

COMPLAINT PROCEDURE

If you have a concern, complaint or want to make a suggestion to assist us in improving our programs and services at Maple View Lodge, the following steps should be followed. We hope that most issues can be resolved at Step 1 or 2 or through our *You Have A Voice* form but if complaints are not being addressed or the issue is urgent, please proceed to the next step:

- STEP 1: Discuss the issue with a registered staff member**
- STEP 2: Discuss the issue with a RN Charge Nurse/Supervisor**
- STEP 3: Discuss the issue with a member of Administration:**

Maple View Lodge- Administrative Staff

- Jen Powley** Director
- Cristy Nichol** Supervisor Support Services
- Kirsten Pollock** Director of Care (IPAC)
- Betty Van Beek** Director of Care (Nursing)
- Brittany Knowles** Resident Services Supervisor

CAO- Ray Callery

(Contact- 613-342- 3840 x2301)

- STEP 4: Discuss the issue with Residents’ Council or Family Council**
- STEP 5: Contact the Ministry of Health and Long-Term Care**

<p>Call the Ministry</p> <p>Call the Long-Term Care Family Support and Action Line: toll-free 1-866-434-0144 between 8:30 a.m. and 7:00 p.m., 7 days a week. The person who answers the call will:</p> <ul style="list-style-type: none"> • Take down your information • Ask some questions • Give information to an inspector for follow-up <p>Please expect to hear back within two business days.</p>	<p>Write to the Ministry</p> <p>Send a written letter, by mail to:</p> <p>Director Long-Term Care Inspections Branch Long-Term Care Operations Division 119 King St. W, 11th Floor Hamilton, Ontario L8P 4Y7</p> <p>You will receive a reply letter letting you know the Ministry has received the complaint and the complaint will be forwarded to an inspector who will look into the matter.</p>
<p>Contact the Patient Ombudsman</p> <p>If you have already contacted the Home directly and the Long-Term Care Family Support and Action Line (toll-free at 1-866-434-0144) and was not able to reach a satisfactory resolution, you can contact the Patient Ombudsman:</p> <ul style="list-style-type: none"> • Online at https://patientombudsman.ca/ • By calling 1-888-321-0339 (toll free) or 416-597-0339 (in Toronto) • TTY: 416-597-5371 	