



January 11, 2023

UPDATE TO ALL FAMILY AND FRIENDS

Hello, we are very happy to report that we currently have no positive Covid19 residents at St. Pat's. We greatly appreciate that everyone continues to follow the required protocols to keep the residents and ourselves healthy.

Hairdressing services

The recruitment process for a hairdresser is continuing. There have been a few inquiries and leads for people interested however to date there is no finalized replacement for the hairdresser. Staff will be washing people's hair and doing their best to make people look their best.

Concern and Complaint Process

Life is not perfect, nor are we as human beings perfect and things may not always happen as planned or expected. Please find attached a process that we would recommend following for making any concerns known to staff at St. Pat's. As we all know it is best to address any concerns immediately and with the staff on the home area as they are most likely able to resolve the concern right away. The process recommended also includes a list of contacts for the managers if your concern could not be resolved immediately.

Be well and stay healthy,

Janet Morris

President and CEO

St. Patrick's Home of Ottawa

Complaint Process

To make a complaint, we encourage you to contact the Home directly.

Complaints should be brought forth and escalated as follows:

You can speak to the Personal Support Workers or Registered Practical Nurse on your loved one's home are about your concern. They are usually able to address your concern immediately.

If you are not satisfied with the resolution of your concern, please speak to the Registered Nurse on your loved one's home area or one of our Social Workers.

If the concern persists, please speak to a Manager (Reception can help direct you to the appropriate person).

A Contact List for the Management Team is included at the end of this document. The manager will contact you to follow up within ten days of your complaint.

If despite all of this, you are unable to have your concern resolved, you can contact the President and CEO.

At any time, you are welcome to contact the Ministry of Long Term Care or the Patient Ombudsman as per the information attached. This contact information is also posted in the front lobby.

Call the Ministry of Long Term Care

Call the Long-Term Care Family Support and Action Line: toll-free [1-866-434-0144](tel:1-866-434-0144)

Hours of operation: 8:30 a.m. - 7:00 p.m., 7 days a week

Write to the Ministry of Long Term Care

Send a written letter, by mail, to:

Director
Long-Term Care Inspections Branch
Long-Term Care Operations Division
119 King St. W, 11th Floor
Hamilton ON L8P 4Y7

Contact the Patient Ombudsman

If you have already contacted the home directly and the Long-Term Care Family Support and Action Line (toll-free at [1-866-434-0144](tel:1-866-434-0144)) and were not able to reach a satisfactory resolution, you can contact the Patient Ombudsman:

- [online](#)
- by calling [1-888-321-0339](tel:1-888-321-0339) (toll free) or [416-597-0339](tel:416-597-0339) (in Toronto)
- [TTY: 416-597-5371](tel:416-597-5371)

[Learn more about the Patient Ombudsman.](#)



LEADERSHIP TEAM CONTACT LIST

2865 Riverside Drive, Ottawa, ON K1V 8N5

Phone: 613-731-4660

Website: www.stpats.ca

POSITION	NAME	PHONE EXTENSION	E-MAIL ADDRESS
President and CEO	Janet Morris	233	janetmorris@stpats.ca
VP - Nursing	Monique Patterson	261	moniquepatterson@stpats.ca
Assistant VP - Nursing	Pam Smith	299	pamsmith@stpats.ca
Manager, Human Resources and Staff Development	Tracey Simpson	253	traceysimpson@stpats.ca
Manager, Financial Services	Cynthia Irving	292	cynthiairving@stpats.ca
Manager, Support Services	Paul Harris	236	paulharris@stpats.ca
Manager, Building Operations	Richard Valiquet	226/451	richardvaliquet@stpats.ca
Manager, Recreation and Volunteer Services	Robert Ienzi	235/230	robertienzi@stpats.ca
Manager, Spiritual and Religious Care	Stephen Savel	278	stephensavel@stpats.ca
Coordinator, Resident and Family Services	David Wainwright	280/462	davidwainwright@stpats.ca
Coordinator, Quality Improvement and Risk Management	Beth Ciavaglia	244	bethciavaglia@stpats.ca
Coordinator, Administrative Services and Communications	Cheryl Elliott	248	cherylelliott@stpats.ca
Executive Director, St. Pat's Foundation	Meg Friedman	350	megfriedman@stpats.ca