

Ministry of Long-Term Care

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July 31, 2020

MEMORANDUM TO: Long-Term Care Home Staff and Licensees

FROM: Sheila Bristo
Assistant Deputy Minister, Operations
Ministry of Long-Term Care

SUBJECT: **Posters – Mandatory Reporting to the Ministry (Director, LTC Inspections Branch)**

The Ministry of Long-Term Care released the “Report Back on the Gillese Inquiry” and the “Long-Term Care Staffing Study Report” today to outline important work underway on the recommendations set out in the final report of the Gillese Inquiry. While the work is far from done, Justice Gillese’s ambitious and specific recommendations have sparked significant change across the long-term care system in Ontario.

As part of the response to recommendations 23 and 24 of the final report, we are sharing two posters to help increase awareness among families, visitors and staff in long-term care homes of their obligation to immediately report any suspicion of abuse or neglect of a long-term care resident to the ministry.

The Long-Term Care Homes Act, 2007 requires any person with reasonable grounds to suspect improper or incompetent treatment or care, or the abuse or neglect of residents, to report it immediately. Members of the public, residents, staff, etc. can call the Long-Term Care Family Support and ACTIONLine at 1-866-434-0144 to report their concerns between the hours of 8:30 am to 7 pm seven days a week.

Licensees and LTC Homes must follow the mandatory reporting requirements as per legislation and submit a Critical Incident System form during regular business hours Monday-Friday from 0830am-4:30pm and call the ServiceOntario after hours reporting line 1-888-999-6973 for incidents happening after hours.

There are two versions of the poster targeting different audiences – one is for staff and the other for residents, families and visitors. **Please display the public posters in highly-visible places in common areas and the staff poster in non-public areas.**

Working with our partners in the long-term care sector, the province will continue to explore more ways to educate and increase awareness of the reporting obligations around abuse and neglect. We thank you for your attention to this matter.

Sincerely,

Sheila Bristo
Assistant Deputy Minister

Attachments

c: AdvantAge Ontario
Ontario Long-Term Care Association
Family Councils Ontario
Ontario Association of Residents'
Councils