



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 26/06/2018 Date referral was made (dd/mm/yyyy): 26/06/2018

### 2 Referral source details

20(1)

### 3 Resident details

20(1)

### 4 Facility details

20(1)

Type of home: ARC Region: Northern

### 5 Nature of allegation

Type of abuse:

- |  |  |  |  |
|--|--|--|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): May 29/30, 2018 (failure to provide AC), April 23, 2018 (physical)

Summary of allegation and information gathered at inquiry:

20(1)	a bruised finger	20(1)
20(1)	(Physical)	
20(1)		
20(1)	had not received	
personal care through the night (as outlined in 20(1) plan)		
20(1)		
20(1)	(Failure to provide Adequate Care).	

### 6 Person implicated details

20(1)

Relationship to resident: Staff 20(1)

## 7 Decision on grounds to investigate

**Consider these factors:**

1. The relevant definition within the Protection for Persons in Care Act: 3(1) (a) and (g)
2. The source of the referral / credibility / reliability: unknown
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: direct
5. The relevant past history: none found
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): n/a
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): n/a

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 05/07/2018

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 09/07/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 30/11/2018

Date of decision on finding (dd/mm/yyyy): 15/01/2019 Date of Final Investigation report (dd/mm/yyyy): \_\_\_\_\_

Summary of directives or recommendations (if any):

No directives issued.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 19/03/2021 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 10/05/2019 Date referral was made (dd/mm/yyyy): 10/05/2019

20(1)

Type of home: DR Region: Central

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): various

Summary of allegation and information gathered at inquiry:

20(1) \_\_\_\_\_ alleging that they had been emotionally abusive to  
20(1) \_\_\_\_\_

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1) (b)
2. The source of the referral / credibility / reliability: unknown
3. The seriousness of the allegation: moderate
4. The degree of direct and/or indirect evidence: direct
5. The relevant past history: none found
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): n/a
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): n/a

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 15/05/2019

PPC Investigator assigned (if reasonable grounds to investigate): Pam Hall

Date of Notification letters (dd/mm/yyyy): 15/05/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 10/10/2019

Date of decision on finding (dd/mm/yyyy): 19/12/2019 Date of Final Investigation report (dd/mm/yyyy): 30/12/2019

Summary of directives or recommendations (if any):

None issued

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 30/12/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 12/06/2019 Date referral was made (dd/mm/yyyy): 12/06/2019

20(1)

Type of home: Small Options Region: Western

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 30/05/2019

Summary of allegation and information gathered at inquiry:

20(1) overheard a verbal confrontation 20(1)  
20(1)

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(2)(a, b & g)
2. The source of the referral / credibility / reliability: Credible and reliable 20(1)
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: Nil
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 12/06/2019

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 08/07/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 06/11/2019

Date of decision on finding (dd/mm/yyyy): 19/12/2019 Date of Final Investigation report (dd/mm/yyyy): 31/12/2019

Summary of directives or recommendations (if any):

Emotional abuse and failure to provide adequate care: Founded  
Physical abuse: Unfounded

20(1)

No directives issued as the provider has taken adequate steps to mitigate risk moving forward.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 31/12/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 26/06/2019 Date referral was made (dd/mm/yyyy): 26/06/2019

20(1)

Type of home: Developmental Residence Region: Central

### 5 Nature of allegation

Type of abuse:

- |   |  |  |  |
|---|--|--|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): On-going

Summary of allegation and information gathered at inquiry:  20(1) area of the home and will physically remove them if they do go in, 20(1)	will not allow residents in the kitchen  20(1)
--	--

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b & g)
2. The source of the referral / credibility / reliability: Director - reliable and credible
3. The seriousness of the allegation: Moderate
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: None found
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 04/07/2019

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 09/07/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 12/12/2019

Date of decision on finding (dd/mm/yyyy): 20/01/2020 Date of Final Investigation report (dd/mm/yyyy): 30/01/2020

Summary of directives or recommendations (if any):

Based on the evidence collected during the PPC investigation, it was agreed that with respect to 20(1) there was sufficient evidence to support a finding of emotional abuse, as per Section 3 (1) (b) of the PPCA Regulations. There was insufficient evidence to support a finding of a failure to provide adequate care, as per Section 3 (1) (g) of the PPCA Regulations.

With respect to 20(1) there was insufficient evidence to support a finding of emotional abuse or a finding of a failure to provide adequate care.

No directives issued as management appropriately addressed the issue with 20(1) at the time of the report 20(1)

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 31/01/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 23/08/2019 Date referral was made (dd/mm/yyyy): 23/08/2019

20(1)

Type of home: RRC Region: Western

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 23/08/2019

Summary of allegation and information gathered at inquiry:

20(1)  
 20(1) grab resident 20(1) by the arm and forcefully move 20(1) down a hall while yelling 20(1)  
 20(1) allegedly pushed 20(1) in with two hands.

This file is being opened for investigation under Section 3 (1) (a) - physical abuse and 3 (1) (b) - emotional abuse.  
 20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1) (a & b)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: indirect
5. The relevant past history: none found
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): n/a
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): n/a

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 27/08/2019

PPC Investigator assigned (if reasonable grounds to investigate): Lynnette Douglas

Date of Notification letters (dd/mm/yyyy): 29/08/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 02/01/2020

Date of decision on finding (dd/mm/yyyy): 06/02/2020 Date of Final Investigation report (dd/mm/yyyy): 06/02/2020

Summary of directives or recommendations (if any):

No directives were issued.

20(1)

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 21/02/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 23/03/2020 Date referral was made (dd/mm/yyyy): 23/03/2020

20(1)

Type of home: DR I Region: North-eastern

### 5 Nature of allegation

Type of abuse:

- |   |  |  |  |
|---|--|--|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 22/03/2020

Summary of allegation and information gathered at inquiry:

20(1)

20(1)

can be harsh and direct with the residents and that both co-workers and staff are intimidated [20(1)].

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b) & (g)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: Moderate
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: No history found.
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 09/04/2020

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 09/04/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 28/09/2020

Date of decision on finding (dd/mm/yyyy): 26/11/2020 Date of Final Investigation report (dd/mm/yyyy): 01/12/2020

Summary of directives or recommendations (if any):
No directives are being issued as the organization took appropriate steps <u>20(1)</u>
<u>20(1)</u> This plan of action is deemed appropriate to address the founded concerns.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 01/12/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 19/05/2020 Date referral was made (dd/mm/yyyy): 19/05/2020

20(1)

Type of home: DR III Region: North-eastern

### 5 Nature of allegation

Type of abuse:

- |   |  |  |  |
|---|--|--|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): Ongoing

Summary of allegation and information gathered at inquiry:

Referral read as follows:

20(1)

20(1) The staff member is speaking very harshly to the persons being supported, being rude  
20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b) & (g)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: No previous PPC history with this staff person.
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 21/05/2020

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 21/05/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 29/10/2020

Date of decision on finding (dd/mm/yyyy): 26/11/2020 Date of Final Investigation report (dd/mm/yyyy): 01/12/2020

Summary of directives or recommendations (if any):

No directives issued as staff person implicated is no longer working for the organization.

## 9 Additional referral details

Additional referral made to:

No referral       Police       Professional Body       Licensing Services       DSP

Other      If other, specify: \_\_\_\_\_

Additional referral made by:

No referral       PPC       Service Provider       Resident       Family of resident

Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

No investigation       Investigation with no charges       Investigation with charges

Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 01/12/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 12/01/2018 Date referral was made (dd/mm/yyyy): 12/01/2018

20(1)

Type of home: RCF Region: Central

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 11/01/2018

Summary of allegation and information gathered at inquiry:

20(1) was not provided with personal care the morning of

20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (g)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: Moderate
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: No previous history with this staff person.
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 18/01/2018

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 25/01/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 31/05/2018

Date of decision on finding (dd/mm/yyyy): 12/07/2018 Date of Final Investigation report (dd/mm/yyyy): 23/07/2018

Summary of directives or recommendations (if any):

No directives as implicated staff person is no longer working at the facility.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 23/07/2018 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 01/02/2018 Date referral was made (dd/mm/yyyy): 01/02/2018

20(1)

Type of home: SO - 20(1) Region: Central

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 20/01/2018

Summary of allegation and information gathered at inquiry:

It was reported that on the overnight shift 20(1) staff person 20(1) had a male friend stay at the house 20(1) for 20(1) night sleep. 20(1)

20(1)

20(1) Nothing was reported by any of the 20(1) residents about this situation 20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (g)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: Serious
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: No previous history located with this staff person.
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 05/02/2018

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 07/02/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 31/05/2018

Date of decision on finding (dd/mm/yyyy): 12/07/2018 Date of Final Investigation report (dd/mm/yyyy): 31/08/2018

Summary of directives or recommendations (if any):

No directives are being issued as the implicated staff is no longer employed by the facility.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 31/08/2018 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 01/05/2018 Date referral was made (dd/mm/yyyy): 01/05/2018

20(1)

Type of home: Adult Residential Centre (ARC) Region: Western

### 5 Nature of allegation

Type of abuse:

- |   |  |  |  |
|---|--|--|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 26/04/2018

Summary of allegation and information gathered at inquiry:

20(1) a staff was asked to assist another staff, 20(1)  
 20(1)  
 20(1) This staff further stated that 20(1) confronted 20(1) about what 20(1) had said and asked that  
 20(1) not use these types of words in the future as they are hurtful. 20(1)  
 20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(b)&(g)
2. The source of the referral / credibility / reliability: Reliable and Credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: Nil
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 14/05/2018

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 14/05/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 18/09/2018

Date of decision on finding (dd/mm/yyyy): 24/10/2018 Date of Final Investigation report (dd/mm/yyyy): 29/11/2018

Summary of directives or recommendations (if any):

Although there are no directives specifically with respect to implicated staff 20(1) since 20(1) employment 20(1) has been terminated, information gathered during the investigation indicates that there are some discrepancies between staff members on appropriate communication with residents and also some difference of opinions regarding best practice when it comes to resident care. As a result, the following directives have been issued:

- 1). That staff members 20(1) receive Protection for Persons in Care (PPC) Training.
- 2). That staff members 20(1) receive training devoted to best practices in caring for residents in homes for special care.
- 3). The administrator will provide a clearly written policy regarding how staff members are to respectfully communicate with and interact with residents. The administrator will ensure that each staff member has read this policy and have attended a staff meeting dedicated to clarifying and discussing this policy with staff members.

## 9 Additional referral details

Additional referral made to:

No referral       Police       Professional Body       Licensing Services       DSP

Other      If other, specify: \_\_\_\_\_

Additional referral made by:

No referral       PPC       Service Provider       Resident       Family of resident

Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

No investigation       Investigation with no charges       Investigation with charges

Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 30/04/2018 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 03/05/2018 Date referral was made (dd/mm/yyyy): 03/05/2018

20(1)

Type of home: ARC

Region: North/Eastern

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 27/04/2018

Summary of allegation and information gathered at inquiry:

20(1) drove three to four km's with residents 20(1)  
 20(1) unsecured in 20(1) a pick up truck. 20(1)  
 20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1) (g)
2. The source of the referral / credibility / reliability: unknown
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: indirect
5. The relevant past history: none
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 07/05/2018

PPC Investigator assigned (if reasonable grounds to investigate): Jen Morris

Date of Notification letters (dd/mm/yyyy): 07/05/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 15/06/2018

Date of decision on finding (dd/mm/yyyy): 11/07/2018 Date of Final Investigation report (dd/mm/yyyy): 17/07/2018

Summary of directives or recommendations (if any):

None issued

## 9 Additional referral details

Additional referral made to:

No referral       Police       Professional Body       Licensing Services       DSP

Other      If other, specify: \_\_\_\_\_

Additional referral made by:

No referral       PPC       Service Provider       Resident       Family of resident

Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

No investigation       Investigation with no charges       Investigation with charges

Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 17/07/2018 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 11/06/2018 Date referral was made (dd/mm/yyyy): 11/06/2018

20(1)

Type of home: ARC Region: Western

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 06/06/2018

Summary of allegation and information gathered at inquiry:

20(1)

started yelling at 20(1) and tried twice to remove the t-shirt 20(1)

20(1)

20(1)

This incident was reported by both the client and the other staff person.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (a) & (b)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: Serious
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: No previous PPC history located with respect to this staff person.
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 14/06/2018

PPC Investigator assigned (if reasonable grounds to investigate): Jennifer Morris

Date of Notification letters (dd/mm/yyyy): 22/06/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 07/09/2018

Date of decision on finding (dd/mm/yyyy): 23/10/2018 Date of Final Investigation report (dd/mm/yyyy): 23/10/2018

Summary of directives or recommendations (if any):

No directives issued as the staff member implicated was terminated by the employer.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 23/10/2018      Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 03/07/2018 Date referral was made (dd/mm/yyyy): 03/07/2018

20(1)

Type of home: Small Option      Region: Central

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 22/06/2018

Summary of allegation and information gathered at inquiry: It was alleged that staff member <u>20(1)</u> was attempting to administer medications to resident <u>20(1)</u> when <u>20(1)</u> became frustrated and was physically and emotionally abusive. <u>20(1)</u> <u>20(1)</u>

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1) (a) and (b)
2. The source of the referral / credibility / reliability: reliable
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: direct
5. The relevant past history: none found
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): n/a
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): n/a

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 05/07/2018

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 10/07/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 17/10/2018

Date of decision on finding (dd/mm/yyyy): 04/01/2019 Date of Final Investigation report (dd/mm/yyyy): 17/01/2019

Summary of directives or recommendations (if any):

No directives or recommendations. Implicated staff is no longer employed at the facility.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 17/01/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 19/07/2018 Date referral was made (dd/mm/yyyy): 19/07/2018

20(1)

Type of home: DR Region: Western

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 29/06/2018

Summary of allegation and information gathered at inquiry:

On June 29, 2018, staff person [20(1)] was overheard having a conversation with resident [20(1)]. They were at the table and [20(1)] asked for something to which [20(1)] replied, "Not until your attitude changes". There was then a bump sound heard and [20(1)] could be heard saying, "Stop fucking throwing things.... I can't wait until you leave this house!"

### 6 Person implicated details

[20(1)]

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(b)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: high
4. The degree of direct and/or indirect evidence: indirect
5. The relevant past history: n/a
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): n/a
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): n/a

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): \_\_\_\_\_

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 26/07/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 07/12/2018

Date of decision on finding (dd/mm/yyyy): 23/01/2019 Date of Final Investigation report (dd/mm/yyyy): 30/01/2019

Summary of directives or recommendations (if any):

No directives are being issued as 20(1) is no longer employed by 20(1)

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 30/01/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 27/07/2018 Date referral was made (dd/mm/yyyy): 27/07/2018

20(1)

Type of home: RRC Region: Central

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 27/07/2018

Summary of allegation and information gathered at inquiry:

20(1)

Staff are supposed to do hourly (visual) checks on the residents and this was not done.

20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (g)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: No previous PPC history located.
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 03/08/2018

PPC Investigator assigned (if reasonable grounds to investigate): Jennifer Morris

Date of Notification letters (dd/mm/yyyy): 03/08/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 25/01/2019

Date of decision on finding (dd/mm/yyyy): 06/03/2019 Date of Final Investigation report (dd/mm/yyyy): 26/03/2019

Summary of directives or recommendations (if any):

1) Administration will develop a system to ensure that hourly checks are assigned to one person each shift and completed each hour. The facility will submit the plan for approval and once approved, all staff members that will be using the system will be delivered face to face education on the policy and will have an opportunity to ask questions. This will be delivered in group format over the course of a minimum of 1.0 hour. The importance of completing hourly checks and recording them accurately will be emphasized.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 21/06/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 14/08/2018 Date referral was made (dd/mm/yyyy): 14/08/2018

20(1)

Type of home: Small Options SO Region: North-Eastern

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 04/07/2018

Summary of allegation and information gathered at inquiry:

20(1) had an accident  
on the floor. As a result staff member 20(1) had 20(1) clean it up 20(1)  
20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b)
2. The source of the referral / credibility / reliability: Credible and Reliable
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: No known history noted with PPC
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 29/08/2018

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 07/09/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 21/01/2019

Date of decision on finding (dd/mm/yyyy): 14/03/2019 Date of Final Investigation report (dd/mm/yyyy): 29/03/2019

Summary of directives or recommendations (if any):

The following directive was issued:

The Administrator shall provide the PPC investigator with an action plan outlining how a reasonable level of safety for the residents will be ensured. This may include training for the staff person implicated, policy changes, or any other steps the administrator feels may be appropriate. The Action Plan shall be submitted by April 12, 2019.

\*\*PPC Training was completed with all staff, including 20(1)

RICK principle training has yet to be accessed 20(1)

20(1)

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 04/02/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 27/08/2018 Date referral was made (dd/mm/yyyy): 25/08/2018

20(1)

Type of home: Small Option (SO) Region: Western

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 10/08/2018

Summary of allegation and information gathered at inquiry:

Referral received, alleging that on Aug. 10th, staff 20(1) was presenting as stressed and as having little patience with resident 20(1) made derogatory comments 20(1)

20(1)

20(1) paid suspension pending an internal investigation.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(b)
2. The source of the referral / credibility / reliability: Credible and Reliable
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: Nil
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 29/08/2018

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 31/08/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 08/01/2019

Date of decision on finding (dd/mm/yyyy): 07/02/2019 Date of Final Investigation report (dd/mm/yyyy): 07/02/2019

Summary of directives or recommendations (if any):

The Administrator shall provide an Action Plan to PPC outlining how a reasonable level of safety for all residents will be ensured 20(1)

Update 20(1) employment with this organization has been terminated. Letter of confirmation to follow.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 22/02/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 29/08/2018 Date referral was made (dd/mm/yyyy): 28/08/2018

20(1)

Type of home: Regional Rehabilitation Centre (RRC) Region: Western

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 25/08/2018

Summary of allegation and information gathered at inquiry:	The
20(1) referral alleges that staff 20(1) slammed the door in 20(1) face out of frustration and then proceeded to make a derogatory comment about not wanting to deal with 20(1) at that time. 20(1)	20(1)
An internal investigation was completed 20(1)	
20(1) suspended for one day and a review of the Standards and Code of Ethics is to be completed with 20(1) supervisor.	

