

Protection for Persons in Care 2014–2015 Statistical Report

Reports Attached

Annual Statistical Comparison
Quarterly Statistical Comparison
Total Reports of Abuse Received, by Authority/Region/Setting
Types of Abuse
Client Demographics
Types of Complainants
Types of Individuals Involved
Types of Individuals Involved, by Authority/Region/Setting
Discontinued Reviews of Reports of Abuse
Reports of Abuse Referred for Investigation
Investigation Findings of Reports of Abuse

Health System Accountability and Performance

June 2015

Protection for Persons in Care

Annual Summary of Statistics, 2014–2015



Overview

In 2014–15, there were 46% fewer cases of founded abuse than the previous three-year average.

| Founded Cases of Abuse, by Type | 2011–12 | 2012–13 | 2013–14 | 2014–15 |
|--|----------------|----------------|----------------|----------------|
| Emotional | 73 | 86 | 61 | 32 |
| Basic Necessities | 17 | 44 | 24 | 25 |
| Physical | 37 | 29 | 30 | 13 |
| Medication | 8 | 2 | 6 | 3 |
| Sexual | 5 | 4 | 2 | 5 |
| Financial | 1 | 1 | 0 | 0 |
| Total | 141 | 166 | 123 | 78 |

Types of abuse

The Act 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.

Who reported abuse

In 2014–15, 54% of those reporting abuse were service provider management or staff, 35% of reports came from family members of people in care, and 3% came from care residents themselves. The remaining 8% of reports were from persons who do not fall into those categories (e.g., volunteers, visitors, non-family members, and other third parties).

| Complainant | 2011–12 | 2012–13 | 2013–14 | 2014–15 |
|--|----------------|----------------|----------------|----------------|
| Service Provider (Management or Staff) | 50% | 52% | 52% | 54% |
| Family | 33% | 30% | 31% | 35% |
| Self (Client) | 9% | 8% | 7% | 3% |

Individuals involved

In 2014–15, 320 individuals were involved in alleged abuse: 41 were other clients of the service provider, 2 were family members, and 262 were service providers. The remaining 15 were individuals who do not fall into those categories.

| Individual Involved | 2011–12 | 2012–13 | 2013–14 | 2014–15 |
|---------------------|---------|---------|---------|---------|
| Service Provider | 451 | 492 | 371 | 262 |
| Another Client | 65 | 72 | 54 | 41 |
| Other | 21 | 22 | 23 | 15 |
| Family | 9 | 22 | 21 | 2 |

Locations

In 2014–15, 158 reports of abuse (including 199 allegations) involved clients receiving care from service providers funded by Alberta Health Services, and 62 reports of abuse (including 73 allegations) involved clients receiving care from service providers funded by Persons with Developmental Disabilities.

Reports of abuse and the included allegations involving Alberta Health Services-funded service providers, by zone, were as follows:

| Alberta Health Services Zone | 2011–12 | 2012–13 | 2013–14 | 2014–15 |
|------------------------------|---|---|---------------------------------------|---------------------------------------|
| Calgary Zone | 76 reports of abuse 102 allegations | 79 reports of abuse 110 allegations | 59 reports of abuse 87 allegations | 44 reports of abuse 60 allegations |
| Central Zone | 56 reports of abuse 67 allegations | 48 reports of abuse 54 allegations | 31 reports of abuse 39 allegations | 23 reports of abuse 29 allegations |
| Edmonton Zone | 112 reports of abuse 161 allegations | 104 reports of abuse 166 allegations | 70 reports of abuse 96 allegations | 54 reports of abuse 67 allegations |
| North Zone | 16 reports of abuse 21 allegations | 28 reports of abuse 35 allegations | 16 reports of abuse 22 allegations | 21 reports of abuse 24 allegations |
| South Zone | 18 reports of abuse 25 allegations | 23 reports of abuse 37 allegations | 34 reports of abuse 46 allegations | 16 reports of abuse 19 allegations |

Discontinued and ongoing investigations

In 2014–15, reviews of 82 reports of abuse (86 allegations) were discontinued, compared to 99 reports of abuse (109 allegations) in 2013–14, 68 reports of abuse (73 allegations) in 2012–13, and 58 reports of abuse (69 allegations) in 2011–12.

There are ongoing investigations from both 2013–14 and 2014–15.

