

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.

Who's in charge of 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 organizations representing homes, residents and their families. These groups have input on an ongoing basis, as members of the provincial steering committee that is guiding the implementation of the initiative.

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

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



Partners



Your Quality of Life is Our First Priority



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 – like safety and preventative care. It also helps them identify new ways to work more efficiently, which will free up their valuable time.

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

Not right away. Residents First is being rolled out over the course of a few years. To start with, over 100 homes are taking part.

What does this mean for my home?

Your home is committed to helping you achieve the highest possible quality of life. By taking part in this initiative, they will now have access to training, tools and resources, developed by experts in quality improvement. This makes quality improvement easier, which benefits all residents in the end.



What specific areas are being addressed?

All homes in Residents First are working on:

- avoiding unnecessary emergency room transfers;
- preventing falls and pressure ulcers;
- continence care; and
- the caregiver-resident relationship.

What sort of changes can I expect to see?

Some of the changes will take place behind the scenes and you won't be aware of them at all; for example, when a fall or pressure ulcer is prevented. Other changes may have a direct impact on the care you receive every day. They will all be positive changes, and they will be communicated to you by your home.