### 6 Person implicated details

20(1)

Relationship to resident: Staff 20(1)

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(b)
2. The source of the referral / credibility / reliability: Credible and Reliable
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: Nil
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 10/09/2018

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 11/09/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 04/01/2019

Date of decision on finding (dd/mm/yyyy): 07/02/2019 Date of Final Investigation report (dd/mm/yyyy): 07/02/2019

Summary of directives or recommendations (if any):

No directives issued as the Administrator addressed the concerns during the investigation.

## 9 Additional referral details

Additional referral made to:

No referral       Police       Professional Body       Licensing Services       DSP

Other      If other, specify: \_\_\_\_\_

Additional referral made by:

No referral       PPC       Service Provider       Resident       Family of resident

Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

No investigation       Investigation with no charges       Investigation with charges

Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 07/02/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 06/09/2018 Date referral was made (dd/mm/yyyy): 06/09/2018

20(1)

Type of home: RRC Region: Central

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 31/08/2018

Summary of allegation and information gathered at inquiry:

20(1)

20(1) While out in the community 20(1) approached two 20(1) staff members 20(1) and told them that 20(1) had fallen and needed help. 20(1) 20(1) The staff members allegedly told 20(1) to walk back to 20(1) and continued on. 20(1) 20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1) (g)
2. The source of the referral / credibility / reliability: unknown
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: direct
5. The relevant past history: none found
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): n/a
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): n/a

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 11/09/2018

PPC Investigator assigned (if reasonable grounds to investigate): Jen Morris

Date of Notification letters (dd/mm/yyyy): 18/09/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 07/03/2019

Date of decision on finding (dd/mm/yyyy): 14/01/2019 Date of Final Investigation report (dd/mm/yyyy): 14/01/2019

Summary of directives or recommendations (if any):

1) A policy will be developed which outlines the steps staff members must take if they encounter a resident in the community who is requesting assistance returning to the facility. This new policy must be explained verbally to each staff member (individually or as a group) and staff must have the opportunity to ask questions and/or discuss.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 06/03/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 18/09/2018 Date referral was made (dd/mm/yyyy): 18/09/2018

20(1)

Type of home: RCF 20(1) Region: Central

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 15/09/2018

Summary of allegation and information gathered at inquiry:

It was reported that staff person 20(1) will not talk to resident 20(1) unless 20(1)  
20(1)  
20(1) feels "silly" when 20(1) is asked to do this and people laugh 20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: n/a
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): n/a
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): n/a

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 03/10/2018

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 16/10/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 18/12/2018

Date of decision on finding (dd/mm/yyyy): 23/01/2019 Date of Final Investigation report (dd/mm/yyyy): 30/01/2019

Summary of directives or recommendations (if any):

No directive issued.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 30/01/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 18/09/2018 Date referral was made (dd/mm/yyyy): 18/09/2018

20(1)

Type of home:	<u>RRC</u> <span style="border: 1px solid black; padding: 2px;">20(1)</span>	Region:	<u>Central</u>
---------------	--	---------	----------------

### 5 Nature of allegation

Type of abuse:

- |  |  |  |  |
|--|--|--|--|
| <input checked="" type="checkbox"/> Emotional                | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical                            | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other      If other, specify: _____ |  |  |  |

Date of incident (dd/mm/yyyy): 17/09/2018

Summary of allegation and information gathered at inquiry:

20(1)

20(1) became upset because the "rules" at the facility say that residents should try and be in by 10:00 pm and 20(1) asked to go out at 8:20 pm. The nurse commented to the resident that 20(1) only hears what 20(1) wants to hear which then escalated the situation to the point where police and EHS were called.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b) (g)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: Previous referrals with one finding.
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 03/10/2018

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 15/10/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 30/01/2019

Date of decision on finding (dd/mm/yyyy): 07/03/2019 Date of Final Investigation report (dd/mm/yyyy): 08/03/2019

Summary of directives or recommendations (if any):

The Administrator will provide PPC with an Action Plan outlining how a reasonable level of safety for the residents will be ensured with respect to 20(1). The Action Plan will be submitted by March 20, 2019.

20(1) was terminated from her employment 20(1)

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 09/08/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 24/09/2018 Date referral was made (dd/mm/yyyy): 24/09/2018

20(1)

Type of home: Regional Rehabilitation Centre (RRC) Region: Central

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 20/09/2018

Summary of allegation and information gathered at inquiry:

A referral was received alleging that on the evening on September 20th, 2018, staff [20(1)] was observed telling a client, who was asking [20(1)] for [20(1)] one on one staff to be changed, to go to [20(1)] room or go to the TQ room. [20(1)] then added, "We have introduced you to TQ before right". At this point, [20(1)] responded by hitting [20(1)] in the face. Another staff and security attempted to use their Mandt training on [20(1)] but [20(1)] ended up on the floor where they held [20(1)]. [20(1)] was then observed screaming at [20(1)] for an extended period of time [20(1)].

### 6 Person implicated details

20(1)

Relationship to resident: [20(1)]

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(b)
2. The source of the referral / credibility / reliability: Credible and reliable
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: Nil
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 02/10/2018

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 05/10/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 15/01/2019

Date of decision on finding (dd/mm/yyyy): 14/02/2019 Date of Final Investigation report (dd/mm/yyyy): 27/02/2019

Summary of directives or recommendations (if any):

The Administrator shall provide an Action Plan to PPC outlining how a reasonable level of safety for all residents will be ensured with respect to 20(1). This plan must at a minimum include the following:  
20(1) to complete training related to the care and support of individuals with psychiatric and/or psychological conditions  
20(1) to complete a Positive Behavioural Support (PBS) program with the purpose of developing an understanding of the factors that contribute to challenging behaviours and how to positively support residents.  
20(1) to access therapeutic support services with a focus on stress in the workplace and anger management.

Update - March 21st, 2019: 20(1) advised PPC that 20(1) employment with this organization has been terminated. A letter of confirmation to follow.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 25/04/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 28/09/2018 Date referral was made (dd/mm/yyyy): 28/09/2018

20(1)

Type of home: SO Region: Central

### 5 Nature of allegation

Type of abuse:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 24/09/2018

Summary of allegation and information gathered at inquiry:

A staff person reported to management that co-staff 20(1) had "sprayed 20(1) in the face several times with a spray bottle, has slapped 20(1) in the face and pushed 20(1) to the floor." 20(1)

20(1)

The staff has been suspended pending further investigation.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (a)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: direct
5. The relevant past history: none found
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): n/a
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): n/a

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 16/10/2018

PPC Investigator assigned (if reasonable grounds to investigate): Jen Morris

Date of Notification letters (dd/mm/yyyy): 25/10/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 05/02/2019

Date of decision on finding (dd/mm/yyyy): 06/03/2019 Date of Final Investigation report (dd/mm/yyyy): 21/03/2019

Summary of directives or recommendations (if any):

- 1) All staff members will receive Protection for Persons in Care Training to ensure that staff members are competent to recognize abuse in the work setting. This training will also focus on how to report abuse and neglect and the legal obligation to report abuse and neglect.
- 2) A new policy on abuse and neglect will be created following the delivery of the Protection for Persons in Care Training and submitted for approval. Once approved, all staff will receive a minimum of one hour of in-house training on this policy and an additional half hour for discussion.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 02/07/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 05/10/2018 Date referral was made (dd/mm/yyyy): 05/10/2018

20(1)

Type of home: Adult Residential Centre (ARC) Region: North-Eastern

### 5 Nature of allegation

Type of abuse:

- |   |  |  |  |
|---|--|--|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 03/10/2018

Summary of allegation and information gathered at inquiry:

20(1)

20(1) then answered 20(1) with a comment that was demeaning and both racist and sexual in nature.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1)(b)&(g)
2. The source of the referral / credibility / reliability: Reliable and Credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: 20(1) Inadequate care - Founded
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 10/10/2018

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 15/10/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 01/02/2019

Date of decision on finding (dd/mm/yyyy): 07/03/2019 Date of Final Investigation report (dd/mm/yyyy): 07/03/2019

Summary of directives or recommendations (if any):

No directives as the implicated staff is no longer employed 20(1)

## 9 Additional referral details

Additional referral made to:

No referral       Police       Professional Body       Licensing Services       DSP

Other      If other, specify: \_\_\_\_\_

Additional referral made by:

No referral       PPC       Service Provider       Resident       Family of resident

Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

No investigation       Investigation with no charges       Investigation with charges

Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 08/03/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 01/11/2018 Date referral was made (dd/mm/yyyy): 01/11/2018

20(1)

Type of home: Residential Care Facility (RCF) Region: Central

### 5 Nature of allegation

Type of abuse:

- |   |  |  |  |
|---|--|--|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 29/10/2018

Summary of allegation and information gathered at inquiry:

It is alleged that staff member 20(1) was angry with 20(1) who would not take a shower as per 20(1) direction. 20(1)

20(1) At this time, the supervisor and another staff overheard 20(1) using a raised voice with 20(1). When the supervisor intervened, 20(1) continued to escalate to the point that the supervisor had to direct 20(1) to leave the premises. 20(1)

20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(b)&(g)
2. The source of the referral / credibility / reliability: Credible and Reliable
3. The seriousness of the allegation: Moderate
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: Nil
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 02/11/2018

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 07/11/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 20/02/2019

Date of decision on finding (dd/mm/yyyy): 28/03/2019 Date of Final Investigation report (dd/mm/yyyy): 02/04/2019

Summary of directives or recommendations (if any):

The Administrator 20(1) will provide a detailed action plan as to what they have done thus far and what the future plan is to address the concerns identified during this investigation. This action plan must include:

- 1). That 20(1) and all staff members at 20(1) receive Protection for Persons in Care (PPC) Training.
- 2). That 20(1) and all staff members at 20(1) receive training devoted to best practices in caring for residents in homes for special care.

## 9 Additional referral details

Additional referral made to:

No referral       Police       Professional Body       Licensing Services       DSP

Other      If other, specify: \_\_\_\_\_

Additional referral made by:

No referral       PPC       Service Provider       Resident       Family of resident

Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

No investigation       Investigation with no charges       Investigation with charges

Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 11/09/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 19/11/2018 Date referral was made (dd/mm/yyyy): 16/11/2018

20(1)

Type of home: DR Region: Northern

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 16/11/2018

Summary of allegation and information gathered at inquiry:

When staff arrived at work the morning of November 16, 2018, the smell of feces was so strong that staff thought the sewer had backed up. The back-shift staff indicated that the smell had been present for a long time 20(1).  
20(1) staff discovered that resident 20(1) was in bed, covered in 20(1) own diarrhea.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (g)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: None located.
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 28/11/2018

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 03/12/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 14/02/2019

Date of decision on finding (dd/mm/yyyy): 14/03/2019 Date of Final Investigation report (dd/mm/yyyy): 10/04/2019

Summary of directives or recommendations (if any):

As a result of the PPC investigation it was determined that with respect to 20(1) there was sufficient evidence to support a finding of a failure to provide adequate care, as per Section 3 (1) (g) of the PPCA Regulations.

With respect to 20(1) there was insufficient evidence to support a finding of a failure to provide adequate care, 20(1)

The following directive was issued:

- The Administrator shall provide the PPC Investigator with an Action Plan outlining how a reasonable level of safety will be ensured for the residents. This may include staff training, policy changes or any steps the Administrator feels may be appropriate.

On May 6, 2019 PPC was informed that 20(1) employment 20(1) was terminated 20(1)  
20(1)

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 09/08/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 20/11/2018 Date referral was made (dd/mm/yyyy): 20/11/2018

20(1)

Type of home: SO Region: Central

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 16/11/2018

Summary of allegation and information gathered at inquiry:

Concerns reported with respect to staff person's treatment of residents, 20(1)

20(1) uses harsh tone's when speaking with residents, has become frustrated with 20(1) behaviors, sworn 20(1) slammed doors and/or refused to address 20(1) needs.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b) (g)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: Moderate
4. The degree of direct and/or indirect evidence: Both direct and indirect - Not witnessed by referral s. Witnessed by co-staff
5. The relevant past history: Nil
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 06/12/2018

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 07/12/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 22/02/2019

Date of decision on finding (dd/mm/yyyy): 28/03/2019 Date of Final Investigation report (dd/mm/yyyy): 03/04/2019

Summary of directives or recommendations (if any):

The Administrator shall provide an Action Plan to PPC outlining how a reasonable level of safety for all residents will be ensured with respect to 20(1)

## 9 Additional referral details

Additional referral made to:

No referral       Police       Professional Body       Licensing Services       DSP

Other      If other, specify: \_\_\_\_\_

Additional referral made by:

No referral       PPC       Service Provider       Resident       Family of resident

Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

No investigation       Investigation with no charges       Investigation with charges

Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 16/04/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

[20(1)]

Date PPC received referral (dd/mm/yyyy): 29/11/2018 Date referral was made (dd/mm/yyyy): 29/11/2018

[20(1)]

Type of home: RCF Region: North-eastern

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): On-going

Summary of allegation and information gathered at inquiry:

A former staff member [20(1)] reported that various staff members, [20(1)]  
 [20(1)] are both emotionally abusive to residents  
 [20(1)] as well as neglectful. [20(1)]  
 [20(1)]

### 6 Person implicated details

[20(1)]

Relationship to resident: [20(1)]

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1) (b) and (g)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: moderate
4. The degree of direct and/or indirect evidence: direct
5. The relevant past history: None found
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 07/12/2018

PPC Investigator assigned (if reasonable grounds to investigate): Jen Morris

Date of Notification letters (dd/mm/yyyy): Delivered in person on December 17, 2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 09/04/2019

Date of decision on finding (dd/mm/yyyy): 21/06/2019 Date of Final Investigation report (dd/mm/yyyy): 24/06/2019

Summary of directives or recommendations (if any):

No directives

20(1) staff received PPC training in March of 2019

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: 20(1) \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 24/06/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 04/01/2019 Date referral was made (dd/mm/yyyy): 04/01/2019

20(1)

Type of home: Group Home (GH) Region: North-Eastern

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 21/12/2018

Summary of allegation and information gathered at inquiry:

20(1) and another resident had an altercation where they hit each other 20(1)

20(1)

staff member 20(1) angrily approached 20(1) grabbed 20(1) by the arms, and forcibly sat 20(1) in the chair at the kitchen table. 20(1)

20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(a)&(b)
2. The source of the referral / credibility / reliability: Care coordinator - Reliable and Credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: None found
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): n/a
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): n/a

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 11/01/2019

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hal

Date of Notification letters (dd/mm/yyyy): 16/01/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 08/04/2019

Date of decision on finding (dd/mm/yyyy): 28/05/2019 Date of Final Investigation report (dd/mm/yyyy): 21/08/2019

Summary of directives or recommendations (if any):

None issued

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: unknown at time of file closure

## 10 Final case details

Date case closed (dd/mm/yyyy): 21/08/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 17/01/2019 Date referral was made (dd/mm/yyyy): 17/01/2019

20(1)

Type of home: SO Region: Western

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): Ongoing

Summary of allegation and information gathered at inquiry:

20(1) staff members 20(1) have been leaving the home while on duty without asking for permission. 20(1)

### 6 Person implicated details

20(1)

Relationship to resident: 20(1) staff members

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (g)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: direct
5. The relevant past history: none found
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): n/a
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): n/a

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 17/01/2019

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 22/01/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 13/05/2019

Date of decision on finding (dd/mm/yyyy): 20/08/2019 Date of Final Investigation report (dd/mm/yyyy): 28/08/2019

Summary of directives or recommendations (if any):

No directives were issued as the staff members were terminated from their employment following an internal investigation in January 2019.

## 9 Additional referral details

Additional referral made to:

No referral       Police       Professional Body       Licensing Services       DSP

Other      If other, specify: \_\_\_\_\_

Additional referral made by:

No referral       PPC       Service Provider       Resident       Family of resident

Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

No investigation       Investigation with no charges       Investigation with charges

Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 28/08/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 22/01/2019 Date referral was made (dd/mm/yyyy): 22/01/2019

20(1)

Type of home: Small Option

Region: Central

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): ongoing

Summary of allegation and information gathered at inquiry:

20(1) contacted PPC saying that [redacted] being locked in the downstairs section of the small option. 20(1)

20(1)

20(1) said that [redacted] is often physically violent with a co-resident 20(1) which is why they are not allowing him upstairs.

