

# **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, 11<sup>th</sup> 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](http://www.stpats.ca)**

POSITION	NAME	PHONE EXTENSION	E-MAIL ADDRESS
President and CEO	<b>Janet Morris</b>	233	<a href="mailto:janetmorris@stpats.ca">janetmorris@stpats.ca</a>
VP - Nursing	<b>Monique Patterson</b>	261	<a href="mailto:moniquepatterson@stpats.ca">moniquepatterson@stpats.ca</a>
Assistant VP - Nursing	<b>Pam Smith</b>	299	<a href="mailto:pamsmith@stpats.ca">pamsmith@stpats.ca</a>
Manager, Human Resources and Staff Development	<b>Tracey Simpson</b>	253	<a href="mailto:traceysimpson@stpats.ca">traceysimpson@stpats.ca</a>
Manager, Support Services	<b>Paul Harris</b>	236	<a href="mailto:paulharris@stpats.ca">paulharris@stpats.ca</a>
Manager, Recreation and Volunteer Services	<b>Robert Ienzi</b>	235/230	<a href="mailto:robertienzi@stpats.ca">robertienzi@stpats.ca</a>
Manager, Spiritual and Religious Care	<b>Stephen Savel</b>	278	<a href="mailto:stephensavel@stpats.ca">stephensavel@stpats.ca</a>
Coordinator, Resident and Family Services	<b>David Wainwright</b>	280/462	<a href="mailto:davidwainwright@stpats.ca">davidwainwright@stpats.ca</a>
Coordinator, Quality Improvement and Risk Management	<b>Beth Ciavaglia</b>	244	<a href="mailto:bethciavaglia@stpats.ca">bethciavaglia@stpats.ca</a>
Coordinator, Administrative Services and Communications	<b>Cheryl Plater</b>	248	<a href="mailto:cherylplater@stpats.ca">cherylplater@stpats.ca</a>
Executive Director, St. Pat's Foundation	<b>Meg Friedman</b>	350	<a href="mailto:megfriedman@stpats.ca">megfriedman@stpats.ca</a>