

Feedback & Complaints

Creating joy in life and aging...
by caring, connecting and celebrating



We want to hear from you
– whether it is good or bad.
Your opinion and ideas are
important to us and we
commit to listening and
improving wherever we can!

This brochure will provide:

- 🌿 A Feedback Form available to families, Residents, visitors and staff to communicate concerns, compliments and suggestions.
- 🌿 Information on where in BC you can go to be heard.
- 🌿 Different ways to provide feedback to us.

How can you provide feedback?

- 🌿 **Use this form as quickly as possible after an incident occurs or concern arises.** Submit it by mail or drop it off at reception or in the “Suggestion box” in the Lobby.
- 🌿 **Participate in our annual survey** to provide your input.
- 🌿 **Raise your concern or comment at Family Council.** The meeting dates are available from reception.
- 🌿 **Talk to us at any time.** We welcome hearing from you whenever you have questions or concerns. (We also appreciate hearing when things go well.)

There is no deadline to submit feedback, but the sooner we hear from you, the quicker we can respond.



Why tell someone about your concern or compliment?

Residents, families, staff members and managers all work together to ensure the best quality of safe care in our home. We appreciate your support and want to hear about your experience in our home.

We rely on hearing from you to understand if we are providing the quality of care we strive for and that the families and Residents expect and deserve. We commit to being fair and objective as we respond to feedback, always considering and protecting your privacy and confidentiality.

How to make a complaint?

Any concerns or questions regarding rights, welfare or other matters impacting Resident service should be immediately reported. The process for making a complaint is as follows:

Step 1

Speak with the Nurse Team Leader or department manager. If the matter is unresolved, then proceed to step 2.

Step 2

Contact the General Manager either in person, by phone, by email or using this form. Proceed to step 3 if the matter remains unresolved.

Step 3

Report the matter to your Health Authority's Community Care Liaison or your Case Manager.

Step 4

Call local licensing offices:

Interior Health 1 (877) 980-5118, or

Vancouver Coastal Health - Vancouver
1 (604) 675.3800

Vancouver Coastal Health - North Shore
1 (604) 983.6700

Step 5

Contact Provincial Support Services including:

a. BC Ombudsperson (800) 567-3247 or
www.ombudsperson.bc.ca

b. Patient Quality Review
www.patientqualityreviewboard.ca

Interior Health (877) 442-2001
Vancouver Coastal Health (877) 993-9199

c. BC Seniors Advocate (877) 952-3181 or email
seniorsadvocate@gov.bc.ca

Additional details of the above process can be found at:

www2.gov.bc.ca/gov/content/health/accessing-health-care/home-community-care/concerns-and-complaints



Complaints and Feedback Form

Date: ____ / ____ / ____

Description of event (please be specific):

Name of others involved:

Expected or desired outcome:

Your name:

Your phone number:

Position: Resident Family Staff

Other

Please check that we are able to contact you to follow up on this matter

Signature:

Documents attached (if any):

Please mail or drop off your completed form to reception.