





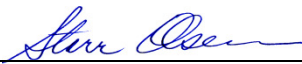
SECTION 4: Safeguards OPERATIONS	Policy Number: OPR4-SFG 02
	Original Date Approved: 1995
	Last Revised Date: 09/2013
	Review Date(s): 01/2016, 06/2015, 06/2013
POLICY: FAMILY/GUARDIAN COMPLAINT PROCESS	Page 1 of 3
APPROVAL: Executive Director Signature 	

POLICY

1. The Association shall provide a conflict resolution process for families/guardians that:
 - a. Provides a means for families/guardians to deal expressly with problems they are experiencing and wish to resolve.
 - b. Ensures they and their family member served by the Association, are not subject to reprisal as a result of asking for help.
 - c. Is accessible to meet the needs of the person submitting the complaint/feedback.
 - d. Allows the family/guardian to seek and receive assistance during the process, from any individual of their choosing.
 - e. Provides clear steps to address conflicts.
 - f. Includes an appeal process.
2. The family/guardian conflict resolution process may be used to deal with problems that the family/guardian feels he/she cannot resolve through regular channels and processes, such as:
 - a. Issues related to type and level of support services.
 - b. Issues related to the implementation of Association policies.
3. The family/guardian conflict resolution process may not be used by a third party to a problem.

PROCEDURE

1. Where a family/guardian has a problem he/she shall try to address it through the following regular channels:
 - a. with the manager of the applicable program.
 - b. as part of the Person Centered Planning process
2. Where the family/guardian has tried all three of the above options and is unable to resolve the problem he/she may use the Four Step Family/Guardian Conflict Resolution Process.
3. The discussion and outcome of each step will be documented and maintained by the person acting on behalf of the individual as well as the person with whom the issue is being discussed.
4. All complaints/feedback will be investigated by a non-bias party, free of Conflict of Interest.
5. If the complaint/feedback is an allegation of abuse, the family/guardian would be supported to follow the agencies policy on abuse and the Ministry of Community and Social Services Quality Assurance Measures Directives. In the event of abuse/alleged abuse, or the complaint/feedback is of a serious nature, which may require Police involvement, the agency will ensure that the Ministry of Community and Social Services is made aware and the appropriate Serious Occurrence Reporting is completed as required.

	SECTION 4: Safeguards	Policy Number: OPR4-SFG 02
	OPERATIONS POLICY: FAMILY/GUARDIAN COMPLAINT PROCESS	Original Date Approved: 1995
		Last Revised Date: 09/2013
		Review Date(s): 01/2016, 06/2015, 06/2013
APPROVAL: Executive Director Signature 		Page 2 of 3

STEP 1: CONSULTATION WITH THE PROGRAM DIRECTOR


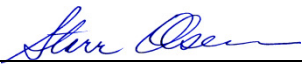
1. A family member/guardian who has a concern and who has been unable to resolve it through discussions with the manager of the applicable program and the supported individual's support network, may discuss it with the Program Director who shall assist the family/guardian to find a resolution to the problem. The issue shall be addressed with the Program Director within (7) calendar days of having the issue brought to the Program Director's attention.
2. In the event that a resolution cannot be found, the Program Director shall ensure the family/guardian is advised to proceed to step two of the process (informal assisted mediation) within (7) calendar days of having not resolved the issue.

STEP 2: INFORMAL ASSISTED MEDIATION

1. The family/guardian and the other party(ies) to the dispute or conflict shall meet face to face at a mutually agreeable time and in a location that provides for confidential discussion. Their discussion shall be facilitated by an Association employee who is knowledgeable and/or trained in dispute resolution and mediation and who has no direct involvement or conflict of interest in the matter. This will ensure that a fair review process is free of coercion or intimidation or bias.
2. The two parties, with the help of the mediator, will investigate to identify:
 - a. Any additional information that is needed to fully describe and understand the issue.
 - b. Their own different interests and/or the different interests of other people involved or affected by the issue.
 - c. The relationships that exist between themselves and among other people affected.
 - d. Their own values pertaining to the issue and the values of other people affected.
 - e. The resolution that is desired by the parties.
3. The family/guardian, other party(ies) and the mediator shall schedule as many meetings as they deem necessary in an attempt to resolve the issue.
4. If the parties are unable to resolve the problem using informal assisted mediation they may refer the matter to the third step, First Stage Appeal.

STEP 3: FIRST STAGE APPEAL

1. If the parties are not satisfied that the issue can be resolved with the mediator, either party may elect to appeal the matter to the Executive Director. The party(ies) to the conflict shall make a verbal or written request to the Executive Director for assistance with resolution.
2. The Executive Director shall request such information as may be required to provide background to the conflict.
3. The Executive Director shall ensure a meeting is scheduled with both parties within ten (10) calendar days of receiving the request or at another time mutually agreed by the parties.
4. The Executive Director shall hear the arguments of the party(ies) and shall issue a decision within seven (7) calendar days.

	SECTION 4: Safeguards	Policy Number: OPR4-SFG 02
	OPERATIONS	Original Date Approved: 1995
		Last Revised Date: 09/2013
		Review Date(s): 01/2016, 06/2015, 06/2013
POLICY: FAMILY/GUARDIAN COMPLAINT PROCESS		Page 3 of 3
APPROVAL: Executive Director Signature 		

5. If the matter is resolved, the parties to the conflict shall sign a memorandum of understanding. If the parties require time to consider the memorandum, they shall be allowed to study it for three (3) days before signing it.
6. If the matter remains unresolved, the Executive Director shall advise the parties that they may make a final appeal to the Board of Directors.

STEP 4: FINAL APPEAL

1. The parties shall advise the Executive Director that they wish to appeal the issue to the Board of Directors.
2. The Executive Director shall, in consultation with the President, convene an Appeal Committee of at least two and not more than four board members. The Executive Director shall be a member of the Appeal Committee.
3. The Appeal Committee shall meet with the parties within ten (10) calendar days of receiving the request or such other time as mutually agreed.
4. The Appeal Committee shall render its decision within seven (7) calendar days of the meeting and forward it to the parties.

Recourse to Ministry of Community and Social Services

In the event that the family/guardian feel the issue remains unresolved to their satisfaction, they may discuss the matter with the Program Supervisor of the Ministry of Community and Social Services. The Executive Director shall provide contact information if requested.