

# Long Term Care - Compliment or Concern?

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**Purpose:** We are committed to having a Just Culture in our Home. Addressing all complaints about the care of residents or the operation of our home is critical. Complaints can be made by residents, family members, visitors, staff, or any other person. Effective management of feedback is crucial for maintaining quality, person-centered care.

**Scope:** This policy covers concerns and compliments about Highland Wood or Hyland Crest Long Term Care Homes.

## Policy:

- All feedback will be investigated promptly, thoroughly, respectfully, and impartially.
- Patient confidentiality is respected. Concerns related to health information are discussed only with the resident or their substitute decision maker (SDM).
- Feedback can be submitted directly to staff verbally, through the website, via email or by telephone (see above).
- Departmental managers will report and follow up on verbal concerns within their departments and complete an internal report within 24 hours.
- Concerns are forwarded to the Administrator, relevant manager, the Quality, Patient Safety and Risk Office, and the HHHS Patient Relations Designate.
- Concerns that can, will be addressed at a department level within ten business days. Delays will be communicated along with an expected resolution date.
- Follow up will include a formal written response outlining our resolution plan. Complaints are reviewed quarterly for quality improvement purposes.
- If you are not satisfied with our response, you may contact the Ministry of Long-Term Care Family Support and Action Line at 1-866-434-0144.



## Compliment or Concern?

We welcome your compliments, concerns or suggestions for improvement and encourage you to be involved in your care.



Speak directly with your care team. You can also request to speak to the service area.



Complete the Feedback Form located at [HHHS.ca](http://HHHS.ca) website.



Email your compliment or concern to [quality@hhhs.ca](mailto:quality@hhhs.ca)



Call Quality & Experience  
705-457-1392 extension 2263