

CHART 1

Protection for Persons in Care

Monthly Reports 2007/2008

TOTAL REPORTS (FILES OPENED) BY MINISTERIAL JURISDICTION

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Health and Wellness	30	29	29	21	28	19	28	25	28	25	15	27
Seniors and Community Supports	21	26	14	16	9	9	6	15	11	8	11	10
Children's Services	0	0	0	0	0	0	0	0	0	0	0	0
Municipal Affairs and Housing	0	1	0	0	1	0	0	0	0	0	1	0
Total Reports	51	56	43	37	38	28	34	40	39	33	27	37
Cumulative Reports	51	107	150	187	225	253	287	327	366	399	426	463

Notes to Chart 1:

Revisions for the month of July were made January 2008.

1.1 The Ministry of Seniors and Community Supports has responsibility for seniors' lodges, unique homes, and settings under the Persons with Developmental Disabilities program.

1.2 The Ministry of Health and Wellness has responsibility for nursing homes, auxiliary hospitals, acute care hospitals, personal care homes, 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 The Ministry of Municipal Affairs and Housing has responsibility for homeless shelters. Effective March 12, 2008 the Ministry of Housing and Urban Affairs assumed responsibility for homeless shelters.

1.5 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.

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	1	0	7	0	2	1	2	1	2	0	0	1
RHA #2: Palliser	3	0	0	1	7	1	0	0	0	0	2	0
RHA #3: Calgary	4	8	4	5	7	7	7	8	12	5	3	9
RHA #4: David Thompson	1	5	3	1	1	2	7	2	7	6	3	1
RHA #5: East Central	11	2	1	3	1	0	0	4	1	0	2	2
RHA #6: Capital	9	12	14	9	8	7	12	7	5	12	2	12
RHA #7: Aspen	0	1	0	1	2	1	0	1	0	1	0	1
RHA #8: Peace Country	1	1	0	1	0	0	0	2	1	1	3	1
RHA #9: Northern Lights	0	0	0	0	0	0	0	0	0	0	0	0
Totals	30	29	29	21	28	19	28	25	28	25	15	27
Person with Developmental Disabilities Regions												
Northeast	2	3	0	0	0	0	0	0	0	0	0	0
Northwest	0	0	0	0	3	0	0	1	0	0	0	0
Edmonton	14	5	0	4	0	1	3	1	1	3	1	0
Central	3	9	11	6	5	3	2	9	3	1	6	3
Calgary	0	1	0	1	0	0	0	0	5	2	2	3
South	0	3	0	4	0	0	0	0	0	0	2	1
Totals	19	21	11	15	8	4	5	11	9	6	11	7
AADAC												
	0	0	0	0	0	0	0	0	0	0	0	0
Homeless Shelters												
	0	1	0	0	1	0	0	0	0	0	1	0
Seniors' Lodges/Unique Homes												
	2	5	3	1	1	5	1	4	2	2	0	3
Women's Shelters												
	0	0	0	0	0	0	0	0	0	0	0	0
Total Reports	51	56	43	37	38	28	34	40	39	33	27	37

Notes to Chart 2:

Revisions for the month of July were made January 2008.

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

2008/07/03

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Protection for Persons in Care
Monthly Reports 2007/2008

COMPLAINTS BY TYPE OF ABUSE REPORTED

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Emotional Harm	47	48	35	23	21	23	29	32	25	27	20	28
Bodily Harm	14	28	14	11	13	6	9	13	15	3	5	7
Failure to provide necessities of life	16	21	13	16	16	14	11	11	12	6	6	10
Sexual contact/activity/behaviour	1	2	1	6	1	2	2	5	1	2	2	3
Misappropriating money/possessions	3	1	0	1	2	1	1	0	5	0	0	1
Inappropriate medication administration	2	1	0	2	0	0	2	1	0	3	1	0
Total Complaints	83	101	63	59	53	46	54	62	58	41	34	49

Notes to Chart 3:

Revision made on July 2/08 for the month of March 2008.

