**Attention Family, Friends, Visitors, and Staff**

**Concerned about care, have a complaint or a concern? We encourage you to speak up!**

We all have a role to play in making sure the people who live here are safe and well cared for.

If you suspect:

* Abuse or neglect of Residents (including physical, emotional, and financial abuse)
* Improper treatment or care
* Incompetent treatment or care

**Report it – it’s the law**

You can ask to speak with RN, a Manager, or the Director of Long Term Care at any time or you can file a concern/complaint using our ‘purple’ form at the front office.

Should you not wish to submit your complaint through the Home, there are other ways you can share this information including:

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| **Call the Ministry**  Call the Long-Term Care Family Support and Action Line: toll-free 1-866-434-0144 between 8:30 a.m. and 7:00 p.m., 7 days a week. The person who answers the call will:   * Take down you information * Ask some questions * Give information to an inspector for follow-up   Please expect to hear back within two business days. | **Write to the Ministry**  Send a written letter, by mail to:  Director  Long-Term Care Inspections Branch  Long-Term Care Operations Division  119 King St. W, 11th Floor  Hamilton, Ontario  L8P 4Y7  You will receive a reply letter letting you know the Ministry has received the complaint and the complaint will be forwarded to an inspector who will look into the matter. |
| **Contact the Patient Ombudsman**  If you have already contacted the Home directly and the Long-Term Care Family Support and Action Line (toll-free at 1-866-434-0144) and was not able to reach a satisfactory resolution, you can contact the Patient Ombudsman:   * Online at <https://patientombudsman.ca/> * By calling 1-888-321-0339 (toll free) or 416-597-0339 (in Toronto) * TTY: 416-597-5371 | |

Thank you for doing your part to keep our Residents safe.