
	<b>MANUAL:</b> ADMIN	<b>SECTION/ DEPARTMENT:</b> ADM	<b>Policy Number:</b> POL/5	<b>Pages:</b> 1 of 3	
<b>SUBJECT:</b> COMPLAINTS				<b>AREA OF FOCUS:</b> Administration <input checked="" type="checkbox"/> Resident Services <input type="checkbox"/>	
<b>Effective:</b>  25/04/1985	<b>Last Revised:</b>  04/14/15	<b>Supersedes:</b>  23/10/2013	<b>Next Review:</b>  04/01/16	<b>Approved By:</b>  VILLA EXECUTIVE TEAM	

## 1.0 PURPOSE

To provide a consistent format for the reporting and handling of complaints from residents, family members, staff, volunteers or visitors.

## 2.0 POLICY

St. Joseph's Villa will ensure that complaints are investigated and responded to appropriately. A complaint made will not result in retaliation towards the resident or barriers to care and service provided to a resident. The Site President/delegate will respond in writing to the complaint within ten days of receipt.

## 3.0 MATERIALS

Complaint Report

## 4.0 PROCEDURE

4.1 When residents, family members, or visitors speak to a staff member about concerns regarding resident care, treatment, privacy, accessibility or safety they should be referred to the appropriate management staff.

4.2 If this is not possible at the time, the staff member should take the H.E.A.T. as follows:

H - Hear them out

E - Empathize

A - Apologize

T - Take responsibility for action.

Action could include taking prompt action to correct the concern and informing the manager/supervisor, or informing the resident or family member that the appropriate manager will follow up with them concerning this matter (in the case of complaints to Nursing staff, to be documented in the resident chart, as well as the above), or giving the complainant an opportunity to fill out a complaint report. If the complainant does not wish to complete the form, the staff member will ensure the report is completed, using the PN-CO note in GoldCare.

4.3 The manager/supervisor will investigate the concerns, and could take the following action depending on the nature of the complaint:

1. Verbally discuss with resident/family member face-to-face or by telephone.
  2. Meet with involved disciplines to develop a written action plan.
  3. Set up Team and Family/Resident Meeting to resolve the concern.
  4. Bring complaint to Residents' Council, Family Council, or Adult Day Program Advisory Committee to develop a solution.
  5. If the complaint is of a nature which may impact the fundraising efforts of the St. Josephs' Villa Foundation, the Director shall notify the Foundation Office.
  6. Send letter outlining proposed action plan to the concerned family member, with a copy sent to the Site President. The written response must include what was done to resolve the issue, unless a verbal complaint was resolved within 24 hours.
  7. Confirm that the issue has been resolved to the complainant's satisfaction. Even if the complaint can't be resolved, acknowledgement by the complainant that they understand that it can't be resolved must be documented.
  8. Document concern/resolutions submitted via PN-CO, form, letter or website in resident's chart using the PN-CO note in GoldCare.
  9. Report to the Site President and at the discretion of the Site President, contact the MOH&LTC
  10. Document the steps taken on the complaint report.
- 4.4 Residents and family members should be encouraged to discuss their concerns with the appropriate Director, or with the Site President, if they wish.
  - 4.5 A copy of all appropriate written complaints received (other than emails, the complaint form and Goldcare PN-CO notes) will be forwarded to the MOH&LTC. Documentation of the follow up actions taken will be included.
  - 4.6 If the person wishes to contact the MOH&LTC directly with respect to any matter, the addresses are provided in the Welcome Book and in the Postings Binder or they may call the MOH&LTC at (905) 546-8388 or 1-800-461-7137
  - 4.7 All complaint documentation received (with the exception of PN-CO notes which are maintained in GoldCare) is maintained in the Site President's office. The Manager of Performance and Quality Systems ensures that responses are documented within the timeframe specified. This includes actions taken/planned, and confirmation that the resolution has been communicated to the individual making the complaint.
  - 4.8 Records of complaint investigations are maintained by the department that conducts the investigation.

## **5.0 DOCUMENTATION**

Complaint Report (available on Public Data/Forms/Administration); Resident Chart, PN-CO

## **6.0 REFERENCE SOURCES**

DDI, Service Plus

LTCHA reference: 2007,c.8, s.21,22,26; OReg79/10 (100-102)