

PROTECTION FOR PERSONS IN CARE ACT

INVESTIGATION INFORMATION FOR STAFF



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.

WHO IS REQUIRED TO REPORT SUSPECTED ABUSE OR NEGLECT?

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.

If you believe you witnessed abuse or neglect, immediately follow your health facility's process for reporting concerns of abuse and neglect, including notifying your supervisor.

CAN I MAKE AN ANONYMOUS REPORT?

Yes. You may submit an anonymous or confidential report on the PPCO website, by phone, by email or by letter.

All reports submitted to the PPCO remain confidential. Your identity will not be shared with the health facility or the patient/family.

AM I PROTECTED WHEN I MAKE A REPORT?

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.

DOES THE PPCO INVESTIGATE EVERY REPORT?

No. When the PPCO receives a report, it conducts an initial inquiry and determines whether a more extensive investigation is required.

WHAT HAPPENS WHEN THE PPCO CONDUCTS AN INVESTIGATION?

If the PPCO decides to investigate, all parties involved are informed.

The investigator requests all relevant information from the health facility and may want to meet with or gather statements from people who could have information about the reported incident. Interviews can be arranged at the facility or off-site, depending on the wishes of the person being interviewed.

The patient(s) identified in a report may also have concerns that must be considered during the investigation



CAN I REFUSE TO BE INTERVIEWED?

It depends. If an investigator contacts you for an interview, your co-operation is essential to ensuring a fair process for all involved. Also, the interview process gives you the chance to share your version of what happened. Finally, participation in the investigation helps ensure the safety and well-being of all patients receiving care in the health facility.

If you have been identified as a witness and you refuse to be interviewed, the PPCO may decide to seek a warrant to compel an interview with you.

Individuals accused of abuse or neglect will be given the opportunity to speak to the allegation against them. If you have been identified as a subject of allegation you can refuse to be interviewed; however, the investigator will conclude the investigation and make recommendations without your input.

CAN I BRING SOMEONE TO THE INTERVIEW?

You may bring a support person with you to the interview. This person may be anyone you choose; however, this person is not allowed to interfere in any way with the interview process

and must maintain the strictest confidence regarding any information he/she may hear during the interview.

CAN THE PPCO RECOMMEND DISCIPLINARY ACTION?

No. The facility is responsible for handling human resource issues.

The PPCO can provide direction to the health facility about how to protect patient safety and refer a person(s) to the appropriate college for review of their professional conduct.

When abuse or neglect has occurred, the PPCO may refer an individual to the Adult Abuse Registry.

THE PROTECTION FOR PERSONS IN CARE OFFICE

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