

<b>SERVICE COORDINATION SUPPORT (SCS) FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES</b>			
<b>Chapter: 2.0</b>	<b>GENERAL</b>	<b>Number:</b>	GE 2.1.02
<b>Section: 1.0</b>	<b>EXAMINATION FEEDBACK</b>	<b>Issue Date:</b>	October 2011
<b>Subject: .02</b>	<b>FEEDBACK</b>	<b>Effective Date:</b>	January 2013
<b>Authorized:</b>		<b>Revised Date:</b>	January 2020
		<b>Replaces:</b>	May 2017
<b>POLICY/PROCEDURE</b>			

## 1.0 DEFINITIONS

Feedback” may be positive or negative (including complaints) and is related to the services and/or supports that are provided by a service agency.

A “complaint” is an expression of dissatisfaction related to the services and/or supports that are provided by a service agency. A complaint may be expressed by a person with a developmental disability who is receiving services and supports from the service agency, or a person acting on their behalf, or by the general public, regarding the services and supports that are provided by the service agency.

“Services” provided by SCS refers to assisting individuals and their families in planning for and connecting with available community resources. We serve adults and children with a developmental disability, and children with autism spectrum disorder. Services come in the form of intake and assessment of individual needs, eligibility determination, individualized goal planning and case management, connecting to services and other community developmental services and supports.

## 2.0 POLICY

SCS welcomes feedback from its service users regarding the services it provides. All feedback in the form of complaints will be responded to in accordance with the procedures outlined in this policy. Positive feedback will be acknowledged and analyzed to possibly be used to improve operations. Individuals providing feedback are not at risk of having the services and supports they receive from SCS negatively impacted as a result of the feedback they provide.

The Feedback process and this policy and procedure are posted on the following websites:

[www.scsonline.ca](http://www.scsonline.ca)

[www.respiteservices.com](http://www.respiteservices.com) (Ottawa)

[www.dsontario.ca](http://www.dsontario.ca) (Eastern Region)

SCS shares information about its Feedback process with individuals receiving services and/or persons acting on their behalf through the orientation process (My Guide) and through annual reviews of the guide. The feedback process is accessible to all persons who receive services and supports as well as all applicants, persons previously determined eligible for services, and/or representatives of their choice, as well as the general public.

Staff and volunteers of SCS may also submit feedback about SCS as this process supports our commitment to continuous improvement and providing quality customer service. All service complaints will be taken seriously and handled with the goal of mutual satisfaction of the complainant and SCS. Our goal as an organization is to continually improve the services, supports and programs that we provide. This policy will assist in evaluating the services, supports and programs we offer.

This procedure applies to all feedback in the form of praise, suggestions, concerns or complaints relating to the services directly provided by SCS and not third party, partner services, services not readily available in our community or any legislative requirements. When requested, SCS will provide a copy of this procedure to those who wish to provide formal feedback on the services and supports they receive from SCS.

### 3.0 PROCEDURE

- 3.1 All feedback is welcomed at any time. If you need assistance with providing your feedback, you can ask for help at any time.
- 3.2 If you are not satisfied with the service we provide, you can make a written complaint. Before making a formal complaint, we encourage you to speak with the worker you are engaging with.
- 3.3 If you require assistance, a staff member with no direct case involvement can be assigned to help you provide your feedback.
- 3.4 If feedback is provided pertaining to a specific SCS staff, he/she will be informed of the feedback received. SCS staff members are committed to providing quality customer services and are part of solving any concerns regarding the services and supports they provide.
- 3.5 **Here are your options for providing general feedback:** We welcome your feedback and encourage you to share any comments or suggestions you may have about our services. You can do this by:
- Talking to a staff member
  - Contacting the Supervisor, the Manager or the Director of the department by calling our main line (press 0 for assistance)
  - Emailing your comments to [feedback@scsonline.ca](mailto:feedback@scsonline.ca)
  - Dropping off your comments in writing at the reception desk (address below).
  - Completing Customer Satisfaction Surveys generated by SCS, which the links are available in the staff's email signature, on the SCS website and/or sent to service users by email or through the mail.
  - Mailing your comments to:  
**Feedback**  
**Service Coordination Support for People with Developmental Disabilities**  
**150 Montreal rd., suite 200, Ottawa, ON K1L 8H2**
- 3.6 **Feedback in the form of praise about SCS:** We want to hear about how our services have had a positive impact on your situation. When you provide positive feedback, you

help us to understand what we do well and how we can continue to meet your needs. When you choose to provide feedback in the form of praise, contact the person you are dealing with directly, or a Supervisor, Director or the Executive Director. Your feedback will be documented and shared within the organization; it may also be used in publications with your consent. Feedback in the form of praise can be provided verbally, in an email, or in a letter.

### 3.7 Feedback in the form of a complaint regarding services you are receiving at SCS

#### Stage 1:

- Attempt to speak to the worker you are dealing with regarding your concerns by talking to them directly. If you are not satisfied with the solution you can talk to the direct Supervisor.
- If the complaint you wish to file is in relation to the way the service operates, ask the worker to direct you to the Supervisor/Manager or Director to engage in Stage 2.

#### Stage 2:

- If you are not satisfied with the given solution after speaking with your worker or his/her supervisor, you can submit a written complaint to the Manager or Director using the Feedback Form provided with this operating policy and procedure.
- **All written complaints should include the following information:**
  - your name, address and phone number
  - the nature of the complaint,
  - the name of the employee involved (if applicable),
  - a statement of facts
  - the date on which the complaint was lodged
  - Service user's signature and contact information of the person helping make the complaint. (Attached form)
- The Manager or Director will acknowledge your feedback in writing and, if required the Manager or Director will speak to you by telephone within 5 working days of the receipt of the written complaint.
- Upon receipt of the complaint, the Manager or Director will inform the Executive Director and advise on steps taken to resolve the complaint.
- A complaint that reaches the Stage 2 is required to be reported as a Serious Occurrence, as per the 2019 MCCSS Serious Occurrence reporting guidelines.

