - (a) The College of Licensed Practical Nurses of Alberta completed four investigations - one each in the months of April and September, and two investigations in November.
 - (b) The College of Physicians and Surgeons of Alberta completed two investigations, both in the month of October.

CHART 9

Protection for Persons in Care
MINISTERIAL REVIEW OF INVESTIGATIONS
DURATION (Time in Days)
Based on Files Closed During Each Month
2005/2006

	April	May	June	July	August	September	October	November	December	January	February	March
TOTAL FILES CLOSED	39	41	45	56	44							
AVERAGE REVIEW DAYS	62	64	60	70	49							

Notes to Chart 9:

9.1 Definition of Closed File: A file in which the investigation has concluded, the investigator's final report is received by the Ministry, a decision is made by the Ministry and the complainant and agency are notified of the decision. (A decision refers to the Ministry approving or rejecting the recommendations of the investigator and/or a decision to take other action).

9.2 Average Review Days (arithmetic mean): Calculated based on total days from the date the Investigator's report is received at the Ministry to the date the Ministry makes a decision.

9.3 During the month of August, total files closed was "44" not "43" as previously reported. There was no change in "Average Review Days". (Revision made June 8, 2006).

Please Note: Chart 9 has been discontinued as of August 31 due to a change in the administrative process.

CHART 10
Revised 2006/11/07

Protection for Persons in Care
OUTCOMES OF ABUSE COMPLAINTS
 Based on Files Closed During Each Month

Of the complaints dismissed, the trend indicates that most tend to be dismissed due to insufficient evidence. In such cases, there may be either insufficient evidence of "harm" or insufficient evidence of "intent" to cause harm, or both. Although a complaint of abuse may be dismissed, it does not mean that the event did not occur or that there was no merit to the complaint. Even if a complaint is dismissed, recommendations are made to the agency/facility to address any concerns and to prevent similar incidents from happening in the future.

	SEPTEMBER 2005			
	Not Dismissed	Dismissed as unfounded or the evidence is insufficient	Dismissed: complaint was made maliciously	Dismissed: complaint was made without reasonable and probable grounds for the belief
Emotional Harm	0	1	0	0
Bodily Harm	0	0	0	0
Failure to provide the necessities of life	0	0	0	0
Financial	0	0	0	0
Sexual contact/activity	0	0	0	0
Inappropriate Medications	0	0	0	0

Notes to Chart 10:

- 10.1 The *Protection for Persons in Care Act* enables a complaint to be dismissed for the following reasons: 1) the complaint was unfounded or the evidence was insufficient, 2) the complaint was made maliciously, or 3) the complaint was made without reasonable and probable grounds for the belief.
- 10.2 Chart 10 refers to the outcomes of reports of abuse involving complaints which may involve one or more incidents/allegations.
- 10.3 Definition of Closed File: A file in which the investigation has concluded, the investigator's final report is received by the Ministry, a decision is made by the Minister and the complainant and agency are notified of the decision. A decision refers to the Ministry approving or rejecting the recommendations of the investigator and/or a decision to take other action.
- 10.4 This Chart was revised on November 7, 2006, to reflect that one file was closed in September 2005 that involved one complaint of emotional harm.

CHART 10
Revised 2006/11/07

Protection for Persons in Care
OUTCOMES OF ABUSE COMPLAINTS
 Based on Files Closed During Each Month

Of the complaints dismissed, the trend indicates that most tend to be dismissed due to insufficient evidence. In such cases, there may be either insufficient evidence of "harm" or insufficient evidence of "intent" to cause harm, or both. Although a complaint of abuse may be dismissed, it does not mean that the event did not occur or that there was no merit to the complaint. Even if a complaint is dismissed, recommendations are made to the agency/facility to address any concerns and to prevent similar incidents from happening in the future.

	OCTOBER 2005			
	Not Dismissed	Dismissed as unfounded or the evidence is insufficient	Dismissed: complaint was made maliciously	Dismissed: complaint was made without reasonable and probable grounds for the belief
Emotional Harm	0	0	0	0
Bodily Harm	0	1	0	0
Failure to provide the necessities of life	0	1	0	0
Financial	0	0	0	0
Sexual contact/activity	0	0	0	0
Inappropriate Medications	0	2	0	0

Notes to Chart 10:

- 10.1 The *Protection for Persons in Care Act* enables a complaint to be dismissed for the following reasons: 1) the complaint was unfounded or the evidence was insufficient, 2) the complaint was made maliciously, or 3) the complaint was made without reasonable and probable grounds for the belief.
- 10.2 Chart 10 refers to the outcomes of reports of abuse involving complaints which may involve one or more incidents/allegations.
- 10.3 Definition of Closed File: A file in which the investigation has concluded, the investigator's final report is received by the Ministry, a decision is made by the Minister and the complainant and agency are notified of the decision. A decision refers to the Ministry approving or rejecting the recommendations of the investigator and/or a decision to take other action.

