

Protection for Persons in Care

Nova Scotia Department of Seniors and Long-Term Care

2024-25 (Q1-Q4)

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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 Statistics:

Fiscal Year	Calls Received (Total)	Calls Received (Hospitals)	Calls Received (LTC)	PPCA Investigations (Total)	PPCA Investigations (Hospitals)	PPCA Investigations (LTC)	Unfounded Cases of Abuse	Founded Cases of Abuse	Decision not yet determined
2019-20	620	165	455	55	12	43	26	29	0
2020-21	534	143	391	51	11	40	20	31	0
2021-22	440	117	323	48	3	45	21	27	0
2022-23	455	147	308	60	13	47	17	43	0
2023-24	646	171	475	71	8	63	24	47	0

Fiscal Year 2024-25 (Q1-Q4) Quarterly Statistics

	Calls Received (Total)	Calls Received (Hospitals)	Calls Received (LTC)	PPCA Investigations (Total)	PPCA Investigations (Hospitals)	PPCA Investigations (LTC)	Unfounded Cases of Abuse	Founded Cases of Abuse	Decision not yet determined
Apr-Jun	163	46	117	23	3	20	7	15	1
Jul-Sep	152	34	118	18	4	14	3	15	0
Oct-Dec	130	40	90	16	0	16	1	13	2
Jan-Mar	179	44	135	31	4	27	4	9	18
Total	624	164	460	88	11	77	15	52	21

Fiscal Year 2024-25 (Q1-Q4) 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)	11	6	0	0	2	1	8
Q2 (Jul - Sep)	7	4	0	0	7	0	1
Q3 (Oct - Dec)	4	3	0	1	5	0	5
Q4 (Jan - Mar)	12	4	0	1	6	1	8
Total	34	17	0	2	20	2	22

*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: 2023-24 Investigations

(Total = 71; Unfounded = 24; Founded = 47; Decision yet to be determined (TBD) = 0)

Facility	Nature	Decision	# of Directives
Arborstone Enhanced Care	3(1)(d)	Unfounded	0
Arborstone Enhanced Care	3(1)(b)	Founded	0
Camp Hill Veterans Memorial	3(1)(a)	Founded	2
Camp Hill Veterans Memorial	3(1)(a)	Founded	0
Cedarstone Enhanced Care	3(1)(g)	Founded	5
Celtic Court	3(1)(g)	Founded	4
Colchester East Hants Health Centre	3(1)(a)	Founded	4
Evergreen Home for Special Care	3(1)(g)	Founded	3
Evergreen Home for Special Care	3(1)(a)	Unfounded	4
Fisherman's Memorial Hospital	3(1)(a)(g)	Founded	6
Gables Lodge	3(1)(a)	Founded	4
Glen Haven Manor	3(1)(a)	Founded	3
Grandview Manor	3(1)(a)	Founded	7
Grandview Manor	3(1)(g)	Founded	4
Grandview Manor	3(1)(a)	Unfounded	2
Harbourstone Enhanced Care	3(1)(g)	Unfounded	2
Harbourstone Enhanced Care	3(1)(a)	Unfounded	4
Harbourstone Enhanced Care	3(1)(a)	Founded	4
Harbourstone Enhanced Care	3(1)(b)	Unfounded	2
Heart of the Valley	3(1)(a)	Unfounded	4
Heart of the Valley	3(1)(g)	Founded	7
Hillsvie Acres	3(1)(a)	Founded	3
Maplestone Enhanced Care	3(1)(a)(b)	Founded	4
Maritime Odd Fellows	3(1)(g)	Founded	7
Melville Lodge	3(1)(e)	Unfounded	3
Melville Lodge	3(1)(e)	Founded	0
Melville Lodge	3(1)(g)	Founded	4