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

CHART 4

2008/04/08

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Protection for Persons in Care
Monthly Reports 2007/2008
TYPES OF ALLEGED ABUSERS

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Service Provider	38	43	29	26	35	22	26	22	32	21	24	33
Client/Resident	11	11	8	9	2	5	6	12	5	9	0	4
Family	0	1	4	2	1	1	2	3	0	2	2	0
Other	2	1	2	0	0	0	0	3	2	1	1	0
Total Reports	51	56	43	37	38	28	34	40	39	33	27	37

Notes to Chart 4:

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

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	24	25	24	17	28	15	22	16	28	15	14	25
Client/Resident	4	4	1	2	0	3	4	6	0	8	0	2
Family	0	0	4	2	0	1	2	2	0	1	0	0
Other	2	0	0	0	0	0	0	1	0	1	1	0
Persons with Developmental Disabilities Program												
Service Provider	13	16	4	9	6	4	3	5	2	5	9	6
Client/Resident	6	5	7	6	2	0	2	6	5	1	0	1
Family	0	0	0	0	0	0	0	0	0	0	2	0
Other	0	0	0	0	0	0	0	0	2	0	0	0
Alberta Alcohol and Drug Abuse Commission (AADAC)												
Service Provider	0	0	0	0	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
Homeless Shelters												
Service Provider	0	1	0	0	1	0	0	0	0	0	1	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
Seniors' Lodges/Unique Homes												
Service Provider	1	1	1	0	0	3	1	1	2	1	0	2
Client/Resident	1	2	0	1	0	2	0	0	0	0	0	1
Family	0	1	0	0	1	0	0	1	0	1	0	0
Other	0	1	2	0	0	0	0	2	0	0	0	0

CHART 5Protection for Persons in Care
Monthly Reports 2007/2008

2008/04/08

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

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Women's Shelters												
Service Provider	0	0	0	0	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.

CHART 6

2008/04/08

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Protection for Persons in Care

Monthly Reports 2007/2008

REPORTS BY TYPES OF COMPLAINANTS

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Service Provider (Total)	36	34	31	24	21	10	20	28	23	20	18	20
Management	13	23	8	8	11	7	14	15	15	11	7	12
Non-Management	23	11	23	16	10	3	6	13	8	9	11	8
Client/Resident	3	4	3	0	7	2	2	3	2	2	3	3
Family	12	15	6	8	8	13	10	7	13	9	5	12
Other (e.g. volunteer/visitor)	0	3	3	5	2	3	2	2	1	2	1	2
Total Reports	51	56	43	37	38	28	34	40	39	33	27	37

Notes to Chart 6:

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

Protection for Persons in Care
 Monthly Reports 2007/2008

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	6	0	3	3	1	1	5	0	4	0	1	1	0	1	0	2	1	1	2	0	0	0	1	1
26 - 35	3	0	3	1	1	3	4	3	2	1	1	0	0	1	1	1	0	2	0	0	4	1	3	1
36 - 45	4	2	6	3	3	0	2	2	1	2	3	1	1	1	0	1	0	2	1	2	1	4	1	2
46 - 55	3	6	0	1	3	4	3	0	3	2	1	1	2	1	2	4	0	1	0	3	6	1	1	0
56 - 65	4	0	3	4	1	1	1	2	0	1	1	1	1	1	0	1	0	2	0	2	1	0	1	1
66 - 70	0	0	0	0	0	1	1	1	2	1	1	0	0	2	1	3	1	2	1	2	0	0	1	2
71 - 75	0	1	3	5	0	1	0	1	1	0	4	2	0	3	2	4	4	2	0	3	0	0	1	1
76 - 80	3	4	4	2	3	2	1	3	1	2	0	0	2	1	0	4	2	2	3	4	1	1	2	4
81 - 85	6	4	1	4	0	2	0	3	3	4	1	4	1	3	1	3	3	6	2	1	1	0	0	8
86 - 90	1	2	2	6	3	8	1	3	2	3	0	4	3	6	0	6	1	0	2	1	1	2	4	0
91 - 95	0	1	0	1	0	3	0	0	1	1	0	0	0	3	0	2	0	3	0	2	1	2	0	1
96 - 100	1	0	0	0	0	1	0	1	1	0	0	1	0	0	0	2	1	3	1	1	0	0	0	1
100+	0	0	0	1	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Sub Total	31	20	25	31	15	28	18	19	21	17	13	15	10	24	7	33	13	26	12	21	16	11	15	22
Total Reports	51		56		43		37		38		28		34		40		39		33		27		37	