CHART 10
Revised 2006/10/31

Protection for Persons in Care
OUTCOMES OF ABUSE COMPLAINTS
 Based on Files Closed During Each Month

Of the complaints dismissed, the trend indicates that most tend to be dismissed due to insufficient evidence. In such cases, there may be either insufficient evidence of "harm" or insufficient evidence of "intent" to cause harm, or both. Although a complaint of abuse may be dismissed, it does not mean that the event did not occur or that there was no merit to the complaint. Even if a complaint is dismissed, recommendations are made to the agency/facility to address any concerns and to prevent similar incidents from happening in the future.

	NOVEMBER 2005			
	Not Dismissed	Dismissed as unfounded or the evidence is insufficient	Dismissed: complaint was made maliciously	Dismissed: complaint was made without reasonable and probable grounds for the belief
Emotional Harm	10	24	0	0
Bodily Harm	1	10	0	0
Failure to provide the necessities of life	1	5	0	0
Financial	0	0	0	0
Sexual contact/activity	1	2	0	0
Inappropriate Medications	0	0	0	0

Notes to Chart 10:

- 10.1 The *Protection for Persons in Care Act* enables a complaint to be dismissed for the following reasons: 1) the complaint was unfounded or the evidence was insufficient, 2) the complaint was made maliciously, or 3) the complaint was made without reasonable and probable grounds for the belief.
- 10.2 Chart 10 refers to the outcomes of reports of abuse involving complaints which may involve one or more incidents/allegations.
- 10.3 Definition of Closed File: A file in which the investigation has concluded, the investigator's final report is received by the Ministry, a decision is made by the Minister and the complainant and agency are notified of the decision. A decision refers to the Ministry approving or rejecting the recommendations of the investigator and/or a decision to take other action.
- 10.4 This Chart was revised on October 31, 2006 to include the outcome of one additional file that was closed in November 2005, involving two types of abuse.

CHART 10

Protection for Persons in Care
OUTCOMES OF ABUSE COMPLAINTS

Based on Files Closed During Each Month

Of the complaints dismissed, the trend indicates that most tend to be dismissed due to insufficient evidence. In such cases, there may be either insufficient evidence of "harm" or insufficient evidence of "intent" to cause harm, or both. Although a complaint of abuse may be dismissed, it does not mean that the event did not occur or that there was no merit to the complaint. Even if a complaint is dismissed, recommendations are made to the agency/facility to address any concerns and to prevent similar incidents from happening in the future.

	DECEMBER 2005			
	Not Dismissed	Dismissed as unfounded or the evidence is insufficient	Dismissed: complaint was made maliciously	Dismissed: complaint was made without reasonable and probable grounds for the belief
Emotional Harm	3	30	0	0
Bodily Harm	2	14	0	0
Failure to provide the necessities of life	1	9	0	0
Financial	0	1	0	0
Sexual contact/activity	1	0	0	0
Inappropriate Medications	0	2	0	0

Notes to Chart 10:

10.1 The *Protection for Persons in Care Act* enables a complaint to be dismissed for the following reasons: 1) the complaint was unfounded or the evidence was insufficient, 2) the complaint was made maliciously, or 3) the complaint was made without reasonable and probable grounds for the belief.

10.2 Chart 10 refers to the outcomes of reports of abuse involving complaints which may involve one or more incidents/allegations.

10.3 Definition of Closed File: A file in which the investigation has concluded, the investigator's final report is received by the Minister, a decision is made by the Minister and the affected parties are notified of the decision. (A decision refers to the Minister approving or rejecting the recommendations of the investigator and/or a decision to take other action).

10.4 During the month of December, the allegation, "emotional harm", "Dismissed as unfounded or the evidence is insufficient" was "30" not "29", as previously reported. (Revision made June 22, 2006).

CHART 10

Protection for Persons in Care
OUTCOMES OF ABUSE COMPLAINTS

Based on Files Closed During Each Month

Of the complaints dismissed, the trend indicates that most tend to be dismissed due to insufficient evidence. In such cases, there may be either insufficient evidence of "harm" or insufficient evidence of "intent" to cause harm, or both. Although a complaint of abuse may be dismissed, it does not mean that the event did not occur or that there was no merit to the complaint. Even if a complaint is dismissed, recommendations are made to the agency/facility to address any concerns and to prevent similar incidents from happening in the future.

