



PARENTS OF TECHNOLOGICALLY DEPENDENT CHILDREN

POLICY AND PROCEDURE

Policy No. 1.2.2 (n)

SUBJECT: CONCERNS/COMPLAINTS PROCESS

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APPROVAL: Board of Parents of Technologically Dependent Children of Ontario []
Executive Director [X]

LEGISLATIVE REFERENCE: Child, Youth and Family Services Act, 2017 (CYFSA)

PREAMBLE/PURPOSE:

1. To provide a process for a parents/guardians/caregivers, child, staff, or service provider to address a concern/complaint.
2. To ensure the timely review of the concern/complaint process.

PROCEDURE:

1. For respite clients, all parents/legal guardians, and clients, where applicable, are to review the Concerns Process on a six-month basis and sign that they understand the procedure. For residential clients, this will be reviewed with the parent/legal guardian and client, where applicable, upon admission and at the Plan of Care meetings.
2. Staff will review and sign off this policy annually.
3. The Administrative Manager will audit all charts to ensure the accurate completion of all paperwork. If it is noted that the Concerns Process sheet is not signed by the parent/legal guardian, the Administrative Manager will contact the parent/legal guardian and either fax or mail the form to them for signing.
4. In cases where the child is to be readmitted before the expiration of six (6) months, a post-it note will be left for the next admitting nurse to remind her of the necessity of having the form signed.
5. The Administrative Manager will note on her audits any missed signatures and follow up with the admitting nurse to ensure that the procedure is followed accurately in the future.



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6. Within 24 hours of receiving a complaint, the Executive Director will acknowledge and follow-up and determine what, if any, immediate action will be taken. An up-date will be provided to the individual who filed the complaint within thirty (30) days of the date filed. The log will be presented quarterly at Quality Assurance meetings and then will be presented to the Board. At the time of a complaint, a determination will be made by the Executive Director on whether it meets the criteria for a Serious Occurrence or not. If so, then Policy #2.7 will be followed.
7. A complaint log is to be kept by the Executive Director that outlines the date of the complaint, person initiating the complaint, the complaint, and any follow up required.

STEP #1

1. How to address a concern/complaint: Concern/Complaints can be addressed by:
 - a) a child, either verbally or in writing, with respect to alleged violations of the rights of the child in care to,
 - (i) a staff member or parent, either in private or in the presence of other children or young persons, and
 - (ii) a service provider or a person designated by the service provider.
 - b) the parent of a child in care or other person representing the child in care may make a complaint, either verbally or in writing, with respect to alleged violations of the rights of the child to,
 - (i) a staff member or parent, and
 - (ii) the service provider or a person designated by the service provider.
 - c) an individual affected by conditions or limitations on visitors may make a complaint, either verbally or in writing, respecting those conditions or limitations to,
 - (i) a staff member, and
 - (iii) the service provider or a person designated by the service provider.
 - d) an individual affected by the suspension of visits to a facility may make a complaint, either verbally or in writing, respecting the suspension to,
 - (ii) a staff member, and
 - (iii) the service provider or a person designated by the service provider.
2. Contact the Executive Director as soon as you have a concern/complaint.
3. If the Executive Director is not available, or if the concern/complaint has not been addressed to your satisfaction, contact the Administrative Manager.
4. If you feel that the concern/complaint is still has not been adequately addressed, proceed to step 2.

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STEP #2

1. Submit the concern to the Chair (President) of the Board of Parents of Technologically Dependent Children of Ontario. (For information about our Board of Directors please refer to our website at www.kidscountryclub.org)
2. A written response will be sent to you within 15 days, outlining the results as clearly as possible. Every effort will be made to clarify this communication should that be needed.
3. If your concern/complaint is still not resolved to your satisfaction, you may report your concern/complaint to the Ministry of Children, Community and Social Services at 519-438-5111.

It is the intent of Kids Country Club to determine if there are any measures that could be implemented to prevent the same violation from recurring and implement any such measures.

Additionally, this policy will be presented to each child (for them to read or to have read to them), on first admission and then every six months, in a language suitable for the child to understand.

POLICY:

1. *We have things in place to allow for any child who has a concern, to tell a staff member or their parents, either in private or in the presence of other children.*
2. *A child may express their concerns either by talking with someone or in writing.*
3. *An example of concerns are being spoken to, touched or disciplined inappropriately.*
4. *When a staff member or a parent has been told of a child's concern, they will contact Management as soon as possible. Management will immediately look in to the concern and contact you and the parents about the situation.*
5. *If you find that your concern is not being taken seriously, or you haven't heard more about it, you can talk with someone on our board of directors, who are the boss of KCC and will take your concern as seriously as the staff.*