



# Caressant Care Nursing and Retirement Homes Limited

<b>PROCEDURE NO.</b>	<b>PROCEDURE TITLE: RESIDENTS' RIGHTS</b>
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**Purpose:**

**Caressant Care will actively respect, support and promote the rights of residents.**

**Steps in the Procedure:**

1. All residents will be treated with respect, dignity and courtesy as outlined in the Residents' Rights.
2. All employees will be aware of these rights and provide care accordingly.
3. New staff, contracted services and volunteers will be oriented to residents' rights prior to starting their roles in the homes.
4. Annual education will be provided to all staff on residents' rights.
5. Residents, families, Substitute Decision Makers, and people of importance to the resident, will be provided a copy of the Residents' Rights on a resident's admission to the home.
6. Ongoing efforts will be made to remind residents, families, and staff of the rights annually throughout the year for example, at Resident and Family Council Meetings and staff meetings.
7. A copy of these rights is to be posted in each home in both English and French (at least size 16 font) in a conspicuous location. Residents' Rights will be made available upon request to any interested parties.

**See Also:**

Residents' Bill of Rights – English and French  
 Resident Information Package -Schedule A – Agreement  
 Employee Handbook  
 Volunteer Program Manual  
 Caressant Care Contractor Information Sheet  
 Fixing Long-Term Care Act, 2021 and ON Regulation 246/22

<b>APPROVED:</b> November 2012	<b>REVISED/REVIEWED:</b> April 2022	<b>AUTHORIZED BY:</b> Caressant Care Operations Team
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