

Standard on Complaint Procedure

Standard 4: Complaints made by residents or others that relate to the home are acted on in a timely and effective manner.

Legislative Authority

Homes for Special Care Regulations, section 20(c)

20(c) *The operator of a home for special care shall ensure that there is opportunity for management and the residents of the home to meet together on a regular basis to discuss the operation of the home as it relates to the care and well being of the residents and the safety and security of the home.*

Definitions

Complaints – A complaint is an expression of concern related to supports, services or the physical environment of the home. A complaint may be minor or serious in nature and relate to the home’s overall provision of service or may be specific to an individual resident. It is not an allegation of abuse or neglect concerning individuals living in homes licensed under the Homes for Special Care Act, which should be reported using the Protection of Persons in Care Act.

Outcomes

- 4.1 The licensee has a written policy for hearing and responding to complaints regarding the home from residents living in the home, persons acting on their behalf or others.
- 4.2 The policy will include procedures to be taken by the resident, other persons and the licensee toward resolving the complaint.
- 4.3 The policy will identify response timelines that relate to the complaint process.
- 4.4 The policy will identify documentation requirements for the complaint process and will require all complaints to be documented, retained and available for review by Departmental staff.
- 4.5 The policy will include procedures for identifying whether other parties should be notified about the complaint.
- 4.6 The policy will note the licensee’s responsibility to immediately ensure the safety of residents and the actions that must be taken to ensure their safety.
- 4.7 The licensee will review the policy and procedures and maintain a record of the review and any revisions made, at least once every two years.
- 4.8 Staff working at the home receive orientation and training on the complaints policy and procedures. This will be documented in the staff members personnel file.
- 4.9 The complaints policy and procedures are accessible to staff and residents living in the home.