

The *Protection for Persons in Care Act*

The *Protection for Persons in Care Act* (PPCA) promotes the prevention and reporting of abuse of adult Albertans who receive publicly-funded care or support services.

The PPCA requires service providers to take reasonable steps to protect clients from abuse while providing care or support services.

Who the PPCA Applies to

The PPCA applies to adults who receive care or support services from a service provider receiving funding, directly or indirectly, from the Government of Alberta.

This includes adults receiving services from hospitals, nursing homes, seniors' lodges, mental health facilities, shelters, group homes, addictions treatment centres and other service providers providing care or supports.

Definition of Abuse

The PPCA defines abuse as an act or omission that:

- causes serious bodily harm;
- causes serious emotional harm;
- subjects the client to non-consensual sexual contact, activity or behaviour;
- results in failing to provide adequate nutrition, adequate medical attention or another necessity of life without a valid consent, resulting in serious bodily harm;
- involves misappropriating, or improperly or illegally converting a significant amount of money or other valuable possessions; or
- results in the administration, withholding or prescribing of medication for an inappropriate purpose, resulting in serious bodily harm.

Contact Information

To report abuse, order brochures or for more information, call the Protection for Persons in Care office:

1-888-357-9339

To report abuse:

- Call the Protection for Persons in Care reporting line, Monday to Friday from 8:15 a.m. to 4:30 p.m.
- The reporting line is **not** a crisis line.
- Call the police if a person's life or well-being is in immediate danger, or if the abuse is criminal in nature.
- If the incident involves a professional, such as a registered nurse, reports of abuse may be made directly to the applicable professional association.
- Call the Mental Health Patient Advocate if the abuse involved a client detained in a mental health facility or subject to a community treatment order.

Mailing Address

Protection for Persons in Care
Station M, Box 476
Edmonton, AB T5J 2K1
Fax: 780-415-8611

Visit the website at:

www.health.alberta.ca/services/protection-persons-care.html



Safeguarding Vulnerable Adults from Abuse

*Protection for
Persons in Care Act*



Reporting Abuse

The *Protection for Persons in Care Act* (PPCA) states that anyone who believes that there is or has been abuse involving a client must report that abuse as soon as possible. Failure to report abuse is an offence.

However, clients who experience abuse are not required to report the abuse unless they choose to do so. If clients choose to report abuse, they must do so within two years from the date the alleged abuse occurred.

Anonymous reports cannot be accepted. The complainant (person reporting the abuse) must provide their name and contact information. The identity of the complainant will be disclosed if:

1. The abuse report is referred to the police or other body for investigation;
2. If the matter is appealed; or
3. When required to do so by law.

Review of Abuse Report

Every abuse report received is reviewed by a complaints officer who decides if an investigation is necessary.

The complaints officer may decide to make inquiries or take other action.

If the abuse report is investigated, the investigator will interview the client, service provider and any other person who can provide information. The investigator will also review any documents relevant to the investigation.

Investigators must submit a final report to the Protection for Persons in Care (PPC) director, stating whether the abuse was founded or not founded, and may make recommendations.

The Decision of the PPC Director

After reviewing the investigator's final report, the director makes a decision about the abuse report and may direct the service provider or the individual involved (any person who allegedly abused a client or who allegedly failed to prevent abuse of a client) to take specific action to prevent abuse.

In the decision, the director will specify the action that the service provider or the individual involved must take to prevent abuse, and may approve or reject the investigator's recommendations.

It is an offence to fail to comply with the director's decision.

Appealing the Director's Decision

Decisions made by the director may be appealed to an appeal panel.

The following persons may appeal the director's decision within 15 days of being notified of the decision:

- complainant
- service provider
- client
- individual involved

The appeal panel may confirm, reverse, or vary the director's decision. The decision of the appeal panel is final.

You are Protected

If you report abuse or assist with the investigation of an abuse report, you are protected.

- The PPCA states that service providers cannot take adverse action against people for reporting abuse.
- There is also protection for people who comply with inquiries from a complaints officer.
- The PPCA sets out offences for service providers and other people who take adverse action against an individual.

