



Client/Resident Relations Process - First Place

St. Joseph's Home Care (SJHC) values feedback from residents, both positive and negative. SJHC has developed a Resident's Relations Process to facilitate compliments and handle complaints fairly and expeditiously. When you began service with SJHC you agreed to follow the Program's Resident's 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 Resident 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 Program 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 complaint 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 **24 hours** 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 First Place Program Manager of Community Support Services (CSS). Please see the list of contact numbers below.
8. If you are still not satisfied, and the matter is not resolved, please contact the Senior Manager of Community Support Services (CSS). Please see the list of contact numbers below.



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St Joseph's Home Care Contact Numbers:

First Place Assisted Living	905-523-0360 ext. 5225
CSS Senior Manager	905-522-6887 ext. 2113
CSS Director	905-522-6887 ext. 2238
SJHC President	905-522-6887 ext. 2247

Confidentiality:

All information pertaining to complaints made to SJHC will be held in confidence and subject to the Personal Health Information Protection Act (PHIPA).

Duty to Report to the Retirement Homes Regulatory Authority (RHRA) Registrar

Section 75 of the Retirement Homes Act, 2010 (Act) requires people to report to the RHRA if they suspect harm to retirement home residents.

Examples of what you must report

- You must report where you have reasonable grounds to suspect harm or risk of harm to a resident resulting from the following:
- Improper or incompetent treatment or care
- Abuse of a resident by anyone or neglect of a resident by the licensee or staff of the retirement home
- Unlawful conduct
- You must also report misuse or misappropriation of a resident's money.

If you suspect that any of the following has occurred or may occur, to a resident of First Place Retirement home you must report it to the **Registrar of the Retirement Homes Regulatory Authority** along with any other relevant information.

To make report, call:

1-855-ASK-RHRA (275-742)

Or write to the RHRA at: info@rhra.ca or
160 Eglinton Avenue East, 5th Floor, Toronto, ON M4P 3B5

You may report to RHRA anonymously. The retirement Homes Act, 2010 protects people who report or provide information to the Registrar from any retaliation.