

*An extra
safeguard for
Manitobans
and their
families*

Protecting ADULTS IN CARE



Manitobans benefit from a high-quality health care system that is among the world's best. Regional health authorities, professional associations and regulatory bodies, and health facility staff and management co-operatively monitor and maintain this high standard of care, ensuring a safe environment for patients and residents.

The Protection for Persons in Care Act (the Act) is a law to help protect adults from abuse while receiving care in personal care homes, hospitals or any other designated health facility.

Defining abuse

Under this law, the definition of abuse includes physical, sexual, mental, emotional and financial mistreatment. Any of these, alone or in combination, is considered "abuse" if the mistreatment causes or is reasonably likely to cause death, serious harm or significant loss of property.

Duty to report

In Manitoba, it is mandatory to report suspected abuse promptly. This means that anyone who has a reasonable basis to believe abuse has occurred, or is likely to occur, must report these concerns as soon as possible.

How to report

The Protection for Persons in Care Office (PPCO) of Manitoba Health and Healthy Living receives and investigates reports of suspected patient abuse.

If a person's life or well-being is in immediate danger, take steps to ensure the person's safety first, then call the PPCO's confidential, toll-free line at 1-866-440-6366 (outside Winnipeg) or 788-6366 in Winnipeg.

If you're not sure whether a situation needs to be reported, call the PPCO for assistance.

Reporting safeguards

When suspected abuse is reported in good faith, the Act prohibits:

- any interruption in the care and services provided to patients and residents; and
- any action or proceedings against any person, including health facility employees, for reporting suspected abuse.

The Act also protects caregivers and others who work with persons in care against malicious reporting.

The reporting and investigation process

Here's how the process works:

- After receiving a report of suspected abuse, the PPCO inquires into the matter.
- Where there is reason to believe that abuse has occurred, or is likely to occur, the matter is quickly investigated.
- Under the law, a health facility operator may be required to take action as a result of this investigation.
- Where necessary, referrals may be made to a professional regulatory body for further review of the actions of professionals identified as alleged abusers.

- Any failure to comply with the Act, including intentionally making a false report, may result in charges being laid and fines imposed.

More information:

For more information, please contact:

The Protection for Persons in Care Office
300 Carlton Street
Winnipeg MB R3B 3M9

Phone: 204-788-6366
Toll-free: 1-866-440-6366
(outside Winnipeg)

Fax: 204-775-8055

TTY Winnipeg: 204-774-8618
TTY Toll-free 1-800-855-0511

E-mail: protection@gov.mb.ca

Website:
www.gov.mb.ca/health/protection/

