

Community Connections Support Services – Policies and Procedures

Section	Individualized Policy and Procedures
Subject	Consumer Satisfaction – Complaint Resolution (ip040)
Effective Date	November 2001
Date Revised	March 2016

Policy: All employees will respond to consumer and stakeholder concerns in a timely and effective manner.

Procedures:

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:

- A. Talk to us at Community Connections. Start with talking to your support worker or 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. If this doesn't seem to work, please talk to the following people depending on the services you receive from us:**

Community Support:

1. If you are still not happy with how your service is working, call Vern Rockwell at 250-491-2907. His job is to make sure that our support services are working well for you. Vern will meet with you and your support worker within one (1) week and help to solve the problem. We will sit down with you and write out your concerns so that we can follow up with our support workers to make sure that we are all doing all that we can to help you with your concern. We will give you a copy of this information along with the steps that we will take to help. Vern will also call you within one (1) month to make sure that you are happy with the solution to the problem or that you have found the help you need.
2. If the problem isn't better after meeting with Vern and your support worker, you can call Brian or Jackie Burnham at 250-491-2907. As the directors of the agency, they may have some ideas on how to help you solve your problem or give you other ideas about who to talk to.

Residential Support:

1. If you are still not happy with how your service is working, call Vivienne Prather (250-

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304-4521) or May Zubot (250-304-8386). Their job is to make sure that your support service is working well for you. Vivienne or May will meet with you and your support worker within one (1) week and help to solve the problem. They will sit down with you and write out your concerns so that we can follow up with our support workers to make sure that we are doing all that we can to help you with your concern. They will give you a copy of this information along with the steps that we will take to help. Vivienne or May will also call you within one (1) month to make sure that you are happy with the solution to the problem.

2. If the problem isn't better after meeting with Vivienne or May and your support worker, you can call Brian or Jackie Burnham at 250-491-2907 or 1-888-491-2907. As the directors of the agency, they may have some ideas on how to help you solve your problem or give you other ideas about who to talk to.

Home Share:

1. If you are not happy with how your service is working call your Home Share Coordinator:

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 Service Coordinator (250-491-2907 or 1-888-491-2907). As the Coordinator 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 or Jackie Burnham-Directors (250-491-2907 or 1-888-491-2907). As the directors of the agency, Brian or Jackie may be able to give you other ideas about who to talk to.

B. If after you have spoken to the people at Community Connections Support Services, you still feel like the problem has not been solved:

1. You may want to call CLBC at their office (Kelowna: phone 250-861-7255, West Kootenays: 250-365-8594 or 1-800-668-2249, East Kootenays: 1-888-426-1282).
2. Community Connections also has a Management Support Team that you may want to talk to. The Management Support Team is composed of the agency Directors and all Service Coordinators for all service areas that CCSS is

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responsible for as well as the Quality Assurance Manager and the Management Support Team Assistant. The Management Support Team is dedicated to finding solutions to difficult problems that may arise. If you would like to meet with the Management Support Team, please call Brian or Jackie at 1-888-491-2907.

3. There are further steps that you can take if you are still not happy with what is going on with your support. There is a complaint process at Community Living B.C. (CLBC). You can find out more about this from your CLBC facilitator. You can also call the Advocate for Service Quality 1-800-663-7867 or 604-775-1238. The Advocate's job is to help you with services from the Ministry of Social Development and Social Innovation, other ministries, CLBC or other agencies in the community.
4. 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 support worker or their supervisor about the services you are looking for. We can give you the names and numbers of other agencies that provide the services that you are looking for.

C. Addressing Issues With Other Agencies

Community Support / Residential Support:

1. Sometimes, concerns or problems happen with other services you are getting from other agencies. We encourage you to find out what their policy is to solve these problems or talk with your CLBC Services Facilitator or Quality Services Analyst to solve them.

Home Share:

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

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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 Service Coordinator and/or the Directors 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.

D. Your Rights

You have the right to make a formal complaint. When you make a formal complaint, you have the right to have your services continue without any negative consequences. You have the right to make a complaint without any retaliation or barriers to your service.