

CHART 1

2009/04/30

9:30 AM

Protection for Persons in Care
 Monthly Reports 2008/2009

TOTAL REPORTS (FILES OPENED) BY MINISTERIAL JURISDICTION

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|--------------------------------|-----------|-----------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Health and Wellness | 31 | 20 | 24 | 18 | 20 | 21 | 30 | 16 | 23 | 21 | 37 | 26 |
| Seniors and Community Supports | 5 | 16 | 11 | 19 | 22 | 16 | 9 | 9 | 12 | 17 | 7 | 13 |
| Children and Youth Services | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Housing and Urban Affairs | 0 | 2 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Total Reports | 36 | 38 | 36 | 37 | 42 | 37 | 40 | 25 | 35 | 38 | 44 | 39 |
| Cumulative Reports | 36 | 74 | 110 | 147 | 189 | 226 | 266 | 291 | 326 | 364 | 408 | 447 |

Notes to Chart 1:

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.

TOTAL REPORTS OF ABUSE BY FACILITY TYPE/AUTHORITY

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Health Regions | | | | | | | | | | | | |
| Aspen | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| Calgary | 5 | 4 | 11 | 1 | 3 | 8 | 7 | 9 | 7 | 5 | 4 | 7 |
| Capital | 7 | 11 | 6 | 8 | 6 | 4 | 11 | 6 | 6 | 8 | 19 | 12 |
| Chinook | 0 | 0 | 1 | 1 | 3 | 1 | 0 | 0 | 1 | 1 | 8 | 0 |
| David Thompson | 9 | 0 | 3 | 2 | 4 | 4 | 1 | 0 | 7 | 5 | 1 | 1 |
| East Central | 2 | 3 | 0 | 0 | 1 | 0 | 7 | 0 | 1 | 0 | 3 | 2 |
| Northern Lights | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Palliser | 1 | 0 | 3 | 2 | 1 | 1 | 1 | 0 | 0 | 1 | 1 | 1 |
| Peace Country | 6 | 2 | 0 | 0 | 1 | 1 | 2 | 0 | 0 | 1 | 0 | 3 |
| Totals | 31 | 20 | 24 | 18 | 20 | 19 | 29 | 16 | 23 | 21 | 36 | 26 |
| Person with Developmental Disabilities Regions | | | | | | | | | | | | |
| Northeast | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Northwest | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Edmonton | 2 | 3 | 1 | 2 | 4 | 4 | 1 | 1 | 2 | 4 | 3 | 3 |
| Central | 0 | 5 | 7 | 11 | 7 | 7 | 0 | 6 | 2 | 7 | 3 | 5 |
| Calgary | 2 | 5 | 2 | 2 | 4 | 0 | 0 | 0 | 3 | 2 | 1 | 3 |
| South | 0 | 0 | 0 | 2 | 4 | 0 | 0 | 0 | 2 | 1 | 0 | 0 |
| Totals | 5 | 13 | 10 | 17 | 19 | 11 | 2 | 7 | 9 | 14 | 7 | 11 |
| AADAC | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 1 | 0 |
| Homeless Shelters | 0 | 2 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| Seniors Lodges/Unique Homes | 0 | 3 | 1 | 2 | 3 | 5 | 7 | 2 | 3 | 3 | 0 | 2 |
| Womens Shelters | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Reports | 36 | 38 | 36 | 37 | 42 | 37 | 40 | 25 | 35 | 38 | 44 | 39 |

Notes to Chart 2:

2.1 On May 15, 2008, one provincial governance board, the Alberta Health Services Board, replaced Alberta's nine regional health authority boards, the Alberta Mental Health Board, Alberta Cancer Board and Alberta Alcohol and Drug Abuse Commission (AADAC).

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

CHART 3

2009/07/17

11:51 AM

Protection for Persons in Care

Monthly Reports 2008/2009

COMPLAINTS BY TYPE OF ABUSE REPORTED

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|---|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Emotional Harm | 29 | 36 | 28 | 44 | 26 | 30 | 34 | 20 | 33 | 30 | 42 | 37 |
| Bodily Harm | 13 | 16 | 14 | 7 | 12 | 10 | 6 | 3 | 4 | 12 | 12 | 24 |
| Failure to provide necessities of life | 18 | 19 | 13 | 20 | 11 | 7 | 18 | 11 | 18 | 33 | 27 | 17 |
| Sexual contact/activity/behaviour | 0 | 2 | 0 | 2 | 4 | 1 | 1 | 2 | 1 | 1 | 4 | 2 |
| Misappropriating money/possessions | 0 | 2 | 1 | 2 | 2 | 5 | 0 | 5 | 1 | 1 | 0 | 0 |
| Inappropriate medication administration | 5 | 0 | 0 | 0 | 4 | 2 | 5 | 0 | 0 | 3 | 0 | 1 |
| Total Complaints | 65 | 75 | 56 | 75 | 59 | 55 | 64 | 41 | 57 | 80 | 85 | 81 |

Notes to Chart 3:

Revisions made November 28/08 for the months of May and June.

