



## NORTH RENFREW LONG-TERM CARE SERVICES INC.

P.O. Box 1988 • 47 Ridge Road • Deep River, Ontario K0J 1P0 • Tel: 613-584-1900 • Fax: 613-584-9183

E-mail: [nrltc@nrltc.ca](mailto:nrltc@nrltc.ca) • Web Site: [www.nrltc.ca](http://www.nrltc.ca)

### COMPLAINT PROCEDURE

At North Renfrew Long-Term Care Services Inc., we are committed to resident, family and client satisfaction and the provision of quality service. Quality is the concern of all staff at the Centre. Any complaint regarding: maintenance of the home; operation of the home; the conduct of the staff of the home; the treatment or care received by a resident in the home; can be made to:

- any staff at the Centre;
- the Manager of Resident Services;
- the Residents' Council of the Home.

Any concerns or complaints can be made verbally or in writing to:

Helen Esilman, Acting Executive Director/Administrator  
North Renfrew Long-Term Care Services Inc.  
47 Ridge Road, P.O. Box 1988  
Deep River, Ontario K0J 1P0

Tel: (613) 584-1900

Fax: (613) 584-9183

A written response indicating possible plans of action will be made within 10 days of receiving the complaint and a copy of all written complaints with a description of follow-up actions taken will be sent to the Ministry of Long-Term Care.

Any concerns or complaints can be made verbally or in writing to one of the following people:

Long-Term Care Family Support  
And ACTION Line:

Tel: 1-866-434-0144

Ministry of Health  
5<sup>th</sup> Floor, 777 Bay St.  
Toronto, ON M5G 2C8

Tel: 1-877-543-8931

Ministry of Long-Term Care  
10th Floor, Hepburn Block, 80 Grosvenor Street,  
Toronto, Ontario M7A 2C4

Tel: 1-800-268-1153