

CHART 1

Protection for Persons in Care

Monthly Reports 2006/2007

TOTAL REPORTS (FILES OPENED) BY MINISTERIAL JURISDICTION

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Health and Wellness	22	20	28	21	16	22	14	26	31	37	31	22
Seniors and Community Supports	7	9	11	7	14	13	11	18	9	20	12	14
Children's Services	0	0	0	0	0	0	0	0	0	0	0	0
Municipal Affairs and Housing	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1	1	0	1
Total Reports	29	29	39	28	30	35	25	44	41	58	43	37
Cumulative Reports	29	58	97	125	155	190	215	259	300	358	401	438

Notes to Chart 1:

1.1 The Ministry of Seniors and Community Supports has responsibility for seniors' lodges, unique homes, homeless shelters 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 assumed responsibility for homeless shelters effective December 15, 2006.

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 2006/2007

2007/05/25

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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	2	1	1	0	3	0	2	2	5	3	0
RHA #2: Palliser	1	1	0	0	1	1	2	0	0	1	0	1
RHA #3: Calgary	9	7	11	6	2	5	6	9	8	3	16	8
RHA #4: David Thompson	1	1	1	2	2	2	1	2	4	1	0	3
RHA #5: East Central	1	2	0	4	2	1	1	1	4	3	1	0
RHA #6: Capital	3	6	12	7	8	9	3	7	10	22	6	7
RHA #7: Aspen	6	1	0	0	0	0	0	1	0	1	4	0
RHA #8: Peace Country	0	0	3	1	1	1	1	1	3	1	1	3
RHA #9: Northern Lights	1	0	0	0	0	0	0	0	0	0	0	0
Totals	22	20	28	21	16	22	14	23	31	37	31	22
Person with Developmental Disabilities Regions												
Northeast	0	0	0	0	0	0	0	1	0	1	0	1
Northwest	0	1	0	0	0	0	0	1	0	0	0	0
Edmonton	0	2	0	1	3	4	1	6	1	2	1	3
Central	3	3	7	2	7	5	8	5	3	10	10	8
Calgary	1	1	0	0	0	0	0	1	0	1	0	0
South	1	0	2	1	0	0	0	0	1	0	0	0
Totals	5	7	9	4	10	9	9	14	5	14	11	12
AADAC	0	0	0	0	0	0	0	3	0	0	0	0
Homeless Shelters	1	2	0	0	0	0	0	0	1	1	0	1
Seniors' Lodges/Unique Homes	1	0	2	3	4	4	2	4	4	6	1	2
Women's Shelters	0	0	0	0	0	0	0	0	0	0	0	0
Total Reports	29	29	39	28	30	35	25	44	41	58	43	37

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

2007/07/12

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Protection for Persons in Care
Monthly Reports 2006/2007

COMPLAINTS BY TYPE OF ABUSE REPORTED

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Emotional Harm	23	36	29	19	19	27	22	39	33	42	31	24
Bodily Harm	11	10	8	9	10	10	6	6	9	26	7	8
Failure to provide necessities of life	10	7	21	10	21	11	11	7	8	16	22	11
Sexual contact/activity/behaviour	2	1	4	0	2	3	1	1	1	1	4	3
Misappropriating money/possessions	0	1	1	3	3	1	0	3	2	3	0	1
Inappropriate medication administration	0	0	1	2	0	1	0	0	1	1	1	2
Total Complaints	46	55	64	43	55	53	40	56	54	89	65	49

Notes to Chart 3:

Adjustments to the Chart were made July 2007.

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.

3.2 The number reported in November for the alleged abuse "bodily harm" was revised from five to six July 2007.

CHART 4

2007/06/07

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Protection for Persons in Care
 Monthly Reports 2006/2007
TYPES OF ALLEGED ABUSERS

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Service Provider	21	21	27	21	19	22	16	28	28	41	33	28
Client/Resident	6	6	11	4	8	6	7	10	5	14	8	8
Family	1	1	0	3	2	6	1	4	5	0	2	0
Other	1	1	1	0	1	1	1	2	3	3	0	1
Total Reports	29	29	39	28	30	35	25	44	41	58	43	37

Notes to Chart 4:

Adjustments to the Chart were made June 2007.

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	18	18	22	17	12	17	12	20	24	32	27	17
Client/Resident	2	0	5	3	3	1	2	1	2	2	3	4
Family	1	1	0	1	1	3	0	2	2	0	1	0
Other	1	1	1	0	0	1	0	0	3	3	0	1
Persons with Developmental Disabilities												
Service Provider	2	1	5	3	4	4	2	7	3	3	6	9
Client/Resident	3	6	4	0	5	5	5	7	2	11	4	3
Family	0	0	0	1	0	0	0	0	0	0	1	0
Other	0	0	0	0	1	0	2	0	0	0	0	0
Alberta Alcohol and Drug Abuse Commission (AADAC)												
Service Provider	0	0	0	0	0	0	0	1	0	0	0	0
Client/Resident	0	0	0	0	0	0	0	2	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	2	0	0	0	0	0	0	1	1	0	1
Client/Resident	1	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	0	0	1	3	1	1	0	0	5	0	1
Client/Resident	0	0	2	1	0	0	0	0	1	1	1	1
Family	0	0	0	1	1	3	1	2	3	0	0	0
Other	0	0	0	0	0	0	0	2	0	0	0	0

CHART 5Protection for Persons in Care
Monthly Reports 2006/2007

2007/05/25

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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:

Revisions were made in April 2007 for the months of April, May, June, July and November.

