

When You Have a Compliment

When you have a compliment...

- Contact the program where you received the service and ask to speak with the Team Coordinator.

If your compliment is about more than one area of service...

- Contact a Director or the CEO. Your compliment will be shared with the appropriate people.



Garth Homer
SOCIETY

A life, a home, a place in the world.

Thank You!

Thanks for taking the time to contact us with any concern that you have. Your feedback allows us to continuously improve the quality of our services.

How to contact us:

Phone: (250) 475-2270

Fax: (250) 475-2279

Mail: 813 Darwin Ave
Victoria, B.C., V8X 2X7

Contact Information

Director Operational Services:

Phemie Guttin

E-mail: pguttin@garthhomersociety.org

Senior Manager Health Services and Education & Geriatric Services:

Victoria Weber

Email: vweber@garthhomersociety.org

Director Learning and Employment Services:

Geoffrey Ewert

Email: gewert@garthhomersociety.org

Manager Client Services:

Kevin Steeple

Email: ksteeple@garthhomersociety.org

Chief Executive Officer (CEO):

Mitchell Temkin

E-mail: mtemkin@garthhomersociety.org

Receiving Your Compliments, Concerns, or Complaints



Garth Homer
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Working together!

Day Services
Residential Services
Employment Services



The Garth Homer Society is accredited by CARF for
its employment and community services

When You Have a Complaint

1. We support people to talk first to the person with whom they are having the problem. For example a job coach, Key Worker or Team Coordinator. If a resolution to your complaint is not reached with this person, proceed to step 2.

2. Write out your complaint (ask for help if you need it). Send written complaint to the appropriate Manager/Director via e-mail or regular mail (contact information can be found on the back of the brochure) You can also call to speak to the appropriate Manager/Director (250-475-2770).

There is no retribution for making a complaint

If you are a Client and You Need Help to Speak Up?

You may want to ask a friend, family member or an advocate for help. Once we know you have an advocate we will make sure they are part of any discussions. We may also be able to help you find an advocate if you do not have one.

Confidentiality

We may not be able to investigate complaints that are made anonymously. We will do everything possible to keep information and people's names confidential.

What Can You Expect to Happen?

- 1.** Within 7 days of receiving your complaint, the Manager/Director will arrange to **meet with you** (and possibly your advocate). The Manager/Director will **investigate** your complaint and determine how best to resolve it.
- 2.** The Manager/Director will **document the results of his/her investigation and meeting with you**. Together you will reach a resolution.
- 3.** If you cannot reach a resolution with the Manager/Director, you may appeal to the Society's CEO (by mail or by calling 250-475-2270).
- 4.** The CEO will **review** everything that was documented, then take steps to resolve the issue. The CEO will give you (and your advocate) the results of his/her review **in writing within 14 days**.



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What Happens if I Remain Unhappy with Garth Homer Society's Response to My Complaint?

For Day Service & Residential Service:
Visit the CLBC website at www.communitylivingbc.ca to see their Complaints Resolution Process.

Contact BC's Advocate for Service Quality by calling 250-387-6121 and ask them to transfer you to the Advocate's office at 604-775-1238.

OR

You can contact the Advocate by mail:
Office of the Advocate for Service Quality
Suite 820 – 999 West Broadway
Vancouver, B.C., V5Z 1K5

For Residential Services:

Island Health Licensing - South Island
#201 - Vernon Avenue
Victoria, BC, V8X 5A7
Phone: 250.519.3401
Fax: 250.519.3402

Serious Complaints

A complaint is considered serious when it involves abuse, neglect or a threat to the safety and well-being of yourself or others. Any GHS staff person who hears this type of complaint will immediately take it to their Manager/Director so that appropriate action can be taken.