

**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.**