

**CHART 1**Protection for Persons in Care  
Monthly Reports 2009/2010

2010/05/18

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**TOTAL REPORTS (FILES OPENED) BY MINISTERIAL JURISDICTION**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Health and Wellness	20	21	22	30	30	19	32	18	22	21	19	28
Seniors and Community Supports	15	10	16	20	8	10	11	19	25	25	9	14
Children and Youth Services	0	0	0	0	0	0	0	1	0	0	0	0
Housing and Urban Affairs	0	0	0	0	0	0	0	0	0	3	0	0
<b>Total Reports</b>	35	31	38	50	38	29	43	38	47	49	28	42
<b>Cumulative Reports</b>	35	66	104	154	192	221	264	302	349	398	426	468

**Notes to Chart 1:**

Revisions for the month of July made October 2009.

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 and Youth Services has responsibility for women's shelters and youth shelters.

1.4 The Ministry of Housing and Urban Affairs has 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.

**CHART 2**

Protection for Persons in Care  
Monthly Reports 2009/2010

2010/05/18

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**TOTAL REPORTS OF ABUSE BY FACILITY TYPE/REGIONS**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Alberta Health Services</b>												
Calgary Zone	7	7	7	11	9	7	8	7	7	4	6	7
Central Zone	5	4	2	4	12	2	9	2	2	5	3	8
Edmonton Zone	6	7	3	5	7	4	8	9	8	4	6	7
North Zone	0	3	6	5	1	4	5	0	1	6	3	3
South Zone	2	0	4	5	1	2	1	0	4	2	1	3
<b>Totals</b>	<b>20</b>	<b>21</b>	<b>22</b>	<b>30</b>	<b>30</b>	<b>19</b>	<b>31</b>	<b>18</b>	<b>22</b>	<b>21</b>	<b>19</b>	<b>28</b>
<b>Addictions (formerly AADAC)</b>	0	0	0	0	0	0	1	0	0	0	0	0
<b>Person with Developmental Disabilities Regions</b>												
Northeast	0	0	0	0	0	0	0	0	0	1	1	0
Northwest	1	0	0	0	0	1	0	0	3	0	0	0
Edmonton	5	3	2	2	2	0	3	4	5	2	0	6
Central	6	4	9	10	2	7	5	5	5	6	7	3
Calgary	1	2	2	5	2	2	1	9	1	3	0	4
South	0	0	3	2	0	0	0	0	2	4	1	0
<b>Totals</b>	<b>13</b>	<b>9</b>	<b>16</b>	<b>19</b>	<b>6</b>	<b>10</b>	<b>9</b>	<b>18</b>	<b>16</b>	<b>16</b>	<b>9</b>	<b>13</b>
<b>Homeless Shelters</b>	0	0	0	0	0	0	0	0	0	3	0	0
<b>Seniors Lodges/Unique Homes</b>	2	1	0	1	2	0	2	1	9	9	0	1
<b>Womens Shelters</b>	0	0	0	0	0	0	0	1	0	0	0	0
<b>Total Reports</b>	<b>35</b>	<b>31</b>	<b>38</b>	<b>50</b>	<b>38</b>	<b>29</b>	<b>43</b>	<b>38</b>	<b>47</b>	<b>49</b>	<b>28</b>	<b>42</b>

**Notes to Chart 2:**

Revisions for the month of July made October 2009.

2.1 From April to November, the data for Alberta Health Services was categorized by each of the nine regional health authorities; however, because the Alberta Health Services Board replaced the regional health authorities in May of 2008 it was necessary to adjust this chart to reflect the five zones within Alberta Health Services.

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

**CHART 3**

## Protection for Persons in Care

2010/06/22

## Monthly Reports 2009/2010

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**COMPLAINTS BY TYPE OF ABUSE REPORTED**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Emotional Harm	23	27	24	49	33	18	32	30	33	31	20	28
Bodily Harm	12	11	19	18	14	8	13	16	23	18	11	12
Failure to provide necessities of life	17	8	17	21	13	17	20	17	19	10	13	27
Sexual contact/activity/behaviour	2	2	0	4	1	2	2	0	1	9	7	4
Misappropriating money/possessions	1	2	0	1	8	0	1	1	5	2	2	4
Inappropriate medication administration	0	0	2	1	3	0	0	3	1	1	0	0
<b>Total Complaints</b>	55	50	62	94	72	45	68	67	82	71	53	75

**Notes to Chart 3:**

On December 1, 2009 a revision was made for the month of July.

