



## © SENIORS FOR SOCIAL ACTION (ONTARIO)

### **ACTION ALERT! – AIR CONDITIONING IN LTC**

May 27, 2021

It's time to hold our Provincial government accountable for the very minimal promise of air conditioning in Long Term Care facilities. The LTC Minister was very boastful of the millions of dollars given to the large corporations that run LTC, to provide 26 degree "cooling" in at least one area of each facility.

#### **What we are asking you to do:**

Next time you visit a facility, check to see the temperature in communal spaces and in individual rooms is at or below 26 degrees. Note the day, time, location in the facility and the temperature. *If you feel hot, it is over 26 degrees!*

#### **File a complaint with the Ministry of Long Term Care:**

**Call the Long-term Home Care ACTION Line: toll-free 1-866-434-0144**

**Hours of operation: 8:30 a.m.-7 p.m., 7 days a week**

#### **What information to include**

**Give as much as information as you can about your concern. This will make it easier for the home or Ministry of Health and Long-Term Care to look into your complaint.**

#### **Please include:**

- name of the home
- address of the home (including town or city)
- a description of what happened (is the concern an ongoing problem?)
- for a specific event: when and where it happened (e.g., outside or inside the home)
- who was involved
- what you would like the home to do to resolve your complaint

**Our intent is to hold the government accountable. Please request the name of the person you speak to. Please send us notice that you have complained – [seniorsactionontario@gmail.com](mailto:seniorsactionontario@gmail.com)**