

**Attention Family,  
Friends and Visitors**

# **Concerned about care? Speak up!**

We all have a role to play in making sure the people who live here are safe and well-cared for.

**If you suspect:**

- Abuse or neglect of residents (including physical, emotional and financial abuse)
- Improper treatment or care
- Incompetent treatment or care

**Report it – it's the law.**

**Call the Ministry of Long-Term**

**Care's Family Support and**

**Action Line** at 1-866-434-0144

between 8:30 a.m. and 7:00

p.m., seven days a week. The

person on the line will help you

report what you saw.

**Thank you for doing your part**

**to keep our residents safe.**