

## Community Connections Support Services

275 Rutland Road North  
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t: 250.491.2907  
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PO Box 373  
Nelson, BC V1L 5R2  
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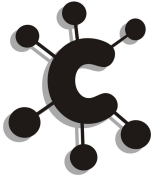
### Complaint Resolution for Home Share

*(taken from CCSS policy ip040)*

CCSS will respond to consumer and stakeholder concerns in a timely and effective manner.

We want you to be happy with our services. Sometimes, problems come up that need to be solved. Here is what you do if you or someone you know is concerned about the support you are getting:

1. Talk to us at Community Connections. Start with talking to your Home Share Coordinator and tell them about your concern. Most of the time, we can find a solution to the problem by talking about it. Your coordinator's job is to make sure that your service is working well for you. Your coordinator will speak with you within one (1) week of hearing of your concern and will write down your concerns so that he/she may follow up to make sure all people involved are doing what they can to help you with your concern. Your coordinator will also follow up with you in one (1) month to make sure that you are happy with the solution to the problem.
2. If the problem isn't better after speaking with your coordinator, you can call Ken Munro-Home Share Team Leader ( 1-888-491-2907). As the Supervisor of Home Share Services, Ken may have some ideas on how to help you solve your problem.
3. If you remain unsatisfied after speaking with Ken, you can call Brian Burnham-Director (1-888-491-2907). As the director of the agency, Brian may be able to give you other ideas about who to talk to.
4. If after you've spoken to the people at Community Connections Support Services, you still feel like the problem has not been solved, you may want to call CLBC at their office
  - Kelowna: 250-861-7255
  - West Kootenays: 250-365-8594 or 1-800-668-2249
  - East Kootenays: 1-888-426-1282
5. Community Connections also has a Management Committee that you may want to talk to. The Management Committee is composed of the Director and all Service Coordinators / Team Leaders for all service areas that CCSS is responsible for. The committee is dedicated to finding solutions to difficult problems that may arise. If you would like to meet with the Management Committee, please call Brian at 1-888-491-2907.
6. Sometimes, Community Connections is not able to provide you with the service you need to solve the problem. When this is the case, speak to your coordinator or their team leader about services you are looking for. We may be able to direct you to the authority you should speak to .



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### *Addressing Issues with Other Agencies*

1. Sometimes issues or concerns arise with services from other agencies or programs providing services to the person you are supporting in Home Share. When this is the case:
  - a) Discuss the issue / concern directly with the person(s) providing support from the other agency first.
  - b) If resolution is unsuccessful, speak with the supervisor of the support agency. Your Home Share Coordinator can be accessed for support if needed.
  - c) If the issue remains unresolved, please contact your Home Share Coordinator to assist you in speaking with the Director of the support agency.
  - d) If you are still unsatisfied with the result, please enlist the support of your Home Share Coordinator to contact a CLBC facilitator responsible for the individual in Home Share support. Together you may again address the issue with the agency Director.
  - e) All parties will make attempts at meeting to ensure resolution or discuss the direction required to move forward
  
2. Sometimes, there may be an issue / concern from an outside agency providing supports regarding the support of the individual in Home Share. As a Home Share Provider, you can expect that the outside agency will be encouraged to:
  - a) Speak directly to you, the Home Share Provider, about the issue and seek resolution
  - b) If the issue remains unresolved, the outside agency will contact your Home Share Coordinator and discuss the issue
  - c) After consultation with the Home Share Provider, the Provider and Coordinator will make themselves available to discuss the issue again with the outside agency
  - d) If the issue remains unresolved, the CCSS Home Share Team Leader and/or the Director will be involved in attempts to reach resolution.
  - e) If under this process the issue cannot be resolved, the Home Share Coordinator will contact the CLBC facilitator responsible for the individual receiving support.
  - f) All parties will make attempts at meeting to ensure resolution or discuss the direction required to move forward
  
3. Home Share Coordinators will only address issues in this process for those caregivers on their caseload and will direct any issues to the appropriate Coordinator if contacted by another agency.