

Protection for Persons in Care

Nova Scotia Department of Health and Wellness

2020-21 (April – March)

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Overview

The *Protection for Persons in Care Act (PPCA)* is a safeguard for patients or residents 16 years of age or older receiving care from a hospital under the *Hospital's Act* or a facility licensed under the *Homes for Special Care Act*. *PPCA* requires facility administrators and service providers, including staff and volunteers, to promptly report all allegations or instances of abuse. Members of the public may also report abuse under the Act by calling 1-800-225-7225.

After a report is received by the Protection for Persons in Care unit, a detailed review of each referral is done to determine if a more extensive investigation is necessary. If so, an investigator is assigned to conduct a formal investigation, which may involve referrals to police or a regulator. The investigator develops a report with conclusions, and there may be directives issued to the health facility that are to be complied with.

Types of Abuse

Under the *Protection for Persons in Care Act*, abuse is defined in section 3(1) of the Regulations as follows:

- 3(1)(a) the use of physical force resulting in pain, discomfort or injury, including slapping, hitting, beating, burning, rough handling, tying up or binding;
- 3(1)(b) mistreatment causing emotional harm, including threatening, intimidating, humiliating, harassing, coercing or restricting from appropriate social contact;
- 3(1)(c) the administration, withholding or prescribing of medication for inappropriate purposes;
- 3(1)(d) sexual contact, activity or behaviour between a service provider and a patient or resident;
- 3(1)(e) non-consensual sexual contact, activity or behaviour between patients or residents;
- 3(1)(f) the misappropriation or improper or illegal conversion of money or other valuable possessions;
- 3(1)(g) failure to provide adequate nutrition, care, medical attention or necessities of life without valid consent.

Role of the Protection for Persons in Care Unit:

The role of the Protection for Persons in Care unit includes:

- Receiving reports of alleged abuse.
- Conducting a thorough review of all reports of alleged abuse to determine if the case falls under the scope of PPCA.
- Conducting extensive investigations of alleged abuse where there are reasonable grounds to believe abuse occurred.
- Issuing Ministerial directives to health facilities regarding operational and other measures considered necessary to protect all patients or residents from abuse, regardless of the results of the investigation.
- Monitoring health facilities actions taken to address any directives that are issued.
- Making referrals to professional regulators where appropriate.
- Providing education for the public, health care staff, and organizations about the Act and on the identification, reporting, prevention, and management of abuse and neglect.

Protection for Persons in Care Process

After receiving a report of alleged abuse, each referral is reviewed in detail. During this phase, information is gathered by contacting the complainant, health facility, and any other relevant individuals. The purpose of this is to check the reliability and validity of the intake information, confirm if the allegation falls within the scope of PPCA, and to gather and review detailed information to determine if there are reasonable grounds to believe that abuse has occurred, or is likely to occur.

If the Protection for Persons in Care unit determines there are reasonable grounds to believe a patient or resident has been abused, or is likely to be abused, and it has been determined that the case is most appropriately handled by the Department of Health and Wellness rather than another regulator, an investigator will carry out a more extensive investigation.

A decision to not conduct an investigation could be because: the referral is not within the scope of the PPCA, the facility has provided reasonable care and support to address the incident, the referral is more appropriately addressed by another jurisdiction (such as licensing), or the allegation has been referred to the police or a regulator.

The investigation process includes:

- Notifying the administrator, and relevant people involved in the incident (or the substitute decision maker) of the investigation.
- Gathering evidence by conducting interviews with the complainant, the person who has allegedly been abused (if they are able), the person who is alleged to have committed the abuse, health care staff, and any witnesses.
- Reviewing health records, facility based policies, procedures and processes, and provincial legislation and standards.
- Consulting with experts.
- Sharing a preliminary investigation report with the administrator of the health facility, and relevant people involved in the incident (or the substitute decision maker) to provide an opportunity to respond with additional information or clarification.