Protection for Persons in Care
Quarterly Statistical Overview, 2014–2015



| Statistical Reports | Categories | Q1: | Q2: | Q3: | Q4: |
|--|--|------------------|-------------------|------------------|------------------|
| | | Apr. – June 2014 | July – Sept. 2014 | Oct. – Dec. 2014 | Jan. – Mar. 2015 |
| Total Reports of Abuse Received, by Authority/ Setting | AHS | 58 | 30 | 30 | 81 |
| | PDD | 11 | 22 | 30 | 10 |
| | Unique homes | 6 | 3 | 2 | 2 |
| | Emergency shelters | 0 | 0 | 1 | 0 |
| | <i>Total allegations</i> | <i>75</i> | <i>55</i> | <i>63</i> | <i>93</i> |
| Types of Abuse Reported | Emotional | 35 | 32 | 42 | 53 |
| | Failure to provide necessities of life | 23 | 14 | 16 | 28 |
| | Financial | 1 | 0 | 4 | 0 |
| | Medication | 2 | 2 | 1 | 1 |
| | Physical | 21 | 13 | 11 | 16 |
| | Sexual | 1 | 5 | 6 | 5 |
| Client Demographics | Female | 35 | 26 | 31 | 42 |
| | Male | 26 | 23 | 24 | 25 |
| | <i>Total Clients</i> | <i>61</i> | <i>49</i> | <i>55</i> | <i>67</i> |
| Types of Complainants | Family | 24 | 16 | 15 | 26 |
| | Other | 2 | 6 | 6 | 4 |
| | Self | 2 | 1 | 1 | 3 |
| | Service provider, management | 21 | 10 | 16 | 23 |
| | Service provider, non-management | 12 | 16 | 17 | 11 |

| Statistical Reports | Categories | Q1: | Q2: | Q3: | Q4: |
|---|-----------------------------------|------------------|-------------------|------------------|------------------|
| | | Apr. – June 2014 | July – Sept. 2014 | Oct. – Dec. 2014 | Jan. – Mar. 2015 |
| Types of Individuals Involved in the Alleged Abuse | Another client | 10 | 6 | 11 | 14 |
| | Family | 0 | 0 | 0 | 2 |
| | Other | 1 | 5 | 3 | 6 |
| | Service provider | 70 | 49 | 58 | 85 |
| Types of Individuals Involved in the Alleged Abuse, by Authority/ Setting | AHS | 64 | 31 | 34 | 94 |
| | PDD | 11 | 26 | 35 | 11 |
| | Unique homes | 6 | 3 | 2 | 2 |
| | Emergency shelters | 0 | 0 | 1 | 0 |
| | <i>Total individuals involved</i> | <i>81</i> | <i>60</i> | <i>72</i> | <i>107</i> |
| Discontinued Reviews of Reports of Abuse | Investigation not necessary | 30 | 12 | 18 | 19 |
| | Investigation withdrawn | 3 | 1 | 0 | 3 |
| | <i>Total allegations</i> | <i>33</i> | <i>13</i> | <i>18</i> | <i>22</i> |
| Reports of Abuse Referred for Investigation | Referred to PPC investigator | 43 | 38 | 50 | 52 |
| | Referred to police | 1 | 0 | 0 | 1 |
| | <i>Total allegations</i> | <i>44</i> | <i>38</i> | <i>50</i> | <i>53</i> |
| Investigation Findings of Reports of Abuse | Founded | 22 | 21 | 23 | 11 |
| | Not founded | 31 | 39 | 48 | 29 |
| | <i>Total abuses</i> | <i>53</i> | <i>60</i> | <i>71</i> | <i>40</i> |

Notes:

PPC: Protection for Persons in Care

AHS: Alberta Health Services

PDD: Persons with Developmental Disabilities program



Protection For Persons In Care

Total Reports of Abuse Received by Authority/Region/Setting

Start Date: April 1, 2014

End Date: March 31, 2015

Legend: R – Reports of Abuse
 A – Allegations

| Authority | Region | 2014 | | | | | | | | | | | | | | | | | | 2015 | | | | | | Total | |
|---|---------------|------|----|-----|----|-----|----|-----|----|-----|----|-----|---|-----|----|-----|---|-----|----|------|----|-----|----|-----|----|-------|-----|
| | | Apr | | May | | Jun | | Jul | | Aug | | Sep | | Oct | | Nov | | Dec | | Jan | | Feb | | Mar | | R | A |
| | | R | A | R | A | R | A | R | A | R | A | R | A | R | A | R | A | R | A | R | A | R | A | R | A | | |
| Alberta Health Services | Calgary Zone | 6 | 10 | 4 | 4 | 4 | 6 | 3 | 3 | 1 | 1 | 1 | 2 | 3 | 5 | 2 | 2 | 6 | 6 | 7 | 11 | 4 | 7 | 3 | 3 | 44 | 60 |
| | Central Zone | 1 | 1 | 6 | 7 | 2 | 2 | 1 | 1 | 3 | 3 | 0 | 0 | 1 | 1 | 2 | 3 | 0 | 0 | 2 | 2 | 4 | 8 | 1 | 1 | 23 | 29 |
| | Edmonton Zone | 2 | 3 | 6 | 7 | 10 | 10 | 1 | 1 | 1 | 1 | 5 | 5 | 2 | 2 | 3 | 3 | 1 | 1 | 7 | 10 | 9 | 15 | 7 | 9 | 54 | 67 |
| | North Zone | 1 | 1 | 1 | 1 | 0 | 0 | 3 | 4 | 2 | 3 | 2 | 2 | 2 | 2 | 0 | 0 | 1 | 1 | 4 | 5 | 2 | 2 | 3 | 3 | 21 | 24 |
| | South Zone | 2 | 2 | 2 | 2 | 1 | 2 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 4 | 3 | 4 | 1 | 1 | 0 | 0 | 16 | 19 |
| | Total | | 12 | 17 | 19 | 21 | 17 | 20 | 12 | 13 | 7 | 8 | 8 | 9 | 8 | 10 | 7 | 8 | 11 | 12 | 23 | 32 | 20 | 33 | 14 | 16 | 158 |
| Persons with Developmental Disabilities | Calgary | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 4 | 7 | 7 | 0 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 14 | 17 |
| | Central | 1 | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 2 | 2 | 4 | 6 | 0 | 0 | 6 | 7 | 2 | 2 | 0 | 0 | 2 | 2 | 0 | 0 | 21 | 24 |
| | Edmonton | 1 | 3 | 3 | 3 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 5 | 5 | 1 | 1 | 3 | 3 | 1 | 2 | 1 | 2 | 0 | 0 | 17 | 21 |
| | Northeast | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 6 | 6 |
| | Northwest | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| | South | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 4 |
| | Total | | 2 | 4 | 6 | 6 | 1 | 1 | 4 | 5 | 10 | 10 | 5 | 7 | 12 | 14 | 9 | 11 | 5 | 5 | 1 | 2 | 3 | 4 | 4 | 4 | 62 |

