

Case Summary #07-09-03

Complaint: Intentionally causing emotional harm

Allegation Reported to PPC: Reported by a service provider, it was alleged that one resident hit another resident on the right side of his face, causing him to be upset; however, no physical injury occurred.

Summary of the Investigation Findings

Both residents have a cognitive impairment, and both were unable to contribute any information regarding the incident.

A Nursing Assistant said the resident who was the alleged victim (AV) shouted, "he hit me," and she noticed the resident who was the alleged abuser (AA) walking away from the AV with a clenched fist. The Nursing Assistant said the AV indicated he was struck on the jaw, but he showed no sign of injury; however, the AV was agitated and emotionally upset.

The AV's guardian said that on the day of the incident she spoke with the AV on the telephone and he said that he had been hit. The AV's guardian said the AV was very difficult to understand, and he was unable to communicate where he was hit, or by whom.

To manage the AA's aggressive behaviours the agency implemented the following:

- The AA is provided with one to one staff.
- The number of staff on shift will be maintained especially on evening and night shifts.
- An exit alarm was installed in the AA's room.
- The AA will be given more one to one time with recreational staff.
- The AA's behaviours are being tracked.
- An approved Restrictive Procedure is in place providing the AA with a safe and quiet room. The AA will be placed in this room and monitored when he exhibits verbal or physical aggression.

Recommendations

The allegation of abuse, defined as intentionally causing emotional harm, was dismissed due to insufficient evidence as the AA does not have the ability to form intent.

Due to the action taken by the facility, no further recommendations were determined to be necessary.