

# ADVOCACY



An Introduction to our  
Residents' Council



Black Diamond Road  
Cannifton, Ontario  
2007

### Residents' Council

Residents' Council is a group of residents and/or their representatives who meet monthly to discuss pertinent issues related to the home. The residents are encouraged to attend meetings and discuss ideas and concerns. They are also encouraged to represent their peers when voicing opinions. The executive of the Council is elected annually by the residents.

The Residents' Council is established to provide a strong line of communication between the residents and administration with the hope of achieving many goals and providing suggestions on improving the quality of care.

The facility provides suitable accommodation and seating for meetings of the Residents' Council.

### Ministry of Health Mandate

The Ministry of Health will be notified immediately of any occurrence which poses an immediate risk to resident(s) and which involves intervention by an outside agency or agencies such as police, fire department or medical officer of health

Action to be taken in all instances of alleged abuse, fraud or theft includes:

- Notify family
- Notify Police
- Notify Ministry of Health

This may include instances such as alleged assault

- Staff to Resident
- Resident to Staff
- Resident to Resident

### Management of Concerns

We encourage residents and/or families to voice their Concerns to the Charge Nurse, who will either deal with them directly or notify the appropriate department supervisor.

If you still have concerns, please contact the Director of Nursing/Resident Care or the Administrator who will try to deal with your specific concerns.

At any time you may address your concerns to the Ministry of Health at the following areas:

1. Mr. Tim Burns, Director Ministry of Health Long-Term Care Facilities Branch 5<sup>th</sup> Floor, Hepburn Block 80 Grosvenor Street Toronto, ON 7A 1R3
2. Kate Jackson, Acting Director Long-Term Care Acute Services and Community Health Division, East Regional Office, 10 Rideau Street, 8<sup>th</sup> Floor, Ottawa Ontario K1N9J1 Phone (613) 569-5602 (877) 779-5559
3. Compliance Adviser: Paul Miller, R.N., B.Sc. N. Long-Term Care Area Acute Services and Community Health Division, 23 Beechgrove Lane, First Floor, Kingston, ON, K7M 9A6 (613) 536-7236, Ext. 7326 (800) 667-1062

Ministry of Health INFO Line: 1-800-268-1154