### 6 Person implicated details

20(1)

Relationship to resident: 20(1)

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1) (b & g)
2. The source of the referral / credibility / reliability: Unknown
3. The seriousness of the allegation: moderate
4. The degree of direct and/or indirect evidence: direct
5. The relevant past history 20(1) a history of being aggressive toward co-residents. Several PPC files.
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): no
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): n/a

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 25/01/2019

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 29/01/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 08/03/2019

Date of decision on finding (dd/mm/yyyy): 09/04/2019 Date of Final Investigation report (dd/mm/yyyy): 11/04/2019

Summary of directives or recommendations (if any):

Immediately upon the receipt of this referral, the administrator 20(1) ensured that the lock was removed from the hallway door that separated 20(1) bedroom from the remainder of the home.

During the investigation, 20(1) was moved to a new location since 20(1) assessed 20(1) needs to be greater than what they are equipped to care for at 20(1)

In addition to the above, the following directives have been noted:

- 1) The administration will ensure that all staff at 20(1) have received the Protection for Persons in Care (PPC) Training within the timeframe outlined in the action plan.
- 2) 20(1) will provide a copy of their policy with respect to reporting and completing incident reports. This policy will be reviewed, and a determination will be made as to whether or not revisions and/or a new policy is needed moving forward.
- 3) Once the policy mentioned above has been modified (if necessary) and approved by PPC, 20(1) management will have a staff meeting to specifically discuss the incident reporting policy, including when and how to complete incident reports.

## 9 Additional referral details

Additional referral made to:

No referral       Police       Professional Body       Licensing Services       DSP

Other      If other, specify: \_\_\_\_\_

Additional referral made by:

No referral       PPC       Service Provider       Resident       Family of resident

Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

No investigation       Investigation with no charges       Investigation with charges

Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 11/09/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 30/01/2019 Date referral was made (dd/mm/yyyy): 30/01/2019

20(1)

Type of home: DR III Region: North-Eastern

### 5 Nature of allegation

Type of abuse:

- |   |  |  |  |
|---|--|--|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): ongoing

Summary of allegation and information gathered at inquiry:

Referral information indicates that staff, [20(1)] treats [20(1)] in a way that is inappropriate and demeaning. [20(1)]

[20(1)]

[20(1)] is now suspended with pay until the organization has an opportunity to investigate these allegations further.

### 6 Person implicated details

[20(1)]

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(b)&(g)
2. The source of the referral / credibility / reliability: Reliable and credible
3. The seriousness of the allegation: Moderate
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: Nil
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 01/02/2019

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 01/02/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 26/06/2019

Date of decision on finding (dd/mm/yyyy): 24/10/2019 Date of Final Investigation report (dd/mm/yyyy): 31/10/2019

Summary of directives or recommendations (if any):

There are no directives being issued regarding this matter, as 20(1) resigned from working with this organization.

However, it is important to note that the staff in general at 20(1) are unclear on how to interpret or support residents where it involves their activity plans. A resident's enjoyable time should not be contingent on one's completion or agreement with their activity plan. This message should be delivered to all staff in the form of some sort of formal communication such as a memo. It is requested that 20(1) provide a copy of this memo including staff signatures to PPC for confirmation.

Update received February 5th, 2020. Action plan completed.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 14/02/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 10/04/2019 Date referral was made (dd/mm/yyyy): 10/04/2019

20(1)

Type of home: GH Region: Central

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 06/04/2019

Summary of allegation and information gathered at inquiry:

20(1) staff person 20(1) was emotionally abusive towards resident 20(1)  
 20(1) telling 20(1) that 20(1) smelled and insisting that 20(1) take a shower. 20(1)  
 raised 20(1) voice and sounded angry and frustrated 20(1). At one point, when 20(1) tried to leave the  
 area in 20(1) wheel chair, 20(1) put 20(1) hands on it and stopped 20(1)  
 20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: Moderate
4. The degree of direct and/or indirect evidence: Direct - witnessed by three staff
5. The relevant past history: One similar referral in the past involving [redacted] 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 23/05/2019

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 23/05/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 04/11/2019 [redacted] 20(1)

Date of decision on finding (dd/mm/yyyy): 16/01/2020 Date of Final Investigation report (dd/mm/yyyy): 23/01/2020

Summary of directives or recommendations (if any):

No directives issued as [redacted] 20(1) accepted responsibility for [redacted] 20(1) behavior and has not returned to work at the home.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 23/01/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 24/04/2019 Date referral was made (dd/mm/yyyy): 24/04/2019

20(1)

Type of home: Small Options (SO) Region: Central

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 21/04/2019

Summary of allegation and information gathered at inquiry:

20(1)

increasing needs, staff 20(1) have been directed to maintain close observation 20(1) and to contact their supervisor if they note any concerns at all with 20(1) health. The allegation as per this intake, is that staff 20(1) 20(1) did not follow through on this direction. 20(1)

20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(g)
2. The source of the referral / credibility / reliability: Credible and Reliable
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Direct and indirect evidence provided
5. The relevant past history: Nil
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 29/04/2019

PPC Investigator assigned (if reasonable grounds to investigate): Jennifer Morris

Date of Notification letters (dd/mm/yyyy): 02/05/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 16/09/2019

Date of decision on finding (dd/mm/yyyy): 17/09/2019 Date of Final Investigation report (dd/mm/yyyy): 17/09/2019

Summary of directives or recommendations (if any):

None issued

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 17/09/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 02/05/2019 Date referral was made (dd/mm/yyyy): 02/05/2019

20(1)

Type of home: RCF Region: Central

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): On-going

Summary of allegation and information gathered at inquiry:

Reported concerns have to do with the quality of meals served at the home and the lack of nutritional options. It was reported that some of the staff are too lazy to prepare decent meals and just want to prepare what is quickest and easiest. Other staff cut back on portion/serving sizes. There are a lot of processed meats/food (hot dogs, chicken nuggets, Kraft Dinner) and very little eggs or fresh fruit or vegetables.

20(1)

### 6 Person implicated details

20(1)

Relationship to resident: 20(1)

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (g)
2. The source of the referral / credibility / reliability: Professional - reliable and credible
3. The seriousness of the allegation: Moderate
4. The degree of direct and/or indirect evidence: Indirect - client reported concerns to referral source.
5. The relevant past history: One previous referral 20(1) which was not investigated.
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 05/06/2019

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): June 6, 2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 03/10/2019

Date of decision on finding (dd/mm/yyyy): 19/12/2019 Date of Final Investigation report (dd/mm/yyyy): 30/12/2019

Summary of directives or recommendations (if any):

None issued

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 30/12/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

[20(1)]

Date PPC received referral (dd/mm/yyyy): 14/05/2019 Date referral was made (dd/mm/yyyy): 14/05/2019

[20(1)]

Type of home: Residential Care Facility (RCF) Region: North-Eastern

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 01/05/2019

Summary of allegation and information gathered at inquiry:

Resident [20(1)] is noted to have a tendency to ask the same questions repeatedly. [20(1)]  
 [20(1)] said that if [20(1)] continues to ask [20(1)] about who is working the day shift  
 a week from Friday, [20(1)] may not get to go to the Mother's Day Lunch. [20(1)]  
 [20(1)] because [20(1)] would not stop asking the same questions. The inappropriateness of [20(1)] approach  
 and comment were discussed [20(1)] and a warning letter was issued; however, based on the history of this  
 facility with ongoing concerns of a similar nature, it was decided that this file be opened for investigation.

### 6 Person implicated details

[20(1)]

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b)
2. The source of the referral / credibility / reliability: Reliable and Credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: 20(1) (which is currently being investigated).
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_  
N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_  
N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 22/05/2019

PPC Investigator assigned (if reasonable grounds to investigate): Jennifer Morris - reassigned to Geoff Muise

Date of Notification letters (dd/mm/yyyy): 27/05/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 06/11/2019

Date of decision on finding (dd/mm/yyyy): 20/01/2020 Date of Final Investigation report (dd/mm/yyyy): 23/01/2020

Summary of directives or recommendations (if any):

No directives issued.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 23/01/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 12/09/2019 Date referral was made (dd/mm/yyyy): 12/09/2019

20(1)

Type of home: RRC Region: Central

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): unknown

Summary of allegation and information gathered at inquiry:

20(1)

The RS alleged that 20(1) was in the changing room with 20(1) was upset and trying to get to the bathroom and 20(1) prevented 20(1) and called 20(1) a "perv" several times. 20(1)

20(1) 20(1) It was reported that another individual forced 20(1) to go down a waterslide and then another took a video as 20(1) struggled going down the slide. It is unknown if these people were 20(1) staff members.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b)
2. The source of the referral / credibility / reliability: Staff - Unknown
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: direct
5. The relevant past history: None found regarding [20(1)]
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): n/a
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): n/a

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 16/09/2019

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 16/09/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 06/12/2019

Date of decision on finding (dd/mm/yyyy): 16/01/2020 Date of Final Investigation report (dd/mm/yyyy): 04/02/2020

Summary of directives or recommendations (if any):

The Administrator shall provide an Action Plan to PPC outlining how this matter will be addressed. This plan must include training for all staff who were present during this event, specifically to the care and support of [20(1)] including best practice concerning how to effectively and compassionately communicate with [20(1)]

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 02/04/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 13/09/2019 Date referral was made (dd/mm/yyyy): 13/09/2019

20(1)

Type of home: ARC Region: Western

### 5 Nature of allegation

Type of abuse:

- |  |  |  |  |
|--|--|--|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 30/08/2019

Summary of allegation and information gathered at inquiry:

20(1)

20(1) Staff work in partners. Staff member 20(1) allegedly "rough handled" 20(1) during personal care instead of stepping back from client or seeking another workers assistance. The facility is conducting their own investigation and 20(1) has been suspended from work.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (A) & (G)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: Moderate
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: No relevant history located.
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 19/09/2019

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 20/09/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 06/01/2020

Date of decision on finding (dd/mm/yyyy): 26/02/2020 Date of Final Investigation report (dd/mm/yyyy): 02/03/2020

Summary of directives or recommendations (if any):

The Administrator shall provide an action plan to PPC outlining how this matter will be addressed.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 12/03/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

[20(1)]

Date PPC received referral (dd/mm/yyyy): 01/10/2019 Date referral was made (dd/mm/yyyy): 01/10/2019

[20(1)]

Type of home: ARC Region: Northern

### 5 Nature of allegation

Type of abuse:

- |   |  |  |  |
|---|--|--|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): Ongoing

Summary of allegation and information gathered at inquiry:

There are several allegations of abuse by staff member [20(1)] towards residents, [20(1)]. [20(1)] The allegations regarding [20(1)] include not following a support plan for [20(1)] to help with personal care after a bowel movement, being overly controlling and refusing [20(1)] fluid, using [20(1)] fluid restriction intake as an excuse. It has been also alleged that [20(1)] did not supervise [20(1)] (who is a wander risk) when [20(1)] was assigned this role and [20(1)] allegedly confined [20(1)] to the day room by putting [20(1)] feet across the entrance of the doorway. These allegations fall under section 3 (1)(b)(g) of the Protection for Person in Care Act and will be opened for investigation. [20(1)] has been put on leave from her work place.

### 6 Person implicated details

[20(1)]

Relationship to resident: staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b) & (g)
2. The source of the referral / credibility / reliability: Staff
3. The seriousness of the allegation: Moderate
4. The degree of direct and/or indirect evidence: Indirect from referral source (Direct by other staff persons)
5. The relevant past history: None
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 04/10/2019

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 11/10/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 05/03/2020

Date of decision on finding (dd/mm/yyyy): 23/04/2020 Date of Final Investigation report (dd/mm/yyyy): 23/04/2020

Summary of directives or recommendations (if any):

No directives issued as the staff person 20(1), resigned from her position 20(1)

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 23/04/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 03/10/2019 Date referral was made (dd/mm/yyyy): 03/10/2019

20(1)

Type of home: RRC Region: Central

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 29/09/2019

Summary of allegation and information gathered at inquiry:

20(1)

20(1) they headed back to the van and found 20(1) asleep behind the drivers side of the vehicle with the vehicle turned off. The resident was in the back of the van. 20(1) 20(1) have suspended 20(1) 20(1) driving privileges and overtime until further notice. They are implementing a policy on overtime that will not allow staff to work anymore than 12-24 hours in a 2 week period. Open to be investigated under 3 (1) (g) of the Protection for Persons in Care Act.

### 6 Person implicated details

20(1)

Relationship to resident: staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(g)
2. The source of the referral / credibility / reliability: Staff
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: indirect
5. The relevant past history 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 10/10/2019

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 11/10/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 06/01/2020

Date of decision on finding (dd/mm/yyyy): 26/02/2020 Date of Final Investigation report (dd/mm/yyyy): 03/03/2020

Summary of directives or recommendations (if any):

That an update be provided with respect to 20(1) driving privileges and the plan to ensure future resident safety in this respect.

That a copy of the revised or new policy with respect to maximum weekly overtime hours per staff be submitted to PPC for review.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 02/04/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 01/11/2019 Date referral was made (dd/mm/yyyy): 01/11/2019

20(1)

Type of home: GH Region: Eastern

### 5 Nature of allegation

Type of abuse:

- |   |  |  |  |
|---|--|--|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): Ongoing

Summary of allegation and information gathered at inquiry:

Referral received 20(1)

concerns about rigidity in the home. 20(1)

20(1)

20(1)

client complains of a general lack of freedom at the facility. The facility 20(1) has a history of having challenges with rigidity 20(1). Resident was moved to another home recently. Decision to investigate pursuant to Section 3(1) (b & g).

### 6 Person implicated details

20(1)

Relationship to resident: 20(1)

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: Section 3 (1) (b) & (g) of the Regulations
2. The source of the referral / credibility / reliability: Care Coordinator- reliable and credible
3. The seriousness of the allegation: Serious
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: Yes 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 07/11/2019

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muisse

Date of Notification letters (dd/mm/yyyy): 12/11/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 30/04/2020

Date of decision on finding (dd/mm/yyyy): 10/09/2020 Date of Final Investigation report (dd/mm/yyyy): 22/09/2020

Summary of directives or recommendations (if any):

The following directive was issued:

20(1) will arrange and participate in training related specifically to the care and support of residents from a client centered framework, including best practices of how to effectively and compassionately communicate and interact with residents. 20(1) will submit an Action Plan to PPC identifying how and when this will be completed.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): \_\_\_\_\_ Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 15/11/2019 Date referral was made (dd/mm/yyyy): 30/10/2019

20(1)

Type of home: ARC Region: Western

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): ongoing

Summary of allegation and information gathered at inquiry:  
 On November 15, 2019, PPC received a referral regarding failure to provide adequate care 20(1)  
20(1) of a resident over the course of approximately 8 months dating back to the summer of 2018. The  
20(1)  
20(1) The referral source noted that the resident's diagnosis is in large part, a result of failure to provide adequate care and taking the resident's health concerns seriously. File will be opened pursuant to Section 3(1) (g) of the PPCA.

### 6 Person implicated details

20(1)

Relationship to resident 20(1)

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(g) of the regulations
2. The source of the referral / credibility / reliability: Resident's mother- unknown reliability and credibility
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: direct
5. The relevant past history: None
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 15/11/2019

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 25/11/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 07/02/2020

Date of decision on finding (dd/mm/yyyy): 17/04/2020 Date of Final Investigation report (dd/mm/yyyy): 14/05/2020

### Summary of directives or recommendations (if any):

- 1) During the course of the investigation, it was identified that improvements are required in communication amongst the RRW's, LPN's and the RN charge nurse regarding changes in a resident's presentation. The process for communicating changes in a resident's condition, including accurate documenting, shall be reviewed with all staff to ensure pertinent resident care information is consistently and accurately communicated in a timely manner.
- 2) Based on the documentation reviewed and interviews conducted, there were indicators that should have prompted a more comprehensive assessment 20(1) experienced changes in 20 day to day functioning which warranted more attention than they were given. The changes 20 was presenting with were not assessed thoroughly, nor were they addressed in a timely manner. As such, the Administrator shall ensure nursing staff demonstrate competence in completing and documenting nursing assessments in accordance with professional practice standards. To assist with this directive, the Administrator shall contact the College of Nurses to discuss the concerns substantiated during this investigation and identify together what training the college can offer the LPN's and RN's 20(1)
- 3) It was identified that there are gaps in staff knowledge regarding what types of changes in a resident's presentation would warrant further assessment. As such, the Administrator shall ensure all staff who require such education are provided with training on the recognition and assessment of potential / developing health concerns as well as the requirement for timely intervention.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 17/02/2021 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 10/01/2020 Date referral was made (dd/mm/yyyy): 10/01/2020

20(1)

Type of home: Small Options

Region: Western

### 5 Nature of allegation

Type of abuse:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 08/01/2020

Summary of allegation and information gathered at inquiry:

On Jan 8th, staff reported that when staff 20(1) went downstairs to wake resident 20(1) for supper, 20(1) came upstairs presenting as agitated (ie. spitting and yelling at staff). 20(1) verbally directed 20(1) to 20(1) bedroom but instead 20(1) quickly entered the living room towards another resident. It was reported that 20(1) then took 20(1) by the elbows and directed 20(1) to 20(1) bedroom at which time 20(1) banged his head into the bedroom door. 20(1)

20(1) has denied any physical aggression 20(1) has completed their own internal investigation and as a result issued a two day suspension, NVCI/law arousal training and review of the Abuse Prevention Policy.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (a)
2. The source of the referral / credibility / reliability: Reliable and Credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Staff reports to Program Manager
5. The relevant past history: Nil
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_

No

7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 16/01/2020

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 21/01/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 18/06/2020

Date of decision on finding (dd/mm/yyyy): 17/09/2020 Date of Final Investigation report (dd/mm/yyyy): 22/09/2020

Summary of directives or recommendations (if any):	
20(1)	employment was terminated on August 6, 2020. Therefore no directives issued and file will be closed.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 22/09/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 13/01/2020 Date referral was made (dd/mm/yyyy): 13/01/2020

20(1)

Type of home: RRC Region: Western

### 5 Nature of allegation

Type of abuse:

- |   |  |  |  |
|---|--|--|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 06/01/2020

Summary of allegation and information gathered at inquiry:

While providing personal care 20(1) was noted as saying, "my fucking elbow is hurting all the time...my god, 20(1) is full of shit...hurry \_\_\_, my hand is full of shit". 20(1) was then heard saying "ow ow ow", 20(1) quite contracted; thus, making personal care a challenge. The Doctor, OT and PT are involved to help with strategies. It has been stressed that talking over 20(1) will make it much harder for 20(1) to relax; however, when 20(1) is relaxed, it is much easier to provide 20(1) care. 20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(b)&(g)
2. The source of the referral / credibility / reliability: Reliable and Credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: No known PPC history
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 20/01/2020

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 22/01/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 21/10/2020

Date of decision on finding (dd/mm/yyyy): 20/11/2020 Date of Final Investigation report (dd/mm/yyyy): 31/12/2020

Summary of directives or recommendations (if any):

No directives issued as 20(1) employment was terminated.

