

### [Long-term care resources](#)

\*Note: These resources are for long-term care only. For retirement home resources, please see the section with retirement home resources below.

- For complaints regarding a long-term care home's failure to comply with directive and visitor policies, contact the Ministry Action Line at 1-866-434-0144
- To submit a complaint about a long-term care home to the Patient Ombudsman, which must be in writing, visit their website found [here](#) for more information. You can also contact their office at 1-888-321-0339 for any assistance.
- For the slides used in the video briefing found above, [click here](#).
- Government directives, orders and policies regarding essential caregivers and visitors
  - [Chief Medical Officer of Health's Directive #3 to Long-Term Care Homes, dated December 7, 2020](#)
  - [Minister's Directive: COVID-19: Long-Term Care Home Surveillance Testing and Access to Homes, effective January 8, 2021](#)
  - [Ministry of Long-Term Care's COVID-19 Visiting Policy, effective December 26, 2020](#)
  - [Ministry of Long-Term Care's Frequently Asked Questions COVID-19 Visiting Policy, dated December 26, 2020](#)
  - [Ministry of Long-Term Care's Frequently Asked Questions – Staff, Student and Volunteer COVID-19 Testing in Long-Term Care Homes, effective January 8, 2021.](#)
- For the Advocacy Centre for the Elderly's winter newsletter, which contains updates and important information, [click here](#).
- For legal services, contact the Advocacy Centre for the Elderly at 1-855-598-2656 or 416-598-2656. Phone lines are open on Mondays, Wednesdays, and Fridays.

### [Retirement home resources](#)

- For important information and resources for retirement homes, visit the Retirement Home Regulatory Agency's website [here](#).
- For retirement home complaints, contact the Retirement Home Regulatory Agency at 1-855-275-7472. More information about filing a complaint can be found [here](#).