Notes to Chart 7:

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

CHART 8

2008/04/08

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Protection for Persons in Care
INVESTIGATION DURATION (Time in Days)

Based on Files Closed Each Month

2007/2008

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
TOTAL FILES CLOSED	4	37	20	52	41	31	41	62	58	37	22	23
NOT INVESTIGATED	3	2	3	3	3	0	1	1	1	1	1	0
INVESTIGATED BY PPC EXTERNAL INVESTIGATOR	1	35	16	49	35	31	41	63	55	36	21	23
AVERAGE INVESTIGATION DAYS	34	32	32	36	48	46	41	46	31	46	41	33
INVESTIGATED BY PROFESSIONAL ASSOCIATION	0	0	1	0	3	0	0	0	2	0	0	0
AVERAGE INVESTIGATION DAYS	0	0	203	0	188	0	0	0	316	0	0	0
INVESTIGATED BY OTHER	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
OVERALL AVERAGE INVESTIGATION DAYS	34	32	42	36	59	46	41	46	41	46	41	33

Protection for Persons in Care
INVESTIGATION DURATION (Time in Days)

Based on Files Closed Each Month

2007/2008

Notes to Chart 8:

- 8.1 Definition of Closed File: A file in which the investigation has concluded, the investigator's final report is received, a decision is made, and the affected parties are notified of the decision. A decision refers to the approval or rejection of the investigator's recommendations and/or a decision to take other action.
- 8.2 Definition of Not Investigated: Refers to situations such as files that were opened, but then it was determined that the complaint did not come under Protection for Persons in Care (PPC) jurisdiction or the complainant did not have grounds to believe that abuse occurred.
- 8.3 Average Investigation Days (arithmetic mean): Calculated based on total days from the date the investigator is appointed to the date the investigator's final report is received. Note that cases referred to the police will have zero recorded for average investigation days.
- 8.4 During the month of April, "Not Investigated" refers to three cases that PPC referred to a police service for investigation.
- 8.5 During the month of May, "Not Investigated" refers to one case that PPC referred to a police service for investigation and one case that the reporter did not have reasonable and probable grounds to believe abuse occurred after an internal investigation was conducted.
- 8.6 During the month of June, "Not Investigated" refers to three cases that PPC referred to a police service for investigation. "Investigated by Professional Association" refers to one case that was referred to the College of Physicians & Surgeons of Alberta for investigation.
- 8.7 During the month of July, "Not Investigated" refers to one case that PPC referred to a police service for investigation and two cases that the reporter did not have reasonable and probable grounds to believe abuse had occurred. Correction made March 31, 2008: One additional file was closed in July, bringing the total closed files up to 52. The one file was assigned to a PPC investigator and after three days of investigation, the investigator referred the file to the police.
- 8.8 (Revision made Jan. 15/08) During the month of August, "Not Investigated" refers to one case that PPC referred to a police service for investigation, one case that was already being investigated by a police service and one case was reported in error. "Investigated by a Professional Association" refers to three cases that were referred to the College of Physicians & Surgeons of Alberta for investigation.
- 8.9 During the month of October two PPC external investigators were assigned to one case. "Not Investigated" refers to one case that the reporter did not have reasonable and probable grounds to believe abuse had occurred.
- 8.10 During the month of November, "Not Investigated" refers to one case that was previously reported to a police service, therefore the conditions of the Act were fulfilled.
- 8.11 During the month of December, "Not Investigated" refers to one case where the reporter, who was also the alleged victim, retracted the report. "Investigated by a Professional Association" refers to two cases that were referred to the College of Licensed Practical Nurses of Alberta.
- 8.12 During the month of January, "Not Investigated" refers to one case that PPC referred to a police service for investigation.
- 8.13 During the month of February, "Not Investigated" refers to one case where the complainant, who is the legal representative of the client, withdrew the complaint.