## 9 Additional referral details

Additional referral made to:

No referral       Police       Professional Body       Licensing Services       DSP

Other      If other, specify: \_\_\_\_\_

Additional referral made by:

No referral       PPC       Service Provider       Resident       Family of resident

Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

No investigation       Investigation with no charges       Investigation with charges

Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 31/12/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 11/03/2020 Date referral was made (dd/mm/yyyy): 11/03/2020

20(1)

Type of home: Small Options

Region: North-Eastern

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 10/03/2020

Summary of allegation and information gathered at inquiry:

Resident 20(1) reported an incident where 20(1) staff 20(1) treated 20(1) in an intimidating manner. 20(1) 20(1) stood over 20(1) while yelling at 20(1) to the point the other residents in the home heard from their respective rooms. 20(1) called 20(1) a "frigging liar" which the other residents in the home corroborated. As a result of this incident, further concerns about 20(1) being stern and controlling were also noted. 20(1)

20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(b)
2. The source of the referral / credibility / reliability: Credible and Reliable
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: Nil
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 12/03/2020

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 12/03/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 10/11/2020

Date of decision on finding (dd/mm/yyyy): 04/12/2020 Date of Final Investigation report (dd/mm/yyyy): 31/12/2020

Summary of directives or recommendations (if any):

No directives. There is a plan in place by 20(1) to address the issues.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 31/12/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 01/05/2020      Date referral was made (dd/mm/yyyy): 01/05/2020

20(1)

Type of home: RCF      Region: Central

### 5 Nature of allegation

Type of abuse:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): ongoing

Summary of allegation and information gathered at inquiry:

Referral source reported that resident 20(1) disclosed that staff person, 20(1) is emotionally abusive towards 20(1) and other residents and that 20(1) restricts 20(1) usage of the telephone. It was also alleged that 20(1) threatened to put 20(1) face through the wall if 20(1) caught 20(1) outside and that 20(1) curses at 20(1) and other residents and told another resident that they stunk and didn't deserve to eat at the table. It was further alleged that 20(1) told another resident that 20(1) is worthless, and said that 20(1) tax dollars are paying for 20(1) to live in the group home.

### 6 Person implicated details

20(1)

Relationship to resident: staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: Section 3 (1) (b)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: moderate
4. The degree of direct and/or indirect evidence: indirect
5. The relevant past history: None
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 08/05/2020

PPC Investigator assigned (if reasonable grounds to investigate): Lynnette Douglas

Date of Notification letters (dd/mm/yyyy): 08/05/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 22/07/2020

Date of decision on finding (dd/mm/yyyy): 27/08/2020 Date of Final Investigation report (dd/mm/yyyy): 31/08/2020

Summary of directives or recommendations (if any):

The Administrator shall provide an Action Plan to Protection for Person in Care outlining how a reasonable level of safety for all residents will be ensured with respect 20(1)

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 13/01/2021 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 04/05/2020 Date referral was made (dd/mm/yyyy): 04/05/2020

20(1)

Type of home: RCF Region: Central

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 01/05/2020

Summary of allegation and information gathered at inquiry:

20(1)

When evening staff checked on 20(1) 20(1) they reported that 20(1) room was a mess, 20(1) was covered in urine and feces, which 20(1) had ripped apart and was all over 20(1) room. 20(1) has smeared feces on 20(1) hands and linen. It took two staff to get 20(1) into the shower and by the way the feces was caked on 20(1) buttocks, it did not appear that peri-care had been completed at 2:00 pm as required. They also realized that 20(1) had not been given her supper.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (g)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: Two previous referrals 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 07/05/2020

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 14/05/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 23/09/2020

Date of decision on finding (dd/mm/yyyy): 21/10/2020 Date of Final Investigation report (dd/mm/yyyy): 27/10/2020

Summary of directives or recommendations (if any):

No directives are being issued as the organization took appropriate steps with respect to 20(1) following the incident, which included a two-day suspension and follow-up coaching with the team lead.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 28/10/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 05/05/2020      Date referral was made (dd/mm/yyyy): 05/05/2020

20(1)

Type of home: DR I      Region: Western

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 30/04/2020

Summary of allegation and information gathered at inquiry:

An incident was reported where it is alleged that staff 20(1) was verbally demeaning with resident 20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff \_\_\_\_\_

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(b)
2. The source of the referral / credibility / reliability: Reliable and Credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 11/05/2020

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 11/05/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 04/06/2020

Date of decision on finding (dd/mm/yyyy): 09/07/2020 Date of Final Investigation report (dd/mm/yyyy): 09/07/2020

Summary of directives or recommendations (if any):

There are no directives issued regarding this matter as 20(1) is no longer working for this organization.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 09/07/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 06/05/2020 Date referral was made (dd/mm/yyyy): 06/05/2020

20(1)

Type of home: DR 1 Region: North-eastern

### 5 Nature of allegation

Type of abuse:

- |   |  |  |  |
|---|--|--|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 29/04/2020 & 02/05/2020

Summary of allegation and information gathered at inquiry:

Reports that there were two incidents whereby 20(1) was escalated and staff responded in an aggressive manner and were unable to diffuse the situation (ie. they did not follow 20(1) support plan for anxiety which in turn caused her emotional harm).

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b) & (g)
2. The source of the referral / credibility / reliability: Professional - reliable and credible
3. The seriousness of the allegation: Moderate
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_

No

7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

De-escalation plan in place (IPP for anxiety)

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 14/05/2020

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 14/05/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 06/08/2020

Date of decision on finding (dd/mm/yyyy): 10/09/2020 Date of Final Investigation report (dd/mm/yyyy): 17/09/2020

Summary of directives or recommendations (if any):

Training related specifically to the care and support of residents, including best practices of how to effectively and compassionately communicate and interact with residents be provided to the staff members 20(1)

20(1)

PPC Training.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): \_\_\_\_\_ Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

[20(1)]

Date PPC received referral (dd/mm/yyyy): 15/05/2020 Date referral was made (dd/mm/yyyy): 15/05/2020

[20(1)]

Type of home: Small Options      Region: Western

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 12/05/2020

Summary of allegation and information gathered at inquiry: Allegations that staff [20(1)] was angry with resident [20(1)] [20(1)] It was noted that [20(1)] ordered [20(1)] into the office, at which time [20(1)] presented as being in [20(1)] personal space, nose to nose, pointing [20(1)] finger in [20(1)] face and yelling at [20(1)] in a deep, aggressive tone. [20(1)] [20(1)]	
--	--

### 6 Person implicated details

[20(1)]

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(b)
2. The source of the referral / credibility / reliability: Credible and reliable
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 21/05/2020

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 27/05/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 10/09/2020

Date of decision on finding (dd/mm/yyyy): 02/10/2020 Date of Final Investigation report (dd/mm/yyyy): 06/10/2020

Summary of directives or recommendations (if any):

No directives since the implicated staff, 20(1) is no longer employed 20(1)

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 06/10/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 03/06/2020      Date referral was made (dd/mm/yyyy): 03/06/2020

20(1)

Type of home: ARC      Region: Western

### 5 Nature of allegation

Type of abuse:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 03/06/2020

Summary of allegation and information gathered at inquiry:

Referral information reported that on June 3/20 at noon time, resident 20(1) was trying to go into another unit during lunch time and staff person 20(1) tried to prevent 20(1) from coming on the unit by telling 20(1) not to come into the unit. Client refused and started to escalate (verbally and physically) and 20(1) voice got louder as well. 20(1) put 20(1) hands on 20(1) and shoved 20(1) out of the doorway with force. There were two witnessed to this incident. There were no injuries noted and the police were not called. This staff was put on leave from 20(1) employment until the investigation is complete.

### 6 Person implicated details

20(1)

Relationship to resident: staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: Section 3 (1) (a)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: moderate
4. The degree of direct and/or indirect evidence: indirect
5. The relevant past history: None, 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 08/06/2020

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muisse

Date of Notification letters (dd/mm/yyyy): 10/06/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 06/11/2020

Date of decision on finding (dd/mm/yyyy): 02/12/2020 Date of Final Investigation report (dd/mm/yyyy): 10/12/2020

Summary of directives or recommendations (if any):

No directives are being issued as the organization took appropriate steps with respect to 20(1) following the incident, which included a suspension and follow-up coaching with management. 20(1) was also moved off 20(1) unit.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 10/12/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 31/07/2020 Date referral was made (dd/mm/yyyy): 31/07/2020

20(1)

Type of home: SO Region: Western

### 5 Nature of allegation

Type of abuse:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 29/07/2020

Summary of allegation and information gathered at inquiry:  
 Referral source reported that on July 29, 2020 around supper time staff person, 20(1) struck resident, 20(1) in the back of 20(1) head with an open hand while 20(1) was in 20(1) room sitting at a table. There was another staff who witnessed this incident. No injuries were noted. RCMP were contacted. 20(1)  
 20(1)

### 6 Person implicated details

20(1)

Relationship to resident: staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: Section 3 (1)(a)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: direct
5. The relevant past history: 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 04/08/2020

PPC Investigator assigned (if reasonable grounds to investigate): Lynnette Douglas

Date of Notification letters (dd/mm/yyyy): 05/08/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 01/10/2020

Date of decision on finding (dd/mm/yyyy): 03/11/2020 Date of Final Investigation report (dd/mm/yyyy): 05/11/2020

Summary of directives or recommendations (if any):

No directives were issued because 20(1) is no longer working at 20(1)

20(1) was terminated from 20 position at 20(1) As a result of this, no directives will be issued, and the file will be closed.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 05/11/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

[20(1)]

Date PPC received referral (dd/mm/yyyy): 21/08/2020 Date referral was made (dd/mm/yyyy): 21/08/2020

[20(1)]

Type of home: RRC Region: Central

### 5 Nature of allegation

Type of abuse:

- |   |  |  |  |
|---|--|--|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 19/08/2020

Summary of allegation and information gathered at inquiry:

Referral reported that on August 19, 2020 in the main area [20(1)] argued & yelled at resident [20(1)] while staff, [20(1)] also yelled at [20(1)] in response to [20(1)] becoming agitated over not getting a cigarette [20(1)] spit on [20(1)] told [20(1)] was going to charge [20(1)]. Another staff spoke to [20(1)] to help [20(1)] calm down & advised [20(1)] they would get [20(1)] a cigarette [20(1)] then apologized to [20(1)] a short time later & [20(1)] said that [20(1)] apology did not mean anything to [20(1)] told [20(1)] would be calling the police to have [20(1)] charged [20(1)] also told [20(1)] was not going to let [20(1)] have a cigarette until after [20(1)] speaks to the police. [20(1)] behaviour escalated again after that. Safety plan is that both staff will be supervised with clients while working.

### 6 Person implicated details

[20(1)]

Relationship to resident: staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: Section 3 (1)(b)(g)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: indirect
5. The relevant past history: 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 27/08/2020

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 27/08/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): \_\_\_\_\_

Date of decision on finding (dd/mm/yyyy): \_\_\_\_\_ Date of Final Investigation report (dd/mm/yyyy): \_\_\_\_\_

Summary of directives or recommendations (if any):

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): \_\_\_\_\_ Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 29/10/2020 Date referral was made (dd/mm/yyyy): 29/10/2020

20(1)

Type of home: Developmental Residence      Region: Western

### 5 Nature of allegation

Type of abuse:

- |  |  |  |  |
|--|--|--|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 25/10/2020

Summary of allegation and information gathered at inquiry:

On October 25th, 2020, resident 20(1) was noted as "stealing" food from the kitchen area following 20(1) snack, at which time staff 20(1) "tackled" 20(1) to the floor and attempted to remove the food from 20(1) mouth. Because 20(1) had already swallowed the food, 20(1) then responded by kicking 20(1) on the buttocks and slapping 20(1) on the head. 20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(a)&(g)
2. The source of the referral / credibility / reliability: Credible and Reliable
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: Nil
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 03/11/2020

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 04/11/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): \_\_\_\_\_

Date of decision on finding (dd/mm/yyyy): \_\_\_\_\_ Date of Final Investigation report (dd/mm/yyyy): \_\_\_\_\_

Summary of directives or recommendations (if any):

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): \_\_\_\_\_ Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 30/10/2020 Date referral was made (dd/mm/yyyy): 30/10/2020

20(1)

Type of home: ARC Region: North-eastern

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 28/10/2020

Summary of allegation and information gathered at inquiry:

It was reported that on October 28, 2020, there was an incident whereby resident 20(1) assaulted staff person 20(1). However, the day after the incident, it was reported by other staff that 20(1) may have provoked the incident by how 20(1) spoke to 20(1) 20(1)  
20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: No previous PPC history located with staff20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a):  
N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b):  
N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 20/11/2020

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): November 23, 2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): \_\_\_\_\_

Date of decision on finding (dd/mm/yyyy): \_\_\_\_\_ Date of Final Investigation report (dd/mm/yyyy): \_\_\_\_\_

Summary of directives or recommendations (if any):

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): \_\_\_\_\_ Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 19/11/2020 Date referral was made (dd/mm/yyyy): 19/11/2020

20(1)

Type of home: DR III Region: North-eastern

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 15/11/2020

Summary of allegation and information gathered at inquiry:

It was reported that there was an incident of verbal abuse towards the client by staff member 20(1) on November 15, 2020. The clients were having quiet times in their rooms that afternoon when 20(1) came out of 20(1) room to use the bathroom and 20(1) screamed at 20(1) saying, "Get the fuck back in your room". 20(1) also reportedly said that 20(1) hated the client. At one point, 20(1) squealed and ran to the back door. It was later noted that 20(1) had a bruise on 20(1) arm.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (a) & (b)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: \_\_\_\_\_
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_  
N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_  
N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): \_\_\_\_\_

PPC Investigator assigned (if reasonable grounds to investigate): \_\_\_\_\_

Date of Notification letters (dd/mm/yyyy): \_\_\_\_\_

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): \_\_\_\_\_

Date of decision on finding (dd/mm/yyyy): \_\_\_\_\_ Date of Final Investigation report (dd/mm/yyyy): \_\_\_\_\_

Summary of directives or recommendations (if any):

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): \_\_\_\_\_ Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 01/12/2020 Date referral was made (dd/mm/yyyy): 30/11/2020

20(1)

Type of home: SO Region: Central

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) | <input type="checkbox"/> Sexual (staff to resident)       |  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 29/11/2020

Summary of allegation and information gathered at inquiry:

On November 29, 2020, client 20(1) had been agitated on and off throughout the day. 20(1)  
 20(1)  
 20(1) When security staff 20(1) intervened, 20(1) appeared frustrated and it was felt by the other staff and security in the home that 20(1) used excessive force when moving the client from one area to another, banging 20(1) into the kitchen table and chairs. The client later reported that 20(1) had hurt 20(1) elbow and had been scared of 20(1)

### 6 Person implicated details

20(1)

Relationship to resident: 20(1)

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (a) & (b)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Direct - witnessed by staff.
5. The relevant past history: No previous PPC history 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 09/12/2020

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 09/12/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): \_\_\_\_\_

Date of decision on finding (dd/mm/yyyy): \_\_\_\_\_ Date of Final Investigation report (dd/mm/yyyy): \_\_\_\_\_

Summary of directives or recommendations (if any):

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): \_\_\_\_\_ Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 14/12/2020 Date referral was made (dd/mm/yyyy): 14/12/2020

20(1)

Type of home: SO Region: Central

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): Ongoing

Summary of allegation and information gathered at inquiry:

On December 14, 2020, PPC received a concern from staff with regards to the amount of food in the home. It was reported that since COVID, the organization has changed the way in which they shop for groceries

### 6 Person implicated details

20(1)

Relationship to resident: 20(1)

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (g)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: \_\_\_\_\_
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 22/12/2020

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): \_\_\_\_\_

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): \_\_\_\_\_

Date of decision on finding (dd/mm/yyyy): \_\_\_\_\_ Date of Final Investigation report (dd/mm/yyyy): \_\_\_\_\_

Summary of directives or recommendations (if any):

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): \_\_\_\_\_ Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 31/12/2020 Date referral was made (dd/mm/yyyy): 31/12/2020

20(1)

Type of home: RRC

Region: North-Eastern

### 5 Nature of allegation

Type of abuse:

- |   |  |  |  |
|---|--|--|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 21/12/2020

Summary of allegation and information gathered at inquiry:

It was reported that on December 21st, staff person 20(1) (who was the assigned one on one staff for 20(1)) 20(1) was angry with 20(1) due to 20(1) behaviour (ie. hitting and grabbing). 20(1) responded to 20(1) behaviour by raising 20 voice at 20(1) and making inappropriate comments - "get the hell off me, I'm going to kill you!".

