

<b>CATEGORY: ADMINISTRATIVE/OPERATIONAL</b>	<b>ISSUE DATE: MARCH 12, 1997</b>
<b>AUTHORIZED BY: CHIEF EXECUTIVE OFFICER</b>	<b>REVISION DATE: OCTOBER 11, 2024</b>
<b>SUBJECT: CONCERNS &amp; COMPLAINTS</b>	

**PURPOSE**

Perley Health believes that receiving feedback is one of the best ways to improve the quality of care and services we offer our residents. Anyone is encouraged to bring forward feedback.

The purpose of this policy is to:

- Provide a method to bring forward concerns and complaints regarding the facility and its services.
- Outline the procedure for staff to follow upon receipt of a concern or complaint

**POLICY**

- All concerns and complaints about resident care and home operations are treated seriously, investigated and addressed for the purpose of resolving them.
- On admission, all residents and families will receive the home’s policy and procedure for bringing forward concerns and complaints.
- If a person files a complaint about the home or its operation, the complaint will be dealt with in the manner set out in this policy / procedure including the appropriate reporting to the Ministry of Long-Term Care.

**APPLICABILITY/SCOPE**

This policy applies to Perley Health’s Long-Term Care Home.

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## DEFINITIONS

**Concern:** Written or spoken statement in which someone states that they are not completely satisfied with certain aspects of resident care and/or services provided in the home. Concerns are generally easily resolved and are not as serious as a formal complaint. This reflects the trend towards use of electronic communications and social media for casual communication within the home in place of more formal, written communications. Concerns are not generally allegations of non-compliance with the Fixing Long-Term Care Act (FLTCA), 2021 or Regulation 246/22.

**Complaint:** Written or spoken statement, allegation of non-compliance with a requirement under the Fixing Long-Term Care Act (FLTCA), 2021 or Regulation 246/22 including, but not limited to, concerns related to the care of a resident or the operation of a home.

## PROCEDURES

### 1. Reporting concerns or complaints:

- a. Perley Health will post its process for a person to initiate a concern/complaint on all units in the home (located near the family communication boards) and in a prominent location in the Perley Centre using a minimum of 16 pt. font.
- b. Individuals may share feedback in the following ways:
  - Verbally (in person or by telephone)
  - Written (email, letter or completing Resident Feedback Form located in a folder on the family communication boards)
  - Reporting directly to the Ministry of Long-Term Care by calling the toll-free Long-Term Care Family Support and Action Line at 1-866-434-0144 (available from 8:30am to 7:00pm, 7 days a week)
- c. There will be no retaliation of any form against anyone who brings forward a concern or complaint regarding the home and its services.

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**2. Managing concerns and complaints:**

- a. When a concern is raised, the staff member will discuss with the individual the expectations for follow-up and try to resolve the concern in partnership with the individual
- b. If staff member is unable to meet the agreed upon expectations for follow-up and/or easily resolve the concern, or if the feedback is determined to be a complaint rather than a concern, the staff member will immediately seek the involvement of their supervisor
- c. Where the feedback alleges harm or risk of harm to one or more residents, including but not limited to physical harm, the staff member must immediately report the complaint to their supervisor and an investigation must commence immediately. The complaint must also be immediately reported to the Ministry of Long-Term Care (via Critical Incident System Reporting process).
- d. Any supervisor who receives an unresolved concern or complaint will deal with it in the following way:
  1. Acknowledge the person providing the concern/complaint including the date by which the person can reasonably expect a resolution;
  2. Complete the investigation within ten (10) business days unless there are unusual circumstances;
  3. Provide a response within ten (10) business days outlining what has been done to resolve the concern or complaint, or, if the concern or complaint is deemed to be unfounded, the reason for the belief. The response must also include the telephone number of the Long-Term Care Family Support and Action Line and the contact information for the Patient Ombudsman;

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NOTE: If the concern/complaint cannot be investigated and resolved within ten (10) business days a communication back to the person providing feedback must occur within those 10 business days, including:

- The date by which the person can reasonably expect a resolution and a follow-up response.
- The response, when provided, will outline what has been done to resolve the complaint or if the complaint is deemed to be unfounded, the reason for that belief.

4. Submit the required reports for written complaints: Ministry of Long-Term Care - CIS and/or Veterans Affairs Canada

**3. Documenting concerns and complaints:**

- a. A documented record of all concerns and complaints will be maintained. Note: any concerns and verbal complaints that are resolved within 24 hours do not need to be documented.
- b. The supervisor will maintain the original documentation.
- c. The documented record will include:
  - The nature of the concern or complaint;
  - The date the concern or complaint was received;
  - The type of action taken to resolve the concern or complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;
  - The final resolution, if any;
  - Every date on which any response was provided to the person making the complaint or registering a concern and a description of the response; and
  - Any response made in turn by the person providing feedback.
- d. The supervisor responsible will also record concerns and complaints received in the Resident and Family Feedback tool, located in the *Tendable app*. Concerns and verbal complaints resolved within 24 hours do not need to be recorded in *Tendable*.

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**4. Reviewing and analyzing concerns and complaints:**

- a. A quarterly review and analysis of the feedback recorded in *Tenable* will be completed to determine if there are any trends and what improvements may be required in the home.
- b. A written record will be kept of each review and the improvements made (as applicable).
- c. Results of the review will be reported to the Quality of Life and Safety Committee of the Board according to the annual reporting schedule.

**5. Receiving and managing concerns from the Residents’ and Family and Friend Councils**

- a. If individual concerns are brought forward to the Councils, the Councils will direct the individual to the appropriate point of contact for resolution.
- b. All systemic concerns about the operation of the home brought forward by the Councils to Management will be responded to in writing within 10 days of receiving the concern.

**REFERENCES**

Fixing Long-Term Care Act, 2021 and Regulation 246/22

**APPENDICES**

- A – Feedback Form
- B – Resident Feedback Follow-Up Sheet (2 pages)
- C – Response to Resident Council