| | | 2014 | | | | | | | | | | | | | | | | | | 2015 | | | | | | | |
|--|-------------------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| | | Apr | | May | | Jun | | Jul | | Aug | | Sep | | Oct | | Nov | | Dec | | Jan | | Feb | | Mar | | Total | |
| Setting | Setting Types | R | A | R | A | R | A | R | A | R | A | R | A | R | A | R | A | R | A | R | A | R | A | R | A | R | A |
| Seniors' Lodges/Unique Homes (Associated with a Management Body) | Lodges | 2 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 7 | 9 |
| | Unique Homes | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 2 | 2 |
| | Total | 2 | 4 | 0 | 0 | 0 | 0 | 1 | 1 | 2 | 2 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 9 | 11 |
| Unique Homes (Not Associated with a Management Body) | Unique Homes | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| | Total | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| Homeless Shelters | Homeless Shelters | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| | Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| Women's Shelters | Women's Shelters | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Youth Shelters | Youth Shelters | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Reports of Abuse / Allegations (per Month) | | 16 | 25 | 27 | 29 | 18 | 21 | 17 | 19 | 19 | 20 | 13 | 16 | 23 | 27 | 16 | 19 | 16 | 17 | 24 | 34 | 24 | 38 | 19 | 21 | 232 | 286 |
| Cumulative Total Reports of Abuse / Allegations (Fiscal Year) | | 16 | 25 | 43 | 54 | 61 | 75 | 78 | 94 | 97 | 114 | 110 | 130 | 133 | 157 | 149 | 176 | 165 | 193 | 189 | 227 | 213 | 265 | 232 | 286 | 232 | 286 |

Notes:

Total Reports of Abuse Received by Authority/Region/Setting

- [1] **Authority:** The body that is the source of funding, such as Alberta Health Services (AHS) or Persons with Developmental Disabilities (PDD) in Alberta Human Services.
- [2] **Setting:** The types of facilities in which funding is provided by: Alberta Seniors for Seniors Lodges and Unique Homes; or Alberta Human Services for Homeless Shelters, Women's Shelters and Youth Shelters.
- [3] **Unique Homes:** Seniors' supportive housing in lodge-type accommodations.
- [4] **Management Body:** A management body established under the Alberta Housing Act. Management bodies operate and administer housing accommodation.
- [5] At some time during this fiscal year the Persons with Developmental Disabilities programs were re-aligned and a new region, North Central, was established. In this report, the reports of abuse for this region are combined with those of Northeast Region.
- [6] The Protection for Persons in Care complaints officers review all reports of abuse received and determine if a report of abuse should be discontinued (see "Discontinued Reviews of Reports of Abuse by Month"), if it should be referred elsewhere (see "Reports of Abuse Referred for Investigation, by Month"), or if it should be investigated under the *Protection for Persons in Care Act*, SA 2009, cP-29.1. Therefore, not all reports received are investigated by Protection for Persons in Care (PPC).
- [7] One **report of abuse** may involve multiple **allegations** resulting in one or more **types of abuse**. 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 allegation was reported and the client experienced both emotional harm and physical harm (two types of abuse). Further, this same client was being transferred by mechanical lift and the transfer belt slipped causing the client a large laceration on his chest. The client has experienced bodily harm due to something that someone did or did not do correctly (basic necessities). Because it is being reported by the same complainant and involves the same client, it is considered a second allegation within the one report of abuse. The total abuses (three) are greater than the total number of reports of abuse (one) and the total number of allegations (two).