- Sharing a final investigation report with the administrator of the health facility and relevant people involved in the incident which outlines the findings of the investigation and any directives that may be issued. Directives include measures necessary to protect all patients or residents from abuse, regardless of whether the investigation has determined that abuse occurred.

Additional information about Protection for Persons in Care can be found at:
<https://novascotia.ca/dhw/ppcact/>

Statistical Information

Historical PPCA Statistics:

Fiscal Year	Referrals (Total)	Referrals (Hospitals)	Referrals (LTC)	Investigations (Total)	Investigations (Hospitals)	Investigations (LTC)	Unfounded Cases of Abuse	Founded Cases of Abuse	Decision not yet determined
2015-16	298	76	222	72	16	56	35	37	0
2016-17	312	97	215	54	5	49	21	33	0
2017-18	426	103	323	90	15	75	25	65	0
2018-19	513	149	364	74	16	58	40	34	0
2019-20	620	165	455	55	12	43	26	29	0

Fiscal Year 2020-21 Quarterly Statistics

	Referrals (Total)	Referrals (Hospitals)	Referrals (LTC)	Investigations (Total)	Investigations (Hospitals)	Investigations (LTC)	Unfounded Cases of Abuse	Founded Cases of Abuse	Decision not yet determined
Apr-Jun	134	20	114	9	2	7	3	5	1
Jul-Sep	143	50	93	12	3	9	5	5	2
Oct-Dec	125	38	87	16	3	13	7	2	7
Jan-Mar	132	35	97	14	3	11	0	0	14
Total	534	143	391	51	11	40	15	12	24

Fiscal Year 2020-21 Quarterly Statistics (Investigations by nature of alleged abuse*)

	3(1)(a)	3(1)(b)	3(1)(c)	3(1)(d)	3(1)(e)	3(1)(f)	3(1)(g)
Q1 (Apr-Jun)	2	2	0	2	3	0	0
Q2 (Jul - Sep)	4	4	0	0	2	1	1
Q3 (Oct - Dec)	5	5	0	1	4	0	1
Q4 (Jan - Mar)	4	3	0	0	2	0	5
Total	15	14	0	3	11	1	7

- *3(1)(a) the use of physical force resulting in pain, discomfort or injury, including slapping, hitting, beating, burning, rough handling, tying up or binding;
 3(1)(b) mistreatment causing emotional harm, including threatening, intimidating, humiliating, harassing, coercing or restricting from appropriate social contact;
 3(1)(c) the administration, withholding or prescribing of medication for inappropriate purposes;
 3(1)(d) sexual contact, activity or behaviour between a service provider and a patient or resident;
 3(1)(e) non-consensual sexual contact, activity or behaviour between patients or residents;
 3(1)(f) the misappropriation or improper or illegal conversion of money or other valuable possessions;
 3(1)(g) failure to provide adequate nutrition, care, medical attention or necessities of life without valid consent.

Protection for Persons in Care Investigation Summary

The following tables present a summary of investigations pursuant to section 8(2) of the *Protection for Persons in Care Act*. The summary includes the facility name, the nature of abuse investigated, whether the investigation was founded, unfounded, or a decision is yet to be determined, and whether directives were issued to the facility.

This summary is for information purposes only and represents findings regarding a specific incident at a particular point in time. The summary should not be used to form conclusions about the current or future quality of care offered by the identified health care facility.

To protect the privacy of residents, the names of facilities with 5 or less patients or residents have been redacted and replaced with "5 or less".

Table 1: 2019-20 Investigations

(Total = 55; Unfounded = 26; Founded = 29; Decision yet to be determined (TBD) = 0)