Facility	Nature	Decision	# of Directives
Melville Lodge	3(1)(a)	Founded	3
Melville Lodge	3(1)(a)	Founded	4
Melville Lodge	3(1)(e)	Unfounded	3
North Queens Nursing Home	3(1)(a)	Founded	1
Northside Community Guest Home	3(1)(a)	Founded	6
Northwood	3(1)(a)(b)	Unfounded	5
Northwood	3(1)(g)	Unfounded	1
Ocean View Continuing Care Centre	3(1)(g)	Founded	5
Ocean View Continuing Care Centre	3(1)(e)	Founded	4
Ocean View Continuing Care Centre	3(1)(a)	Founded	6
Orchard Court	3(1)(e)	Founded	3
Parkstone Enhanced Care	3(1)(e)	Founded	2
QEII	3(1)(d)	Founded	4
Queens Manor	3(1)(a)	Founded	4
Queens Manor	3(1)(a)	Founded	2
Richmond Villa	3(1)(a)	Unfounded	1
RK MacDonald Nursing Home	3(1)(g)	Founded	8
RK MacDonald Nursing Home	3(1)(g)	Unfounded	4
RK MacDonald Nursing Home	3(1)(g)	Founded	9
Ryan Hall	3(1)(a)(b)	Founded	1
Saint Vincent's Nursing Home	3(1)(g)	Founded	5
Saint Vincent's Nursing Home	3(1)(a)(b)	Unfounded	2
Seaview Manor	3(1)(a)(b)	Unfounded	2
Seaview Manor	3(1)(e)	Founded	4
Seaview Manor	3(1)(e)	Founded	1
Shoreham Village	3(1)(a)	Founded	2
South Shore Regional Hospital	3(1)(a)	Founded	4
St. Anne Centre	3(1)(e)	Unfounded	7
The Admiral	3(1)(e)	Unfounded	4
The Admiral	3(1)(a)	Founded	4
The Admiral	3(1)(a)(b)	Unfounded	6
The Admiral	3(1)(a)(b)	Unfounded	6
The Birches Nursing Home	3(1)(a)	Founded	5
The Mira	3(1)(e)	Founded	2
The Mira	3(1)(a)	Unfounded	7
The Mira	3(1)(a)	Unfounded	2
The Mira	3(1)(a)	Founded	2
Tideview Terrace	3(1)(a)(b)	Unfounded	3
Victoria Haven Nursing Home	3(1)(f)	Founded	0
Whitehills Long Term Care Centre	3(1)(a)	Founded	0
Whitehills Long Term Care Centre	3(1)(d)	Unfounded	3
Windsor Elms	3(1)(a)	Founded	8
Yarmouth Regional Hospital	3(1)(a)	Founded	6

Facility	Nature	Decision	# of Directives
Yarmouth Regional Hospital	3(1)(a)	Unfounded	5

Table 2: 2024-25 (Q1-Q4) Investigations

(Total = 88; Unfounded = 15; Founded = 52; Decision yet to be determined (TBD) = 21)

Facility	Nature	Decision	# of Directives
Aberdeen Hospital	3(1)(a)	Unfounded	7
Annapolis Royal Nursing Home	3(1)(g)	TBD	TBD
Annapolis Royal Nursing Home	3(1)(e)	Founded	3
Arbourstone Enhanced Care	3(1)(a)	Founded	3
Arbourstone Enhanced Care	3(1)(d)	Unfounded	0
Arbourstone Enhanced Care	3(1)(a)	TBD	TBD
Blomidon Court	3(1)(e)	Founded	2
Camp Hill Veterans Memorial	3(1)(e)	TBD	TBD
Camp Hill Veterans Memorial	3(1)(a)	Founded	2
Camp Hill Veterans Memorial	3(1)(e)	Founded	4
Cape Breton Regional Hospital	3(1)(a)	Founded	3
Cedarstone Enhanced Care	3(1)(a)	TBD	TBD
Dartmouth General Hospital	3(1)(a)	Founded	4
East Coast Forensics Hospital	3(1)(a)	TBD	TBD
East Cumberland Lodge	3(1)(g)	Founded	5
Evergreen Home for Special Care	3(1)(g)	Founded	8
Gables Lodge	3(1)(e)	Unfounded	6
Gables Lodge	3(1)(e)	Founded	4
Gables Lodge	3(1)(a)	Founded	4
Glen Haven Manor	3(1)(a)(b)	Founded	5
Glen Haven Manor	3(1)(f)	Founded	0
Glen Haven Manor	3(1)(b)	Founded	5
Grand View Manor	3(1)(g)	TBD	TBD
Harbourstone Enhanced Care	3(1)(a)	Founded	3
Harbourstone Enhanced Care	3(1)(a)	Founded	4
Harbourstone Enhanced Care	3(1)(a)	Founded	3
Harbourstone Enhanced Care	3(1)(a)	Founded	2
Harbourview Lodge	3(1)(b)	Unfounded	3
Heart of the Valley	3(1)(g)	Founded	6
Highcrest Springhill	3(1)(g)	TBD	TBD
Inverary Manor	3(1)(d)	TBD	TBD
Kiknu Long Term Care Limited	3(1)(g)	Founded	7
Kiknu Long Term Care Limited	3(1)(g)	TBD	TBD
Kiknu Long Term Care Limited	3(1)(g)	TBD	TBD
Kiknu Long Term Care Limited	3(1)(a)	TBD	TBD
Kiknu Long Term Care Limited	3(1)(e)	Founded	6