Revisions made April 06/09 for the months of June and August.

Revisions made July 16/09 for the months of January & February.

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

2009/04/30

9:48 AM

Protection for Persons in Care
Monthly Reports 2008/2009
TYPES OF ALLEGED ABUSERS

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|----------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Service Provider | 30 | 35 | 28 | 33 | 28 | 32 | 33 | 21 | 32 | 33 | 36 | 29 |
| Client/Resident | 1 | 2 | 8 | 3 | 9 | 3 | 7 | 4 | 3 | 3 | 8 | 7 |
| Family | 3 | 0 | 0 | 1 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 2 |
| Other | 2 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 | 0 | 1 |
| Total Reports | 36 | 38 | 36 | 37 | 42 | 37 | 40 | 25 | 35 | 38 | 44 | 39 |

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 |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Health Regions | | | | | | | | | | | | |
| Service Provider | 28 | 19 | 23 | 16 | 14 | 16 | 27 | 13 | 21 | 21 | 31 | 19 |
| Client/Resident | 1 | 0 | 1 | 1 | 3 | 1 | 2 | 3 | 2 | 0 | 5 | 5 |
| Family | 2 | 0 | 0 | 1 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 2 |
| Other | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Persons with Developmental Disabilities Program | | | | | | | | | | | | |
| Service Provider | 2 | 13 | 3 | 16 | 12 | 10 | 1 | 7 | 8 | 10 | 4 | 9 |
| Client/Resident | 0 | 0 | 7 | 1 | 5 | 1 | 1 | 0 | 1 | 3 | 3 | 1 |
| Family | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| Alberta Alcohol and Drug Abuse Commission (AADAC) | | | | | | | | | | | | |
| Service Provider | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 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 |
| Homeless Shelters | | | | | | | | | | | | |
| Service Provider | 0 | 2 | 1 | 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 |
| Seniors Lodges/Unique Homes | | | | | | | | | | | | |
| Service Provider | 0 | 1 | 1 | 1 | 2 | 4 | 3 | 1 | 3 | 2 | 0 | 1 |
| Client/Resident | 0 | 2 | 0 | 1 | 1 | 1 | 4 | 1 | 0 | 0 | 0 | 1 |
| Family | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |

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

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Womens 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 made December 12/08 for the month of June.

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

CHART 6

Protection for Persons in Care

2009/04/30

Monthly Reports 2008/2009

10:09 AM

REPORTS BY TYPES OF COMPLAINANTS

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|--------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Service Provider (Total) | 21 | 23 | 24 | 30 | 32 | 24 | 24 | 18 | 22 | 26 | 25 | 24 |
| Management | 10 | 11 | 9 | 17 | 13 | 14 | 9 | 13 | 12 | 20 | 7 | 21 |
| Non-Management | 11 | 12 | 15 | 13 | 19 | 10 | 15 | 5 | 10 | 6 | 18 | 3 |
| Client/Resident | 6 | 2 | 5 | 2 | 1 | 5 | 2 | 2 | 4 | 2 | 1 | 2 |
| Family | 7 | 11 | 6 | 3 | 5 | 5 | 14 | 3 | 5 | 9 | 14 | 10 |
| Other (e.g. volunteer/visitor) | 2 | 2 | 1 | 2 | 4 | 3 | 0 | 2 | 4 | 1 | 4 | 3 |
| Total Reports | 36 | 38 | 36 | 37 | 42 | 37 | 40 | 25 | 35 | 38 | 44 | 39 |

Notes to Chart 6:

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

CHART 7

2009/04/30

11:14 AM

Protection for Persons in Care
 Monthly Reports 2008/2009

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 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 2 | 0 | 0 | 3 | 1 | 2 | 1 |
| 26 - 35 | 6 | 1 | 3 | 3 | 2 | 3 | 4 | 1 | 4 | 1 | 2 | 1 | 0 | 1 | 5 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 |
| 36 - 45 | 0 | 0 | 0 | 3 | 1 | 2 | 1 | 1 | 0 | 1 | 2 | 1 | 0 | 0 | 0 | 1 | 2 | 3 | 4 | 2 | 0 | 1 | 2 | 3 |
| 46 - 55 | 0 | 5 | 1 | 5 | 2 | 4 | 1 | 2 | 2 | 7 | 1 | 5 | 1 | 3 | 1 | 2 | 2 | 0 | 2 | 2 | 3 | 1 | 2 | 1 |
| 56 - 65 | 1 | 0 | 1 | 1 | 2 | 0 | 1 | 3 | 3 | 1 | 2 | 2 | 0 | 0 | 0 | 1 | 4 | 4 | 4 | 3 | 1 | 2 | 2 | 2 |
| 66 - 70 | 1 | 1 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 2 | 3 | 3 | 4 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 71 - 75 | 1 | 2 | 1 | 2 | 1 | 0 | 1 | 5 | 3 | 2 | 0 | 0 | 3 | 2 | 0 | 2 | 3 | 1 | 0 | 1 | 3 | 4 | 0 | 0 |
| 76 - 80 | 2 | 1 | 1 | 3 | 0 | 1 | 0 | 3 | 2 | 0 | 1 | 2 | 7 | 2 | 0 | 2 | 1 | 1 | 1 | 3 | 0 | 2 | 1 | 0 |
| 81 - 85 | 0 | 4 | 1 | 2 | 1 | 5 | 2 | 4 | 1 | 4 | 2 | 3 | 0 | 8 | 2 | 2 | 1 | 6 | 3 | 4 | 3 | 4 | 1 | 6 |
| 86 - 90 | 1 | 4 | 0 | 6 | 1 | 3 | 0 | 4 | 1 | 5 | 1 | 2 | 1 | 3 | 1 | 1 | 0 | 4 | 3 | 3 | 2 | 5 | 3 | 8 |
| 91 - 95 | 0 | 3 | 0 | 2 | 1 | 6 | 0 | 1 | 0 | 1 | 0 | 3 | 0 | 2 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 9 | 0 | 1 |
| 96 - 100 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| Sub Total | 12 | 24 | 8 | 30 | 11 | 25 | 11 | 26 | 17 | 25 | 15 | 22 | 16 | 24 | 11 | 14 | 14 | 21 | 20 | 18 | 15 | 29 | 15 | 24 |
| Total Reports | 36 | | 38 | | 36 | | 37 | | 42 | | 37 | | 40 | | 25 | | 35 | | 38 | | 44 | | 39 | |

Notes to Chart 7:

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

CHART 8

Protection for Persons in Care

2009/07/17

INVESTIGATION DURATION (Time in Days)

11:33 AM

Based on Files Closed Each Month

2008/2009

| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| TOTAL FILES CLOSED | 4 | 29 | 57 | 46 | 87 | 42 | 27 | 58 | 63 | 16 | 27 | 44 |
| NOT INVESTIGATED | 0 | 0 | 8 | 1 | 1 | 1 | 2 | 0 | 2 | 0 | 0 | 3 |
| INVESTIGATED BY PPC EXTERNAL INVESTIGATOR | 4 | 30 | 49 | 45 | 86 | 40 | 25 | 62 | 61 | 16 | 21 | 38 |
| AVERAGE INVESTIGATION DAYS | 39 | 52 | 46 | 46 | 37 | 39 | 41 | 44 | 45 | 42 | 65 | 48 |
| INVESTIGATED BY PROFESSIONAL ASSOCIATION | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 6 | 3 |
| AVERAGE INVESTIGATION DAYS | 0 | 0 | 0 | 0 | 0 | 319 | 0 | 0 | 0 | 0 | 586 | 396 |
| 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 | 39 | 52 | 46 | 46 | 37 | 45 | 41 | 44 | 45 | 42 | 181 | 73 |

INVESTIGATION DURATION (Time in Days)

Based on Files Closed Each Month

2008/2009**Notes to Chart 8:**

Revisions made July 15/09 for the months of October 2008 and January 2009.

