



## Important updates for: Every Resident

There have been changes in the law since this booklet was published in **April 2021**.

We will be updating the booklet soon. It still has useful information about the rights of people living in long-term care homes.

But if you are making a complaint or taking any other legal action, make sure to get legal advice. See **Getting legal help and information** on **page 37** of the booklet.

The changes include:

- 2 new rights
- re-ordering and updating the language of some existing rights
- a new policy about visitors and access to caregivers
- some changes to the complaint process

**New right:** “Every resident has a right to ongoing and safe support from their caregivers to support their physical, mental, social and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.”

**In other words:** You now have the right to have your caregivers or other support people visit you at any time. You also have the right to get help to contact a caregiver or someone else for support.

(turn over)



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**New right:** “Every resident has the right to be provided with care and services based on a palliative care philosophy.”

**In other words:** You have the right to care and services that both:

- ensure that you can live your life to the fullest, and
- regard dying as a normal process.

Your care should support your quality of life, for example, giving you pain relief and other treatments, and help you stay as active as possible. This also includes end-of-life care.

Your care and services should meet your psychological, social, and spiritual needs, not just your physical needs.

### **Other changes**

Although the wording of some of the rights has changed, their meaning remains similar to how they’re described in the booklet.

Until the booklet has been updated and reprinted, you can use it for information about your rights. Remember that some of its information may not be up to date.

**Updated: May 2022**

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