

Protection for Persons in Care

The *Protection for Persons in Care Act* (the act) promotes the safety and well-being of adult Albertans who receive services from publicly funded agencies. These agencies must protect Albertans from abuse and maintain a reasonable level of safety.

The emphasis is on prevention. Every complaint is investigated. After an investigation, recommendations that focus on preventing abuse in the future are made to agencies. An investigator may also dismiss a complaint if it is unfounded or there is not sufficient evidence.

The Protection for Persons in Care program is part of Alberta Seniors and Community Supports.

Publicly funded agencies

The act applies to all adults receiving services from:

- Nursing homes and other continuing care settings
- Group homes and day programs
- Seniors lodges
- Hospitals
- Personal care homes
- Shelters

Definition of abuse

The act defines abuse as intentionally:

- causing physical harm
- causing emotional harm
- failing to provide adequate nutrition, adequate medical attention or other necessities of life, without valid consent
- theft of money or other valuable possessions
- administering or prescribing medication for an inappropriate purpose
- subjecting a person to unwanted sexual contact, activity or behaviour

Reporting abuse

Under provincial legislation, all Albertans, including service providers, must report abuse if they believe that an adult receiving services has been abused. People who have been subjected to abuse may also choose to report it.

There are penalties for failing to report abuse and for knowingly making a false report.

Agencies cannot take action against employees who report abuse. No one can take action against the person or family member of the person who was allegedly abused.

Contact information to report abuse

Call the Protection for Persons in Care reporting line at 1-888-357-9339, Monday to Friday from 8:15 a.m. to 4:30 p.m.

The reporting line is not a crisis line. Call the police if a person's life or well-being is in immediate danger, or if the matter is criminal in nature.

A complaint can be submitted in writing to:

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

If the incident involves a professional staff member, such as a registered nurse, you may report it directly to the applicable professional association.

To report abuse,
call toll free
1-888-357-9339

After abuse is reported

An investigator is appointed to gather information and write a report. The investigator may also make recommendations to prevent similar incidents in the future. This report is submitted to the Minister of Seniors and Community Supports.

After an investigation is complete

Alberta Seniors and Community Supports sends a summary of the report to the people involved. They can all comment on the report before the Minister makes a decision.

After the Minister makes a decision, those involved are notified of the recommendations. The Minister's decision is final and binding.

The Protection for Persons in Care office may request that the agency follow-up and respond to the recommendations.

For more information
about Protection for
Persons in Care visit
www.seniors.gov.ab.ca

To report abuse,
to obtain more information,
or to order posters and
brochures, phone the
Protection for Persons
in Care reporting and
information line, toll free
1-888-357-9339



Protection for Persons in Care

Safeguarding
Vulnerable Adults



Alberta