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

CHART 6

2007/06/07

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Protection for Persons in Care

Monthly Reports 2006/2007

REPORTS BY TYPES OF COMPLAINANTS

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Service Provider (Total)	12	17	22	19	20	21	17	25	25	36	29	23
Management	7	11	8	13	10	7	8	19	7	5	16	10
Non-Management	5	6	14	6	10	14	9	6	18	31	13	13
Client/Resident	0	2	1	2	0	0	0	3	5	3	4	1
Family	11	7	13	7	8	7	6	11	7	10	8	11
Other (e.g. volunteer/visitor)	6	3	3	0	2	7	2	5	4	9	2	2
Total Reports	29	29	39	28	30	35	25	44	41	58	43	37

Notes to Chart 6:

Adjustments to the Chart were made June 2007.

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

Protection for Persons in Care
Monthly Reports 2006/2007

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	1	1	1	1	0	1	0	1	0	0	1	3	0	0	1	0	1	0	1	2	1
26 - 35	0	0	1	0	0	0	1	0	1	1	3	0	1	1	3	2	1	0	0	0	2	0	1	0
36 - 45	2	0	0	0	3	0	2	3	0	3	3	1	2	1	3	1	1	3	4	2	6	1	3	2
46 - 55	2	2	2	2	2	3	0	0	4	2	1	2	1	1	1	4	3	1	5	2	3	4	3	1
56 - 65	0	1	2	3	2	2	1	2	1	0	0	1	1	0	3	1	5	1	1	2	1	0	2	1
66 - 70	0	1	1	1	1	1	0	0	0	3	0	3	1	2	0	1	1	2	0	0	0	2	0	0
71 - 75	0	2	2	1	0	2	0	0	0	2	1	0	0	0	1	0	1	2	1	2	2	3	0	0
76 - 80	1	1	0	1	3	0	0	1	1	1	2	3	1	1	2	1	0	3	1	4	2	1	1	2
81 - 85	2	2	1	1	1	5	3	5	1	2	2	2	2	5	3	8	3	3	4	8	1	2	5	2
86 - 90	0	2	2	3	1	6	1	3	0	3	3	4	1	2	2	3	3	4	2	6	0	6	1	4
91 - 95	1	4	1	0	0	3	1	4	1	2	0	2	0	1	0	1	1	4	0	12	1	4	1	2
96 - 100	1	1	1	2	0	2	0	0	0	1	0	1	0	0	1	0	0	0	1	0	0	2	0	0
100+	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Sub Total	10	19	14	15	14	25	10	18	10	20	16	19	10	15	21	23	18	23	20	38	18	25	22	15
Total Reports	29		29		39		28		30		35		25		44		41		58		43		37	

Notes to Chart 7:

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

CHART 8

2007/07/09

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

Based on Files Closed Each Month

2006/2007

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
TOTAL FILES CLOSED	27	27	30	37	39	31	51	29	55	49	0	22
NOT INVESTIGATED	5	1	1	0	0	1	0	0	4	4	0	2
INVESTIGATED BY PPC EXTERNAL INVESTIGATOR	22	26	28	32	38	29	51	29	52	44	0	20
AVERAGE INVESTIGATION DAYS	32	36	46	64	44	39	39	29	41	31	0	33
INVESTIGATED BY PROFESSIONAL ASSOCIATION	0	0	1	5	1	0	0	0	0	0	0	0
AVERAGE INVESTIGATION DAYS	0	0	231	157	260	0	0	0	0	0	0	0
INVESTIGATED BY OTHER	0	0	0	0	0	1	0	0	0	1	0	0
AVERAGE INVESTIGATION DAYS	0	0	0	0	0	29	0	0	0	50	0	0
OVERALL AVERAGE INVESTIGATION DAYS	32	36	52	77	50	39	39	29	41	31	0	33

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

Based on Files Closed Each Month

2006/2007

Notes to Chart 8:

Revisions made July 2007.

