

Concerns, Compliments & Complaints

Let's Start with a Conversation...

Whether you would like to know more about our services, or you're not sure about something, we'll take the time to answer your questions. Open, two way communication is key to a successful partnership in care.

Protocols about Pets, Smoking/Vaping and Use of Alcohol/Drugs

The health and safety of our staff is of the utmost importance. For this reason, we ask that when our staff are in your home, you make arrangements to secure your pets, in another room or in a cage/terrarium, for the duration of the visit.

We also ask that all clients and caregivers refrain from smoking, vaping, drinking or using any illegal drugs a minimum of 2 hours prior to your scheduled visit. While our employees are in your home, there should be no smoking, drinking or drug use under any circumstances.

Treatment of staff

AGENCY strives to create a safe, compassionate and inclusive environment for all clients and employees. Clients and their families (caregivers) are expected to treat all employees with respect and dignity. We maintain a zero-tolerance policy against any form of harassment, violence, discrimination, or abusive behavior directed towards our employees or clients.

If you, as a client, witness or experience any behavior you believe violates our zero-tolerance policy, we strongly encourage you to report it promptly. Please reach out to any member of our staff, a supervisor or our management team to report incidents. Your feedback is vital to upholding our commitment to providing a safe and respectful environment for all.

What is a Healthy Service Relationship?

We build relationships with our clients and their caregivers that is client-centered, focused on the client's wellbeing, and has defined boundaries that creates safety and establishes clear roles for care.

Clients and employees should not engage in personal social relationships, and must avoid all professional boundary violations in order to avoid conflict between professional healthcare services and any other relationship that would interfere with the healthy provision of care.

Warning signs of a damaged service relationship include:

- Having employees doing tasks that are not outlined in your Service Plan
- Having a social relationship with your worker(s), sharing personal and social information, connecting on social media and similar
- Any type of abuse from or towards employees, including the use of intimidation tactics or threats.

What does "light housekeeping" mean?

One of the tasks that a PSW or Home Support Worker can do for a client is light housekeeping, such as wiping down counters, or sweeping/vacuuming the floor. Approved areas for housekeeping include the client's bedroom, the bathroom, kitchen and the client's living space.

There are certain PROHIBITED duties that are not included in the scope of practise and clients are not to ask or insist that PSWs or Home Support Workers perform these tasks, including:

- Heavy/detailed cleaning, including scrubbing surfaces, washing walls, doors, furniture, etc.
- Lifting or moving furniture or any large or heavy object
- Pet care
- Ironing/steaming laundry/linens.

Your Service Plan will include duties that are within the scope of practice of our staff. Your Service Supervisor can answer questions you may have.

Privacy and safety of your health information

AGENCY will collect your Personal Health Information during the assessment process to determine which services and supports will be most appropriate for you. **AGENCY** collects client's personal health information under the authority of the Personal Health Information Protection Act (2004). Personal Health Information may include:

- Your name, address, and phone number
- Your physical and mental health
- Your personal health history
- Issues that you are experiencing.

Your information will be shared with staff providing service. All staff sign a Confidentiality Agreement. If you would like to know more, please call **613-xxx-xxxx** and ask to speak to the Privacy Officer.

Personal Health Records

Client health records, other than the in-home chart (if applicable), are entered into and maintained in a secure electronic database system. If you wish to review this record for any reason, please contact your coordinator to arrange a time to review your file. Should you wish to have corrections made to this documentation, your coordinator will work with you to ensure your files reflect this requested change.

How to share a Compliment or Complaint

AGENCY is committed to meeting your needs and providing you with exceptional service. You have the right to tell us how you feel about the quality of care we provide. **AGENCY** invites you to call us to speak with your Service Supervisor or Scheduling Coordinator. Let them know how you feel about our services, or if you have a particular concern.

If you would like to recognize outstanding employees who provide service above and beyond, we want to hear about them as well so we can recognize them for their service excellence.

Please contact your Service Supervisor or a member of our management team if you have a concern or complaint. Your opinion matters to us, and we'd like the opportunity to make things right, if possible.

If you are not satisfied with our response, you can make a formal complaint to the Health Services Appeals & Review Board ([Health Services Appeal and Review Board \(hsarb.on.ca\)](http://Health Services Appeal and Review Board (hsarb.on.ca))). For more information, contact a member of our management team at **613-xxx-xxxx**.

Additional Service Considerations

Assisted Living Services are available 7 days a week and 24 hours a day. Employees will assist with personal care, prepare meals and do light housekeeping chores, according to the pre-determined care plan and schedule.

Employees are not to handle banking or financial transactions of any kind unless arrangements have been made through your Coordinator. The client must ascertain and sign that proper receipts or transaction statements have been submitted by the employee.

Employees are not mandated and are not permitted to transport clients in either the employee's car or in the client's own vehicle.

Employees are not permitted to receive or solicit any type of benefit, gift, favour or loan from you.

SAMPLE

RIGHTS AND RESPONSIBILITIES OF CLIENTS

CLIENT BILL OF RIGHTS

1. To be dealt with in a courteous and respectful manner, and to be free from mental, physical, sexual, emotional and financial abuse by staff and volunteers.
2. To be dealt with respect for their dignity, privacy and in a way that promotes their autonomy.
3. To be recognized for their individuality, needs and preferences, including ethnic, spiritual, linguistic, familial and cultural factors.
4. To receive clear and accessible information about the community support services to be provided for them; and who will provide it.
5. To have parameters of programs and services explained.
6. To participate in the assessment of their needs, the development of the plan of services, and in subsequent evaluations and revisions to service.
7. To designate a person to be present with them during assessment, as well as the development and revision of their care plan.
8. To receive assistance in coordinating services.
9. To consent or refuse service.
10. To receive service free from discrimination on any ground of discrimination prohibited by the Human Rights Code or the Canadian Charter of Rights and Freedom.
11. A client who is First Nations, Métis or Inuk has the right to receive services in a culturally safe manner.
12. To voice concerns or recommend changes about their community services, without fear of interference, coercion, discrimination or reprisal.
13. To be informed of the policies and procedures affecting **AGENCY**'s operations, and to receive written information on the procedures for initiating complaints.
14. To have their records kept confidential in accordance with the law.
15. To be informed of all charges and billing for services prior to commencement of services.
16. To receive a timely response to a request for service as per program requirements.
17. To receive service from qualified staff who are experienced at the level of skill required.

Client refers to those receiving a service from service provider.

The bill of rights governs the relationship between client and staff, volunteers and board members of **AGENCY**.

RESPONSIBILITIES OF THE CLIENT

- To cooperate with the delivery of service in a manner which promotes his/her own safety and that of Staff and Volunteers.
- To be available at a given time for service as agreed.
- To be open regarding changing needs for service.
- To treat Staff and Volunteers with respect, free from mental, physical, sexual and emotional abuse.