Protection For Persons In Care

Types of Abuse Reported, by Month Received

Start Date: April 1, 2014

End Date: March 31, 2015

| Type Of Abuse | 2014 | | | | | | | | | 2015 | | | Total |
|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | |
| Emotional | 10 | 13 | 12 | 8 | 13 | 11 | 21 | 9 | 12 | 18 | 21 | 14 | 162 |
| Failure to provide necessities of life | 11 | 7 | 5 | 5 | 5 | 4 | 7 | 6 | 3 | 9 | 14 | 5 | 81 |
| Financial | 0 | 1 | 0 | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 5 |
| Medication | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 6 |
| Physical | 6 | 11 | 4 | 7 | 1 | 5 | 3 | 5 | 3 | 7 | 4 | 5 | 61 |
| Sexual | 0 | 0 | 1 | 4 | 1 | 0 | 3 | 1 | 2 | 3 | 1 | 1 | 17 |
| Total Alleged Abuses | 28 | 33 | 22 | 25 | 21 | 20 | 38 | 22 | 20 | 37 | 41 | 25 | 332 |

Notes:

[1] Types of Abuse Reported

Under the *Protection for Persons in Care Act*, SA 2009, cP-29.1 the definitions of abuse are:

- **Emotional** - An act or omission that causes serious emotional harm.
- **Failure to provide necessities of life** - An act or omission that results in failing to provide adequate nutrition, adequate medical attention or another necessity of life without a valid consent, resulting in serious bodily harm.
- **Financial** - An act or omission that involves misappropriating or improperly or illegally converting a significant amount of money or other valuable possessions.
- **Medication** - An act or omission that results in the administration, withholding or prescribing of medication for an inappropriate purpose, resulting in serious bodily harm.
- **Physical** - An act or omission that causes serious bodily harm.
- **Sexual** - An act or omission that subjects an individual to non-consensual sexual contact, activity or behavior.

- [2] One **report of abuse** may involve multiple **allegations** resulting in one or more **types of abuse**. 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 allegation was reported and the client experienced both emotional harm and physical harm (two types of abuse). Further, this same client was being transferred by mechanical lift and the transfer belt slipped causing the client a large laceration on his chest. The client has experienced bodily harm due to something that someone did or did not do correctly (basic necessities). Because it is being reported by the same complainant and involves the same client, it is considered a second allegation within the one report of abuse. The total abuses (three) are greater than the total number of reports of abuse (one) and the total number of allegations (two).
- [3] The Protection for Persons in Care complaints officers review all abuse reports received and determine if a report of abuse should be discontinued (see "Discontinued Reviews of Reports of Abuse by Month"), referred elsewhere (see "Reports of Abuse Referred for Investigation, by Month"), or if it should be investigated under the *Protection for Persons in Care Act*, SA 2009, cP-29.1. Therefore, not all reports received are investigated by Protection for Persons in Care.

Protection For Persons In Care

Client Demographics: Age and Sex

Start Date: April 1, 2014

End Date: March 31, 2015



Legend: M – Male
F – Female
Tot – Total

| Age | 2014 | | | | | | | | | | | | | | | | | | | | | | | | 2015 | | | | | | | | | Total | | | | | | | | |
|--------------|----------|----------|-----------|-----------|-----------|-----------|----------|----------|-----------|----------|----------|-----------|----------|-----------|-----------|----------|----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|----------|----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|----------|-----------|-----------|-----------|------------|------------|----|----|----|
| | Apr | | | May | | | Jun | | | Jul | | | Aug | | | Sep | | | Oct | | | Nov | | | Dec | | | Jan | | | Feb | | | Mar | | | M | F | All | | | |
| | M | F | Tot | M | F | Tot | M | F | Tot | M | F | Tot | M | F | Tot | M | F | Tot | M | F | Tot | M | F | Tot | M | F | Tot | M | F | Tot | M | F | Tot | M | F | Tot | M | F | All | | | |
| N/A | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18 - 25 | 1 | 0 | 1 | 1 | 2 | 3 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 1 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 2 | 0 | 2 | 10 | 5 | 15 |
| 26 - 35 | 0 | 0 | 0 | 1 | 1 | 2 | 1 | 0 | 1 | 3 | 0 | 3 | 2 | 1 | 3 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 3 | 3 | 1 | 2 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 8 | 11 | 19 |
| 36 - 45 | 0 | 1 | 1 | 1 | 1 | 2 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 2 | 2 | 2 | 0 | 2 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 1 | 8 | 5 | 13 | | | |
| 46 - 55 | 1 | 0 | 1 | 1 | 2 | 3 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 1 | 2 | 3 | 3 | 2 | 5 | 1 | 1 | 2 | 1 | 1 | 2 | 0 | 1 | 1 | 1 | 1 | 2 | 0 | 2 | 2 | 9 | 15 | 24 | | | |
| 56 - 65 | 1 | 1 | 2 | 1 | 0 | 1 | 1 | 1 | 2 | 0 | 1 | 1 | 3 | 3 | 6 | 0 | 0 | 0 | 1 | 0 | 1 | 2 | 3 | 5 | 0 | 0 | 0 | 2 | 1 | 3 | 2 | 1 | 3 | 1 | 2 | 3 | 14 | 13 | 27 | | | |
| 66 - 70 | 1 | 1 | 2 | 1 | 2 | 3 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 1 | 0 | 1 | 1 | 1 | 2 | 2 | 0 | 2 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 9 | 8 | 17 | | | |
| 71 - 75 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 4 | 5 | | | |
| 76 - 80 | 1 | 0 | 1 | 1 | 1 | 2 | 1 | 0 | 1 | 0 | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 0 | 5 | 5 | 1 | 1 | 5 | 10 | 15 | | | |
| 81 - 85 | 1 | 4 | 5 | 1 | 2 | 3 | 1 | 2 | 3 | 2 | 0 | 2 | 0 | 0 | 0 | 2 | 2 | 4 | 0 | 1 | 1 | 0 | 2 | 2 | 2 | 0 | 2 | 2 | 5 | 7 | 1 | 3 | 4 | 0 | 3 | 3 | 12 | 24 | 36 | | | |
| 86 - 90 | 1 | 2 | 3 | 0 | 3 | 3 | 1 | 4 | 5 | 0 | 3 | 3 | 1 | 1 | 2 | 0 | 1 | 1 | 0 | 3 | 3 | 0 | 0 | 0 | 3 | 0 | 3 | 1 | 4 | 5 | 3 | 2 | 5 | 0 | 1 | 1 | 10 | 24 | 34 | | | |
| 91 - 95 | 0 | 0 | 0 | 2 | 2 | 4 | 0 | 0 | 0 | 2 | 0 | 2 | 2 | 2 | 4 | 0 | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 1 | 1 | 1 | 0 | 1 | 0 | 3 | 3 | 7 | 12 | 19 | | | |
| 96 - 100 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 2 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 6 | | | |
| 100+ | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 0 | 0 | 0 | 2 | 0 | 2 | | | |
| Total | 7 | 9 | 16 | 10 | 17 | 27 | 9 | 9 | 18 | 9 | 8 | 17 | 8 | 11 | 19 | 6 | 7 | 13 | 10 | 13 | 23 | 6 | 10 | 16 | 8 | 8 | 16 | 10 | 14 | 24 | 10 | 14 | 24 | 5 | 14 | 19 | 98 | 134 | 232 | | | |