On June 21, 2010 a revision was made for the month of March.

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**

Protection for Persons in Care  
Monthly Reports 2009/2010  
**TYPES OF ALLEGED ABUSERS**

2010/05/18

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	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Service Provider	27	24	32	37	28	25	36	31	38	33	24	33
Client/Resident	8	6	4	11	7	4	5	6	8	11	4	7
Family	0	1	0	0	2	0	1	1	0	4	0	2
Other	0	0	2	2	1	0	1	0	1	1	0	0
<b>Total Reports</b>	<b>35</b>	<b>31</b>	<b>38</b>	<b>50</b>	<b>38</b>	<b>29</b>	<b>43</b>	<b>38</b>	<b>47</b>	<b>49</b>	<b>28</b>	<b>42</b>

**Notes to Chart 4:**

In March 2010 a revision was made for the month of August.

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

**CHART 5**

Protection for Persons in Care  
 Monthly Reports 2009/2010

2010/05/18

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**TOTAL REPORTS OF TYPES OF ALLEGED ABUSERS BY FACILITY TYPE/AUTHORITY/PROGRAM**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Alberta Health Services</b>												
Service Provider	15	16	21	22	24	16	26	14	19	13	16	22
Client/Resident	5	4	1	6	3	3	3	3	3	7	3	4
Family	0	1	0	0	2	0	1	1	0	1	0	2
Other	0	0	0	2	1	0	1	0	0	0	0	0
<b>Addictions (formerly AADAC)</b>												
Service Provider	0	0	0	0	0	0	1	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
<b>Persons with Developmental Disabilities Program</b>												
Service Provider	12	7	11	15	4	9	7	16	13	11	8	10
Client/Resident	1	2	3	4	2	1	2	2	3	4	1	3
Family	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	2	0	0	0	0	0	0	1	0	0
<b>Homeless Shelters</b>												
Service Provider	0	0	0	0	0	0	0	0	0	3	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
<b>Seniors Lodges/Unique Homes</b>												
Service Provider	0	1	0	0	0	0	2	1	6	6	0	1
Client/Resident	2	0	0	1	2	0	0	0	2	0	0	0
Family	0	0	0	0	0	0	0	0	0	3	0	0
Other	0	0	0	0	0	0	0	0	1	0	0	0

**CHART 5**Protection for Persons in Care  
Monthly Reports 2009/2010

2010/05/18

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**TOTAL REPORTS OF TYPES OF ALLEGED ABUSERS BY FACILITY TYPE/AUTHORITY/PROGRAM**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>Womens Shelters</b>												
Service Provider	0	0	0	0	0	0	0	0	0	0	0	0
Client/Resident	0	0	0	0	0	0	0	1	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:**

In March 2010 a revision was made for the month of August in the Persons with Developmental Disabilities Program category.

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

**CHART 6**

## Protection for Persons in Care

2010/05/18

## Monthly Reports 2009/2010

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**REPORTS BY TYPES OF COMPLAINANTS**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Service Provider (Total)	25	19	26	35	27	17	24	25	31	27	17	21
Management	13	9	16	22	18	16	15	16	14	14	7	5
Non-Management	12	10	10	13	9	1	9	9	17	13	10	16
Client/Resident	3	1	2	1	1	2	1	3	3	4	3	1
Family	5	9	9	10	8	6	10	5	6	13	8	12
Other (e.g. volunteer/visitor)	2	2	1	4	2	4	8	5	7	5	0	8
<b>Total Reports</b>	<b>35</b>	<b>31</b>	<b>38</b>	<b>50</b>	<b>38</b>	<b>29</b>	<b>43</b>	<b>38</b>	<b>47</b>	<b>49</b>	<b>28</b>	<b>42</b>