Protection for Persons in Care
OUTCOMES OF ABUSE COMPLAINTS

Based on Files Closed 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.

	April 2007			
	Upheld	Dismissed as unfounded or the evidence is insufficient	Dismissed: Complaint was made maliciously	Dismissed: Complaint was made without reasonable and probable grounds for belief
Emotional Harm	1	0	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 9:

9.1 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.

9.2 Definition of Closed File: A file in which the investigation has concluded, the investigator's final report is received, a decision is made, and the affected parties are notified of the decision. A decision refers to the approval or rejection of the investigator's recommendations and/or a decision to take other action.

Protection for Persons in Care
OUTCOMES OF ABUSE COMPLAINTS

Based on Files Closed 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.

	May 2007			
	Upheld	Dismissed as unfounded or the evidence is insufficient	Dismissed: Complaint was made maliciously	Dismissed: Complaint was made without reasonable and probable grounds for belief
Emotional Harm	5	23	0	0
Bodily Harm	2	6	0	0
Failure to provide the necessities of life	3	8	0	0
Financial	0	2	0	0
Sexual contact/activity	0	1	0	0
Inappropriate Medications	0	1	0	0

Notes to Chart 9:

9.1 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.

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9.3 During the month of May two allegations of emotional harm were investigated, but no decision was made.

Protection for Persons in Care
OUTCOMES OF ABUSE COMPLAINTS

Based on Files Closed 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.

	June 2007			
	Upheld	Dismissed as unfounded or the evidence is insufficient	Dismissed: Complaint was made maliciously	Dismissed: Complaint was made without reasonable and probable grounds for belief
Emotional Harm	2	10	0	0
Bodily Harm	1	2	0	0
Failure to provide the necessities of life	1	7	0	0
Financial	0	0	0	0
Sexual contact/activity	0	0	0	0
Inappropriate Medications	0	2	0	0

Notes to Chart 9:

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Protection for Persons in Care
OUTCOMES OF ABUSE COMPLAINTS

Based on Files Closed 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.

	July 2007			
	Upheld	Dismissed as unfounded or the evidence is insufficient	Dismissed: Complaint was made maliciously	Dismissed: Complaint was made without reasonable and probable grounds for belief
Emotional Harm	6	33	0	0
Bodily Harm	1	10	0	0
Failure to provide the necessities of life	4	13	0	0
Financial	0	3	0	0
Sexual contact/activity	0	3	0	0
Inappropriate Medications	0	0	0	0

Notes to Chart 9:

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Protection for Persons in Care
OUTCOMES OF ABUSE COMPLAINTS

Based on Files Closed 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.

	August 2007			
	Upheld	Dismissed as unfounded or the evidence is insufficient	Dismissed: Complaint was made maliciously	Dismissed: Complaint was made without reasonable and probable grounds for belief
Emotional Harm	7	25	0	0
Bodily Harm	2	8	0	0
Failure to provide the necessities of life	1	9	0	0
Financial	1	1	0	0
Sexual contact/activity	1	0	0	0
Inappropriate Medications	0	0	0	0

Notes to Chart 9:

(Revision made Jan. 15/08)

9.1 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.