Facility	Nature	Decision	Directives
Aberdeen Hospital	Section 3(1)(a)	unfounded	Yes
Arborstone Enhanced Care Limited	Section 3(1)(a)	founded	No
Bay Side Home Corporation	Section 3(1)(a)	unfounded	Yes
Cape Breton Regional Hospital	Section 3(1)(e)	founded	Yes
Cape Breton Regional Hospital	Section 3(1)(e)	unfounded	No
Cape Breton Regional Hospital	Section 3(1)(e)	unfounded	No
Cumberland Regional Health Care Centre	Section 3(1)(a)	founded	Yes
Cumberland Regional Health Care Centre	Section 3(1)(d)	founded	Yes
Dykeland Lodge	Section 3(1)(a)	founded	No
East Coast Forensics Hospital	Section 3(1)(a)	unfounded	No
East Coast Forensics Hospital	Section 3(1)(a)	unfounded	No
East Cumberland Lodge	Section 3(1)(c)	unfounded	Yes
Gables Lodge Limited	Section 3(1)(b)	unfounded	Yes
Glasgow Hall - Parkland at the Lakes Ltd.	Section 3(1)(g)	founded	Yes
Glen Haven Manor	Section 3(1)(a)	unfounded	Yes
Glen Haven Manor	Section 3(1)(a)	unfounded	Yes
Grand View Manor	Section 3(1)(e)	unfounded	Yes
Grand View Manor	Section 3(1)(g)	founded	Yes
Grand View Manor	Section 3(1)(a)	founded	Yes
Harbourstone Enhanced Care Ltd.	Section 3(1)(g)	founded	Yes
Harbourstone Enhanced Care Ltd.	Section 3(1)(a)	unfounded	Yes
Hillside Pines	Section 3(1)(g)	founded	Yes
Ivy Meadows Continuing Care Centre	Section 3(1)(a)	founded	No
Ivy Meadows Continuing Care Centre	Section 3(1)(a)	founded	Yes
Maplestone Enhanced Care Ltd.	Section 3(1)(e)	founded	Yes
Melville Gardens Nursing Home	Section 3(1)(a)	unfounded	Yes
Melville Gardens Nursing Home	Section 3(1)(b)	unfounded	Yes
Melville Gardens Nursing Home	Section 3(1)(b)	unfounded	Yes

Melville Lodge	Section 3(1)(e)	unfounded	Yes
Melville Lodge	Section 3(1)(g)	founded	Yes
Melville Lodge	Section 3(1)(a)	founded	Yes
Musquodoboit Valley Home for Special Care	Section 3(1)(b)	unfounded	Yes
North Queens Nursing Home	Section 3(1)(g)	unfounded	Yes
Northwoodcare Incorporated	Section 3(1)(a)	unfounded	Yes
Northwoodcare Incorporated	Section 3(1)(e)	founded	No
Ocean View Manor	Section 3(1)(e)	founded	Yes
Ocean View Manor	Section 3(1)(g)	founded	Yes
Parkstone Enhanced Care Ltd.	Section 3(1)(b)	founded	Yes
Port Hawkesbury Nursing Home	Section 3(1)(e)	founded	Yes
QEII Health Sciences Centre	Section 3(1)(a)	founded	Yes
QEII Health Sciences Centre	Section 3(1)(e)	founded	No
Ryan Hall	Section 3(1)(a)	unfounded	No
Saint Vincent's Nursing Home	Section 3(1)(g)	founded	Yes
Saint Vincent's Nursing Home	Section 3(1)(a)	founded	Yes
South Shore Regional Hospital	Section 3(1)(g)	unfounded	Yes
St. Anne Community and Nursing Care	Section 3(1)(a)	unfounded	Yes
The Admiral Long Term Care Facility	Section 3(1)(e)	founded	Yes
The Birches	Section 3(1)(b)	founded	Yes
The Magnolia	Section 3(1)(b)	unfounded	No
The Mira	Section 3(1)(g)	unfounded	Yes
The Mira	Section 3(1)(g)	founded	Yes
Twin Oaks Memorial Hospital	Section 3(1)(a)	founded	Yes
Valley View Villa	Section 3(1)(g)	founded	Yes
Valley View Villa	Section 3(1)(e)	unfounded	Yes
Wolfville Nursing Home	Section 3(1)(d)	unfounded	Yes

Table 2: 2020-21 Investigations (April – March)

(Total = 51; Unfounded = 15; Founded = 12; Decision yet to be determined (TBD) = 24)