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(b)&(g)
2. The source of the referral / credibility / reliability: Reliable and Credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: No PPC History
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 06/01/2021

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 08/01/2021

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): \_\_\_\_\_

Date of decision on finding (dd/mm/yyyy): \_\_\_\_\_ Date of Final Investigation report (dd/mm/yyyy): \_\_\_\_\_

Summary of directives or recommendations (if any):

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): \_\_\_\_\_ Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 14/12/2020 Date referral was made (dd/mm/yyyy): 14/12/2020

20(1)

Type of home: RRC Region: Central

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 11/12/2020

Summary of allegation and information gathered at inquiry:

It was reported that on December 11, 2020, staff person 20(1) was responsible for resident 20(1) and 20 failed to complete 20 morning peri-care, leaving 20(1) Tena (which 20 only uses in bed at night) all day.

20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (g)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: Moderate
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: \_\_\_\_\_
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_  
N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_  
N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 23/12/2020

PPC Investigator assigned (if reasonable grounds to investigate): \_\_\_\_\_

Date of Notification letters (dd/mm/yyyy): \_\_\_\_\_

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): \_\_\_\_\_

Date of decision on finding (dd/mm/yyyy): \_\_\_\_\_ Date of Final Investigation report (dd/mm/yyyy): \_\_\_\_\_

Summary of directives or recommendations (if any):

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): \_\_\_\_\_ Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 17/01/2018 Date referral was made (dd/mm/yyyy): 17/01/2018

20(1)

Type of home: SO 20(1)

Region: Western

### 5 Nature of allegation

Type of abuse:

- |                                    |  |   |  |
|------------------------------------|--|---|--|
| <input type="checkbox"/> Emotional | <input checked="" type="checkbox"/> Financial                  | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): Ongoing

Summary of allegation and information gathered at inquiry:

Concerns reported that staff member 20(1) has made threats towards resident 20(1) that 20(hollers and screams at 20( and that 20 brings up subjects that 20(1) is uncomfortable with. There are also concerns that 20(1) insists on having 20(1) PIN number for 20(bank card and that 20(1) has taken money from 20(1) using threats - and without providing proper receipts.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b) & (f)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: Serious
4. The degree of direct and/or indirect evidence: Indirect from referral source
5. The relevant past history: Previous referral of similar nature 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 18/01/2018

PPC Investigator assigned (if reasonable grounds to investigate): Jen Morris

Date of Notification letters (dd/mm/yyyy): 24/01/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 04/05/2018

Date of decision on finding (dd/mm/yyyy): 08/06/2018 Date of Final Investigation report (dd/mm/yyyy): 08/06/2018

Summary of directives or recommendations (if any):

1 20(1) policies and procedures pertaining to how staff members should be assisting residents with their finances will be rewritten in a more clear and concise format using plain language and provided to the Protection for Persons in Care Program for review. It will include that staff are not to use a client's personal bank card or money without written permission from the resident if they are not present when the transaction takes place. It will state that at no time should staff members be carrying resident bank cards and/or cash on their person if the resident is not present and aware. It will include that receipts must be provided for any and all purchases within two business days of the purchase and that this will be monitored by a designated individual within the 20(1)

2) All staff members will receive a one-hour education session with the purpose of explaining this policy (see number one) and how it will be applied in the workplace. This session must allow for at least one-half hour for staff to ask questions.

3) The administrator will provide a clearly written policy regarding how staff members are to respectfully communicate with and interact with residents. The administer will ensure that each staff member has read this policy and have attended a staff meeting (1-hour minimum) dedicated to clarifying and discussing this policy with staff members.

\* See file notes for number four as the form does not allow the space.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 03/10/2018 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 14/03/2018 Date referral was made (dd/mm/yyyy): 14/03/2018

20(1)

Type of home: RRC Region: Central

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 10/03/2018

Summary of allegation and information gathered at inquiry:

20(1) reported that staff person 20(1) gave resident 20(1) an inappropriate word search for an activity. The word search topic was in reference to mental health illness, but with negative connotations (ie. words such as depression, institution, abused, straight jacket, shotgun, seclusion, torment, dark etc). 20(1) brought the word search to staff 20(1) saying that 20(1) was uncomfortable with the word search that was provided 20(1) as it seemed to reflect 20(1)'s life. 20(1) reviewed the word search and agreed that it was inappropriate that 20(1) be given such an activity; thus, an incident report was completed.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(b)
2. The source of the referral / credibility / reliability: Credible and reliable
3. The seriousness of the allegation: Moderate
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: 20(1) re: same implicated staff - b & g founded
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 15/03/2018

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 28/03/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 26/06/2018

Date of decision on finding (dd/mm/yyyy): 17/08/2018 Date of Final Investigation report (dd/mm/yyyy): 06/09/2018

Summary of directives or recommendations (if any):

No directives or recommendations issued.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 11/09/2018      Date of audit (dd/mm/yyyy): 15/04/19



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

[20(1)]

Date PPC received referral (dd/mm/yyyy): 06/04/2018 Date referral was made (dd/mm/yyyy): 06/04/2018

[20(1)]

Type of home: ARC

Region: North/Eastern

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 04/04/2018

Summary of allegation and information gathered at inquiry:

An unidentified staff member reported that she/he had heard from staff members that were present on the unit on April 4, 2018 when [20(1)] was found [20(1)], that [20(1)] 1:1 staff member [20(1)] had not been with [20(1)] for a period of time and was unaware of [20(1)] whereabouts when the incident happened. [20(1)] The staff member said that 1:1 staff members not attending to [20(1)] like they are supposed to be doing has been an ongoing problem.

### 6 Person implicated details

[20(1)]

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1) (g)
2. The source of the referral / credibility / reliability: Unknown
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: indirect
5. The relevant past history: referral source unknown. Neglect referrals involving [redacted] were not found
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): n/a
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): n/a

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 10/04/2018

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muisse

Date of Notification letters (dd/mm/yyyy): 18/04/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 13/09/2018

Date of decision on finding (dd/mm/yyyy): 16/10/2018 Date of Final Investigation report (dd/mm/yyyy): 20/11/2018

Summary of directives or recommendations (if any):

No directives issued

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 20/11/2018 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 09/04/2018 Date referral was made (dd/mm/yyyy): 09/04/2018

20(1)

Type of home: ARC Region: Northern

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 04/04/2018

Summary of allegation and information gathered at inquiry:

20(1) contacted PPC after learning that a staff member was emotionally abusive toward a resident. The incident was witnessed by two other staff members and an internal investigation was initiated. The staff member implicated was suspended following the incident. This individual had a previous finding of emotional abuse as a result of another PPC investigation.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(b)
2. The source of the referral / credibility / reliability: Reliable
3. The seriousness of the allegation: Moderate
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: Previous founded file - Emotional abuse 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 09/04/2018

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 11/04/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 06/09/2018

Date of decision on finding (dd/mm/yyyy): 10/10/2018 Date of Final Investigation report (dd/mm/yyyy): 18/10/2018

Summary of directives or recommendations (if any):

No directives or recommendations.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 18/10/2018 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 10/04/2018 Date referral was made (dd/mm/yyyy): 10/04/2018

20(1)

Type of home: ARC Region: Western

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 24/03/2018

Summary of allegation and information gathered at inquiry:

Client 20(1) was noted to be incontinent of urine so staff took client to the bathroom to get 20(1) cleaned up. When clothing were removed the staff noticed redness on feet and skin peeling away when 20(1)socks were removed. Staff called for second staff member to come see. Registered Nurse also called to see client's feet. Doctor was called and client was transferred to hospital via ambulance where 20(1) was seen in ER, 20(1) was sent home with Ibuprofen and Flamazine for burned areas with non adherent dressing to be changed daily.

The burns were 2nd degree and the doctor diagnosed as "thermal injury to feet", possibly due to hot water. The staff person who bathed 20(1) that morning was 20(1) but 20(1) denied that the water was too hot. There are no other indications as to what might have caused the burns.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (g)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: Serious
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: No previous PPC history with staff 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 18/04/2018

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 18/04/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 03/10/2018

Date of decision on finding (dd/mm/yyyy): 06/11/2018 Date of Final Investigation report (dd/mm/yyyy): 13/12/2018

Summary of directives or recommendations (if any):

No directive or recommendations.

## 9 Additional referral details

Additional referral made to:

No referral       Police       Professional Body       Licensing Services       DSP

Other      If other, specify: Licensing received concern as well and attended facility to check water temperature.

Additional referral made by:

No referral       PPC       Service Provider       Resident       Family of resident

Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

No investigation       Investigation with no charges       Investigation with charges

Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 13/12/2018 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

[20(1)]

Date PPC received referral (dd/mm/yyyy): 30/04/2018 Date referral was made (dd/mm/yyyy): 30/04/2018

[20(1)]

Type of home: ARC Region: Western

### 5 Nature of allegation

Type of abuse:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 26/04/2018

Summary of allegation and information gathered at inquiry:

Video surveillance was being reviewed for an unrelated matter when staff member [20(1)] was seen slapping a resident [20(1)] twice and then pushing [20(1)]. The incident occurred on April 26, 2018.

### 6 Person implicated details

[20(1)]

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(a)
2. The source of the referral / credibility / reliability: reliable
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: direct
5. The relevant past history: none found
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 07/05/2018

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muisse

Date of Notification letters (dd/mm/yyyy): 09/05/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 03/08/2018

Date of decision on finding (dd/mm/yyyy): 17/09/2018 Date of Final Investigation report (dd/mm/yyyy): 20/09/2018

Summary of directives or recommendations (if any):

No directives issued.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 20/09/2018 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 10/05/2018 Date referral was made (dd/mm/yyyy): 10/05/2018

20(1)

Type of home: SO - 20(1) Region: Western

### 5 Nature of allegation

Type of abuse:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): Unknown

Summary of allegation and information gathered at inquiry:

Client reported to a staff person that 20(1) had grabbed another staff person by the arm and that this staff person 20(1) responded by taking 20(1) to 20(1) room and holding 20(1) on 20(1) bed for a while.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (a)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: Serious
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: No previous history 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 11/05/2018

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 15/05/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 15/10/2018

Date of decision on finding (dd/mm/yyyy): 01/08/2019 Date of Final Investigation report (dd/mm/yyyy): 11/01/2019

Summary of directives or recommendations (if any):

No directives issued.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 11/01/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 07/08/2018 Date referral was made (dd/mm/yyyy): 07/08/2018

20(1)

Type of home: RRC

Region: Western

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 05/08/2018

Summary of allegation and information gathered at inquiry:

A staff member reported that they witnessed 20(1) yell at resident 20(1) and making unprofessional comments which caused the resident to be "visibly agitated". The inquiry information indicated that 20(1) was frustrated and angry with 20(1) due to an incident earlier in the day where 20(1) grabbed another staff by the wrist. It was alleged that 20(1) was yelling at 20(1) and saying that 20(1) unpredictable behaviour and noncompliance was unacceptable and that is the reason why 20(1) is not allowed to go anywhere or do any activities. 20(1)

### 6 Person implicated details

20(1)

Relationship to resident: Staff 20(1)

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1) (b)
2. The source of the referral / credibility / reliability: unknown
3. The seriousness of the allegation: moderate
4. The degree of direct and/or indirect evidence: direct
5. The relevant past history: none found
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): n/a
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): n/a

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 10/08/2018

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 10/08/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 10/12/2018

Date of decision on finding (dd/mm/yyyy): 11/01/2019 Date of Final Investigation report (dd/mm/yyyy): 30/01/2019

Summary of directives or recommendations (if any):

Although there is insufficient evidence for a finding of emotional abuse, it is apparent that the staff require further training around how to effectively communicate with 20(1). Thus, the following directive has been issued:

- That staff who are working with 20(1) participate in training related specifically to the care and support of 20(1) including best practice concerning how to effectively and compassionately communicate with 20(1)

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 10/04/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 04/09/2018 Date referral was made (dd/mm/yyyy): 04/09/2018

20(1)

Type of home: SO 20(1) Region: Central

### 5 Nature of allegation

Type of abuse:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 02/09/2018

Summary of allegation and information gathered at inquiry:

On Sunday, September 2, 2018, staff person 20(1) got into a physical altercation with resident 20(1) 20(1) which 20(1) documented on an incident report form. No one else was home at the time of the incident. On Monday, September 3, 2018, staff noticed a discoloration behind 20(1) left ear. Upon further inspection, it was noted that 20(1) had bruising, swelling and redness behind 20(1) left ear. 20(1) also had some redness around 20(1) neck - like a friction burn as if someone had pulled on 20(1) shirt from behind. Upon reviewing the documentation from the previous day, it was noted that 20(1) had been trying to get 20(1) 20(1) to do something 20(1) did not want to do and 20(1) became aggressive and 20(1) then reportedly used his MANDT training to physically redirect 20(1) to 20(1) room.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (a)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: n/a
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): n/a
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): n/a

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 04/09/2018

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 14/09/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 07/12/2018

Date of decision on finding (dd/mm/yyyy): 15/01/2019 Date of Final Investigation report (dd/mm/yyyy): 15/01/2019

Summary of directives or recommendations (if any):

No directives issued.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 15/01/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1) \_\_\_\_\_

Date PPC received referral (dd/mm/yyyy): 07/09/2018      Date referral was made (dd/mm/yyyy): 07/09/2018

20(1) \_\_\_\_\_

Type of home: Small Options      Region: Central

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 03/09/2018

Summary of allegation and information gathered at inquiry:

It was reported that staff, 20(1) left the facility at the end of 20(1)scheduled shift with no overnight staff to relieve 20(1). This is against the facility's procedures as resident, 20(1) requires 24 hr supervision. When 20(1) called the staff who was noted on the schedule to relieve 20(1) said that 20(1) had already advised 20(1) the week before that 20(1) could not take this shift. The procedures in place direct staff to remain on shift until another staff arrives. It is then their responsibility to call the other staff on the "call in" list to try and secure coverage. In this case, it is alleged that 20(1) only called partial staff on the list and then left the facility with a note to the residents on how to contact 20(1) if the need arises. It was noted that 20(1) did make contact with the on call supervisor when the scheduled staff did not show, but that it was not a conducive contact so 20(1) did not call back to provide an update.

### 6 Person implicated details

20(1) \_\_\_\_\_

Relationship to resident: Staff \_\_\_\_\_

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(g)
2. The source of the referral / credibility / reliability: Credible and reliable
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: Nil
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): n/a
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): n/a

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 11/09/2018

PPC Investigator assigned (if reasonable grounds to investigate): Jennifer Morris

Date of Notification letters (dd/mm/yyyy): 11/09/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 15/11/2018

Date of decision on finding (dd/mm/yyyy): 09/01/2019 Date of Final Investigation report (dd/mm/yyyy): 14/03/2019

Summary of directives or recommendations (if any):

- 1) The organization will develop a new policy outlining the steps that a staff member should take when they are experiencing a medical emergency and must leave work.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 06/03/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 27/09/2018 Date referral was made (dd/mm/yyyy): 27/09/2018

20(1)

Type of home: SO Region: Central

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 25-27/09/2018

Summary of allegation and information gathered at inquiry:

Resident [20(1)] allegedly pinched staff person, [20(1)] who then turned around and said, "Don't be a little fucking bitch". [20(1)] is known to pinch people and [20(1)] is a long-time employee at the home.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: Moderate
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: None located
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 28/09/2018

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 18/10/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 12/12/2018

Date of decision on finding (dd/mm/yyyy): 15/01/2019 Date of Final Investigation report (dd/mm/yyyy): 30/01/2019

Summary of directives or recommendations (if any):

While the evidence would suggest that [20(1)] did swear at [20(1)] after [20(1)] clawed [20(1)] it is not believed that [20(1)] suffered any emotional harm as a result of the comments made by [20(1)]. This was the belief of both the staff who work with [20(1)]. Therefore, there is no finding of emotional harm. However, the following directive will be issued to the Administrator:

- The Administrator will ensure that [20(1)] participates in Behavioral Support training or other relevant training that focuses on working with individuals who exhibit challenging behavior. The Administrator shall provide the PPC investigator with an Action Plan outlining how this will take place by February 20, 2019.

[20(1)] completed a refresher of CPI training on April 20, 2019 and participated in Principles and Practices of Non-Aversive Behavior Change on March 2, 2019.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 08/08/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

[20(1)]

Date PPC received referral (dd/mm/yyyy): 02/10/2018 Date referral was made (dd/mm/yyyy): 02/10/2018

[20(1)]

Type of home: ARC Region: Western

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 26/09/2018

Summary of allegation and information gathered at inquiry:

It is alleged that staff member [20(1)] attempted to administer [20(1)] medications via feeding tube at approximately 6:00 am and was unable to do so. The attempt resulted in [20(1)] having medication and bile spilled all over [20(1)] front. [20(1)] also was left in an incontinent pad that was overflowing with fecal matter. Staff members coming on shift at 7:00 am found [20(1)] in this condition and reported it. Pictures were also taken.

