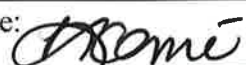


Corporate Policy

Title: Resident Rights Policy	
Original Effective Date: June 22, 2026	Date of Last Revision: N/A
Approved By: Andree Quesnel	Reviewed By: Natalie Larocque-Come
Position: Administrator	Position: Administrative Assistant
Signature: 	Signature: 

VALUE STATEMENT:

At Au Château, we are committed to a culture of respect, dignity, inclusion, and person-centred care. Every resident is valued as an individual with unique preferences, beliefs, and needs. We uphold and promote resident autonomy, safety, well-being, and meaningful participation in daily life, consistent with the principles set out in the *Fixing Long-Term Care Act, 2021*.

POLICY:

Au Château will protect and promote the rights of all residents as outlined in the Resident's Bill of Rights under the *Fixing Long-Term Care Act, 2021* and *Ontario Regulation 246/22*.

Every resident has the right to be treated with respect, dignity, and fairness, to live in a safe and supportive environment, and to participate fully in decisions about their care and quality of life without fear of reprisal.

No person shall interfere with, restrain, or retaliate against a resident exercising their rights. All staff, physicians, volunteers, students, contractors, and visitors are responsible for upholding these rights at all times.

PURPOSE:

This policy aims to:

- Ensure compliance with the *Fixing Long-Term Care Act, 2021* and *Ontario Regulation 246/22*
- Promote awareness and understanding of resident rights among staff, residents, substitute decision-makers (SDMs), and families
- Provide a framework for respecting, protecting, and advocating for resident rights
- Prevent abuse, neglect, and infringement of dignity
- Support a resident-centred approach to care and service delivery at Au Château

PROCEDURE:

1. Residents' Bill of Rights

Au Château recognizes and upholds the 29 Resident's Bill of Rights as outlined in section 3 of the *Fixing Long-Term Care Act, 2021*. The complete list is included in **Appendix A**.

2. Communication of Resident Rights

The Resident's Bill of Rights will be:

- Posted visibly within Au Chateau
- Provided to residents and SDMs upon admission
- Reviewed during orientation for all staff, volunteers and students.

3. Staff Responsibilities

All team members at Au Château must:

- Demonstrate respect, dignity, and professionalism in all interactions
- Support residents in understanding and exercising their rights
- Immediately report any suspected violation of resident rights
- Maintain confidentiality and protect privacy
- Obtain informed consent prior to providing care or treatment

4. Supporting Decision- Making

Residents will be supported to:

- Make informed choices about their care, routines, and lifestyle
- Actively participate in care conferences and discussions
- Where a resident is incapable, their SDM will be involved in accordance with applicable legislation

5. Complaints and Reporting

Residents and families are encouraged to raise concerns without fear of reprisal. Au Château will:

- Investigate all complaints promptly and fairly
- Document and communicate outcomes
- Take corrective action as required
- Meet all mandatory reporting obligations under legislation

Cross reference: Concerns & Complaints Policy

6. Prevention of Abuse and Neglect

- Au Château maintains a zero-tolerance approach to abuse and neglect
- All staff must comply with mandatory reporting requirements
- Ongoing education is provided on recognizing and preventing abuse

Cross reference: Zero Tolerance to Abuse and Neglect Policy & Prevention Program

7. Monitoring and Compliance

Au Château will:

- Regularly review policies and practices for legislative compliance
- Participate in quality improvement initiatives
- Address identified gaps in a timely manner

8. Education and Training

Education will be provided to all staff, volunteers, and students at orientation and annually thereafter.

REFERENCE:

Fixing Long-Term Care Act, 2021

Ontario Regulation 246/22

Appendix A

Residents' Bill of Rights

Right to be treated with respect

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's inherent dignity, worth and individuality, regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, gender identity, gender expression, age, marital status, family status or disability.
2. Every resident has the right to have their lifestyle and choices respected.
3. Every resident has the right to have their participation in decision-making respected.

Right to freedom from abuse and neglect

4. Every resident has the right to freedom from abuse.
5. Every resident has the right to freedom from neglect by the licensee and staff.

Right to an Optimal Quality of Life

6. Every resident has the right to communicate in confidence, receive visitors of their choice and consult in private with any person without interference.
7. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.
8. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.
9. Every resident has the right to meet privately with their spouse or another person in a room that assures privacy.
10. Every resident has the right to pursue social, cultural, religious, spiritual and other interests, to develop their potential and to be given reasonable assistance by the licensee to pursue these interests and to develop their potential.
11. Every resident has the right to live in a safe and clean environment.
12. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.
13. Every resident has the right to keep and display personal possessions, pictures and furnishings in their room subject to safety requirements and the rights of other residents.
14. Every resident has the right to manage their own financial affairs unless the resident lacks the legal capacity to do so.
15. Every resident has the right to exercise the rights of a citizen.
16. Right to quality care and self-determination
17. Every resident has the right to proper accommodation, nutrition, care and services consistent with their needs.
18. Every resident has the right to be told both who is responsible for and who is providing the resident's direct care.
19. Every resident has the right to be afforded privacy in treatment and in caring for their personal needs.
20. Every resident has the right to,
 - i. participate fully in the development, implementation, review and revision of their plan of care,
 - ii. give or refuse consent to any treatment, care or services for which their consent is required by law and to be informed of the consequences of giving or refusing consent,
 - iii. participate fully in making any decision concerning any aspect of their care, including any decision concerning their admission, discharge or transfer to or from a long-term care

- iv. home and to obtain an independent opinion with regard to any of those matters, and have their personal health information within the meaning of the *Personal Health Information Protection Act, 2004* kept confidential in accordance with that Act, and to have access to their records of personal health information, including their plan of care, in accordance with that Act.
- 21. Every resident has a right to ongoing and safe support from their caregivers to support their physical, mental, social and emotional wellbeing and their quality of life and to assistance in contacting a caregiver or other person to support their needs.
- 22. Every resident has the right to have any friend, family member, caregiver or other person of importance to the resident attend any meeting with the licensee or the staff of the home.
- 23. Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
- 24. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
- 25. Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
 - i. Note: On a day to be named by proclamation of the Lieutenant Governor, paragraph 24 of subsection 3 (1) of the Act is amended by striking out “restrained” and substituting “restrained or confined”. (See: 2021, c. 39, Sched. 1, s. 203 (3))
- 26. Every resident has the right to be provided with care and services based on a palliative care philosophy.
- 27. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.

Right to be informed, participate, and make a complaint

- 28. Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.
- 29. Every resident has the right to participate in the Residents’ Council.
- 30. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of themselves or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else:
 - i. the Residents’ Council.
 - ii. the Family Council.
 - iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part IX, a member of the committee of management for the home under section 135 or of the board of management for the home under section 128 or 132.
 - iv. staff members.
 - v. government officials.
 - vi. any other person inside or outside the long-term care home.