

Section 14

Advocacy

1. Every resident in a Long-Term Care facility has a Bill of Rights. They are:
2. Every resident has the right to be treated with courtesy, respect, and dignity, and be free from mental and physical abuse.
3. Every resident has the right to be properly sheltered, fed, clothed, groomed, and cared for in a manner consistent with his or her needs.
4. Every resident has the right to be told who is responsible for, and who is providing the resident's direct care.
5. Every resident has the right to privacy.
6. Every resident has the right to keep personal things in their room.
7. Every resident has the right to be informed of medical conditions, treatment and proposed treatment.
8. Every resident has the right to have medical records kept confidential.
9. Every resident has the right to get help to become as independent as possible.
10. Every resident has the right to get information about restraints if being considered for them.
11. Every resident has the right to meet and talk with people and consult in private.
12. Every resident has the right to have family present when health is critical.

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13. Every resident has the right to choose a person to be contacted when resident is transferred or hospitalized.
14. Every resident has the right to raise concerns or recommend policy, or service changes to the residents' council.
15. Every resident has the right to form friendships, enjoy relationships and to participate in the residents' council.
16. Every resident has the right to be alone with his/her spouse.
17. Every resident has the right to pursue social, cultural, religious and other interests.
18. Every resident has the right to be told of increases in the care facility's basic fee or changes of law, rule or policy affecting the long-term facility.
19. Every resident has the right to manage his/her own money while in the facility.
20. Every resident has the right to live in a safe and clean environment.
21. Every resident has the right to go outside as long as it is safe for him/her.

Source: CLEO (Community Legal Education Ontario)

Ensure that the Bill of Rights for residents in a long-term facility is followed particularly in:

- participating and sharing information
- right to refuse care
- second opinion
- notice and access to plan of care

Ensure the facility confers with you and keeps you informed of the Care-Receiver's status on a regular basis.

Resident Council - Residents have the right to form and participate in a residents' council in the facility. These councils can assist residents to continue to exercise control over their lifestyles and to contribute as fully as possible to their home.

Family Advisory Committees - a growing number of facilities have instituted committees consisting of residents/family members and members of the community who become involved in the activities of the facility.

The Tenant Protection Act required landlords to give all new tenants a Care Home Information Package or (CHIP) which includes the tenancy agreement and care home provisions. Residents in long-term care facilities do not receive this package.

Order of Complaint - general complaints should be discussed with a staff member responsible for the subject matter of the complaint. Then if the facility, through its internal process does not address the issue, the complaint can be raised with the Ministry of Health.

A notice must be given to all residents outlining the hierarchy for complaints.

For serious complaints, call Specialty Services Unit – Toronto Region 416-327-8952 and ask for a Compliance Advisor of long-term care facilities.

If your serious and legitimate complaints are not solved in this way, there are services available to act on your behalf.

Advocacy Centre for the Elderly (ACE) 416-487-7157

This is a service funded by Legal Aid by providing legal advice over the phone or by appointment.

Other advocacy agencies are:

Canadian Pensioners Concerned	416-368-5222
Care Watch Toronto (complaint process)	416-590-0455
Concerned Friends of Ontario Citizens in Care Facilities	416-489-0146 (answering service)
United Senior Citizens of Ontario	416-252-2021
Ontario Coalition of Senior Citizens	416-785-8570

Seniors' Caregiver Handbook

You have the right to transfer to another facility if the facility does not match up with your expectations and those of your Care-Receiver. It takes time and can be done through your local CCAC (Community Care Access Centre).

Your Notes - Section 14

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