

Duty to Report

Keeping Residents Safe

Everyone shares responsibility to ensure that residents can live with dignity and in safety, security and comfort. Ontario's long-term care homes are committed to providing the best possible care for residents. The Ministry of Long-Term Care inspects homes to ensure that they are compliant with the Fixing Long-Term Care Homes Act, 2021.

If you see or suspect that any of the following has occurred or may occur that resulted in harm or risk of harm:

- improper or incompetent care or treatment of a resident
- abuse of a resident by anyone
- neglect of a resident by staff or the home's licensee
- unlawful conduct

Or, if you suspect that the following has occurred or may occur:

- misuse or theft of a resident's money, including money being held by the home in a trust account for the resident
- misuse or theft of funding provided to the home by the government

Then you have a duty to report this information immediately to the responsible Director at the Ministry of Long-Term Care.

Who must make a report?

Everyone (other than a resident) has a duty to report any of the issues listed above. Residents can report these issues but are not obligated to do so. However, reporting is a requirement for licensees, people who work in the home, and those who provide professional services in the areas of health, social work or social services work to residents and/or the licensee. They may be subject to penalties if they fail to report.

How to report:

Call this confidential toll-free number:

1-866-434-0144

(7 days a week, 8:30 am to 7:00 pm)

Or send a letter to:

Director, Long-Term Care Inspection Branch
Long-Term Care Operations Division
199 King Street West, 11th Floor
Hamilton, Ontario, L8P 4Y7

Concerned that making a report will impact you or others?

The Fixing Long-Term Care Home Act, 2021 provides protection for people who report concerns to the ministry. People making reports do not have to give their name or any contact information. If you do provide your name, we are committed to protecting people's privacy and all reports are treated as confidential. Information about reports is only disclosed if a law requires or allows the ministry to disclose it. If you or someone else is treated unfairly because you made a report, contact the ministry.

For more information on the duty to report, see section 28 of the Fixing Long-Term Care Homes Act, 2021 on www.e-laws.gov.on.ca