

Health Care Regulators Break Barriers with the Establishment of New Position

The care received by the vast majority of Newfoundlanders and Labradorians is world-class. Health care professionals have a duty to provide their clients with a standard of care explicitly defined by regulatory organizations. In circumstances when that level of care does not meet such standards, individuals turn to regulators with their concerns.

The process for filing an allegation or complaint is one designed to enable the people of the province to express their concerns with ease and efficiency, however, this is not the case for all. Individuals with diverse needs may find this process overwhelming and intimidating, thus, resulting in complaints going unreported.

The College of Registered Nurses of Newfoundland and Labrador, the Newfoundland and Labrador Pharmacy Board and the College of Licensed Practical Nurses of Newfoundland and Labrador are pleased to officially announce the establishment of a *Complaints Facilitator* who will act to assist individuals in overcoming such obstacles.

Protecting the public is the mandate of all health care regulators and as such, The College of Registered Nurses of Newfoundland and Labrador, the Newfoundland and Labrador Pharmacy Board and the College of Licensed Practical Nurses of Newfoundland and Labrador are collectively confident that if a need is expressed or identified, a *Complaints Facilitator* would be available to assist the individual with putting their concern in writing. Efforts such as these will aim to strengthen public protection for all individuals, regardless of one's personal situation and expand access to regulatory services that individuals may not have availed of previously.

Each member of our population deserves to have their concerns heard. As health care regulators, we recognize in unison, that in order to achieve true inclusivity we must constantly strive to identify challenges, provide support, and break barriers for all Newfoundlanders and Labradorians.

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