

## Policy No. 7.20

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Policy Section:	<b>RISK MANAGEMENT</b>
Policy Title:	<b>CONFLICT RESOLUTION &amp; COMPLAINTS PROCEDURE FOR PEOPLE SUPPORTED AND THEIR FAMILIES</b>
Effective Date:	<b>MARCH 2008</b>
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### **POLICY STATEMENT:**

It is the desire of **RYGIEL Supports for Community Living** to have harmonious relationships between individuals supported and staff. Rygiel will act immediately if problems do occur. All individuals are encouraged to bring forward any complaints or recommendations, without fear of reprisal.

Rygiel will ensure that each individual's knowledge or his/her Substitute Decision Maker Makers knowledge of the right to express concerns or complaints is reinforced in language the individual can understand at the first Individual Support Plan meeting of care and at least annually thereafter.

It is essential that an individual receiving developmental services has access to a wide range of opportunities to complain and seek justice when their rights have been violated. Access to internal and external individuals, organizations, and procedures to assist in an individual's rights to complain will be ensured.

This policy will provide a mechanism for individuals and/or their Substitute Decision Maker to bring forward a grievance/concern.

### **PROCEDURES:**

1. Upon initiating service at Rygiel, the process of expressing concerns or complaints will be fully explained to each individual and/or his/her guardian.
2. During this process, it is very important to determine the manner in which an individual displays dissatisfaction if he/she is unable to voice concerns. Interviewing of parents, Substitute Decision Maker and advocates will be essential in these cases to ensure that the staff working with the person are not misinterpreting their reactions.
3. Regular interviews, at least once a year, will be conducted by the Coordinator of the area in which the individual lives. Any concerns that are expressed will be recorded and immediately reported to appropriate parties so that immediate follow-up will take place.
4. If a concern that is expressed is considered to be a serious occurrence, then the procedure for the reporting of a serious occurrence, **Reference: Policy 7.14**, must be followed and the appropriate persons notified.

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5. Any individual, and/or their Substitute Decision Maker, who feels they have just cause for complaint concerning the interpretation or application of Rygiel policy, procedure or practice will be encouraged to do so in the following manner:

**Step 1** If an individual receiving supports and services and/or his/her families/Substitute Decision Maker/advocate has an issue or concern regarding supports and services, the issues should be expressed verbally or in writing or in any other manner that suits that person's communication style. The complaint/concern should first be addressed with a support staff, then to the team leader then to the Service Coordinator. It is the responsibility of the Support Worker/Team Leader/Service Coordinator receiving the complaint to address the concern and work towards achieving resolution at the time that the complaint is received.

**Step 2** If the response from the Support Worker/Team Leader/Service Coordinator is unsatisfactory to the individual, the individual and or his or her family/Substitute Decision Maker/advocate, with assistance as needed or requested can call the "Telephone Complaint Line." This is NOT an emergency number. People can leave a message on a voicemail and will be responded to within 72 hours. The number is (905) 525-4747 ext. 355. A message describing the complaint can be sent anonymously, however if the individual supported/family /Substitute Decision Maker/advocate is looking for a response and resolution to the complaint, then they must provide their contact information when submitting the complaint in the complaint line.

**Step 3** The Manger of Residential Supports or his/her designate is responsible for checking the Telephone Complaint Line daily and the person leaving the complaint will be responded to within 72 hours. It is the responsibility of the Manger of Residential Supports or his/her designate to look into the complaint/concern and work towards a resolution reporting back to the person reporting the complaint within 5 business days. It should be noted that some situations may require a longer period of time to work through however, communication back to the person with a status update will be provided within 5 business days.

**Step 4** If the response from Step 3 is unsatisfactory, the individual receiving support and/or his/her family/Substitute Decision Maker/advocate can contact the Executive Director or his/her designate. The Executive Director or his/her designate will review and respond to the complaint/concerns raised within 10 business days of receiving the complaint.

**Step 5** If the response from Step 4 is unsatisfactory, the person receiving supports and/or his/her family/Substitute Decision Maker/advocate can contact the Chair of the Board of Directors requesting further action through the Board of Directors. This can be done by communicating to the Executive Director or his/her designate who will in turn advise the Chair of the Board. A meeting will be arranged between the Chair of the Board, the Board officers, and the appropriate parties within fifteen (15) working days. The Chair and the Board

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officers will render a final Decision Maker and notify the individual in writing within fifteen (15) working days.

**The feedback/complaints process will be free of any conflict of interest, coercion, intimidation, or bias before, during or after the review.**

**Based on the nature of the complaint or feedback, it will be reported to the Ministry as a serious occurrence through the Ministry's serious occurrence reporting process**

### **Addendum:**

A roll-up of all complaints received by the agency will be done within each fiscal year. These complaints will be analyzed in order to ascertain patterns or trends if any. The results of these complaints will be presented to the Board of Directors of Rygiel Supports for Community Living for review and recommendations.