### 6 Person implicated details

[20(1)]

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1) (g)
2. The source of the referral / credibility / reliability: Staff - reliable
3. The seriousness of the allegation: moderate
4. The degree of direct and/or indirect evidence: direct and indirect
5. The relevant past history: none found
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): n/a
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): n/a

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 04/10/2018

PPC Investigator assigned (if reasonable grounds to investigate): Jen Morris

Date of Notification letters (dd/mm/yyyy): 04/10/2018

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 07/01/2019

Date of decision on finding (dd/mm/yyyy): 06/03/2019 Date of Final Investigation report (dd/mm/yyyy): 13/03/2019

Summary of directives or recommendations (if any):

No directives issued

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 15/03/2019      Date of audit (dd/mm/yyyy): 15/03/2019



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 10/01/2019 Date referral was made (dd/mm/yyyy): 10/01/2019

20(1)

Type of home: Small Options (SO) Region: Central

### 5 Nature of allegation

Type of abuse:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 09/01/2019

Summary of allegation and information gathered at inquiry:

Resident 20(1) is currently in hospital following surgery to 20(1) hip. Referral information states that the attending doctor and family members have advised that 20(1) has reported to them that 20(1) hip injury is the result of being pushed by 20(1) staff 20(1).

20(1) was working with 20(1) at the time 20(1) injury was noted and proceeded with calling an ambulance. 20(1) has denied 20(1) allegation that 20(1) pushed 20(1).

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (a)
2. The source of the referral / credibility / reliability: Reliable and Credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Indirect (referral source was advised by a family member)
5. The relevant past history 20(1) (physical, founded) 20(1) (physical, unfounded) - different imp staff
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 11/01/2019

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 14/01/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 04/04/2019

Date of decision on finding (dd/mm/yyyy): 28/03/2019 Date of Final Investigation report (dd/mm/yyyy): 06/05/2019

Summary of directives or recommendations (if any):

No directive issued.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP
- Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident
- Other      If other, specify: 20(1) contacted the police.

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges
- Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 07/08/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 18/04/2019 Date referral was made (dd/mm/yyyy): 18/04/2019

20(1)

Type of home: RCF Region: Central

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 03/04/2019

Summary of allegation and information gathered at inquiry:

- 20(1)

20(1) While working a shadow shift on March 3, 2019, this person observed a male staff 20(1) tickling 20(1) while 20(1) was on the toilet trying to make 20(1) pee. Apparently, this is a tactic used by other staff and 20(1) is usually okay with it. However, on this date, 20(1) was screaming repeatedly for 20(1) to stop but 20(1) did not. This went on for approximately ten minutes and was very distressing for 20(1). Later that day, a female staff member took 20(1) to 20(1) room and made a comment about not wanting to put up with 20(1) that day.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: Moderate
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: Previous PPC history involving staff member 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 02/05/2019

PPC Investigator assigned (if reasonable grounds to investigate): Jennifer Morris (Pamela Hall initially but re-assigned)

Date of Notification letters (dd/mm/yyyy): 14/05/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 18/09/2019

Date of decision on finding (dd/mm/yyyy): 07/11/2019 Date of Final Investigation report (dd/mm/yyyy): 19/12/2019

Summary of directives or recommendations (if any):

None issued

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 19/12/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 16/05/2019 Date referral was made (dd/mm/yyyy): 16/05/2019

20(1)

Type of home: DR III Region: Central

### 5 Nature of allegation

Type of abuse:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 14/05/2019

Summary of allegation and information gathered at inquiry:

On May 14, 2019 resident 20(1) reported that staff person 20(1) entered 20(1) room without knocking, which upset 20(1). When 20(1) went to assist 20(1) with a transfer from 20(1) wheelchair to 20(1) bed, 20(1) proceeded to try and kick 20(1). 20(1) reported that when this occurred, 20(1) slapped 20(1) in the face to get 20(1) to stop. When asked about the incident, 20(1) indicated that 20(1) did touch 20(1) face to get 20(1) attention and tell 20(1) to stop but that 20(1) did not slap 20(1). There was no mark or injury to 20(1) face. When spoken to 20(1) as well as 20(1) mother, 20(1) was more focused on the fact that 20(1) entered 20(1) room without knocking, rather than the alleged slap.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (a)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: Moderate
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: No previous PPC history with either resident or staff.
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 06/06/2019

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 06/06/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 07/08/2019

Date of decision on finding (dd/mm/yyyy): 21/11/2019 Date of Final Investigation report (dd/mm/yyyy): 03/12/2019

Summary of directives or recommendations (if any):

No directive issued. Staff person is longer working in the home.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: Option presented to 20(1) but they did not want the police involved.

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 03/12/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 24/05/2019 Date referral was made (dd/mm/yyyy): 24/05/2019

20(1)

Type of home: DR III Region: Central

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 10/05/2019

Summary of allegation and information gathered at inquiry:

On May 10, 2019 it was reported that staff person 20(1) could be heard yelling at resident 20(1).  
 20(1) also allegedly refused to allow 20(1) to wear 20(1) gloves while cleaning the toilet. 20(1) has been suspended with pay.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: Moderate
4. The degree of direct and/or indirect evidence: Indirect from referral source
5. The relevant past history: No previous PPC history located for staff  or resident
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 05/06/2019

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 06/06/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 15/10/2019

Date of decision on finding (dd/mm/yyyy): 19/12/2019 Date of Final Investigation report (dd/mm/yyyy): 30/12/2019

Summary of directives or recommendations (if any):

No directives issued

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 30/12/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 28/05/2019 Date referral was made (dd/mm/yyyy): 28/05/2019

20(1)

Type of home: RRC - Regional Rehabilitation Centre Region: North-Eastern

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 26/05/2019

Summary of allegation and information gathered at inquiry:

Referral information indicates that 20(1) was placed in Crisis Seclusion multiple times on the same day, May 26th, 2019. That while placed in the seclusion room, staff 20(1) held down the speaker button which makes a noise within the seclusion room, causing 20(1) to cry and hold 20(1) ears.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b)
2. The source of the referral / credibility / reliability: Reliable and Credible - Staff / Facility Social Worker
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: Nil
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_  
N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_  
N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 05/06/2019

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 06/06/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 07/11/2019

Date of decision on finding (dd/mm/yyyy): 16/01/2020 Date of Final Investigation report (dd/mm/yyyy): 23/01/2020

Summary of directives or recommendations (if any):

None issued.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 23/01/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

[20(1)]

Date PPC received referral (dd/mm/yyyy): 05/06/2019      Date referral was made (dd/mm/yyyy): 05/06/2019

[20(1)]

Type of home: DR      Region: Western

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 22/05/2019

Summary of allegation and information gathered at inquiry:  
 Staff member [20(1)] said that [20(1)] and co-staff [20(1)] brought resident [20(1)] to the hospital on May 22, 2019. While waiting, the two staff took [20(1)] to the washroom to change [20(1)] incontinent pad. While in the washroom, [20(1)] had trouble standing and had to sit down. [20(1)] said that co-staff [20(1)] started to yell at the resident and then hit [20(1)] on the buttocks. [20(1)] felt as though the resident (who is non-verbal) may have been upset by what happened because [20(1)] became flushed.

### 6 Person implicated details

[20(1)]

Relationship to resident: Staff \_\_\_\_\_

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (a) & (b)
2. The source of the referral / credibility / reliability: unknown
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: direct
5. The relevant past history: none found
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): n/a
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): n/a

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 18/06/2019

PPC Investigator assigned (if reasonable grounds to investigate): Pam Hall

Date of Notification letters (dd/mm/yyyy): 18/07/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 16/10/2019

Date of decision on finding (dd/mm/yyyy): 12/12/2019 Date of Final Investigation report (dd/mm/yyyy): 30/12/2019

Summary of directives or recommendations (if any):

None issued

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 30/12/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

[20(1)]

Date PPC received referral (dd/mm/yyyy): 06/06/2019 Date referral was made (dd/mm/yyyy): 06/06/2019

[20(1)]

Type of home: Adult Residential Centre

Region: North-Eastern

### 5 Nature of allegation

Type of abuse:

- |   |  |  |  |
|---|--|--|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 31/05/2019

Summary of allegation and information gathered at inquiry:

An incident was reported that occurred on May 31st involving staff [20(1)] and resident [20(1)]. During medication time [20(1)] bent down to pick up [20(1)] who is in a wheelchair, flicked [20(1)] hitting [20(1)] glasses. It is alleged that [20(1)] responded by grabbing [20(1)] arm, holding it and saying, "I know you meant to do that! Do that again and I will break your arm!". It was further reported that [20(1)] then went behind [20(1)] and held [20(1)] head back with [20(1)] forearm, forcing [20(1)] medications with a spoon while saying that if [20(1)] is not cooperative, [20(1)] will not get [20(1)] tea. During cleaning, [20(1)] said no soap for [20(1)] since soap is a privilege. [20(1)] then held [20(1)] on [20(1)] bed by laying over [20(1)] torso and then left [20(1)] in the bed for the remainder of the day implying that [20(1)] was misbehaving.

### 6 Person implicated details

[20(1)]

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(2)(a),(b) &(g)
2. The source of the referral / credibility / reliability: Credible and reliable 20(1)
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Indirect 20(1)
5. The relevant past history: 20(1) - Similar allegations
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): n/a
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): n/a

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 11/06/2019

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 20/06/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 31/10/2019

Date of decision on finding (dd/mm/yyyy): 19/12/2019 Date of Final Investigation report (dd/mm/yyyy): 31/12/2019

Summary of directives or recommendations (if any):

No directives issued.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 31/12/2019 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1) \_\_\_\_\_

Date PPC received referral (dd/mm/yyyy): 26/08/2019 Date referral was made (dd/mm/yyyy): 26/08/2019

20(1)

Type of home: ARC Region: Western

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 23/08/2019

Summary of allegation and information gathered at inquiry:

On August 23 at 1900 a staff member [20(1)] over heard another staff member [20(1)] as [20(1)] was leaving the facility at the end of [20(1)] shift, telling resident [20(1)] " If you do not quiet down I will go get the dog. Do you want me to bring the dog back ?". This staff member knows that [20(1)] is scared of dogs. [20(1)] turned around and went to the nurses station to report what [20(1)] heard. [20(1)] approached [20(1)] and explained to [20(1)] that [20(1)] over heard what [20(1)] said to the resident and said "Not to say something like that again". [20(1)] said " OK" and turned around and went back in Unit. Follow up from incident; [20(1)] shift August 26, 19 was canceled following the investigation. [20(1)] [20(1)] will be having a meeting today with [20(1)] in regards to the incident. Residents mother has been notified of the incident.

### 6 Person implicated details

20(1) \_\_\_\_\_

Relationship to resident: Staff \_\_\_\_\_

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: Moderate
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: One previous investigation involving [redacted] 20(1) unfounded).
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 29/08/2019

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 12/09/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 16/01/2020

Date of decision on finding (dd/mm/yyyy): 19/03/2020 Date of Final Investigation report (dd/mm/yyyy): 25/03/2020

Summary of directives or recommendations (if any):

While there was insufficient evidence to support a finding of emotional abuse, there was evidence to suggest that [redacted] 20(1) tone can be harsh or sharp when speaking to residents, so the directive will be for [redacted] 20(1) to participate in education or training that focuses on sensitivity and positive communication towards individuals with disabilities.

The Action Plan involved many steps and was completed May 8, 2020.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 12/05/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 04/09/2019 Date referral was made (dd/mm/yyyy): 04/09/2019

20(1)

Type of home: DR Region: Western

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): On-going for past year

Summary of allegation and information gathered at inquiry:

Allegations that the charge nurse a 20(1) has not been following the diet plan, so as to minimize choking risks for these two clients. These concerns were brought forth by staff at the house. 20(1) 20(1) denies the allegations.

### 6 Person implicated details

20(1)

Relationship to resident: Staff 20(1)

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (g)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Direct - three staff reported first hand accounts.
5. The relevant past history: No previous history located involving 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 18/09/2019

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 26/09/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 13/12/2019

Date of decision on finding (dd/mm/yyyy): 16/01/2020 Date of Final Investigation report (dd/mm/yyyy): 04/02/2020

Summary of directives or recommendations (if any):  
No directives

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 24/02/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 18/09/2019 Date referral was made (dd/mm/yyyy): 18/09/2019

20(1)

Type of home: DR III Region: Central

### 5 Nature of allegation

Type of abuse:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): unsure

Summary of allegation and information gathered at inquiry:

Referral information reported that staff, 20(1) was in the kitchen area preparing food with another staff person and 20(1) was leaning over the kitchen door watching staff cook (as residents often do). 20(1) asked 20(1) several times to move away from the kitchen half door leading to the kitchen, however 20(1) remained at the door. Staff person, 20(1) pushed 20(1) backwards out of frustration. 20(1) stumbled backwards but did not fall to the ground and 20(1) was not hurt during the incident.

I spoke to another staff member who was working during this incident and this staff confirmed that they were on the couch and witnessed the incident between 20(1) 20(1) Administrator has put 20(1) off on leave until the outcome of the PPC investigation.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(a)
2. The source of the referral / credibility / reliability: Staff worked in this home previously. Still working with same company.
3. The seriousness of the allegation: moderate
4. The degree of direct and/or indirect evidence: indirect
5. The relevant past history: Yes 20(1) emotional and not investigated
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 20/09/2019

PPC Investigator assigned (if reasonable grounds to investigate): Lynnette Douglas

Date of Notification letters (dd/mm/yyyy): 25/09/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 27/11/2019

Date of decision on finding (dd/mm/yyyy): 06/01/2020 Date of Final Investigation report (dd/mm/yyyy): 06/01/2020

Summary of directives or recommendations (if any):

A decision was made that there would be no finding of physical abuse in this matter by staff, 20(1) towards resident 20(1). The referral did not give a specific date of the alleged incident.

20(1) version is that 20(1) did not push 20(1) at any time.

The witnesses' version is that he/she saw 20(1) pushing 20(1) on a shift that he/she worked with 20(1) but he/she could not give a date. He/she then said that he/she heard 20(1) say to the client afterwards "sorry 20(1) I didn't mean to push you." He/she also noted that the other person that was working in the kitchen with 20(1) 20(1) that day told him/her he/she thinks he/she may have heard 20(1) say to 20(1) "sorry 20(1) I didn't mean to push you". When I interviewed this staff person, he/she denied seeing 20(1) push 20(1) or anyone else. He/she also denied hearing 20(1) say, "sorry 20(1) I didn't mean to push you."

Without any further information, there is not enough evidence to support a finding of physical abuse by 20(1) towards resident 20(1)

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 06/01/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 04/11/2019 Date referral was made (dd/mm/yyyy): 03/11/2019

20(1)

Type of home: SO Region: Central

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): Ongoing

Summary of allegation and information gathered at inquiry:

An anonymous referral reported that the group home where [redacted] resides has insufficient food (meals aren't nutritious, lack of healthy options like fruit/veggies) and they are being told that they do not get fruit often because there cannot afford it. They said that the food is also locked and subsequently they have limited access to the food that is available. Caller noted that suppers are usually good, but the other two meals and snacks are insufficient (sometimes cucumber sandwiches, processed meat on wonder bread, gummies, granola bars, fruit cups). Resident reports losing [redacted] pounds over the last year, goes to bed hungry and wakes up hungry, is too dizzy and weak to exercise. Said [redacted] has asked to consult with a nutritionist, but plan is not supported. Reports another resident in the home likes to draw and doesn't have access to paper all the time. Decision to investigate pursuant to Section 3(1) (g), failure to provide adequate care. Referral to be made to licensing and a visit will be unannounced by PPC, potentially with a licensing worker.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (g) of the Regulations
2. The source of the referral / credibility / reliability: Resident- unknown reliability and credibility
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: direct
5. The relevant past history: None
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 10/10/2019

PPC Investigator assigned (if reasonable grounds to investigate): Lynnette Douglas

Date of Notification letters (dd/mm/yyyy): 08/11/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 13/12/2019

Date of decision on finding (dd/mm/yyyy): 16/01/2020 Date of Final Investigation report (dd/mm/yyyy): 16/01/2020

Summary of directives or recommendations (if any):

No directives issued. Licencing has followed up with management and will continue to monitor.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 16/01/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 31/10/2019 Date referral was made (dd/mm/yyyy): 31/10/2019

20(1)

Type of home: Small Option Region: Western

### 5 Nature of allegation

Type of abuse:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 12/10/2019

Summary of allegation and information gathered at inquiry:

20(1) reporting an incident that happened Oct. 12/2019 where a staff member, 20(1) grabbed a resident, 20(1) by 20(1) wrists out of frustration and 20(1) also put 20(1) leg over 20(1) lap. 20(1) said their approach to care is they don't pressure the clients; they back off and re-approach the situation. This was not followed by 20(1)

The night of the incident, 20(1) wrists were observed to be red by a staff member but the following day, no marks were noted. Staff, 20(1) was terminated from 20(1) employment. This matter will be opened for investigation under section 3 (1) (a) of the Protection for Persons in Care Act.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: Section 3 (1) (a)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: Serious
4. The degree of direct and/or indirect evidence: indirect
5. The relevant past history: None
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 07/11/2019

PPC Investigator assigned (if reasonable grounds to investigate): Lynnette Douglas

Date of Notification letters (dd/mm/yyyy): 12/11/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 06/01/2020

Date of decision on finding (dd/mm/yyyy): 06/02/2020 Date of Final Investigation report (dd/mm/yyyy): 12/02/2020

Summary of directives or recommendations (if any):

No directives were issued.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 12/02/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 17/12/2019 Date referral was made (dd/mm/yyyy): 17/12/2019

20(1)

Type of home: ARC Region: Western

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 13/12/2019

Summary of allegation and information gathered at inquiry:

Referral reported a client was found, by a night staff who just started their shift, with dried vomit all over them, their bed was soaked in urine and their diaper was full with urine and feces. The client was found with the top of 20(1) bed down laying flat on 20(1) back. In the client's care plan, it notes that the client is supposed to have the head of 20(1) bed raised & be put on 20(1) side for safety reasons 20(1). After this incident, client was assessed by a nurse and no injuries were noted. There is inconsistent information on the care the client received on this date.