**Notes to Chart 6:**

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

**CHART 7**

Protection for Persons in Care  
Monthly Reports 2009/2010

2010/05/26

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**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	4	0	0	4	1	2	4	2	0	2	0	0	1	1	3	3	1	1	1	4	1	0	3	0
26 - 35	1	0	0	0	0	1	1	5	2	1	2	0	0	1	3	4	0	4	2	1	1	2	2	3
36 - 45	2	2	4	2	0	1	2	2	0	2	1	3	0	3	3	2	2	1	1	1	0	0	2	0
46 - 55	2	4	2	1	5	5	3	3	1	4	1	1	4	2	0	1	1	5	3	5	1	2	0	2
56 - 65	1	1	2	1	2	2	5	4	1	2	4	3	1	2	0	5	2	2	3	4	1	2	2	1
66 - 70	1	2	0	1	0	1	1	0	1	0	0	1	0	4	0	0	2	1	2	2	0	2	0	0
71 - 75	0	1	0	1	1	1	2	1	1	1	0	3	0	1	2	2	4	3	0	0	1	1	0	4
76 - 80	0	2	1	1	1	1	1	2	3	2	0	4	5	3	0	2	1	2	2	3	2	1	3	7
81 - 85	1	5	1	8	0	6	1	2	3	2	0	0	4	3	1	2	3	4	1	4	1	3	3	4
86 - 90	3	0	0	0	2	3	1	4	1	5	0	2	1	2	1	3	0	5	0	6	0	4	1	2
91 - 95	0	2	1	1	0	3	2	2	1	3	1	2	3	2	0	0	0	2	1	0	1	2	0	2
96 - 100	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0	1	1	1	0	0	0	1
100+	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0
<b>Sub Total</b>	15	20	11	20	12	26	23	27	14	24	9	20	19	24	13	25	16	31	17	32	9	19	16	26
<b>Total Reports</b>	35		31		38		50		38		29		43		38		47		49		28		42	

**Notes to Chart 7:**

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

**CHART 8**

Protection for Persons in Care  
 Based on Files Closed Each Month  
 2009/2010

2010/08/23

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**INVESTIGATION DURATION (Time in Days)**

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
<b>TOTAL FILES CLOSED</b>	53	31	88	48	63	37	51	25	39	23	55	39
<b>NOT INVESTIGATED</b>	0	0	2	2	0	1	0	0	0	0	2	0
<b>INVESTIGATED BY PPC EXTERNAL INVESTIGATOR</b>	53	31	86	46	62	37	52	29	40	23	53	39
<b>AVERAGE INVESTIGATION DAYS</b>	44	35	41	40	39	42	33	41	32	36	40	34
<b>INVESTIGATED BY PROFESSIONAL ASSOCIATION</b>	0	0	0	0	2	0	0	0	1	0	0	0
<b>AVERAGE INVESTIGATION DAYS</b>	0	0	0	0	278	0	0	0	193	0	0	0
<b>INVESTIGATED BY OTHER</b>	0	0	0	0	0	0	0	0	0	0	0	0
<b>AVERAGE INVESTIGATION DAYS</b>	0	0	0	0	0	0	0	0	0	0	0	0
<b>OVERALL AVERAGE INVESTIGATION DAYS</b>	44	35	41	40	46	42	33	41	36	36	40	34

Protection for Persons in Care  
Based on Files Closed Each Month  
2009/2010

**INVESTIGATION DURATION (Time in Days)****Notes to Chart 8:**

A revision for the month of January made May 2010.

A revision for the month of February made August 2010.

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 June, "Not Investigated" refers to two cases where the complainants did not have reasonable and probable grounds to believe abuse had occurred.

8.6 During the month of July, "Not Investigated" refers to one case that was investigated by the College and Association of Registered Nurses of Alberta and one case where the matter was investigated by a Police Service.

8.7 During the month of August, "Investigated by a Professional Association" refers to two cases that were referred to the College of Physicians and Surgeons of Alberta. In one file two PPC external investigators were assigned to one case.

