

# Resolving a concern about a nursing home or adult residential facility

## Your options for addressing concerns and getting support

If you have a concern about the care, you or a loved one are receiving in nursing home or adult residential facility (commonly referred to as special care home which includes memory care homes, generalist care homes, or community residences):

### 1 STEP 1: Start by talking to facility staff

- **Share your concerns** with a charge nurse, care team member, or team lead.
- If you do not feel your concern is addressed, you can escalate it to a supervisor or facility leadership.

### 2 STEP 2: Connect with Social Development

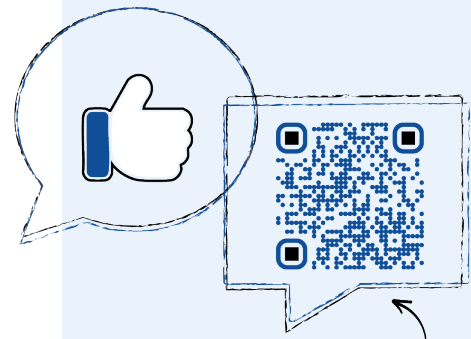
If the issue isn't resolved after speaking with facility staff, or if you need additional guidance:

- **Adult residential facilities (commonly referred to as special care home):** Contact your social worker or your [local Social Development office](#).
- **Nursing Homes:** Call 1-833-733-7835 Monday - Friday, 8:15 a.m. to 4:30 p.m.

### 3 STEP 3: Get help from the NB advocate

If your issue remains unresolved or you need independent support:

- **Call:** 1-833-453-8653
- **Email:** [advocate-defenseur@gnb.ca](mailto:advocate-defenseur@gnb.ca)
- **Website:** [www.defenseur-nb-advocate.ca](http://www.defenseur-nb-advocate.ca)



Scan the QR code with your phone camera or visit [socialsupportsnb.ca/support](https://socialsupportsnb.ca/support) to learn more!

*You have the right to raise concerns safely and respectfully. Support is available at every step.*

**? Want to feel more confident having conversations about care?** Learn about the standards of care for long-term care homes and adult residential facilities:

- [Nursing Home Standards Manual](#)
- [Standards and Procedures for Adult Residential Facilities](#)



Last updated March 23, 2026