
Fact Sheet

Compliance with the Director's Decision

If a report of abuse is investigated under the [Protection for Persons in Care Act](#) (PPCA), the Protection for Persons in Care (PPC) Director will review the findings from the investigation and make a decision as to whether the report of abuse is founded or not founded. The Director may also issue direction to the service provider, including steps or measures that must be carried out within a specified timeframe. The intent of the direction issued by the Director is to improve care or support services and prevent abuse. Direction commonly requires a service provider to take specific actions to address client needs; undertake staff education and training; develop or revise policies, procedures, and other guidelines; and establish a sustainability plan.

How to Respond

When provided direction to do so, service providers must respond in writing. PPC asks that service providers include a cover letter as part of the written response, detailing how they have fulfilled each required action. The written response should also include any relevant or requested supporting documentation as outlined in the direction. Supporting documentation may include copies of policy documents, education materials, training logs, or other records.

Submissions must be sent on or before the deadline specified in the Director's decision by e-mail to health.ppc@gov.ab.ca.

A written response, along with supporting documentation, creates a record that can be reviewed by PPC to verify whether the service provider is in compliance with the direction and has fulfilled their obligations under the PPCA.

Sustainability Plans

A sustainability plan is a document that sets out how a service provide will assure ongoing compliance. It should explain how a service provider will monitor, update, and maintain the direction issued by the Director over time. The purpose of the plan is to show what steps the service provider will take to prevent the reoccurrence of any acts or omissions identified in the Director's decision, protect clients from abuse, and maintain a reasonable level of safety.

Examples of activities that could be described in a sustainability plan might include conducting routine audits or other quality assurance processes, scheduling policy and procedure reviews at set intervals, and conducting regular, ongoing staff education or training sessions.

Assessing Compliance

PPC will review the submission to determine whether the written response meets the direction of the Director. They will evaluate whether the quality of documentation provided sufficiently demonstrates that the required actions have been completed.

If the submission does not meet the requirements outlined in the direction, PPC will contact the service provider to discuss what is missing from the submission. PPC may offer guidance and support to help the service provider resolve any barriers or obstacles they may be facing to meet the direction.

A service provider is considered non-compliant if they fail to comply with the direction issued by the Director. Failure to comply with the Director's decision is an offence under the PPCA and may be subject to a fine of up to \$100,000.

Public Reporting

PPC publishes annual decision summary reports that summarize allegations of abuse that have resulted in a decision by the Director. The decision summary reports include the name of the service provider, a brief description of the allegation investigated, the Director's decision of founded or not founded, steps or measures that may have been issued by the Director, and the status of the service provider's compliance with any direction given. Decision summary reports aim to promote transparency and increase public awareness of the service provider's accountability.

Identifiable health and other personal information are not included in the decision summary reports to protect individual privacy.

Further Information

For more information related to compliance or direction you have received, please contact PPC:

Toll free: 1-888-357-9339 (in Alberta) – Select Option #1

Phone: 780-422-1155 (out of province or country)

Fax: 780-415-8611

E-mail: health.ppc@gov.ab.ca