Notes:
The age categories increase by increments of ten years between 26 and 65 and by increments of five years after 65.



Protection For Persons In Care

Types of Complainants, by Month Received

Start Date: April 1, 2014

End Date: March 31, 2015

| Relationship To Client | 2014 | | | | | | | | | 2015 | | | Total |
|-----------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | |
| Family | 10 | 9 | 5 | 6 | 5 | 5 | 5 | 3 | 7 | 5 | 16 | 5 | 81 |
| Other | 1 | 0 | 1 | 2 | 1 | 3 | 2 | 1 | 3 | 2 | 1 | 1 | 18 |
| Self | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 2 | 7 |
| Service provider - management | 3 | 9 | 9 | 6 | 2 | 2 | 5 | 7 | 4 | 11 | 5 | 7 | 70 |
| Service provider - non-management | 2 | 8 | 2 | 3 | 10 | 3 | 11 | 5 | 1 | 6 | 1 | 4 | 56 |
| Total Complainants | 16 | 27 | 18 | 17 | 19 | 13 | 23 | 16 | 16 | 24 | 24 | 19 | 232 |

Notes:

Types of Complainants

Under the *Protection for Persons in Care Act*, SA 2009, cP-29.1, a complainant is the individual who reported the abuse.

Other: Volunteers, visitors, non-family members and other third parties.

Self: Clients who report the abuse themselves.



Protection For Persons In Care

Types of Individuals Involved in the Alleged Abuse, by Month Received

Start Date: April 1, 2014

End Date: March 31, 2015

| Relationship To Client | 2014 | | | | | | | | | 2015 | | | Total |
|-----------------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|
| | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | |
| Another Client | 4 | 4 | 2 | 4 | 1 | 1 | 1 | 4 | 6 | 2 | 8 | 4 | 41 |
| Family | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| Other | 0 | 0 | 1 | 3 | 1 | 1 | 2 | 0 | 1 | 2 | 1 | 3 | 15 |
| Service Provider | 26 | 26 | 18 | 13 | 22 | 14 | 29 | 19 | 10 | 40 | 31 | 14 | 262 |
| Total Individuals Involved | 30 | 30 | 21 | 20 | 24 | 16 | 32 | 23 | 17 | 44 | 40 | 23 | 320 |

Notes:

Types of Individuals Involved in the Alleged Abuse

- [1] Under the *Protection for Persons in Care Act*, SA 2009, cP-29.1 an "individual involved" means a person who allegedly abused a client or who allegedly failed to prevent abuse of a client.
- [2] **Other:** Volunteers, visitors, non-family members and other third parties.
- [3] The categories of individual involved only appear in this table if there is an instance of it.



Protection For Persons In Care

Type of Individuals Involved in the Alleged Abuse by Authority/Setting, Based on Month Received

