

The Leamington United Mennonite Home and Apartments

POLICY AND PROCEDURE

CATEGORY: Administration	SUBJECT: Complaints and Concerns	SECTION: C POLICY: 4
DATE: September, 2004 REVISION DATE: June, 2011, October, 2012	Signature: _____ ADMINISTRATOR	

COMPLAINTS AND CONCERNS

POLICY:

The Leamington Mennonite Home processes all identified concerns and complaints received from residents, resident family members, visitors and volunteers with a goal to providing a timely and, if at all possible, mutually agreed upon resolution.

PROCEDURE:

Any concerns, issues or needs regarding resident care should be directed to the appropriate Department Leader and/or Administrator immediately. The Department Leader and/or Administrator will contact the appropriate resident/resident representative or other individual within a 24 hour period to clarify the concern or issue with an agreed upon resolution to the difficulty.

Should a resident and/or family member not be satisfied with a resolution processed through dialogue and discussion, a written complaint can be forwarded to the Department Leader and or/Administrator. Contact with the appropriate resident and/or family member will then be made within a 24 hour period to confirm the complaint and to seek a further resolution to the identified complaint as quickly as possible, no later than 5 working days. Any written complaint with regard to any of the following shall be submitted to the Director:

- Improper or incompetent treatment or care of a resident that resulted in harm or risk of resident harm.
- Abuse of a resident by anyone and/or neglect that resulted in resident harm or risk of harm.
- Unlawful conduct that resulted in harm or risk of harm to the resident.
- Misuse or misappropriation of resident money.
- Misuse or misappropriation of funding provided to the Home.

The submission to the Director will include a copy of the written complaint together with the response/resolution made by the Home.

If the resident/resident family member or other individual, is not satisfied with a resolution and seeks further processing of the problem, the following Ministry of Health contacts will be provided:

Tim Burns, Director
Performance & Compliance Branch
Ministry of Health & Long Term Care
55 St. Clair Ave. West, 8th Floor, Suite 800
Toronto, Ontario M4V 2Y7

or Call

Ministry of Health: Long Term Care Action Line

1-866-434-0144

For all complaints, critical incidents and information processed by the Leamington Mennonite Home, contact as required, shall be made with:

CONTACT INFORMATION

Email: CIATTgeneral.MOH@ontario.ca

Phone: Local: 905-546-8295 or Toll Free: 1-855-819-0879

Address: Centralized Intake, Assessment and Triage Team (CIATT)
119 King Street West, 11th Floor
Hamilton, ON L8P 4Y7

Hours of operation for CIATT phone-line are from 8:30 – 16:30, Monday – Friday.

Note: Do not share CIATT contact information with residents, family, or the public.

Should Residents, families, or the public wish to contact CIATT with a complaint, they are to contact the LTCH Action-Line (1-866-434-0144) following the current process. CIATT will provide information to complainants, upon contacting them, about how to contact CIATT if they need to provide additional information/clarification in relation to their complaint.

Reporting of critical incidents will remain the same and should continue to be reported through the Critical Incident System (CIS) during regular hours, or through the After Hours Pager, if an incident occurs after regular business hours.

If the CIS system is not available during regular hours, LTCHs are to report the incident directly to CIATT either by email or phone.

LEAMINGTON MENNONITE HOME

Long Term Care

2020 Complaint Log

Name of Resident	Room Number	Name of Complainant	Date of Complaint	Time	Complaint	Resolution	Date of Resolution