

# WHAT IS THE PROTECTION FOR PERSONS IN CARE ACT?



*The Protection for Persons In Care Act (PPCA)* is a law that helps protect adults from abuse and neglect while receiving care in **personal care homes, hospitals** or any other **designated health facility**. The Protection for Persons in Care Office (PPCO) is responsible for receiving and investigating reports of alleged **abuse** or **neglect** under the PPCA.



## WHAT IS ABUSE?

- the use of physical force resulting in pain, discomfort or injury,
- the intentional causing of emotional or psychological harm,
- sexual contact, activity or behaviour between a patient and an individual in a position of trust,
- non-consensual sexual contact, or
- theft or destruction of a patient's property.



## WHAT IS NEGLECT?

### An act or omission that:

- is mistreatment that deprives a patient of adequate care, adequate medical attention or other necessities of life or a combination of any of them; and
- causes or is reasonably likely to cause:
  - death of a patient,
  - physical or psychological harm to a patient, or
  - a significant loss to the property of a patient.

### WHO SHOULD MAKE A REPORT?

Anyone who has reason to believe abuse or neglect occurred, or is likely to occur, is legally required to report these concerns as soon as possible.

### WHAT SAFEGUARDS ARE IN PLACE FOR PEOPLE REPORTING ABUSE OR NEGLECT TO THE PPCO?

Action cannot be taken against someone who reports abuse or neglect in good faith. This includes residents, patients, family members or health facility staff. Disciplinary action by a health facility as a result of reporting abuse or neglect is not allowed.

The law also protects caregivers and others who work with persons in care against malicious or false reports of abuse and neglect.

### WHAT CAN I EXPECT AFTER MAKING A REPORT TO THE PPCO?

After receiving a report of suspected abuse or neglect, the PPCO determines if a more extensive investigation is required. If the report moves to investigation, an investigator is assigned and contacts the patient or

their proxy (if applicable) and the facility to inform them of the investigation.

### HOW CAN I MAKE A REPORT TO THE PPCO?

If a person's life or well-being is in immediate danger, ensure the person's safety first. Report the event to the PPCO when safe to do so.

### You can report abuse or neglect confidentially.

### THE PROTECTION FOR PERSONS IN CARE OFFICE

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