



Residents' Council

Residents' Council is a group of residents and/or their representatives who meet quarterly to discuss pertinent issues related to the nursing home. The residents are encouraged to attend meetings and discuss ideas and concerns. They are also encouraged to represent their peers when voicing opinions. The executive of the Council is elected annually by the residents.

The Residents' Council is established to provide a strong line of communication between the residents and administration with the hope of achieving many goals and providing suggestions on improving the quality of care.

The facility provides suitable accommodation and seating for meeting of the Residents' Council.

Management of Concerns

We encourage residents and/or families to voice their concerns to the Charge Nurse who will either deal with them directly or notify the Director of Resident Care; Deborah Shaw at 519-793-3433.

If your concerns have still not been resolved, the Ministry of Health will assist residents who feel their concerns have not been adequately heard within the facility.

The address and number of the **Residential Services Office** is:

Elizabeth Elvidge, RN-Compliance Advisor
Ministry of Health & Long Term Care
1400 1st Ave West, Box 697
Owen Sound, Ontario N4K 6Z9
Tel: 1-519-376-1951 ext. 258

If your concerns involve financial matters, you may contact that **Regional Office** at:

Pamela Beharie - Finance and Administration
Long Term Care Division
5700 Yonge St., 12th Floor
Toronto, Ontario M2M 4K5
Tel: 1-416-212-0722