

*An extra  
safeguard for  
Manitobans  
and their  
families*

# Protecting ADULTS IN CARE



**M**anitobans 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 and neglect 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.

### **Defining neglect**

The definition of neglect includes 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, or serious physical or psychological harm to a patient.

### **Duty to report**

In Manitoba, it is mandatory to report suspected abuse and neglect promptly. This means that anyone who has a reasonable basis to believe abuse or neglect 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 receives and investigates reports of suspected patient/resident abuse and neglect.

Facilities are required to report suspected abuse or neglect in writing to the PPCO. The general public can report suspected abuse and neglect in any manner.

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 204-788-6366 in Winnipeg.

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

### **Reporting safeguards**

When suspected abuse or neglect 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 or neglect, the PPCO inquires into the matter.
- Where there is reason to believe that abuse or neglect has occurred, or is likely to occur, the matter is 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 persons who have abused or neglected.
- The PPCO may refer an individual to the Adult Abuse Registry Committee if it concludes abuse or neglect occurred.
- 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: 204-774-8618  
TTY Toll-free: 1-800-855-0511

E-mail: [protection@gov.mb.ca](mailto:protection@gov.mb.ca)

[www.gov.mb.ca/health/protection](http://www.gov.mb.ca/health/protection)