8.8 During the month of September, "Not Investigated" refers to one case where the complainant did not have reasonable and probable grounds to believe abuse had occurred. In one file two PPC external investigators were assigned to one case.

8.9 During the month of October two PPC external investigators were assigned to one case.

8.10 During the month of November there were two cases where two PPC external investigators were assigned to each case.

8.11 During the month of December, "Investigated by a Professional Association" refers to one case that was referred to the College of Physicians and Surgeons of Alberta. In one file two PPC external investigators were assigned to one case.

8.12 During the month of February, "Not Investigated" refers to one case where the matter was investigated by a Police Service and one case where the complainant did not have reasonable and probable grounds to believe abuse had occurred. .

### OUTCOMES OF ABUSE COMPLAINTS

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 2009			
	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	29	0	0
Bodily Harm	6	17	0	0
Failure to provide the necessities of life	5	15	0	0
Financial	4	1	0	0
Sexual contact/activity	1	2	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.

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.

**OUTCOMES OF ABUSE COMPLAINTS**

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	May 2009			
	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	15	0	0
Bodily Harm	1	7	0	0
Failure to provide the necessities of life	2	25	0	0
Financial	0	0	0	0
Sexual contact/activity	0	0	0	0
Inappropriate Medications	0	3	0	0

**Notes to Chart 9:**

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	June 2009			
	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	19	64	0	0
Bodily Harm	6	6	0	0
Failure to provide the necessities of life	9	20	0	0
Financial	0	1	0	0
Sexual contact/activity	5	1	0	0
Inappropriate Medications	0	0	0	0

**Notes to Chart 9:**

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	July 2009			
	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	35	0	0
Bodily Harm	3	19	0	0
Failure to provide the necessities of life	6	28	0	0
Financial	0	1	0	0
Sexual contact/activity	1	1	0	0
Inappropriate Medications	1	2	0	0

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	<b>August 2009</b>			
	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	25	32	0	0
Bodily Harm	7	21	0	0
Failure to provide the necessities of life	11	16	0	0
Financial	2	0	0	0
Sexual contact/activity	2	3	0	0
Inappropriate Medications	0	2	0	0

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	September 2009			
	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	1	9	0	0
Failure to provide the necessities of life	4	17	0	0
Financial	0	2	0	0
Sexual contact/activity	2	0	0	0
Inappropriate Medications	0	0	0	0

### Notes to Chart 9:

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	<b>October 2009</b>			
	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	31	0	0
Bodily Harm	5	12	0	0
Failure to provide the necessities of life	8	5	0	0
Financial	0	0	0	0
Sexual contact/activity	0	0	0	0
Inappropriate Medications	1	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.

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.

**OUTCOMES OF ABUSE COMPLAINTS**

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	<b>November 2009</b>			
	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	4	14	0	0
Bodily Harm	1	0	0	0
Failure to provide the necessities of life	3	14	0	0
Financial	0	6	0	0
Sexual contact/activity	0	0	0	0
Inappropriate Medications	0	1	0	0

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	<b>December 2009</b>			
	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	15	14	0	0
Bodily Harm	2	9	0	0
Failure to provide the necessities of life	4	22	0	0
Financial	2	2	0	0
Sexual contact/activity	0	1	0	0
Inappropriate Medications	0	1	0	0

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	January 2010			
	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	9	18	0	0
Bodily Harm	0	8	0	0
Failure to provide the necessities of life	0	6	0	0
Financial	1	1	0	0
Sexual contact/activity	0	1	0	0
Inappropriate Medications	0	0	0	0

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	<b>February 2010</b>			
	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	16	23	0	0
Bodily Harm	12	17	0	0
Failure to provide the necessities of life	12	21	0	0
Financial	0	0	0	0
Sexual contact/activity	1	2	0	0
Inappropriate Medications	0	2	0	0

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	<b>March 2010</b>			
	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	25	0	0
Bodily Harm	1	9	0	0
Failure to provide the necessities of life	2	15	0	0
Financial	4	1	0	0
Sexual contact/activity	1	0	0	0
Inappropriate Medications	0	1	0	0

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