

CITY OF HAMILTON NOTICE OF MOTION

Emergency and Community Services: June 19, 2020

MOVED BY COUNCILLOR B. CLARK

SECONDED BY COUNCILLOR

Residential Care Facility (RCF) Complaint Liaison

THEREFORE, BE IT RESOLVED:

- (a) That a position of Residential Care Facility (RCF) Complaint Liaison be assigned within the Healthy and Safe Communities Department to receive complaints, concerns or questions about the services and care provided to residents in Hamilton's licensed RCFs;
- (b) This position will receive complaints, concerns or questions from:
 - (i) individual residents;
 - (ii) Anyone acting on behalf of a resident, including, roommates, peers, self-advocates, friends and family members of individual residents;
 - (iii) Residential home staff, service coordinators, medical providers, hospitals, social service organizations and paraprofessionals regarding a resident(s) issue;
- (c) The position will report to the General Manager of the Healthy and Safe Communities Department;
- (d) All complaints will be received at no cost;
- (e) Complaints will be treated as confidential, unless required otherwise by legislation, including being to be released to the public under MFIPPA, or PHIPPPA or to another agency for investigation;
- (f) Generally, the process for addressing a complaint or concern will involve:
 - (i) A review of the complaint to determine which agency or city department is responsible for investigation;
 - (ii) If the complaint is determined to be one which can be investigated by the City or another agency, the complaint will be forwarded to the appropriate group for investigation.
 - (iii) Complaints will be handled as quickly as possible. It is anticipated that some complaints can be resolved within a matter of days. Other complaints may take longer if they are complex;

- (g) That Staff be directed to report back on the recommended accountability standards, service levels and process requirements for the various types of complaints that can be addressed by the RCF Liaison position, including details regarding:
 - (i) How the facility will be told that there is a complaint and given an opportunity to correct the situation.
 - (ii) If the investigation reveals non-compliance, how the facility will be required to correct the situation and ensure future compliance and how the public will be notified;
 - (iii) How the Complainant will be provided with follow up information regarding the outcome of the investigation;
- (h) The General Manager of the Healthy and Safe Communities Department will report quarterly a summary of the complaints received, and the status of the complaints;
 - (i) This position will be in place until June 30, 2021 or such time as Council decides on a more permanent structure for this role based on the RCF modernization project and the Outstanding Business List item regarding the RCF tenant advocate role; and,
 - (j) RCF licensed by the City of Hamilton will be required to post, in a prominent location accessible to residents and their relatives, the contact information for the RCF Complaint Liaison.