



TITLE:	Resident and Family Concerns and Complaints Policy	POLICY #:	ADM 04-003
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MANUAL:	General Administration	APPROV. AUTH:	Administrator
ORIGINAL ISSUE:	June 23, 2014	SCOPE:	All Staff & Mgmt.
PAST REVISIONS:	2018, April 2022		
CURRENT REVISION:	Jan 2023		

Purpose:

To capture either concerns or complaints pertaining to, or from, residents and/or their families/visitors with an aim to communicate, ensure follow up and learning so we can continually improve on our care of residents.

Definitions:

From the Fixing Long-Term Care Act (2021), the following is the regulation:

26 (1) Every licensee of a long-term care home shall,

- (a) ensure that there are written procedures that comply with the regulations for initiating complaints to the licensee and for how the licensee deals with complaints;
- (b) ensure that the written procedures include information about how to make a complaint to the patient ombudsman under the *Excellent Care for All Act, 2010* and to the Ministry; and
- (c) immediately forward to the Director any written complaint that it receives concerning the care of a resident or the operation of a long-term care home in the manner set out in the regulations, where the complaint has been submitted in the format provided for in the regulations and complies with any other requirements that may be provided for in the regulations.

Definition of:

- ✓ Concern: worries, anxieties, emotions and/or uneasiness
- ✓ Complaint: an expression of displeasure related to the quality of care and/or service provided and may be related to the operation of the home; written complaints concerning the care of a resident or the operation of a long-term care home must immediately be forwarded to the Director

NEW: Relevant Legislation: (S 107, 108)

The new Fixing Long-Term Care Act (FLTCA 2021) came into force April 11, 2022. The new act requires homes to provide information about the Ministry and the Patient Ombudsman to individuals who have complained to ensure they can contact the government if they choose.

The information must include the Ministry's Toll-Free Number for making complaints, contact information for the Patient Ombudsman, and notification that the complaint was forwarded to the Ministry (where relevant)- **See below for numbers to contact**

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Under the new legislation, licensees must immediately forward to the Director those complaints that allege harm or risk of harm, including, but not limited to physical harm, to one or more residents.

Policy:

1. Resident’s families and visitors may make a concern to any staff member. The appropriate supervisor (Charge nurse/responsible nurse/manager) is notified immediately of the concern and meets immediately with the resident or family/visitor. This is to be completed on the “**Resident Concern Form**” – *see attached (ADM 04-003 (a))*, located outside the front Administration office.
2. Residents may also make concerns to the Residents’ Council Leadership Team member.
3. Following initial addressing by the nurse or manager, concerns are directed to the Department Head in charge of the involved area as soon as possible, preferably for the initial complaint.
4. All concerns are investigated and documented.
5. Concerns are investigated and resolved within 10 working days. Where this is not possible, the concern is acknowledged within 10 working days and a date for resolution is communicated.
6. If the concern implies harm or risk to a resident the investigation starts immediately. Also, an expression of displeasure related to the quality of care and/or service provided and may be related to the operation of the home; written complaints concerning the care of a resident or the operation of a long-term care home must immediately be forwarded to the Director. This is noted on the Resident Concern Form and action is immediate.
7. The response to the concern includes a description of steps taken to resolve it or an explanation as to why it is unfounded.
8. The record of the concern will include:
 - ✓ The nature of each concern
 - ✓ The date the concern was received
 - ✓ The type of action taken to resolve the concern (including dates)
 - ✓ The final resolution
 - ✓ Every date on which a response was provided to the person bringing the issue forth and a description of the response.
 - ✓ The response of the resident/family/visitor
9. Concern statistics are trended and reported to the Leadership Team on a quarterly basis and annually to the Board of Directors of the home.
10. Residents and families may complain directly to:

Ministry of Long-Term Care Action Line at:

- ✓ [1-866-434-0144](tel:1-866-434-0144)

Hours of operation: 8:30 a.m. - 7:00 p.m., 7 days a week

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The person who answers your call will:

- ✓ take down your information
- ✓ ask you some questions
- ✓ give the information to an inspector for follow-up
- ✓ If your complaint is not urgent, you will hear back within two business days.

Send a written letter, by mail, to:

- ✓ **Director, Long-Term Care Inspections Branch**
Long-Term Care Operations Division
119 King St. W, 11th Floor
Hamilton ON L8P 4Y7
- ✓ You will receive a reply to let you know that the ministry has received your complaint. The director will pass your complaint on to an inspector who will look into the matter.

11. Residents and families may complain directly to:

Patient Ombudsman of Ontario at: - see attached (ADM 04-003 (b))

Telephone: Monday to Friday from 9 a.m. to 4 p.m.

- ✓ **Toronto:** 416.597.0339
Toll free: 1.888.321.0339
TTY: 416.597.5371
- ✓ **Fax:** 416.597.5372
- ✓ **Mailing address:**
Box 130, 77 Wellesley St. W.
Toronto, ON M7A 1N3
- ✓ **Office address:**
393 University Ave., Suite 1801
Toronto, ON M5G 1E6

Procedure:

1. All concerns are recorded by the resident/family/visitor or staff who received the concern on the "Resident Concern" form. Supervisor or nurse are to address the concern at point of contact.
2. The Resident Concern Form is then emailed or placed in the mail tray of the most relevant Department Head. Alternately, the form may be given to the Executive Assistant to the Administrator who will distribute the form.

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3. The most relevant manager investigates and follows up on the concern.
4. Once closed, the completed form is handed to the Administrator.
5. The Administrator confirms the closure of the concerns and categorizes it.
6. The Administrator prepares reports of concerns statistics and trends for the Leadership Team and Board of Directors.
7. The Administrator presents the concern report and trends to the Leadership Team quarterly, and annually to the Board of Directors.