

<b>Section:</b> Accessibility	<b>Subsection:</b> Barriers	<b>Policy Number:</b> ACC-106
<b>Subject :</b> Feedback on Goods and Services Offered to Persons with Disabilities		<b>Effective Date:</b> May 2015
<b>Standard:</b> Accessibility for Ontarians Disability Act, 2005 Regulation 429/07	<b>Authority:</b> CEO	<b>Supercedes:</b> June 2014, June 2021 November 2023
		<b>Page 1 of 1</b>

## 1.0 POLICY STATEMENT

Belvedere Heights is committed to delivering quality health care in a safe and comfortable environment for Residents, staff, volunteers, students, physicians, clients, and visitors. The Home welcomes the views of Residents and families about the care we provide. Resident and/or family concerns will be taken seriously and handled in a just and timely manner. Persons sharing feedback with us will be treated with courtesy and respect and care will be given to value the person's privacy and to obtain consent for any investigation that takes place. Concerns or complaints can be indicators of performance issues at an individual, departmental or system level and can be useful in making improvements to the care that we deliver to our Residents and community.

Belvedere Heights is committed to ensuring equal access and participation for person of varying abilities. We are committed to treating people in a way that allows them to maintain their dignity and independence. We believe in integration and we are committed to meeting the needs of people in a timely manner. Belvedere Heights welcomes feedback from end users of our care, services, goods and facilities and will ensure the process is equitably accessible to all.

It is the responsibility of all staff to act as advocates for our Residents and to assist them to resolve issues. This policy outlines the steps to be taken to receive, assess, investigate, resolve and report concerns and complaints received from Residents and/or their families about the care they received during their experience at Belvedere Heights.

## 2.0 DEFINITIONS

Complainant – Resident, family member or significant other giving verbal or written information regarding a concern to a Belvedere Heights staff member.

Feedback - the transmission of evaluative or corrective information about an action, event, or process to the original or controlling source

## 3.0 EQUIPMENT

N/A

## 4.0 PROCEDURE

### 4.1 Receiving Feedback or Complaints

The provision of feedback or complaints may be accomplished in the following ways:

- Online via our website
- Through email to our senior leadership team
- In writing delivered to our main office
- By mail to:  
Belvedere Heights  
21 Belvedere Avenue  
Parry Sound  
P2A2A2
- Over the phone by dialing 705-746 5871
- In person by asking to speak with a staff member or asking for the manager responsible of a specific area
- Belvedere Heights will ensure provisions are made to receive information from individuals with disabilities if the above listed measures are not accessible or suitable. The way in which we communicate with persons with disabilities will take into account the nature of their disability.

### 4.2 Responding to Feedback or Complaints

#### Verbal concern or complaint

- Any staff member receiving a verbal concern or complaint from a Resident or their family member will follow the steps outlined in the Complaints Policy
- The staff member will use a service recovery approach when interacting with the complainant, i.e.: 1) apologize, 2) listen with empathy, 3) fix the problem quickly and fairly, 4) keep promises made, and 5) follow-up (*as appropriate*).
- If appropriate, the staff member will involve the Resident's primary care provider and/or the Manager of the department in order to resolve the issue. During non-business hours, the On-Call Manager can be contacted to assist with the situation.
- Follow-up contact, if required, will be made within 24 hours of initial contact with complainant.
- When communicating with a person with a disability, the nature of their disability will be taken into account.
- An incident report will be completed using the electronic incident reporting software.

#### Written concern or complaint

- Acknowledgment of receipt of the written complaint will be made to the complainant within 24 hours of receipt of the written complaint.
- The written documentation will be forwarded to the Department Manager upon receipt of the letter.
- The Department Manager will follow the steps outlined in the Complaints Policy
- The Department Manager will use a service recovery approach when interacting with the complainant, i.e.: 1) apologize, 2) listen with empathy, 3) fix the problem quickly and fairly, 4) keep promises made, and 5) follow-up (*as appropriate*).
- When communicating with a person with a disability, the nature of their disability will be taken into account.
- The Department Manager will complete written documentation using the Home's Resident/Family Complaint Report form regarding the situation, actions taken, resolutions and recommendations for improvements.

## **5.0 OUTCOMES**

1. Resident and/or family complaint is resolved and complaint(s) verbalize satisfaction with the outcome.
2. The Department Manager will use information regarding Resident concerns and complaints in order to make improvements.