

RESIDENTS' COUNCILS

RESIDENTS' COUNCIL MEMBERS

Ontario LTC Homes

Everyone who lives in the long-term care home is a member of the Residents' Council – even those who are unable or choose not to attend meetings. Residents who attend meetings and share their thoughts and ideas, contribute to the collective voice of residents and help influence positive change in the home. Thank you, Residents!

The Fixing Long-Term Care Act, 2021, (the Act) legislation says:

“Every resident has the right to participate in the Residents' Council. [2021, c. 39, s. 3 (1).]”

“Every resident has the right to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the Residents' Council without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else [2021, c. 39, s. 3 (1).]”

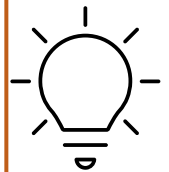
What Can Residents Do?

- Know their rights and ask the home's leadership team to show residents how the Resident Bill of Rights is alive in the home
- Understand the powers of the Residents' Council and exercise those powers
- Be involved in the life of the home by getting to know other residents and team members, attending programs, and asking questions
- Share your thoughts, compliments, and concerns at Council meetings and contribute to the collective voice of residents
- Collaborate in problem-solving and contribute to generating solutions
- Connect with OARC to discover ways to join with other residents from across the province and learn about their Councils

LEGISLATED POWERS OF THE RESIDENTS' COUNCIL

- Advise residents of their rights and obligations
- Advise residents of the rights and obligations of the licensee
- Attempt to resolve disputes between the licensee and residents
- Sponsor and plan activities for residents
- Work with community groups and volunteers on activities for residents
- Advise the licensee of any concerns or recommendations the Council has about the operation of the home
- Provide advice and recommendations to the licensee regarding what the residents would like to see done to improve care or quality of life
- Report to the Ministry concerns and recommendations that in the Council's opinion ought to be brought to the Ministry's attention
- Review inspection reports and summaries, written plans for achieving compliance, the detailed allocation of funding, the financial statements, and the operation of the home
- Exercise any other powers provided in the regulations such as reviewing menus, meal and snack times, quality improvement and emergency preparedness plans, visitor policies, admission packages and more

While not every resident attends Residents' Council meetings, it's important to note that the Council represents *all* residents in the home. Residents are encouraged to take a "whole home" view when bringing compliments or concerns to Council meetings and to think of how the issues might also be affecting their neighbours who are unable to speak for themselves. Keeping all residents in mind when decisions are made can lead to a more positive experience for all.



For Residents, By Residents

Ontario Association of Residents' Councils

T 905-731-3710 x 220 | Toll-free 1-800-532-0201

F 905-731-1755 | info@ontarc.com | www.ontarc.com

4261 Highway 7 East, Suite # A14-360, Markham, ON L3R 9W6



OARC is funded by the Ministry of Long-Term Care, membership dues and sponsorships. The views expressed in this publication are the views of OARC and do not necessarily reflect those of the Province.