Decision to investigate under Section 3(1) (g), failure to provide adequate care, under the Protection for Person in Care Regulations.

### 6 Person implicated details

20(1)

Relationship to resident: staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: Section 3 (1) (g)
2. The source of the referral / credibility / reliability: Staff - unknown
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: indirect
5. The relevant past history: None
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 20/12/2019

PPC Investigator assigned (if reasonable grounds to investigate): Lynnette Douglas

Date of Notification letters (dd/mm/yyyy): 20/12/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 10/03/2020

Date of decision on finding (dd/mm/yyyy): 16/04/2020 Date of Final Investigation report (dd/mm/yyyy): 23/04/2020

Summary of directives or recommendations (if any):

No directives are being issued.

It is important to note that since this referral was received, [20(1)] changed the frequency of their hourly check ins with [20(1)] from one hour to every half hour to ensure [20()] safety. This decision was made as a result of the condition [20(1)] was found in on December 13, 2019 and due to the frequency of [20()] vomiting episodes.

Management also reviewed [20(1)] care plan with staff to ensure they were aware that the head of [20()] bed should be elevated at all times.

[20(1)] was moved on March 4, 2020 from [20(1)] to better meet [20()] high level of needs.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 23/04/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 27/12/2019 Date referral was made (dd/mm/yyyy): 27/12/2019

20(1)

Type of home: GH Region: Western

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): unknown

Summary of allegation and information gathered at inquiry:

Referral source reported that resident ended up with hip fracture and needed surgery on December 23, 2019. No appropriate explanation for the injury was noted from staff at 20(1). Referral source also noted that resident had lost approximately 10 pounds since being placed in this home 20(1).

A decision was made to open this file for investigation under section 3 (1) (g) - failure to provide adequate care of the Protection for Persons in Care Regulations.

### 6 Person implicated details

20(1)

Relationship to resident: unknown

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: Section 3 (1) (g), failure to provide adequate care
2. The source of the referral / credibility / reliability: Sister- unknown
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: indirect
5. The relevant past history: None
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 27/12/2019

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 27/12/2019

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 02/07/2020

Date of decision on finding (dd/mm/yyyy): 23/07/2020 Date of Final Investigation report (dd/mm/yyyy): 23/07/2020

Summary of directives or recommendations (if any):

No directives issued.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 23/07/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 20/01/2020 Date referral was made (dd/mm/yyyy): 20/01/2020

20(1)

Type of home: SO Region: Central

### 5 Nature of allegation

Type of abuse:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): unknown

Summary of allegation and information gathered at inquiry:

Referral was made alleging that a staff from 20(1) location spanked a client on 20/ bottom after 20/ speed 20/ bed. The resident did not provide a date or location as to when or where the incident happened. No marks were noted on the client. The staff person that this allegation was made against was put on a paid leave pending the investigation. A decision to investigate was made pursuant to section 3(1) (a) of the PPCA, physical abuse.

### 6 Person implicated details

20(1)

Relationship to resident: staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: Section 3 (1) (a) of the PPC Regulations
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: indirect
5. The relevant past history: 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 24/01/2020

PPC Investigator assigned (if reasonable grounds to investigate): Lynnette Douglas

Date of Notification letters (dd/mm/yyyy): 27/01/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 13/03/2020

Date of decision on finding (dd/mm/yyyy): 16/04/2020 Date of Final Investigation report (dd/mm/yyyy): 23/04/2020

Summary of directives or recommendations (if any):

No directives were issued.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 23/04/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 29/01/2020 Date referral was made (dd/mm/yyyy): 29/01/2020

20(1)

Type of home: DR 1 Region: Eastern

### 5 Nature of allegation

Type of abuse:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 26/01/2020

Summary of allegation and information gathered at inquiry:

Referral source reported that a resident, who was on respite at [20(1)]

[20(1)] is alleging that a staff rough handled [20(1)] on January 26, 2020 and left a minor mark on [20(1)] nose.

This staff person was placed on paid leave until the investigation is complete. Police were not contacted. A decision was made to open this file for investigation under Section 3 (1) (a) of the Protection for Persons in Care Regulations.

### 6 Person implicated details

20(1)

Relationship to resident: staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: Section 3 (1) (a)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: indirect
5. The relevant past history: None
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 30/01/2020

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 31/01/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 20/07/2020

Date of decision on finding (dd/mm/yyyy): 14/08/2020 Date of Final Investigation report (dd/mm/yyyy): 17/08/2020

Summary of directives or recommendations (if any):

Although there is insufficient evidence for a finding of physical abuse, the investigation did find it would be beneficial to provide additional staff training that will enhance the understanding of the support worker role, as well as how to best work with individuals with disabilities from a client centered perspective. Therefore, the following directive is issued:

1) That training related specifically to the care and support of residents, including best practices of how to effectively and compassionately communicate and interact with residents be provided to the staff members at

20(1)

Action Plan due August 31st, 2020

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 04/03/2021 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

[20(1)]

Date PPC received referral (dd/mm/yyyy): 02/03/2020 Date referral was made (dd/mm/yyyy): 02/03/2020

[20(1)]

3

4

Type of home: SO Region: Northern

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): Ongoing

Summary of allegation and information gathered at inquiry: Referral source reported that [20(1)] location has a conflictual relationship with resident, [20(1)]. It is alleged that [20(1)] and [20(1)] argue a lot with one another and [20(1)] always says that [20(1)] doesn't like [20(1)] wants [20(1)] to move out, will yell at [20(1)] or will be mad at [20(1)] for various things. [20(1)] doesn't give specific examples. Referral source says that [20(1)] speaks to [20(1)] in a condescending voice and rolls [20(1)] eyes when [20(1)] is dealing with [20(1)]. There has been past involvement with PPC regarding this allegation and the allegations have been unfounded.
--

A decision was made to open for investigation under Section 3 (1)(b) of the Protection for Persons in Care Act.

### 6 Person implicated details

[20(1)]

Relationship to resident: [20(1)] staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: Section 3 (1)(b)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: moderate
4. The degree of direct and/or indirect evidence: indirect
5. The relevant past history 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 06/03/2020

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 06/03/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 28/10/2020

Date of decision on finding (dd/mm/yyyy): 04/12/2020 Date of Final Investigation report (dd/mm/yyyy): 31/12/2020

Summary of directives or recommendations (if any):

No directives issued; however, the information does suggest a conflict between 20(1) given the history along with the current allegations. PPC supports the plan in place by the 20(1) Administrator 20(1) 20(1) which includes 20(1) working in a different 20(1) home and no longer working in 20(1) home.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 31/12/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

[20(1)]

Date PPC received referral (dd/mm/yyyy): 05/03/2020 Date referral was made (dd/mm/yyyy): 05/03/2020

[20(1)]

Type of home: Small Options

Region: Central

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 01/03/2020

Summary of allegation and information gathered at inquiry:

It is alleged that on March 1st, staff [20(1)] treated resident [20(1)] in an inappropriate and demeaning manner. [20(1)] was reportedly upset because [20(1)] could not go outside that particular day due to the weather. That because [20(1)] continued to be upset about not going out, [20(1)] responded by telling [20(1)] that [20(1)] should not be acting this way, that it is not fair to [20(1)] as staff, that [20(1)] should not be getting out of [20(1)] bed, and that [20(1)] should not be getting [20(1)] ipad. That [20(1)] further said to [20(1)] that [20(1)] would take [20(1)] ipad away if [20(1)] behaviour continued this way. Throughout this exchange, [20(1)] tone is described as sarcastic, abrasive and taunting. That in the end, instead of distracting or comforting [20(1)] when [20(1)] was upset, [20(1)] provoked [20(1)] in such a manner that caused [20(1)] further distress.

### 6 Person implicated details

[20(1)]

Relationship to resident: Staff \_\_\_\_\_

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(b)
2. The source of the referral / credibility / reliability: Credible and reliable
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: Nil
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 12/03/2020

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 13/03/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 30/06/2020

Date of decision on finding (dd/mm/yyyy): 23/07/2020 Date of Final Investigation report (dd/mm/yyyy): 23/07/2020

Summary of directives or recommendations (if any):

Although there is insufficient evidence for a finding, it was concluded that 20(1) would benefit from training which increases 20(1) understanding of the support worker role as well as how to best work with individuals with disabilities from a client centered perspective.

Directive issued: That 20(1) participate in training related specifically to the care and support of residents, including best practices in how to effectively and compassionately communicate with residents. This training will support 20(1) in understanding that challenging resident behaviours are often connected to their disabilities and that may or may not be within a resident's immediate control.

## 9 Additional referral details

Additional referral made to:

No referral       Police       Professional Body       Licensing Services       DSP

Other      If other, specify: \_\_\_\_\_

Additional referral made by:

No referral       PPC       Service Provider       Resident       Family of resident

Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

No investigation       Investigation with no charges       Investigation with charges

Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 11/08/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1) \_\_\_\_\_

Date PPC received referral (dd/mm/yyyy): 06/03/2020 Date referral was made (dd/mm/yyyy): 06/03/2020

20(1)

Type of home: RRC Region: Eastern

### 5 Nature of allegation

Type of abuse:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) | <input type="checkbox"/> Sexual (staff to resident)       |  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 19/02/2020

Summary of allegation and information gathered at inquiry:  
 Referral source reported that staff [20(1)] pushed resident [20(1)] who resides at [20(1)] [20(1)] into the table in the main living space on [20(1)] on Feb. 19/20. The incident recently came to management's attention and then it was subsequently reported to PPC. No injuries were noted on file regarding [20(1)] from that day. [20(1)] has been put off work until the investigation is completed. A decision was made to open this file under Section 3 (1) (a) of the Protection for Persons in Care Act.

### 6 Person implicated details

20(1) \_\_\_\_\_

Relationship to resident: staff \_\_\_\_\_

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: Section 3 (1)(a)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: moderate
4. The degree of direct and/or indirect evidence: indirect
5. The relevant past history: 20(1) (not relevant)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): NA
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 12/03/2020

PPC Investigator assigned (if reasonable grounds to investigate): Lynnette Douglas

Date of Notification letters (dd/mm/yyyy): 13/03/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 21/04/2020

Date of decision on finding (dd/mm/yyyy): 22/05/2020 Date of Final Investigation report (dd/mm/yyyy): 25/05/2020

Summary of directives or recommendations (if any):

1) The administrator will ensure that 20(1) receives comprehensive training on how to have more effective and respectful interactions with residents. The training will include information on preventing and/or minimizing client escalation and on how to address client escalation appropriately when it does occur.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 15/10/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

[20(1)]

Date PPC received referral (dd/mm/yyyy): 10/02/2020 Date referral was made (dd/mm/yyyy): 10/03/2020

[20(1)]

Type of home: SO Region: Central

### 5 Nature of allegation

Type of abuse:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 09/03/2020

Summary of allegation and information gathered at inquiry:

On March 9, 2020 after returning from an outing, resident [20(1)] and staff person [20(1)] engaged in a verbal dispute outside the home which led to [20(1)] throwing a Tim Horton's drink at [20(1)] charging at [20(1)] grabbing the back of [20(1)] jacket and yanking [20(1)] to the ground. [20(1)] fell on [20(1)] back. [20(1)] has a brain injury (prior to this fall) and seems a bit off since the incident. [20(1)] [20(1)] It does not appear that the resident wishes to press charges.

### 6 Person implicated details

[20(1)]

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (a)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Direct (three witnesses to the incident)
5. The relevant past history: None located with this staff person.
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 12/03/2020 & 25/03/2020

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 25/03/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 11/09/2020

Date of decision on finding (dd/mm/yyyy): 21/10/2020 Date of Final Investigation report (dd/mm/yyyy): 27/10/2020

Summary of directives or recommendations (if any):

No directives are being issued as 20(1) is no longer employed by 20(1)

## 9 Additional referral details

Additional referral made to:

No referral       Police       Professional Body       Licensing Services       DSP

Other      If other, specify: Community Liason office was contacted but had not gotten back to facility.

Additional referral made by:

No referral       PPC       Service Provider       Resident       Family of resident

Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

No investigation       Investigation with no charges       Investigation with charges

Other      If other, specify: The client did not want the police involved.

## 10 Final case details

Date case closed (dd/mm/yyyy): 27/10/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

[20(1)]

Date PPC received referral (dd/mm/yyyy): 01/05/2020 Date referral was made (dd/mm/yyyy): 01/05/2020

[20(1)]

Type of home: ARC

Region: Northern

### 5 Nature of allegation

Type of abuse:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 27/04/2020

Summary of allegation and information gathered at inquiry:

Referral source reports that there was an alleged incident of a staff person, [20(1)] pushing resident, [20(1)] [20(1)] in the bathroom at [20(1)] on April 27, 2020. No injuries were noted and the police were not contacted. No evidence of emotional harm caused to the resident. To mitigate the risk moving forward, the implicated staff members have been moved to different homes where the residents are higher functioning and where there are additional staff working.

### 6 Person implicated details

[20(1)]

Relationship to resident: staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: Section 3 (1) (a)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: moderate
4. The degree of direct and/or indirect evidence: indirect
5. The relevant past history: None, other involvement 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 08/05/2020

PPC Investigator assigned (if reasonable grounds to investigate): Lynnette Douglas

Date of Notification letters (dd/mm/yyyy): 08/05/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 18/06/2020

Date of decision on finding (dd/mm/yyyy): 16/07/2020 Date of Final Investigation report (dd/mm/yyyy): 17/07/2020

#### Summary of directives or recommendations (if any):

As per Section 3 (1) (a) of the Protection for Persons in Care Regulations, the allegation of physical abuse by staff person 20(1) towards resident 20(1) was unfounded.

As mentioned previously, the only people present when the alleged incident occurred was the person implicated, 20(1) and the resident, 20(1). Two of the staff that were in the staff office heard muffled, loud voices arguing, which was likely 20(1). One of these two staff did hear a bang however no one witnessed the cause of the bang. From the accounts of 20(1) the bang was likely 20(1) throwing the shampoo bottle at 20(1) and the bottle hitting the wall or floor. 20(1) alleges that 20(1) pushed him, causing 20(1) to fall to the floor in the bathroom area of the residence. This was not witnessed by anyone and as a result, there is no evidence to support a finding of physical abuse.

No directives are being issued. Staff person, 20(1) resigned from her position 20(1) and no longer works at 20(1)

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 17/07/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

[20(1)]

Date PPC received referral (dd/mm/yyyy): 22/05/2020 Date referral was made (dd/mm/yyyy): 22/05/2020

[20(1)]

Type of home: RRC Region: Central

### 5 Nature of allegation

Type of abuse:

- |   |  |  |  |
|---|--|--|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 19/05/2020

Summary of allegation and information gathered at inquiry:

Referral source reported that staff were limiting resident, [20(1)] access to parts of their facility on May 19, 2020. On the same evening, it was also reported that [20(1)] was placed in the TQ room (therapeutic quiet), which is only used for residents that are at imminent risk of hurting themselves or others (considered their maximum restraint). Residents are only to be in this room long enough to calm down and then be released. It was alleged that [20(1)] was not at imminent risk to [20(1)] and/or others that evening when [20(1)] was taken to the TQ room in the first place. In addition, once there, [20(1)] was not released after [20(1)] was calm and remained in TQ for nearly an hour, eventually becoming dysregulated (apparently from being kept in the room for such a long period). Staff did not follow [20(1)] policy/procedures around usage of the TQ room and as a result failed to provide adequate care.

### 6 Person implicated details

[20(1)]

Relationship to resident: staff [20(1)]

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: Section 3 (1) (b)(g)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: indirect
5. The relevant past history: None. Other related files for 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 25/05/2020

PPC Investigator assigned (if reasonable grounds to investigate): Lynnette Douglas

Date of Notification letters (dd/mm/yyyy): 28/05/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 26/08/2020

Date of decision on finding (dd/mm/yyyy): 02/10/2020 Date of Final Investigation report (dd/mm/yyyy): 02/10/2020

Summary of directives or recommendations (if any):

No directives will be issued because as a result of the referral that led to the PPC investigation, the Administrator made the decision to update the T.Q. Policy and Procedures to make the roles and responsibilities clearer for staff. The updated T.Q. Policy and Procedures were reviewed by Protection for Persons in Care Program and the revised policy addressed the concerns raised from this investigation.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 05/10/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 11/06/2020 Date referral was made (dd/mm/yyyy): 11/06/2020

20(1)

Type of home: \_\_\_\_\_ Region: North-eastern

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 07/06/2020

Summary of allegation and information gathered at inquiry:

On June 10, 2020, a referral was received 20(1)

20(1) expressed concern with how a particular staff speaks to one of the residents at the home. While this has been an on-going concern, there was a specific incident that occurred on June 7, 2020 which prompted the call. 20(1) was able to identify the resident and staff person in question as 20(1). The referral reports that 20(1) responded to the clients question about 20(1) bath with a raised voice, a mean tone and sounded irritated with 20(1) question. 20(1) then put the resident in the vehicle and could be heard saying, "I can't wait until this fucking day is over". Upon returning an hour later, 20(1) unbuckled 20(1) seatbelt and headed towards the house. 20(1) sat there as if looking for direction, when 20(1) screamed at 20(1) "What are you going to do, just sit there?"

