



Policies and Procedures

TITLE: Handling of Complaints and Compliments	NUMBER: 2-02	
Section: Administration	Date Issued: July 2011	
Issuing Authority: Chief Executive Officer	Date Reviewed:	May 2020
Applies To: All	Date of Next Review:	May 2023

POLICY STATEMENT

Harbourview Lodge Continuing Care Centre has adopted the Eden Alternative Philosophy of care which strives to eliminate loneliness, boredom and helplessness. Harbourview Lodge Board of Directors, in collaboration with HVL Leadership, requires all staff to embrace the principles of the Eden Philosophy in every care encounter with the Elders, families and each other as care partners.

Elders and/or family members who express concerns or compliments to Harbourview Lodge Continuing Care Centre will receive a response in a sensitive, timely and professional manner.

GUIDELINES/PROCEDURES/WORK INSTRUCTIONS

Concern:

- The Health Services Manager and/or Clinical Services Supervisor will acknowledge receipt of a concern, where possible, within 24 hours.
- The details of the expressed concern will be documented.
- Details of the incident will be investigated and documented as required.
- Communication with the Elder and/or family member will occur throughout the process to keep them informed of what is being done to resolve the matter.
- Feedback on the process will be requested from the Elder and/or family member.

Compliment

- Acknowledge receipt of the compliment.
- Communicate the compliment to the named persons, services, programs, or areas.
- Document the compliment.