

Services and Support Feedback

Introduction:

As identified in our published Standards of Commitment, Community Living Walkerton and District is committed to delivering the best possible services and support to children, families and people with intellectual disabilities. To enable the association to do this, your assistance is welcomed. Our *feedback process* is simple to access and we want you to know about it so you can use it to help us help you better.

Feedback:

Community Living Walkerton and District welcomes suggestions and participation from families and advocates. Respectful and regular communication is very important. Please let us know what works well and what can be improved.

The following is a guideline that we will follow for your feedback:

If you have a suggestion, a concern or are unhappy with our service, tell us first and give us a chance to correct it. We want to hear your feedback. Talk to the immediate supervisor involved. Always start at the level where the concern expresses itself.

We would also encourage you to write the feedback and suggestions in a note, letter or email message. Please let us know about the things you like about our service, not only the things you don't like about the service. You can submit the information without your name if you wish to remain anonymous, or, should you require a response to your comments you can indicate your details (telephone, address, email, etc.) for a reply.

It will take us years to know some of the things that you know about yourself or your family member. Please assist us in learning about likes, dislikes and useful tips that will help us provide better support.

When you have tried to resolve your concerns on an informal basis and this has not met with success, you are encouraged to follow our Complaints Resolution Process. All feedback received is recorded in our feedback register and used to identify areas of improvement.

If we are discussing a concern, we promise to do this in a private area, away from others, and discuss the matter professionally. We would appreciate the same respect from you as well.

Complaints Resolution Process:

In the event a person supported by CLWD has an concern with regard to personal safety, the quality of his or her support, denial of rights, or is a victim of alleged abuse - the supported person, a family member or advocate should utilize the following procedure:

1. The concern should be reported to the immediate supervisor (Senior Support Worker or Family Support Worker), as soon as possible. If possible, the situation should be identified in writing. One option is to use the Steps to Resolution Form on the reverse. You are entitled to make, without fear of reprisal, any complaints about the provision of your service and we are obliged to attempt to resolve any concerns.
2. The supervisor (within 24 hours) will inform the Support Services Manager that a concern exists and will be given direction appropriate to the situation.
3. In each instance, the Executive Director will be informed in a timely manner; the criteria for reporting a "Serious Occurrence" will be reviewed, and if appropriate, the action taken will follow that format as outlined by MCSS.
4. If the person, family member or advocate is not comfortable approaching the supervisor, then the concern should be brought directly to the attention of the Manager or the Executive Director.
5. If a concern cannot be resolved through the intervention of the Manager or Executive Director, the Executive Director may recommend a meeting with members of the Board of Directors and all concerned parties.

It is the Intention of CLWD is to provide written response, sent within 25 days.

Steps to Resolution Form

YOUR NAME:

(Please Print)

YOUR ADDRESS:

DATE: _____

TO: Community Living Walkerton and District
P. O. Box 999, 19 Durham St. E.
Walkerton, Ontario N0G 2V0

I AM CONCERNED ABOUT THE FOLLOWING:

I HAVE DISCUSSED THIS WITH:

(Staff, Supervisor, Director, etc.)

(Date of verbal discussion.)

I HAVE SOME SUGGESTIONS TO MAKE:

Please check:

I would appreciate a phone call so that I may talk about my concerns and work with you to resolve them. I may be reached at: _____

OR

I feel a meeting is necessary so that I may talk about my concerns and work with you to resolve them.

Yours truly,

(Your Signature)

NOTE: It is suggested that you keep a copy of this page for yourself.