- 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 May, two PPC external investigators were assigned to one case.
- 8.5 During the month of June, "Not Investigated" refers to five cases where the complainant, who was also the alleged victim, retracted the reports. One case the complainant did not have reasonable and probable grounds to believe abuse had occurred and in two cases the complaints were not within the jurisdiction of PPC.
- 8.6 During the months of July and August, "Not Investigated" refers to one case in each month where the complainant did not have reasonable and probable grounds to believe abuse had occurred.
- 8.7 During the month of September, "Not Investigated" refers to one case that was forwarded to a Police Service for investigation. "Investigated by a Professional Association" refers to one case that was referred to the College of Physicians and Surgeons of Alberta.
- 8.8 During the month of October, "Not Investigated" refers to one case the complaint was not within the jurisdiction of PPC and one case where the complainant, who was also the alleged victim, withdrew the complaint.
- 8.9 During the month of November there were two cases where two PPC external investigators were assigned to each case.
- 8.10 During the month of December, "Not Investigated" refers to one case where the complainant did not have reasonable and probable grounds to believe abuse had occurred and one case that was forwarded to a Police Service for investigation.
- 8.11 During the month of February, "Investigated by a Professional Association" refers to six cases that were referred to the College of Licensed Practical Nurses of Alberta.
- 8.12 During the month of March, "Not Investigated" refers to one case where the complainant, who was also the alleged victim, withdrew the complaint; one case where the complainant did not have reasonable and probable grounds to believe abuse had occurred; and one case where a Police Service had already investigated. "Investigated by a Professional Association" refers to three cases that were referred to the College of Physicians and Surgeons of Alberta.

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 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 | 0 | 2 | 0 | 0 |
| Bodily Harm | 0 | 2 | 0 | 0 |
| Failure to provide the necessities of life | 0 | 2 | 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.

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 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 | 4 | 17 | 0 | 0 |
| Bodily Harm | 0 | 5 | 0 | 1 |
| Failure to provide the necessities of life | 5 | 12 | 0 | 0 |
| Financial | 0 | 0 | 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.

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 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 | 4 | 31 | 0 | 0 |
| Bodily Harm | 0 | 13 | 0 | 0 |
| Failure to provide the necessities of life | 2 | 23 | 0 | 0 |
| Financial | 0 | 2 | 0 | 0 |
| Sexual contact/activity | 2 | 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.

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 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 | 4 | 34 | 0 | 0 |
| Bodily Harm | 1 | 14 | 0 | 0 |
| Failure to provide the necessities of life | 1 | 17 | 0 | 0 |
| Financial | 0 | 1 | 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.

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 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 | 52 | 0 | 0 |
| Bodily Harm | 2 | 17 | 0 | 0 |
| Failure to provide the necessities of life | 5 | 16 | 0 | 0 |
| Financial | 0 | 4 | 0 | 0 |
| Sexual contact/activity | 2 | 3 | 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

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 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 | 8 | 19 | 0 | 0 |
| Bodily Harm | 2 | 11 | 0 | 0 |
| Failure to provide the necessities of life | 5 | 11 | 1 | 0 |
| Financial | 0 | 1 | 0 | 0 |
| Sexual contact/activity | 0 | 2 | 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.

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

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 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 | 18 | 0 | 0 |
| Bodily Harm | 1 | 12 | 0 | 0 |
| Failure to provide the necessities of life | 0 | 14 | 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.

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 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 | 21 | 28 | 0 | 0 |
| Bodily Harm | 2 | 16 | 0 | 0 |
| Failure to provide the necessities of life | 6 | 11 | 0 | 0 |
| Financial | 1 | 1 | 0 | 0 |
| Sexual contact/activity | 0 | 3 | 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.

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.

| | December 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 | 18 | 24 | 0 | 0 |
| Bodily Harm | 3 | 9 | 0 | 0 |
| Failure to provide the necessities of life | 5 | 12 | 0 | 0 |
| Financial | 0 | 1 | 0 | 0 |
| Sexual contact/activity | 2 | 3 | 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.

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.

| | January 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 | 4 | 11 | 0 | 0 |
| Bodily Harm | 0 | 5 | 0 | 0 |
| Failure to provide the necessities of life | 0 | 2 | 0 | 0 |
| Financial | 1 | 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.

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.

| | February 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 | 14 | 0 | 0 |
| Bodily Harm | 0 | 5 | 0 | 0 |
| Failure to provide the necessities of life | 10 | 7 | 0 | 0 |
| Financial | 0 | 1 | 0 | 0 |
| Sexual contact/activity | 2 | 0 | 0 | 0 |
| Inappropriate Medications | 3 | 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.

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.

| | March 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 | 11 | 22 | 0 | 0 |
| Bodily Harm | 2 | 6 | 0 | 0 |
| Failure to provide the necessities of life | 0 | 12 | 0 | 0 |
| Financial | 0 | 0 | 0 | 0 |
| Sexual contact/activity | 0 | 1 | 0 | 0 |
| Inappropriate Medications | 2 | 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.