



PROTECTING OUR RESIDENTS' RIGHTS

Respect

Dignity

Privacy

Choice



Core Resident Rights

Residents have the right to dignity, privacy, choice, and a voice in their care. They can decide how they live day-to-day, communicate freely, and expect their concerns to be heard and addressed without fear of reprisal.



Staff Responsibilities

- Listen & respond to concerns
- Respect possessions
- Use respectful language
- Maintain confidentiality



Key Takeaway

You work where your residents live, treat them as you would want to be treated.



Resident Council & Grievances

- Resident councils meet with providers to share concerns and ideas.
- Common complaints: food, laundry, activities.
- Grievance procedures and suggestion boxes empower residents' voices.



Ombudsman Role

- Independent advocates for residents.
- Help resolve unresolved complaints.
- Can make unannounced visits at any time.