

**Attention Family,
Friends and Visitors**

Concerned about care? 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.

Call the Ministry of Long-Term

Care's Family Support and

Action Line at 1-866-434-0144

between 8:30 a.m. and 7:00

p.m., seven days a week. The

person on the line will help you

report what you saw.

Thank you for doing your part

to keep our residents safe.

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Attention Staff

Concerned about care? Speak up!

Do you have reasonable grounds to suspect:

- Abuse or neglect of residents?
- Improper treatment or care?
- Incompetent treatment or care?

All staff have a duty to report to the Ministry of Long-Term Care.

Follow the reporting requirements in the Long-Term Care Homes Act, 2007 and Ontario Regulation 79/10, which includes:

- 1. Filing a critical incident report** between 8:30 a.m. to 4:30 p.m. Monday to Friday. Abuse as part of a critical incident must also be reported.
- 2. Calling the Service Ontario After-Hours Line** at 1-888-999-6973 for incidents that occur outside business hours, and filing a critical incident report the following business day.
- 3. You can also call the Ministry of Long-Term Care's Family Support and Action Line** at 1-866-434-0144 between 8:30 a.m. and 7:00 p.m., seven days a week and choose to remain anonymous if you wish.

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