Start Date: April 1, 2014

End Date: March 31, 2015

| | | 2014 | | | | | | | | | | 2015 | | | |
|--|------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|--|
| | | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Total | |
| Authority | Relationship To Client | | | | | | | | | | | | | | |
| Alberta Health Services | Another Client | 0 | 3 | 2 | 3 | 0 | 0 | 0 | 2 | 4 | 2 | 6 | 4 | 26 | |
| | Family | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | |
| | Other | 0 | 0 | 1 | 2 | 1 | 1 | 1 | 0 | 1 | 2 | 1 | 3 | 13 | |
| | Service Provider | 22 | 19 | 17 | 9 | 7 | 8 | 9 | 10 | 7 | 38 | 28 | 9 | 183 | |
| | Total | 22 | 22 | 20 | 14 | 8 | 9 | 10 | 12 | 12 | 42 | 35 | 17 | 223 | |
| Persons with Developmental Disabilities | Another Client | 4 | 1 | 0 | 0 | 1 | 1 | 0 | 2 | 2 | 0 | 2 | 0 | 13 | |
| | Other | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | |
| | Service Provider | 0 | 5 | 1 | 4 | 13 | 6 | 18 | 9 | 3 | 2 | 2 | 5 | 68 | |
| | Total | 4 | 6 | 1 | 5 | 14 | 7 | 19 | 11 | 5 | 2 | 4 | 5 | 83 | |
| Setting | Relationship To Client | | | | | | | | | | | | | | |
| Seniors' Lodges/Unique Homes (Associated with a Management Body) | Client | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | |
| | Family | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | |
| | Service Provider | 4 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 | 0 | 1 | 0 | 8 | |
| | Total | 4 | 0 | 0 | 1 | 2 | 0 | 2 | 0 | 0 | 0 | 1 | 1 | 11 | |
| Unique Homes (Not Associated with a Management Body) | Service Provider | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | |
| | Total | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | |
| Homeless Shelters | Service Provider | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | |
| | Total | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | |
| Total | | 30 | 30 | 21 | 20 | 24 | 16 | 32 | 23 | 17 | 44 | 40 | 23 | 320 | |

Notes:

Types of Individuals Involved by Authority/Setting

- [1] Under the *Protection for Persons in Care Act*, SA 2009, cP-29.1 an "individual involved" means a person who allegedly abused a client or who allegedly failed to prevent abuse of a client.
- [2] "Other" refers to volunteers, visitors, non-family members and other third parties.
- [3] "Unique Homes" refers to seniors' supportive housing in lodge-type accommodations.
- [4] Management Body: refers to a management body established under the *Alberta Housing Act*. Management bodies operate and administer housing accommodation.
- [5] The categories of individuals involved only appear under each authority in this table if there is an instance of it.



Protection For Persons In Care

Discontinued Reviews of Reports of Abuse, by Month

Start Date: April 1, 2014

End Date: March 31, 2015

Legend: R – Reports of Abuse
A – Allegations
PPC – Protection for Persons in Care

| Year | Month Discontinued | Frivolous, Vexatious or in Bad Faith | | Past Two-Year Deadline | | Investigation Not Necessary | | Withdrawn by Complainant | | Not Within PPC Scope | | Total | |
|----------------|--------------------|--------------------------------------|---|------------------------|---|-----------------------------|----|--------------------------|---|----------------------|---|-------|----|
| | | R | A | R | A | R | A | R | A | R | A | R | A |
| 2014 | April | 0 | 0 | 0 | 0 | 6 | 7 | 1 | 1 | 0 | 0 | 7 | 8 |
| | May | 0 | 0 | 0 | 0 | 8 | 8 | 1 | 1 | 0 | 0 | 9 | 9 |
| | June | 0 | 0 | 0 | 0 | 15 | 15 | 1 | 1 | 0 | 0 | 16 | 16 |
| | July | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 2 | 2 |
| | August | 0 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 5 | 5 |
| | September | 0 | 0 | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 0 | 6 | 6 |
| | October | 0 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 5 | 5 |
| | November | 0 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 5 | 5 |
| | December | 0 | 0 | 0 | 0 | 8 | 8 | 0 | 0 | 0 | 0 | 8 | 8 |
| 2015 | January | 0 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 5 | 5 |
| | February | 0 | 0 | 0 | 0 | 8 | 11 | 1 | 1 | 0 | 0 | 9 | 12 |
| | March | 0 | 0 | 0 | 0 | 3 | 3 | 2 | 2 | 0 | 0 | 5 | 5 |
| Totals: | | 0 | 0 | 0 | 0 | 75 | 79 | 7 | 7 | 0 | 0 | 82 | 86 |

Notes:

Discontinued Reviews of Reports of Abuse

- [1] The complaints officers review all reports of abuse received and determine if a report should be discontinued (as presented here), if it should be referred elsewhere (see "Reports of Abuse Referred for Investigation, by Month"), or if it should be investigated under the *Protection for Persons in Care Act, SA 2009, cP-29.1*. Therefore, not all reports received are investigated by Protection for Persons in Care (PPC).
- [2] A Protection for Persons in Care (PPC) complaints officer may discontinue the review of a report of abuse for any of the following reasons:
- a. **Frivolous, vexatious, or in bad faith:** The report of abuse was frivolous, vexatious, or made in bad faith.
 - b. **Past two-year deadline:** The report of abuse was made more than two years after the date that the alleged abuse occurred.
 - c. **Investigation not necessary:** No investigation was necessary, given all the circumstances (e.g. the service provider already took appropriate action, another governing body is already investigating the allegation).
 - d. **Withdrawn by complainant:** The report of abuse was withdrawn by the complainant.
 - e. **Not within PPC scope:** The report of abuse was not within scope of the *Protection for Persons in Care Act, SA 2009, cP-29.1*.
- [3] One **report of abuse** may involve multiple **allegations** resulting in one or more **types of abuse**. 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 allegation was reported and the client experienced both emotional harm and physical harm (two types of abuse). Further, this same client was being transferred by mechanical lift and the transfer belt slipped causing the client a large laceration on his chest. The client has experienced bodily harm due to something that someone did or did not do correctly (basic necessities). Because it is being reported by the same complainant and involves the same client, it is considered a second allegation within the one report of abuse. The total abuses (three) are greater than the total number of reports (one) of abuse and the total number of allegations (two).



