



Client Relations Process Home Care Services - Nursing

St. Joseph's Home Care (SJHC) values feedback from clients, both positive and negative. SJHC has developed a Client Relations Process to facilitate compliments and handle complaints fairly and expeditiously. When you began service with SJHC you agreed to follow the Program's Client Relations Process for facilitating compliments and complaints relating to our services or about the manner in which SJHC's services are provided. Most complaints will be successfully resolved through this process.

Client Relations Process

The following process is to be followed for reviewing compliments and complaints relating to the delivery of services by SJHC including quality of services, your rights under the Client Bill of Rights and the manner in which SJHC's goods and services are provided.

1. If you have a compliment, please feel free to share it with your SJHC service provider or contact the Nurse Manager. Please see the list of contact numbers below.
2. If you have a complaint, begin by discussing your complaint with the involved party. If your service delivery staff is not working to your satisfaction, discuss the matter first with the staff person. Allow them time to correct the problem.
3. If you are uncomfortable discussing the issue with the staff member involved, or if you feel the issue to be very serious, contact the involved staff person's supervisor directly. Please see the list of contact numbers below.
4. A compliment or complaint can be made either verbally or in writing.
5. When a complaint is received it is documented and an investigation begun. You will receive a verbal response within two business days of receipt of the complaint. If we are unable to respond to you within this time frame, you will be told the reason for the delay and when you will be contacted with a result.
6. SJHC's goal is to resolve complaints to the mutual satisfaction of all parties, however, it is acknowledged that at times, this will not be possible.
7. If you are still not satisfied, please contact the Senior Nurse Manager of Home Care Services (HCS). Please see the list of contact numbers below.
8. If you are still not satisfied, and the matter is not resolved, please contact the Director of Home Care Services (HCS). Please see the list of contact numbers below.



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St Joseph's Home Care Contact Numbers:

HCS Nurse Manager	905-522-6887 ext 2220
HCS Senior Nurse Manager	905-522-6887 ext 3000
HCS Director	905-522-6887 ext 4001
SJHC President	905-522-6887 ext 2247