

Are all long-term care homes in Ontario taking part?

Right now, approximately three-quarters of all homes are taking part. The goal is to have every Ontario long-term care home participating very soon.

Who's leading Residents First?

Residents First is a provincial initiative made possible through the support of the Ontario Ministry of Health and Long-Term Care. Implementation is a team effort involving Ontario's local health integration networks (LHINs), as well as organizations representing residents, their families and homes. These groups have input on an ongoing basis, as members of the provincial steering committee that is guiding the implementation of the initiative.

Whom do I talk to if I have questions about Residents First?

Feel free to talk to your home administrator or your home's Residents First contact person.



Partners



Your Residents First contact person is:



Advancing Quality in Ontario
Long-Term Care Homes



Your Quality of Life Is Our First Priority



Information for residents

What is Residents First?

Residents First is a provincial initiative that supports all Ontario long-term care homes in providing safe, effective and responsive care to their residents. By working together, we can ensure that all residents enjoy the same high quality of care.



How does Residents First work?

It works by providing support to the people who work in your home, in areas that are important to your quality of life – such as safety and preventative care. It also helps them identify new ways to work more efficiently, which will free up their valuable time.

What does this mean for residents?

Improving your care and well-being is at the heart of this initiative. Residents First provides leaders and staff with knowledge, training and tools – so they can work on areas that can affect your quality of life, such as falls and pressure ulcers.

What specific areas are being addressed?

Homes participating in Residents First are focusing on:

- Avoiding unnecessary transfers to emergency departments
- The caregiver-resident relationship
- Preventing falls and pressure ulcers
- Continence care
- Medication safety and behavioural supports
- Enhancing care documentation



Why were these areas selected?

These areas were chosen because they are known to have a big impact on the quality of life of residents. Your home may also be looking at other areas, as part of their ongoing efforts to advance quality.

What sort of changes can I expect to see?

A lot of the changes relate to prevention, safety and better organization. When a fall or a pressure ulcer is prevented or when doing work differently means caregivers have more time for residents – that's excellent care! Your home will share these successes with you because everyone's really proud of their work.