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ADVOCACY INFORMATION BULLETIN LONG-TERM CARE FACILITIES

March 31, 2022

Preamble

Seniors for Social Action Ontario (SSAO) is receiving communications from members about serious care and safety-related issues in long-term care institutions. When a loved one is in jeopardy in one of these facilities it is difficult to know where to turn for assistance. This bulletin is provided to assist members who may find themselves in this situation.

Always create a paper trail. Put your concerns in writing either via e-mail or snail mail and keep a copy in a file.

Verbal complaints or complaining on social media will not get results.

Advocacy Step One:

Research the facility. By typing the name of the facility and “inspection report” into Google, the inspection report for the facility should come up. Click on it and you will see its inspection history (Inspections) and you can click on a different tab at the top (Home Profile) to also get information on who owns and manages it. This should help you to know if there have been similar concerns about this facility in the past.

Advocacy Step Two:

Call the Long-Term Care Family Support and Action Line which connects to the Ministry. [1-866-434-0144](tel:1-866-434-0144) 8:30 AM to 7:00 PM – 7 days a week. Urgent complaints (harm, neglect, danger to residents) will receive a response the same day.

Please provide the following information:

- Your name and contact information and your relationship to the resident;
- Which facility you are complaining about and its address;
- A description of your concerns;

- If it is about a specific situation – state the date and time it occurred, who was involved, and what happened;
- Mention what steps, if any you have already taken to address the matter;
- State what would resolve the concern.

Check this site for more information: <https://www.ontario.ca/page/long-term-care-home-complaint-process>

For especially serious concerns related to care and treatment of residents in long-term care facilities, a call to the Action Line is not enough. It needs to be followed up in writing so that there is a written record that you have filed a complaint. This will become important later should you need to pursue the matter further.

Advocacy Step Three:

Especially serious complaints should be e-mailed to the Director of the Long-Term Care Inspection Branch, and copied to others. Here is the contact information:

Director - Mike Moodie - mike.moodie@ontario.ca 416-212-6707 (8th Flr, 438 University Ave, Toronto, ON M7A 1N3)

Assistant Director – Brad Robinson - Brad.Robinson@ontario.ca

Executive Assistant to the Director – Fran Burgess - fran.burgess@ontario.ca
416-327-9442

These are the heads of Compliance and Enforcement in each Region:

Senior Manager, Central Region - Alain.Plante@ontario.ca

Senior Manager, Eastern Region - Tammy.Szymanowski@ontario.ca

Senior Manager, Western Region - andrew.wisdom@ontario.ca

If your complaint is very serious (involving harm to a resident or life-threatening), copy your e-mail to the Assistant Deputy Minister, Long-Term Care Operations Division.

Jeff Butler - 416-327-7461 jeff.butler@ontario.ca

Advocacy Step Four:

Consider also calling your MPP for assistance. Here is a list of MPPs in Ontario. Click on the name to obtain the contact information:

<https://www.ola.org/en/members/current>

Advocacy Step Five:

Contact the Patient Ombudsman, Craig Thompson.

Complaint Forms can be found here -

<https://patientombudsman.ca/Complaints/Make-a-complaint>

E-mail: info@patientombudsman.ca

Toronto: 416-597-0339. Toll free: 1-888-321-0339. TTY: 416-597-5371.

Fax: 416-597-5372

Mailing address:

Box 130, 77 Wellesley St. W.

Toronto, ON M7A 1N3

Advocacy Step Six:

Contact the Provincial Ombudsman's Office.

Here is the Complaint Form - <https://www.ombudsman.on.ca/have-a-complaint/make-a-complaint/complaint-form-general>

The Ombudsman is Paul Dube - pdube@ombudsman.on.ca

The Deputy Ombudsman is Barbara Finlay - bfinlay@ombudsman.on.ca
416-586-3300

Advocacy Step Seven:

If a criminal act has been committed against a loved one in a long-term care facility, contact the elder abuse section of your local police services and/or victim services if you have one in your area.

The police may try to simply refer the matter to the Ministry of Long Term Care Inspection Branch. Remind them that your loved one has the same rights as any other citizen to be protected from criminal activity, that this is a matter that requires a police investigation, and insist that they visit the facility and investigate your concerns. This is especially true if you have video or other evidence of the criminal activity. Ask for a copy of the police report.

If the police fail to take appropriate action and you have evidence to prove a criminal act took place, you can seek a private prosecution by swearing out a private information with a Justice of the Peace.

Information about this can be found on this website:

<https://www.ontario.ca/document/crown-prosecution-manual/d-30-private-prosecutions>

Advocacy Step Eight:

Contact the leaders of the Opposition and the Long-Term Care critics for the Opposition Parties.

The Official Opposition – NDP

Leader Andrea Horwath - Horwath - CO, Andrea horwatha-co@ndp.on.ca

Assistant to the Leader – Michael Balagus - mbalagus@ndp.on.ca

Long-term care critic – Sara Singh - SSingh-QP@ndp.on.ca

The Liberal Party

Leader – Steven Del Duca - steven@ontarioliberal.ca

Long-term care critic – John Fraser - Jfraser.mpp.co@liberal.ola.org

The Green Party

Leader – Mike Schreiner - mschreiner-co@ola.org

Valerie Powell, Critic, Seniors' Affairs - valeriepowell@gpo.ca

All of us at SSAO hope that this information is helpful to those of you who are struggling with these difficult issues in long-term care institutions.