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Protection for Persons in Care
OUTCOMES OF ABUSE COMPLAINTS

Based on Files Closed 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 2007			
	Upheld	Dismissed as unfounded or the evidence is insufficient	Dismissed: Complaint was made maliciously	Dismissed: Complaint was made without reasonable and probable grounds for belief
Emotional Harm	3	21	0	0
Bodily Harm	0	13	0	0
Failure to provide the necessities of life	0	3	0	0
Financial	0	0	0	0
Sexual contact/activity	0	0	0	0
Inappropriate Medications	0	0	0	0

Notes to Chart 9:

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Protection for Persons in Care
OUTCOMES OF ABUSE COMPLAINTS

Based on Files Closed 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 2007			
	Upheld	Dismissed as unfounded or the evidence is insufficient	Dismissed: Complaint was made maliciously	Dismissed: Complaint was made without reasonable and probable grounds for belief
Emotional Harm	7	18	0	0
Bodily Harm	2	7	0	0
Failure to provide the necessities of life	2	16	0	0
Financial	2	0	0	0
Sexual contact/activity	0	0	0	0
Inappropriate Medications	0	3	0	0

Notes to Chart 9:

9.1 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.

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Protection for Persons in Care
OUTCOMES OF ABUSE COMPLAINTS

Based on Files Closed 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 2007			
	Upheld	Dismissed as unfounded or the evidence is insufficient	Dismissed: Complaint was made maliciously	Dismissed: Complaint was made without reasonable and probable grounds for belief
Emotional Harm	10	51	0	0
Bodily Harm	5	11	0	0
Failure to provide the necessities of life	6	18	0	0
Financial	0	1	0	0
Sexual contact/activity	0	1	0	0
Inappropriate Medications	0	0	0	0

Notes to Chart 9:

9.1 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.

9.2 Definition of Closed File: A file in which the investigation has concluded, the investigator's final report is received, a decision is made, and the affected parties are notified of the decision. A decision refers to the approval or rejection of the investigator's recommendations and/or a decision to take other action.

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	December 2007			
	Upheld	Dismissed as unfounded or the evidence is insufficient	Dismissed: Complaint was made maliciously	Dismissed: Complaint was made without reasonable and probable grounds for belief
Emotional Harm	6	35	0	0
Bodily Harm	3	24	0	0
Failure to provide the necessities of life	1	12	0	0
Financial	0	0	0	0
Sexual contact/activity	3	4	0	0
Inappropriate Medications	0	3	0	0

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	January 2008			
	Upheld	Dismissed as unfounded or the evidence is insufficient	Dismissed: Complaint was made maliciously	Dismissed: Complaint was made without reasonable and probable grounds for belief
Emotional Harm	12	17	0	0
Bodily Harm	6	6	0	0
Failure to provide the necessities of life	3	8	0	0
Financial	0	2	0	0
Sexual contact/activity	1	1	0	0
Inappropriate Medications	0	1	0	0

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	February 2008			
	Upheld	Dismissed as unfounded or the evidence is insufficient	Dismissed: Complaint was made maliciously	Dismissed: Complaint was made without reasonable and probable grounds for belief
Emotional Harm	2	10	0	0
Bodily Harm	1	2	0	0
Failure to provide the necessities of life	0	5	0	0
Financial	0	1	0	0
Sexual contact/activity	1	0	0	0
Inappropriate Medications	0	1	0	0

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	March 2008			
	Upheld	Dismissed as unfounded or the evidence is insufficient	Dismissed: Complaint was made maliciously	Dismissed: Complaint was made without reasonable and probable grounds for belief
Emotional Harm	5	12	0	0
Bodily Harm	0	5	0	0
Failure to provide the necessities of life	4	5	0	0
Financial	0	1	0	0
Sexual contact/activity	0	1	0	0
Inappropriate Medications	0	1	0	0

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