Facility	Nature	Decision	Directives
Arborstone Enhanced Care	Section 3(1)(g)	TBD	TBD
Arbourstone Enhanced Care	Section 3(1)(e)	TBD	TBD
Bay Side Home	Section 3(1)(e)	TBD	TBD
Cape Breton Regional	Section 3(1)(g)	TBD	TBD
Cape Breton Regional	Section 3(1)(a)	TBD	TBD
Dartmouth General Hospital	Section 3(1)(e)	Unfounded	Yes
Dykeland Lodge	Section 3(1)(d)	Founded	No
East Cumberland Lodge	Section 3(1)(a)	Unfounded	Yes
Grand View Manor	Section 3(1)(b)	TBD	TBD
Grand View Manor	Section 3(1)(a)	TBD	TBD
Harbourstone Enhanced Care	Section 3(1)(b)	Unfounded	Yes

Facility	Nature	Decision	Directives
Nakile Home for Special Care	Section 3(1)(b)	Founded	Yes
North Queens	Section 3(1)(a)	Unfounded	Yes
Northwood Bedford West	Section 3(1)(b)	Unfounded	Yes
Northwoodcare Incorporated	Section 3(1)(b)	Founded	Yes
Oakwood Terrace	Section 3(1)(b)	Unfounded	Yes
Oakwood Terrace	Section 3(1)(b)	Unfounded	Yes
Oakwood Terrace	Section 3(1)(g)	TBD	TBD
Ocean View Continuing Care Centre	Section 3(1)(e)	Founded	Yes
Ocean View Continuing Care Centre	Section 3(1)(g)	Founded	Yes
Ocean View Continuing Care Centre	Section 3(1)(a)	Founded	Yes
Ocean View Continuing Care Centre	Section 3(1)(e)	TBD	TBD
Ocean View Continuing Care Centre	Section 3(1)(e)	TBD	TBD
Ocean View Continuing Care Centre	Section 3(1)(g)	TBD	TBD
Ocean View Continuing Care Centre	Section 3(1)(g)	TBD	TBD
Parkland at the Lakes - Glasgow Hall	Section 3(1)(e)	TBD	TBD
QEII	Section 3(1)(d)	Founded	Yes
QEII	Section 3(1)(a)	Unfounded	Yes
QEII	Section 3(1)(b)	TBD	TBD
Richmond Villa	Section 3(1)(b)	TBD	TBD
Roseway Hospital	Section 3(1)(a)	Unfounded	Yes
Saint Martha's Regional Hospital	Section 3(1)(a)	Founded	Yes
Seaview Manor	Section 3(1)(a)	Founded	Yes
Seaview Manor	Section 3(1)(b)	Unfounded	Yes
Seaview Manor	Section 3(1)(g)	Unfounded	Yes
Seaview Manor	Section 3(1)(b)	Unfounded	Yes
Soldiers Memorial Hospital	Section 3(1)(a)	TBD	TBD
South Shore Regional Hospital	Section 3(1)(b)	TBD	TBD
South Shore Regional Hospital	Section 3(1)(a)	TBD	TBD
The Cove Guest Home	Section 3(1)(a)	TBD	TBD
The Magnolia	Section 3(1)(e)	Founded	No
The Mira	Section 3(1)(a)	Founded	Yes
Tidal View Manor	Section 3(1)(b)	TBD	TBD
Tidal View Manor	Section 3(1)(e)	TBD	TBD
Tideview Terrace	Section 3(1)(b)	Unfounded	Yes
Valley View Villa	Section 3(1)(d)	Unfounded	Yes
Valley View Villa	Section 3(1)(e)	Unfounded	Yes
Valley View Villa	Section 3(1)(e)	TBD	TBD
Valley View Villa	Section 3(1)(a)	TBD	TBD
Villa Saint-Joseph du Lac	Section 3(1)(f)	Founded	Yes
Villa Saint-Joseph du Lac	Section 3(1)(a)	TBD	TBD