#### Stage 3:

- If you are not satisfied with the result of the written response provided in stage 2 you can make a written complaint to the Executive Director or designate within 10 days of the date identified on the written correspondence to you at stage 2.
- He/she will respond to you in writing and if required by telephone within 10 working days of receiving the complaint.
- A complaint that reaches the Stage 3 is required to be reported as a Serious Occurrence, as per the 2019 MCCSS Serious Occurrence reporting guidelines.

### 3.8 Feedback about Application Entity Services (Developmental Services Ontario Eastern Region):

If you are receiving services from Developmental Services Ontario Eastern Region, and would like to provide your feedback about the application process, the Assessor/Navigator will provide you with information about the confidential **Ministry of Children, Community and Social Services (MCCSS)** survey. If you wish to provide feedback to MCCSS about the Developmental Services Ontario application process, you can do so by;

- Completing the online survey at <https://www.snapsurveys.com/wh/s.asp?k=149072429244>
- Calling toll free at 1-866-340-8881
- Or calling 416-327-4971 (Greater Toronto Area)

**3.9 Feedback on Customer Service Standards and Accessibility:** Feedback received on customer service standards will be reviewed according to the guidelines outlined in the Accessibility Standards for Customer Service policy and procedure. You may send your feedback to: [feedback@online.ca](mailto:feedback@online.ca) or completing the Accessibility Feedback Form, which is available on our website.

**3.10 Feedback about Language and/or Language Related Complaints:** As an Agency officially designated under the Ontario French Language Services Act, Service Coordination commits to provide its services in French and to ensure their accessibility, quality and continued availability to the population at large. French Language Standards are outlined in the French Language Services policy. You may send your feedback to: [feedback@scsonline.ca](mailto:feedback@scsonline.ca) or completing the complaint form - French Language Services, which is available on our website.

**3.11 Feedback about another service agency:** All developmental service agencies are required to share the mechanism by which they receive feedback from the public. Feedback about another service agency must be sent directly to that service agency, via its feedback mechanism. Service Coordination will assist you in locating and/or understanding the service agency's feedback mechanism, when it is requested and / or as required.

### 3.12 Complaints of a criminal nature:

If an allegation of abuse is made against an SCS employee, another service agency, or any member of the public and it is suspected to be a criminal offence, as in the case of alleged, suspected or witnessed abuse, SCS will refer to the Abuse Prevention and Awareness **Policy and Procedure**. A report to the police will be made before initiating any internal investigations. In addition to reporting to the police, such incidents will be reported to the MCCSS as a serious occurrence through MCCSS's Serious Occurrence Reporting process.

### 3.13 Feedback on Social Media

Posts that reflect a person's own experience with an SCS service will be considered "feedback". In such cases, the Communications Officer will report this feedback to the appropriate Director (and inform the Manager of Quality and Knowledge Implementation)

and a courtesy follow up contact may occur outside of social media. Depending on the content of the feedback, the Director may decide to request the deletion of the comment and will follow up with the individual as per this operational feedback policy.

### **3.14 Service User's Feedback Records**

- All feedback provided to SCS will be kept in a Feedback Records file, by department. When Feedback is received, the receipt date will be tracked as well as responses provided regarding the feedback received.
- Feedback Records contain all correspondence, notes, proceedings, etc., on the examination and findings relative to the feedback.
- Feedback Records are confidential and only accessible by those who are authorized in accordance to privacy regulations and by those involved in investigating a complaint.
- When both the complainant and SCS come to a mutual agreement regarding the complaint, or when all conclusions have been provided to the complainant, the complaint is closed and Supervisors and/or Managers and/or Directors are responsible for completing the ETO Direct Feedback touchpoint.
- The Manager of Quality and Knowledge Implementation will collect, analyze and report on data related to all feedback items identified. All details pertaining to feedback are strictly confidential and only data related to events will be shared and reported.

### **3.15 Analyzing feedback:**

- When feedback is received on how a service operates, the feedback and the policies and procedures pertaining to a service are reviewed by the Manager of Quality and Knowledge Implementation, the Supervisor, the Director and/or Executive Director and comparatively examined.
- After comparatively reviewing the feedback and corresponding policies and procedures, changes to service delivery model may be proposed.
- In cases where feedback provided was in accordance with the service delivery model outlined in the policies and procedures, an explanation of how the service operates will be outlined to the complainant by the Director.
- Where the service did not operate as outlined in the policy and procedure, the Director will follow through with a review and discussion on the operational model for service delivery with the employee or the involved party.
- All feedback and complaints received will be reviewed on a quarterly basis minimally, to determine if any changes or updates are required to the current policies and procedures.

## **4.0 ATTACHMENTS**

### **4.1 [Feedback Form](#)**

### **4.2 [Accessibility Feedback Form](#)**

### **4.3 [Complaint Form- French Language Services](#)**

## **5.0 REFERENCES AND RELATED POLCY AND PROCEDURE**

- 5.1 2019 MCCSS Serious Occurrence reporting guidelines
- 5.2 Serious Occurrence reporting Policy and Procedures
- 5.3 Abuse Prevention and Awareness Policy and Procedures

**6.0 REVISION DATES**

<b>DOCUMENT REVISION HISTORY</b>		
<b>Date</b>	<b>Author</b>	<b>Revision</b>
January 15 <sup>th</sup> 2020	N Tardif	Corrections with new agency name, agency website, feedback email, staff's title, reference to updated P&Ps, social media feedback.