Protection For Persons In Care

Reports of Abuse Referred for Investigation, by Month

Start Date: April 1, 2014

End Date: March 31, 2015

Legend: R – Reports of Abuse
A – Allegations
PPC – Protection for Persons in Care

| Year | Month Referred | Referred to PPC Investigator | | Referred to Other Body | | Referred to Police | | Referred to Alberta Justice | | Total | |
|----------------|----------------|------------------------------|-----|------------------------|---|--------------------|---|-----------------------------|---|-------|-----|
| | | R | A | R | A | R | A | R | A | R | A |
| 2014 | April | 12 | 20 | 0 | 0 | 0 | 0 | 0 | 0 | 12 | 20 |
| | May | 9 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 11 |
| | June | 10 | 12 | 0 | 0 | 1 | 1 | 0 | 0 | 11 | 13 |
| | July | 11 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 15 |
| | August | 7 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 8 |
| | September | 14 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 14 | 15 |
| | October | 19 | 25 | 0 | 0 | 0 | 0 | 0 | 0 | 19 | 25 |
| | November | 7 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | 8 |
| | December | 15 | 17 | 0 | 0 | 0 | 0 | 0 | 0 | 15 | 17 |
| 2015 | January | 14 | 22 | 0 | 0 | 0 | 0 | 0 | 0 | 14 | 22 |
| | February | 15 | 22 | 0 | 0 | 0 | 0 | 0 | 0 | 15 | 22 |
| | March | 8 | 8 | 0 | 0 | 1 | 1 | 0 | 0 | 9 | 9 |
| Totals: | | 141 | 183 | 0 | 0 | 2 | 2 | 0 | 0 | 143 | 185 |

Notes:

Reports of Abuse Referred for Investigation

- [1] The complaints officers review all reports of abuse received and determine if a report should be discontinued (see “Discontinued Reviews of Reports of Abuse by Month”), if it should be referred elsewhere (as presented here), or if it should be investigated under the *Protection for Persons in Care Act*, SA 2009, cP-29.1. Therefore, not all reports received are investigated by Protection for Persons in Care (PPC).
- [2] Any **report of abuse** may involve multiple **allegations**, and each **allegation** may involve one or more types of **abuse**.
- [3] A report of abuse may be referred by Protection for Persons in Care (PPC) to certain parties, depending on the circumstances of the report:
- a) **Referred to PPC investigator:** The report of abuse is referred to an external investigator contracted by PPC.
 - b) **Referred to other body:** The report of abuse is referred to a committee, body or person authorized under another enactment to investigate the alleged abuse, e.g. College of Physicians and Surgeons of Alberta, Mental Health Patient Advocate.
 - c) **Referred to police:** The report of abuse is referred to a police service because the subject matter could be an offence under the *Criminal Code* (Canada).
 - d) **Referred to Alberta Justice:** The report of abuse is referred to Alberta Justice and Solicitor General because the subject matter could be an offence under another enactment of Alberta.



Protection For Persons In Care

Investigation Findings of Reports of Abuse, by Month

Based on the Month the Investigation is Closed

Start Date: April 1, 2014

End Date: March 31, 2015

Legend: R – Reports of Abuse
A – Allegations
F – Founded (supported by the evidence gathered in the investigation)
N – Not founded (not supported by the evidence gathered in the investigation)

| Year file closed | Month file closed | R/A | Total Abuses | Emotional | | Physical | | Basic Necessities | | Financial | | Sexual | | Medication | | TOTALS n (%) | | |
|------------------|-------------------|-------|--------------|-----------|----|----------|----|-------------------|---|-----------|---|--------|---|------------|---|--------------|------------|-----------|
| | | | | F | N | F | N | F | N | F | N | F | N | F | N | F | N | |
| 2014 | April | 20/22 | 23 | 7 | 7 | 2 | 2 | 1 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 10 (43.5%) | 13 (56.5%) | |
| | May | 13/16 | 19 | 5 | 6 | 0 | 2 | 1 | 1 | 0 | 2 | 0 | 2 | 0 | 0 | 6 (31.6%) | 13 (68.4%) | |
| | June | 10/11 | 11 | 3 | 3 | 0 | 1 | 2 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 6 (54.5%) | 5 (45.5%) |
| | July | 22/25 | 25 | 1 | 7 | 3 | 5 | 4 | 3 | 0 | 0 | 1 | 1 | 0 | 0 | 9 (36.0%) | 16 (64.0%) | |
| | August | 19/27 | 29 | 0 | 9 | 4 | 3 | 3 | 6 | 0 | 0 | 1 | 1 | 0 | 2 | 8 (27.6%) | 21 (72.4%) | |
| | September | 4/7 | 7 | 0 | 0 | 0 | 1 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 5 (71.4%) | 2 (28.6%) |
| | October | 32/49 | 64 | 13 | 18 | 3 | 12 | 3 | 9 | 0 | 0 | 1 | 1 | 0 | 4 | 20 (31.3%) | 44 (68.7%) | |
| | November | 4/5 | 5 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 2 (40.0%) | 3 (60.0%) |
| | December | 2/2 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 (50.0%) | 1 (50.0%) |
| 2015 | January | 0/0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 (0.0%) | 0 (0.0%) | |
| | February | 25/30 | 38 | 2 | 12 | 1 | 7 | 7 | 5 | 0 | 0 | 1 | 1 | 0 | 2 | 11 (28.9%) | 27 (71.1%) | |
| | March | 2/2 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 (0.0%) | 2 (100.0%) | |

