

ADVOCACY

RESIDENTS' COUNCIL

Residents' Council is a group of residents and/or their representatives who meet monthly to discuss pertinent issues related to the long-term care home. This provides a strong line of communication between residents and administration with the hope of improving the quality of care. To participate in the next Resident Council meeting please see the Life Enrichment staff member on your unit for further information.

FAMILY COUNCIL

This group is comprised of family members. The role of the family council is to support other family members, and advocate for residents and the home. The Family Council meets monthly in the auditorium. To participate in the Family Council please contact reception for the name and telephone number of the chairperson.

MANAGEMENT OF CONCERNS

Complaints are often the result of unclear expectations, explanations, changes in routine and/or environment, failure to respect residents' needs/rights to self determination.

Complaints from residents and/or families are to be regarded as priority issues. Complaints should be addressed, investigated and resolved as quickly as possible.

The Executive Director shall respond within 10 days to all resident/representative requests, suggestions and complaints, indicating possible action plan.

(Extendicare. (2017). Resident Care Manual: Complaints, 09-01-04).

Residents and/or their families are encouraged to voice their concerns to the charge nurse/unit coordinator, and/or the Executive Director. Complaints will be written on an 'issues and concerns form' by the charge nurse and provided to management to investigate and follow-up with the complainant. If something can be done immediately to rectify the problem, the department head or charge nurse should correct the problem to the complainant's satisfaction. If your concerns are not resolved, you may contact the Ministry of Health and Long Term Care Division at:

Ministry of Health and Long Term Care
Performance Improvement and Compliance Branch
Toll Free: 1-866-434-0144
Email: TorontoSAO.moh@ontario.ca
Hours of Operation: 7 days a week from 8:30am to 7pm

Other Useful Numbers:

Office of the Public Guardian and Trustee
595 Bay Street, 11th floor
Toronto, ON M5G 1M6

Phone: 416-314-2800
Fax: 416-326-4007

Ministry of Citizenship Immigration & International Trade
6th floor, 400 University Avenue
Toronto, ON M7A 2R9

Phone: 1-800-267-7329
416-327-2422
Fax: 416-327-1061

Advocacy Centre for the Elderly
2 Carlton Street, Suite 701
Toronto, ON M5B 1J3

Phone: 416-598-2656
Fax: 416-598-7924

Ontario Association of Residents Council

Phone: 905-731-3710

80 Fulton Way
Richmond Hill, ON, L4B 1J5

LET MY WISHES BE KNOWN

ADVANCED CARE PLANNING DIRECTIVES

LET MY WISHES BE KNOWN – WHAT IS IT?

As partners together as a health care team, we need to know your wishes regarding your medical care and how you wish to be treated if you become critically ill. Advanced Care Planning documents state, in advance, one's wishes for care in an emergency situation in any period of time, when it becomes impossible to maintain the quality of life one desires.

ADVANCE CARE PLANNING: is a process of reflection and communication in which a person who is capable makes decisions about future health and personal care in the event that they become incapable of giving informed consent.

It involves:

- Thinking about what gives life meaning
- Learning about medical procedures that can be offered at the end of life
- Talking to health care providers, family and friends about future health care wishes;
- Choosing a person who they would like to speak for them, when they cannot speak for themselves, and;
- Informing oneself of ACP regulations for their geographical area, as every province/territory has its own legislation; and
- Recording goals and wishes.

WHY DO I WANT THE CARE TEAM TO KNOW MY WISHES?

When a resident is too ill to make decisions, family or power of attorney/guardians must make decisions on the resident's behalf. These decisions are often fraught with guilt or conflict and can be very difficult to make at a time of crisis. Discussing these concerns and decisions in advance with the resident can alleviate possible conflict later. It also provides for the person's wishes to be acted upon.

MY WISHES PROGRAM

"My Wishes" is an opportunity to think about what is important to you in living today and what is important as you journey through the end of your life. The "My Wishes" program is undertaken with capable residents to facilitate conversations and are used as guidelines for substitute decision makers.