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b) & (g)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Direct - indirect from referral source 20(1)
5. The relevant past history: Nil
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 22/06/2020

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 22/06/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 11/09/2020

Date of decision on finding (dd/mm/yyyy): 09/10/2020 Date of Final Investigation report (dd/mm/yyyy): 13/10/2020

Summary of directives or recommendations (if any):

No directives.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 13/10/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

20(1)

Date PPC received referral (dd/mm/yyyy): 26/06/2020 Date referral was made (dd/mm/yyyy): 26/06/2020

20(1)

Type of home: Small Options Region: Central

### 5 Nature of allegation

Type of abuse:

- |   |  |   |  |
|---|--|---|--|
| <input checked="" type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical             | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other                | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): Ongoing

Summary of allegation and information gathered at inquiry:

20(1) reported concerns to 20(1) of how staff 20(1) 20(1) treats 20(1) and has been now for a long time. 20(1) finds 20(1) to be negative, controlling, authoritarian and militant in 20(1) approach. As a result, when 20(1) is working, 20(1) tends to become dysregulated where either the police or hospital is accessed. However, typically when other staff are working, 20(1) 20(1) remains at baseline for the most part. Over the past year, the high majority of reports made about 20(1) 20(1) to the police and/or health care services have been made by 20(1) typically will just let things go once it is over, but at 20(1) last appointment with mental health services, 20(1) reported that 20(1) feels like 20(1) is being abused by 20(1) and requested a report be made with respect to 20(1) concerns.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (b)
2. The source of the referral / credibility / reliability: Credible and Reliable
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: Only past file is 20(1) resident to resident, where 20(1) is the implicated.
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 16/07/2020

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 16/07/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 01/12/2020

Date of decision on finding (dd/mm/yyyy): 08/01/2021 Date of Final Investigation report (dd/mm/yyyy): 08/01/2021

Summary of directives or recommendations (if any):

No directives.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 08/01/2021 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 30/06/2020 Date referral was made (dd/mm/yyyy): 30/06/2020

20(1)

Type of home: Adult Residential Centre Region: Western

### 5 Nature of allegation

Type of abuse:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 30/06/2020

Summary of allegation and information gathered at inquiry:

Resident 20(1) is in a relationship with a co-resident who resides in an adjoining unit 20(1). On June 30th, 20(1) wanted to visit 20(1) co-resident in 20(1) unit, but 20(1) did not want 20(1) to. 20(1) has a history of controlling behaviour towards 20(1) co-resident, so their interactions are closely monitored. When 20(1) approached 20(1) unit that evening, 20(1) attempted to redirect 20(1) and tried to prevent 20(1) entry by blocking the door. 20(1) became agitated. While 20(1) was trying to prevent 20(1) from coming into the unit, 20(1) overpowered 20(1) tried to keep 20(1) from going further into the unit, but 20(1) couldn't. 20(1) was being disruptive and causing a scene. The next day, following a separate incident where 20(1) hit a staff person and was being spoken to, 20(1) stated that staff 20(1) had shoved 20(1) the night before when 20(1) was trying to visit 20(1) co-resident.

### 6 Person implicated details

20(1)

Relationship to resident: Staff 20(1)

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(a)
2. The source of the referral / credibility / reliability: Reliable & Credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: None, 20(1) as implicated, 20(1) as person affected
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 02/07/2020

PPC Investigator assigned (if reasonable grounds to investigate): Lynnette Douglas

Date of Notification letters (dd/mm/yyyy): 02/07/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 24/09/2020

Date of decision on finding (dd/mm/yyyy): 22/10/2020 Date of Final Investigation report (dd/mm/yyyy): 23/10/2020

Summary of directives or recommendations (if any):

The Administrator will review the Non-Violent Crisis Intervention Policy with staff person, 20(1) to reinforce the policy and expected practices within the organization, 20(1)

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 14/01/2021 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

20(1)

Date PPC received referral (dd/mm/yyyy): 02/07/2020 Date referral was made (dd/mm/yyyy): 02/07/2020

20(1)

Type of home: GH Region: North-eastern

### 5 Nature of allegation

Type of abuse:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 01/07/2020

Summary of allegation and information gathered at inquiry:

On July 1, 2020, Resident 20(1) alleged that staff person 20(1) was mean to 20(1) told 20(1) to go to 20(1) room and slapped 20(1) across the face.

### 6 Person implicated details

20(1)

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3 (1) (a)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Direct
5. The relevant past history: No history located with staff. Several with 20(1)
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): N/A
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): N/A

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 24/07/2020

PPC Investigator assigned (if reasonable grounds to investigate): Geoff Muise

Date of Notification letters (dd/mm/yyyy): 24/07/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 08/12/2020

Date of decision on finding (dd/mm/yyyy): 14/01/2021 Date of Final Investigation report (dd/mm/yyyy): 14/01/2021

Summary of directives or recommendations (if any):

No directives were issued.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 14/01/2021 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

[20(1)]

Date PPC received referral (dd/mm/yyyy): 25/08/2020 Date referral was made (dd/mm/yyyy): 25/08/2020

[20(1)]

Type of home: Small Options Region: Central

### 5 Nature of allegation

Type of abuse:

- |                                    |  |  |  |
|------------------------------------|--|--|--|
| <input type="checkbox"/> Emotional | <input type="checkbox"/> Financial                             | <input checked="" type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input type="checkbox"/> Physical  | <input type="checkbox"/> Sexual (between patients / residents) |  | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other     | If other, specify: _____                                       |  |  |

Date of incident (dd/mm/yyyy): 18/08/2020

Summary of allegation and information gathered at inquiry:  
 It is alleged that on August 18th, 2020 [20(1)] administered [20(1)] medication [20(1)] when [20(1)] was still asleep. That after several attempts to wake [20(1)] to take [20(1)] medication, [20(1)] who was noted as showing signs of stress, proceeded to put [20(1)] medication (pill form), that was mixed in with applesauce on a spoon and into [20(1)] mouth when [20(1)] was not alert. [20(1)]  
 [20(1)]

### 6 Person implicated details

[20(1)]

Relationship to resident: Staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: 3(1)(g)
2. The source of the referral / credibility / reliability: Reliable and Credible
3. The seriousness of the allegation: High
4. The degree of direct and/or indirect evidence: Indirect
5. The relevant past history: Nil
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): \_\_\_\_\_
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): \_\_\_\_\_

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 31/08/2020

PPC Investigator assigned (if reasonable grounds to investigate): Pamela Hall

Date of Notification letters (dd/mm/yyyy): 02/09/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 10/12/2020

Date of decision on finding (dd/mm/yyyy): 12/01/2021 Date of Final Investigation report (dd/mm/yyyy): 13/01/2021

Summary of directives or recommendations (if any):

No directives issued.

## 9 Additional referral details

Additional referral made to:

No referral       Police       Professional Body       Licensing Services       DSP

Other      If other, specify: \_\_\_\_\_

Additional referral made by:

No referral       PPC       Service Provider       Resident       Family of resident

Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

No investigation       Investigation with no charges       Investigation with charges

Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 14/01/2021 Date of audit (dd/mm/yyyy): \_\_\_\_\_



## Protection for Persons in Care (Licensing) Case File Summary

### 1 Case details

[20(1)]

Date PPC received referral (dd/mm/yyyy): 08/09/2020      Date referral was made (dd/mm/yyyy): 08/09/2020

[20(1)]

Type of home: RRC      Region: Western

### 5 Nature of allegation

Type of abuse:

- |  |  |   |  |
|--|--|---|--|
| <input type="checkbox"/> Emotional           | <input type="checkbox"/> Financial                             | <input type="checkbox"/> Failure to provide adequate care | <input type="checkbox"/> Medication (administration or with holding) |
| <input checked="" type="checkbox"/> Physical | <input type="checkbox"/> Sexual (between patients / residents) |   | <input type="checkbox"/> Sexual (staff to resident)                  |
| <input type="checkbox"/> Other               | If other, specify: _____                                       |   |  |

Date of incident (dd/mm/yyyy): 05/09/2020

Summary of allegation and information gathered at inquiry:

Referral source reported that on September 5, 2020, staff person, [20(1)] tried to prevent client, [20(1)] from accessing food in the refrigerator by pushing [20(1)] away and the client lost [20(1)] balance and stumbled. The incident happened in the dining area (kitchenette) [20(1)]. Client has no injuries and police were not contacted. [20(1)]

### 6 Person implicated details

[20(1)]

Relationship to resident: staff

## 7 Decision on grounds to investigate

### Consider these factors:

1. The relevant definition within the Protection for Persons in Care Act: Section 3 (1)(a)
2. The source of the referral / credibility / reliability: Staff - reliable and credible
3. The seriousness of the allegation: serious
4. The degree of direct and/or indirect evidence: indirect
5. The relevant past history: None
6. Service Provider carried out their duties in accordance with professional standards Reg. 3 (2)(a): n/a
  
7. Resident has pattern of unwanted physical contact against other residents which does not result in serious physical harm and service provider has established a case plan to correct these behaviours Reg. 3(2)(b): n/a

Are there reasonable grounds to investigate:  Yes  No

Date of investigative decision with PPC Manager (dd/mm/yyyy): 11/09/2020

PPC Investigator assigned (if reasonable grounds to investigate): Lynnette Douglas

Date of Notification letters (dd/mm/yyyy): 15/09/2020

## 8 Result of investigation

Founded  Unfounded

Date of Preliminary Investigation report (dd/mm/yyyy): 28/10/2020

Date of decision on finding (dd/mm/yyyy): 26/11/2020 Date of Final Investigation report (dd/mm/yyyy): 26/11/2020

Summary of directives or recommendations (if any):

There are no directives. Staff person, 20(1) resigned from his position from 20(1) shortly after the incident.

## 9 Additional referral details

Additional referral made to:

- No referral       Police       Professional Body       Licensing Services       DSP  
 Other      If other, specify: \_\_\_\_\_

Additional referral made by:

- No referral       PPC       Service Provider       Resident       Family of resident  
 Other      If other, specify: \_\_\_\_\_

If additional referral made to police, the outcome:

- No investigation       Investigation with no charges       Investigation with charges  
 Other      If other, specify: \_\_\_\_\_

## 10 Final case details

Date case closed (dd/mm/yyyy): 27/11/2020 Date of audit (dd/mm/yyyy): \_\_\_\_\_

**FOIPOP REQUEST MARCH 2021 - PPC STATS**  
**January 2018 - January 2021**

Month	Referral	Staff	Facility Type					Type of Abuse					Investigated	Founded	Directives
			RCF	SOH	DR	ARC/RRC	GH	a	b	c	g				
<b>2018</b>															
JAN	11	4	2	1	1	0	0	1	1	0	3	2	1	1	0
FEB	6	2	0	2	0	0	0	0	0	0	2	1	1	1	0
MAR	9	2	0	0	0	2	0	0	1	0	1	1	1	0	0
APR	14	5	0	0	0	5	0	2	2	1	1	4	0	0	0
MAY	13	5	0	1	4	0	2	2	2	0	2	3	2	1	1
JUN	9	4	0	0	1	3	0	2	0	0	3	3	3	0	0
JUL	15	8	0	3	1	4	0	2	3	0	5	4	4	1	1
AUG	15	7	0	3	1	2	1	1	4	0	2	4	3	3	3
SEP	20	16	4	4	1	7	0	4	7	0	6	8	5	5	5
OCT	10	3	0	1	0	2	0	1	1	0	2	2	1	0	0
NOV	8	4	0	1	1	1	0	0	2	0	4	4	4	3	3
DEC	7	3	0	1	1	1	0	1	0	0	2	0	0	0	0
<b>2019</b>															
JAN	17	10	1	6	1	1	1	1	0	7	5	4	1	1	1
FEB	4	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MAR	14	6	1	2	1	1	1	3	3	0	3	0	0	0	0
APR	18	6	1	2	1	1	1	2	3	0	3	3	2	0	0
MAY	18	10	2	3	3	3	2	1	6	0	3	6	3	0	0
JUN	19	6	0	2	3	1	0	4	4	0	4	4	2	1	1
JUL	11	2	1	0	1	0	0	0	1	0	1	0	0	0	0
AUG	16	6	0	4	0	2	0	3	4	0	1	2	1	1	1
SEP	12	3	0	0	1	2	0	2	1	0	1	3	2	3	3
OCT	9	5	0	1	1	3	0	3	1	0	2	3	2	1	1
NOV	11	6	0	2	0	2	2	1	1	0	5	2	1	2	2
DEC	13	4	0	1	1	1	1	0	1	0	3	2	0	0	0
<b>2020</b>															
JAN	8	4	0	2	1	1	0	3	1	0	1	4	2	1	1
FEB	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MAR	23	9	0	4	2	3	0	5	5	0	1	6	2	2	2

## **FOIPOP REQUEST MARCH 2021 - PPC STATS**

### **January 2018 - January 2021**

Month	Referral	Staff	Facility Type					Type of Abuse				Investigated		Founded	Directives
			RCF	SOH	DR	ARC/RRC	GH	a	b	c	g	0	0	0	0
APR	7	2	0	2	0	0	0	1	1	1	0	0	0	0	0
MAY	16	11	2	2	4	3	0	3	5	0	4	8	6	2	2
JUN	12	5	0	2	0	2	1	3	3	0	0	5	2	1	1
JUL	14	4	0	1	0	2	1	3	1	0	0	2	1	1	1
AUG	9	4	1	1	0	2	0	1	1	0	3	2	0	0	0
SEP	10	3	1	0	0	2	0	1	0	0	2	1	1	0	0
OCT	12	4	0	1	1	1	1	2	2	0	1	2	2	2	ongoing
NOV	12	5	0	2	1	2	0	2	3	0	1	2	1	1	ongoing
DEC	17	9	0	2	1	4	2	1	5	0	5	4	ongoing	ongoing	ongoing
2021															
JAN	10	4	2	1	0	1	0	2	1	0	2	0	0	0	0
FEB	12	5	1	2	1	3	0	3	4	1	3	6	3	2	2
MAR	15	7	2	3	1	5	0	4	5	2	4	8	5	3	3
APR	18	8	3	4	2	6	0	5	6	3	5	9	6	4	4
MAY	20	10	4	5	3	7	0	6	7	4	6	10	7	5	5
JUN	19	9	3	4	2	6	1	5	6	3	5	9	6	4	4
JUL	17	8	2	3	1	5	0	4	5	2	4	8	5	3	3
AUG	12	5	1	2	0	4	0	3	4	1	3	6	3	2	2
SEP	10	3	1	0	0	3	0	2	3	0	2	5	3	2	2
OCT	12	4	0	1	1	2	1	2	2	0	1	2	2	2	ongoing
NOV	12	5	0	2	1	2	0	2	3	0	1	2	1	1	ongoing
DEC	17	9	0	2	1	4	2	1	5	0	5	4	ongoing	ongoing	ongoing

- a. the use of physical force resulting in pain, discomfort or injury, including slapping, hitting, beating, burning, rough handling, tying up or binding;
- b. mistreatment causing emotional harm, including threatening, intimidating, humiliating, harassing, coercing or restricting from appropriate social contact;
- c. the administration, withholding or prescribing of medication for inappropriate purposes;
- d. sexual contact, activity or behavior between a service provider and a patient or resident;
- e. non-consensual sexual contact, activity or behaviour between patients or residents;
- f. the misappropriation or improper or illegal conversion of money or other valuable possessions; or
- g. failure to provide adequate nutrition, care, medical attention, or necessities of life without valid consent.

ARC/RRC – Adult Residential Centre/Regional Rehabilitation Centre  
SOH – Small Options Home  
DR – Developmental Residence  
RCF-Residential Care Facility  
GH- Group Home

\*\*\* The second column indicates # allegations of abuse involving "staff to resident" - where the number does not match those under the "Types of abuse" columns - there were multiple allegations.

**Additional Information on files with Findings of Abuse with no directives:**

**File #1355** – No directives issued as implicated staff is no longer employed with the organization.

**File #1390** – No directives issued as concerns were addressed by the administrator during the course of the investigation. Both implicated staff received disciplinary action.

**File #1447** – No directives issued as administrator addressed the concerns during the course of the investigation and implicated staff was able to recognize the impact of their actions.

**File #1487** – No directives issued as implicated staff is no longer employed with the organization.

**File #1535** – No directives issued as concerns were addressed during the course of the investigation. The administrator placed the implicated staff on leave where they received counselling and then returned to work with enhanced supervision.

**File #1540** – No directives issued as changes were made at the home during the investigation. In addition, Licensing Services was involved in the investigation and monitored the home for a period of time to ensure on-going compliance.

**File #1546** – No directives issued as implicated staff is no longer employed with the organization.

**File #1547** – No directives issued as appropriate steps were taken by the administrator during the investigation to address the concerns which included addressing the incident with the implicated staff and placing a warning letter on the staff's file.