

Subject: Complaints to the Ministry of Health and Long-term Care (MHLTC) – Urgent and Non-Urgent	Page: 1 of 2
Manual: Nursing Issue Date: April 7, 2022 Revised Date:	Approval Authority: Administrator, Director of Care

## Complaints to the Ministry of Health and Long-term Care (MHLTC) – Urgent and Non-Urgent

### Policy

There will be a process in place whereby and a resident, family member, staff or member of the public can make a complaint regarding a long-term care home, either urgent or non-urgent, to the appropriate service with the expectation that it will be acknowledged and followed-up with.

### Procedure

#### *Reporting an urgent complaint*

Call the Long-Term Care Family Support and Action Line: toll-free [1-866-434-0144](tel:1-866-434-0144)

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

#### *Making a non-urgent complaint*

1. Report your concern directly to the home requesting to speak to the Administrator or Director of Care  
Contact Information for Helen Henderson Care Center is:

Lisa Gibson – Administrator

Tel: 613-382-4584 Ext 222 Fax: 613-384-9407

E-mail: [lisagibson@gibsonfamilyhealthcare.com](mailto:lisagibson@gibsonfamilyhealthcare.com)

Sue Reynolds – Director of Care

Tel: 613-384-4585 Ext 240 Fax: 613-384-9407

E-mail: [suereynolds@gibsonfamilyhealthcare.com](mailto:suereynolds@gibsonfamilyhealthcare.com)

- Helen Henderson Care Centre must let you know that the home has received your complaint within ten business days.
- Helen Henderson Care Centre must call or write to let you know:
  - what we are doing to resolve your complaint now.
  - what we plan to do to resolve your complaint in the future.
  - when we can expect the complaint to be resolved.
  - if Helen Henderson Care Centre believes there is no cause for complaint, we must explain why.

2. Call the ministry (MHLTC)

Call the Long-Term Care Family Support and Action Line: toll-free [1-866-434-0144](tel:1-866-434-0144)

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

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.

**3. Write to the Ministry of Health & Long-term Care (MHLTC)**

Send a written letter, by mail, to:

Director  
Long-Term Care Inspections Branch  
Long-Term Care Operations Division  
119 King St. W, 11<sup>th</sup> 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.

**4. Contact the Patient Ombudsman**

**If you have already contacted the home directly and the Long-Term Care Family Support and Action Line (toll-free at [1-866-434-0144](tel:1-866-434-0144)) and were not able to reach a satisfactory resolution, you can contact the Patient Ombudsman:**

- [online](#) OR
- by calling [1-888-321-0339](tel:1-888-321-0339) (toll free) or [416-597-0339](tel:416-597-0339) (in Toronto) OR
- [TTY: 416-597-5371](tel:416-597-5371)