| | | | | |
|--------------|------------------------------|------------------------------------|-------------------------------------|--|
| TOTAL | R/A 153/196 | Abuses 225 (100%) | Founded 78 (34.7%) | Not Founded 147 (65.3%) |
|--------------|------------------------------|------------------------------------|-------------------------------------|--|

Notes:

Investigation Findings of Reports of Abuse

Definition of Abuse

Under the *Protection for Persons in Care Act*, SA 2009, cP-29.1 the definition of abuse includes:

Emotional - an act or omission that causes serious emotional harm.

Physical - an act or omission that causes serious bodily harm.

Failure to provide basic necessities of life - an act or omission that results in failing to provide adequate nutrition, adequate medical attention or another necessity of life without a valid consent, resulting in serious bodily harm.

Financial - an act or omission that involves misappropriating or improperly or illegally converting a significant amount of money or other valuable possessions.

Sexual - an act or omission that subjects an individual to non-consensual sexual contact, activity or behaviour.

Medication - an act or omission that results in the administration, withholding or prescribing of medication for an inappropriate purpose, resulting in serious bodily harm.

[1] In these notes, Protection for Persons in Care is referred to by its acronym PPC.

[2] This report is now using "not founded" to replace "unfounded" to better align the language with what appears throughout in the *Protection for Persons in Care Act*, SA 2009, cP-29.1.

[3] **Multiple Abuses:** Any **report of abuse** may involve multiple **allegations**, and each **allegation** may involve one or more types of **abuse**. For example, a client may have been physically struck on the arm, which caused bruising 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 physical harm (two types of abuse). Further, this same client was being transferred by mechanical lift and the transfer belt slipped causing the client a large laceration on his chest. The client has experienced bodily harm due to something that someone did or did not do correctly (basic necessities). Because it is being reported by the same complainant and involves the same client, it is considered a second allegation within the one report of abuse. The total abuses (three) are greater than the total number of reports of abuse (one) and the total number of allegations (two).

[4] A file is considered **closed** when the investigation has been concluded, the investigation report and decision have been delivered, and compliance has been achieved.

[5] In the 2014-2015 fiscal year, a total of 196 allegations (involving 225 abuses) were closed. The following is the breakdown by type of abuse:
Emotional: of the investigated abuses, 97 were emotional. Of these, 32 (33.0%) were founded, while 65 (67.0%) were not founded.
Physical: of the investigated abuses, 46 were physical. Of these, 13 (28.3%) were founded, while 33 (71.7%) were not founded.

Basic Necessities: of the investigated abuses, 54 were failure to provide a basic necessity. Of these, 25 (46.3%) were founded, while 29 (53.7%) were not founded.

Financial: of the investigated abuses, two (100.0%) were financial; both were not founded.

Sexual: of the investigated abuses, 13 were sexual in nature. Of these, five (38.5%) were founded, while eight (61.5%) were not founded.

Medication: of the investigated abuses, 13 pertained to medication abuse. Of these, three (23.1%) were founded, while ten (76.9%) were not founded.

[6] In the first quarter (Q1) of this fiscal year, one report of abuse was received involving a client who is an independent adult living in unfunded seniors housing. PPC erred in accepting and investigating this report, as unfunded seniors housing does not fall under the jurisdiction of the *Protection for Persons in Care Act*. This case has been removed from this report.

[7] **Appeals:** In the 2014-2015 fiscal year, the PPC director's decision regarding 17 abuses were appealed. Ten of these were heard by the appeal panel:

- Two of the director's decisions were reversed
- Eight of the director's decisions were confirmed
- The seven remaining appeals are waiting to be scheduled in the next quarter.

The final results of the appeals heard by the appeal panel were:

- Two cases of emotional abuse were confirmed by the appeal panel as being founded.
- One case of emotional abuse was confirmed by the appeal panel as being not founded.
- Two cases of physical abuse were confirmed by the appeal panel as being not founded.
- One case of failing to provide a basic necessity was confirmed by the appeal panel as founded.
- One case of failing to provide a basic necessity was reversed by the appeal panel to not founded.
- One case of medication abuse was confirmed by the appeal panel as not founded.
- One case of medication abuse was reversed by the appeal panel to founded.