Facility	Nature	Decision	# of Directives
Kiknu Long Term Care Limited	3(1)(g)	Founded	10
Kiknu Long Term Care Limited	3(1)(g)	TBD	TBD
Kiknu Long Term Care Limited	3(1)(g)	TBD	TBD
Kiknu Long Term Care Limited	3(1)(e)	Unfounded	4
London Hall	3(1)(a)	Founded	3
MacGillivray Guest Home	3(1)(a)	Unfounded	4
MacGillivray Guest Home	3(1)(a)	Unfounded	4
MacGillivray Guest Home	3(1)(g)	Founded	10
Maplestone Enhanced Care	3(1)(a)	Founded	3
Melville Gardens	3(1)(a)	Unfounded	5
Melville Lodge	3(1)(a)	TBD	TBD
Melville Lodge	3(1)(a)	Founded	3
Melville Lodge	3(1)(a)	Unfounded	3
Mountain Lea Lodge`	3(1)(b)	TBD	TBD
North Queens Nursing Home	3(1)(b)	Founded	3
North Queens Nursing Home	3(1)(f)	Founded	2
Northumberland Hall	3(1)(a)	Founded	7
Ocean View Continuing Care Centre	3(1)(e)	Founded	3
Ocean View Continuing Care Centre	3(1)(e)	Founded	5
Orchard Court	3(1)(g)	Founded	7
Parkstone Enhanced Care	3(1)(a)	TBD	TBD
Parkstone Enhanced Care	3(1)(e)	Founded	5
Parkstone Enhanced Care	3(1)(g)	TBD	TBD
Precision Health	3(1)(g)	Founded	7
QEII	3(1)(e)	Founded	F6
RC MacGillvary Guest Home	3(1)(a)	Unfounded	3
Richmond Villa	3(1)(g)	Founded	3
RK MacDonald Nursing Home	3(1)(a)	Founded	5
Saint Vincent's Nursing Home	3(1)(a)	Unfounded	3
Saint Vincent's Nursing Home	3(1)(g)	Founded	5
Saint Vincent's Nursing Home	3(1)(b)	Unfounded	5
Shiretown Nursing Home	3(1)(b)	Unfounded	5
Shiretown Nursing Home	3(1)(b)	Unfounded	2
Shoreham Village	3(1)(b)	Founded	5
South Shore Regional Hospital	3(1)(a)	TBD	TBD
South Shore Regional Hospital	3(1)(a)	TBD	TBD
Surf Lodge	3(1)(b)	Founded	8
Taigh Na Mara	3(1)(b)	TBD	TBD
The Birches Nursing Home	3(1)(e)	Founded	2
The Cove Guest Home	3(1)(a)	Unfounded	4
The Mira	3(1)(e)	Founded	3
The Mira	3(1)(e)	Founded	4
The Nova Scotia Hospital	3(1)(a)	Founded	4

Facility	Nature	Decision	# of Directives
The Sagewood	3(1)(b)	Founded	2
Tideview Terrace	3(1)(e)	Founded	5
Tideview Terrace	3(1)(e)	Founded	4
Tideview Terrace	3(1)(e)	Founded	8
Valley View Villa	3(1)(g)	Founded	1
Villa Acadienne	3(1)(e)	TBD	TBD
Vimy Court	3(1)(a)	Founded	1
Waterford Heights	3(1)(e)	Founded	4
Whitehills Long Term Care Centre	3(1)(a)	Founded	5