

Alberta Health

Protection for Persons in Care

Glossary of PPC Terms

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Glossary

Abuse: an act or an omission, with respect to a client receiving care or support services from a service provider, that:

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

Allegation: a discrete incident of abuse of an individual client, as reported to Protection for Persons in Care (PPC).

If multiple allegations were made in one report of abuse about an individual client, each allegation must be reviewed separately and may need to be dealt with in a different manner.

A report of abuse may contain multiple allegations of discrete incidents, and an individual allegation of abuse may involve more than one type of abuse (e.g., bodily harm and emotional harm), so the sum total of all types of abuse may exceed the total number of allegations, which may exceed the total number of reports of abuse.

Care or Support Services: any services that relate to a client's health, or physical and psychological well-being.

Client: an adult who receives care or support services from a service provider. The *Protection for Persons in Care Act* refers to the victim of the alleged abuse as the client.

Complainant: an individual who reports abuse.

Compliance: occurs when all requirements within the Director's decision, including any directives, have been met and adequate supporting evidence has been provided to Protection for Persons in Care, as required.

The Director's decisions may or may not include a requirement to demonstrate compliance. The desired outcome of compliance is a reasonable level of safety and the prevention of abuse.

Director's Decision: the documented decision of the Director, after receiving the investigator's final report, on whether the allegation of abuse is founded or not founded. This may include directives to better prevent future abuse, even if the decision is not founded.

Directives: specific steps or measures that service providers or individuals involved must take to prevent the abuse of clients.

These directives may be issued in the Director's decision, regardless of whether the decision was founded or not founded. While the aim is to prevent abuse, directives may also help to correct or improve a situation, or help to improve the safety and well-being of clients.

Founded: the allegation of abuse was supported by evidence gathered in the investigation.

Funding Authority: the public program or organization (e.g., Alberta Health Services, Persons with Developmental Disabilities program) that provides Government of Alberta funding to operators or service providers.

Individual Involved: a person who allegedly abused a client or who allegedly failed to prevent abuse of a client.

Non-Compliance: occurs when a directive is not met. Examples of non-compliance include:

- Protection for Persons in Care did not receive a response from a service provider or individual involved and the timeline is overdue,
- No meaningful action has been taken by the service provider or individual involved to implement the directive, or
- The action taken by the service provider or individual involved does not meet the directive's intent.

Not Founded: the allegation of abuse was not supported by the evidence gathered during the investigation.

Operator: the corporate entity, public or private, that owns a service provider organization or facility and that receives part or all of its operating funds, directly or indirectly, from the Government of Alberta.

Personal Information: information about an identifiable individual that is protected under the *Freedom of Information and Protection of Privacy Act*.

Report of Abuse: the report to Protection for Persons in Care of the reasonable particulars of abuse involving an individual client. A report of abuse may contain multiple allegations of discrete incidents, so the total number of allegations may exceed the total number of reports of abuse.

Service Provider: an individual, organization or facility that is publicly funded to provide care or support services to the client.