- 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 four cases that PPC referred to a police service for investigation and one case was not investigated because it was determined there was no abuse.
- 8.5 During the month of May, "Not Investigated," refers to one case where the reporter did not have reasonable and probable grounds to believe abuse occurred.
- 8.6 During the month of June, "Not Investigated," refers to one case 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 and Surgeons of Alberta for investigation. Two additional files that were closed, were investigated by the College of Licensed Practical Nurses of Alberta. These two files are not reflected in the "total files closed" because they were opened in September 2004 and the database was unable to capture these files.
- 8.7 During the month of July, "Investigated by Professional Association," refers to five cases that PPC referred to the College of Physicians and Surgeons of Alberta for investigation.
- 8.8 During the month of August, "Investigated by Professional Association," refers to one case that PPC referred to the Alberta College of Social Workers for investigation.
- 8.9 During the month of September, "Investigated by Other," refers to one case that PPC referred to the Office of the Mental Health Patient Advocate. One case that was not investigated was referred by PPC to a police service for investigation.
- 8.10 During the month of December, "Not Investigated" refers to three files that did not fall under the jurisdiction of PPC and one file in which the complaint had already been reported to a police service.
- 8.11 During the month of January, "Not Investigated" refers to three files that were referred to a police service and one file in which the reporter did not have reasonable and probable grounds to believe abuse had occurred. "Investigated by Other," refers to one case that PPC referred to the Office of the Mental Health Patient Advocate.
- 8.12 During the month of February, zero files were closed due to a reorganization within the ministry.
- 8.13 During the month of March, "Not Investigated" refers to one file that was referred to a police service and one file that was reported directly to a police service by the reporter.

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 2006			
	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	11	0	0
Bodily Harm	2	9	0	0
Failure to provide the necessities of life	0	1	0	0
Financial	0	1	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.

9.3 In one file the outcomes of abuse complaints, (emotional and bodily harm), were investigated but there was no decision made because the complaint was previously investigated by the police. (Revision made May 2007)

CHART 9

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 2006			
	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	15	0	0
Bodily Harm	2	4	0	0
Failure to provide the necessities of life	2	7	0	0
Financial	0	2	0	0
Sexual contact/activity	0	0	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.

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.

CHART 9

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 2006			
	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	11	0	0
Bodily Harm	2	8	0	0
Failure to provide the necessities of life	6	6	0	0
Financial	0	0	0	0
Sexual contact/activity	1	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.

9.3 During the month of June two additional files were closed involving "emotional" and "bodily harm." These complaints were investigated by the College of Licensed Practical Nurses of Alberta, and the allegations were dismissed as unfounded or the evidence is insufficient. This information is not reflected in the "total outcomes of abuse complaints" because the database was unable to capture the information because the files were opened in September 2004.

9.4 Revision made January 05, 2007: During the month of June, "11" complaints of emotional harm were dismissed as unfounded or the evidence is insufficient (not ten complaints) and one complaint of sexual contact/activity was upheld (not zero complaints).

CHART 9

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 2006			
	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	23	0	0
Bodily Harm	3	11	0	0
Failure to provide the necessities of life	1	11	0	0
Financial	0	0	0	0
Sexual contact/activity	0	0	0	0
Inappropriate Medications	1	2	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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CHART 9

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 2006			
	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	30	0	1
Bodily Harm	1	15	0	0
Failure to provide the necessities of life	6	13	0	0
Financial	0	2	0	0
Sexual contact/activity	1	0	0	0
Inappropriate Medications	0	2	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.

CHART 9

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 2006			
	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	17	0	0
Bodily Harm	2	5	0	0
Failure to provide the necessities of life	0	6	0	0
Financial	0	0	0	0
Sexual contact/activity	0	2	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.

CHART 9

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 2006			
	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	31	0	0
Bodily Harm	3	16	0	0
Failure to provide the necessities of life	0	13	0	0
Financial	0	2	0	0
Sexual contact/activity	4	2	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.

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.

CHART 9

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 2006			
	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	24	0	0
Bodily Harm	1	10	0	0
Failure to provide the necessities of life	2	4	0	0
Financial	0	0	0	0
Sexual contact/activity	0	1	0	0
Inappropriate Medications	0	0	0	0

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	December 2006			
	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	38	0	0
Bodily Harm	4	10	0	0
Failure to provide the necessities of life	5	13	0	0
Financial	0	3	0	0
Sexual contact/activity	0	0	0	0
Inappropriate Medications	0	2	0	0

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Protection for Persons in Care
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	January 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	29	0	0
Bodily Harm	1	9	0	0
Failure to provide the necessities of life	3	13	0	0
Financial	0	2	0	0
Sexual contact/activity	1	2	0	0
Inappropriate Medications	0	0	0	0

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	February 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	0	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

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9.3 Due to a reorganization within the ministry, zero files were closed in the month of February.

Protection for Persons in Care
OUTCOMES OF ABUSE COMPLAINTS

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	March 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	4	12	0	0
Bodily Harm	0	6	0	0
Failure to provide the necessities of life	3	5	0	0
Financial	0	1	0	0
Sexual contact/activity	0	0	0	0
Inappropriate Medications	0	0	0	0

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9.3 In one file the outcomes of abuse complaints, (emotional and financial harm), were investigated but there was no decision made. The financial abuse was not investigated as a police service was involved and emotional harm did not arise in relation to the agency's duty of care, therefore this matter did not fall within PPC jurisdiction.