Anson Place
CARE CENTRE

Comments, Concerns and Suggestions Procedure

Please pass along your comments, concerns or suggestions promptly. Your input is important to us. Here are the steps you need to take when addressing a specific issue:

Step One:

Talk to the Charge Nurse in your home area – the Charge Nurse is your first point of contact. If they do not have the answer, they will get it for you, or pass your comments along to the appropriate department head that will get back to you. If you do not receive an adequate reply, go to step two.

Another option if your concern involves more than one area is to request a Care Conference. You can request this at any time by booking with your Charge Nurse. A Care Conference involves having a meeting with various department representatives along with the Charge Nurse.

Step Two:

Talk to the department head responsible for the area you wish to discuss. Simply email info@home name.ca or call reception at (905) 768-1641 and ask for the following people:

Nursing Services	Director of Care, Assistant Director of Care, or IPAC Lead (Charge Nurse can be reached on all shifts)
Financial Services	Business Office Manager
Maintenance/Housekeeping/Laundry	Environmental Services Manager
Dietary	Food Services Manager
Social Services	Social Services Coordinator or Social Worker
Programs/Activities	Programs Manager

Step Three:

After discussing it with the Department representatives, if your suggestion or concern remains unresolved contact the Executive Director.

Another option is to request a "Client Service Response" form. Comments, concerns and suggestions will be recorded on this form and forwarded to the appropriate department for follow-up. A copy of the form is provided to the Executive Director. The complaint can be documented on this form and follow-up will commence. Reporting a complaint will not result in any form of retaliation or barriers to care and services.

Step Four:

If you feel your concern has not been adequately addressed, we invite you to call:

Mrs. Linda Calabrese
Senior Senior Vice-President of Operations Kindera™ Living
Phone: 416-479-4345 ext. 226
Email: linda.calabrese@kinderaliving.ca

Step Five:

If you feel your concern has not been adequately addressed, we invite you to call the Long-Term Care Family Support and Action Line: 1-866-434-0144, Hours of operation: 8:30 a.m. - 7:00 p.m., 7 days a week

Or send a written letter to:

Director
Long-Term Care Inspections Branch
Long-Term Care Homes Division
119 King St. W, 11th Floor
Hamilton ON L8P 4Y7

Step Six:

If you have already contacted the Home directly and the Long-Term Care Family and Support and Action Line (toll-free at 1-866-434-0144) and were not able to reach a satisfactory resolution, you can contact the Patient Ombudsman:

- Online at https://www.patientombudsman.ca/Complaints/Make-a-complaint/Submit-Complaint
- By calling 1-888-321-0339 (toll free) or 416-597-0339 (in Toronto)

TTY: 416-597-5371