	JANUARY 2006			
	Not Dismissed	Dismissed as unfounded or the evidence is insufficient	Dismissed: complaint was made maliciously	Dismissed: complaint was made without reasonable and probable grounds for the belief
Emotional Harm	1	5	0	0
Bodily Harm	0	5	0	0
Failure to provide the necessities of life	0	4	0	0
Financial	1	0	0	0
Sexual contact/activity	0	0	0	0
Inappropriate Medications	0	3	0	0

Notes to Chart 10:

10.1 The *Protection for Persons in Care Act* enables a complaint to be dismissed for the following reasons: 1) the complaint was unfounded or the evidence was insufficient, 2) the complaint was made maliciously, or 3) the complaint was made without reasonable and probable grounds for the belief.

10.2 Chart 10 refers to the outcomes of reports of abuse involving complaints which may involve one or more incidents/allegations.

10.3 Definition of Closed File: A file in which the investigation has concluded, the investigator's final report is received by the Minister, a decision is made by the Minister and the affected parties are notified of the decision. (A decision refers to the Minister approving or rejecting the recommendations of the investigator and/or a decision to take other action).

10.4 During the month of January, the allegation, "failure to provide the basic necessities of life," "Dismissed as unfounded or the evidence is insufficient," was "4" not "3", as previously reported. (Revision made June 22, 2006)

CHART 10

Protection for Persons in Care
OUTCOMES OF ABUSE COMPLAINTS
 Based on Files Closed During Each Month

Of the complaints dismissed, the trend indicates that most tend to be dismissed due to insufficient evidence. In such cases, there may be either insufficient evidence of "harm" or insufficient evidence of "intent" to cause harm, or both. Although a complaint of abuse may be dismissed, it does not mean that the event did not occur or that there was no merit to the complaint. Even if a complaint is dismissed, recommendations are made to the agency/facility to address any concerns and to prevent similar incidents from happening in the future.

	FEBRUARY 2006			
	Not Dismissed	Dismissed as unfounded or the evidence is insufficient	Dismissed: complaint was made maliciously	Dismissed: complaint was made without reasonable and probable grounds for the belief
Emotional Harm	4	11	0	0
Bodily Harm	2	14	0	0
Failure to provide the necessities of life	2	8	0	0
Financial	0	0	0	0
Sexual contact/activity	0	0	0	0
Inappropriate Medications	0	2	0	0

Notes to Chart 10:

10.1 The *Protection for Persons in Care Act* enables a complaint to be dismissed for the following reasons: 1) the complaint was unfounded or the evidence was insufficient, 2) the complaint was made maliciously, or 3) the complaint was made without reasonable and probable grounds for the belief.

10.2 Chart 10 refers to the outcomes of reports of abuse involving complaints which may involve one or more incidents/allegations.

10.3 Definition of Closed File: A file in which the investigation has concluded, the investigator's final report is received by the Minister, a decision is made by the Minister and the affected parties are notified of the decision. (A decision refers to the Minister approving or rejecting the recommendations of the investigator and/or a decision to take other action).

CHART 10

Protection for Persons in Care
OUTCOMES OF ABUSE COMPLAINTS

Based on Files Closed During Each Month

Of the complaints dismissed, the trend indicates that most tend to be dismissed due to insufficient evidence. In such cases, there may be either insufficient evidence of "harm" or insufficient evidence of "intent" to cause harm, or both. Although a complaint of abuse may be dismissed, it does not mean that the event did not occur or that there was no merit to the complaint. Even if a complaint is dismissed, recommendations are made to the agency/facility to address any concerns and to prevent similar incidents from happening in the future.

	MARCH 2006			
	Not Dismissed	Dismissed as unfounded or the evidence is insufficient	Dismissed: complaint was made maliciously	Dismissed: complaint was made without reasonable and probable grounds for the belief
Emotional Harm	6	23	0	0
Bodily Harm	0	14	0	0
Failure to provide the necessities of life	0	6	0	0
Financial	0	3	0	0
Sexual contact/activity	1	3	0	0
Inappropriate Medications	0	1	0	0

Notes to Chart 10:

10.1 The *Protection for Persons in Care Act* enables a complaint to be dismissed for the following reasons: 1) the complaint was unfounded or the evidence was insufficient, 2) the complaint was made maliciously, or 3) the complaint was made without reasonable and probable grounds for the belief.

10.2 Chart 10 refers to the outcomes of reports of abuse involving complaints which may involve one or more incidents/allegations.

10.3 Definition of Closed File: A file in which the investigation has concluded, the investigator's final report is received by the Minister, a decision is made by the Minister and the affected parties are notified of the decision. (A decision refers to the Minister approving or rejecting the recommendations of the investigator and/or a decision to take other action).