

Compliments and gifts

Compliments about our services or team members are most welcome at any time. Compliments can be made verbally or in writing, in person, by phone, email, fax or letter to the Care Home Manager or Director, the Vice President, Care and Community Programs, or the Chief Executive Officer. Please be aware that team members and volunteers are not allowed to accept gifts of a personal or monetary nature from residents, family members, or visitors. Donations to Broadmead Care Society are always appreciated.

You may also wish to explore our *Celebrate A Life!* program, through which family members can express thanks for exceptional care. Learn more on our website at www.broadmeadcare.com/get-involved/ways-to-give, or drop by the Donations Office which is located across from the Adult Day Program at Veterans Memorial Lodge.

Our Purpose

To build communities where every person can experience wellbeing and happiness.

Broadmead Care Society is a registered charity. #129290383 RR0001

Providing feedback

Broadmead Care welcomes feedback at any time. We recognize that sometimes people may have questions or concerns regarding the health, safety, or wellbeing of their loved one, or about the services provided at Broadmead Care.

Your feedback helps us identify areas for improvement in our care and services. We will make every effort to ensure investigations of concerns are timely, fair, and just, and without repercussions or penalty to the person who brings forward the concern.

We also appreciate your compliments for the people who have dedicated their lives to taking care of your loved ones. We share your compliments with them, and know how much your kind words encourage them.

For more information, or to fill out an online Compliments and Concerns form, visit www.broadmeadcare.com/familyresources.

Broadmead Care Homes

Beckley Farm Lodge	250.381.4421
Nigel and Harriet House	250.475.2050
Rest Haven Lodge	250.656.0717
Veterans Memorial Lodge	250.658.0311
<i>Email: info@broadmeadcare.com</i>	

Broadmead Care

4579 Chatterton Way
Victoria BC V8X 4Y7
250.658.0311

www.broadmeadcare.com



Broadmead Care

Compliments and Concerns

How to share your feedback with us

Broadmead Care
Where Love, Life and Living Matter



How do I offer feedback, or bring forward a concern about care or service?

There are a number of ways to bring forward concerns.

- Speak with the person providing the care or service, the Care Manager, Social Worker, or departmental supervisor.
- If there is something you would like the physician to know, please discuss this with the nurse. We will ensure the physician is aware of your information or concern.
- You may submit your concern in writing. Please address your concern to the appropriate Care Home Manager or Director, the Vice President, Care and Community Programs, and/or the Chief Executive Officer.
- Use the online form found at www.broadmeadcare.com/familyresources.

When should I bring forward a concern?

There is no time limit in which to bring forward a concern. However, we recommend you express your concern as soon as you are able, so we are able to address it as soon as possible.

What information should I include in my concern?

This depends on the situation, but in general, the following information should be provided:

- Date and time the incident occurred.
- Detailed description of the incident.
- Your role as witness to the incident or as the conveyor of information you received from someone else
- Your full name, email address, and telephone number.

What happens once I bring forward a concern?

If you bring forward a concern on behalf of yourself or your loved one, a manager will work collaboratively with you to identify the issues and discuss a mutually acceptable resolution.

What if I feel the response to my concern has not been adequate?

If you have brought your concern to the attention of Broadmead Care management, but feel the response has not been adequate, you should contact Island Health's Patient Care Quality Office by phone at 250.370.8323 (Toll free: 1.877.977-5797); fax to 250.370.8137; or by email to patientca.equalityoffice@viha.ca. For licensed Homes, you may contact Island Health's Community Care Licensing office by phone at 250.519.3401 (Toll free: 1.800.663.7867); fax to 250.519.3402, or by mail to 201-771 Vernon Avenue, Victoria BC, V8X 5A7.

What do you do with the feedback you receive?

Each concern provides an opportunity to identify areas for improvement of the care and services provided by Broadmead Care. A synopsis of the nature and outcomes of concerns, with names of the resident and person who brought forward the concern removed, is regularly reported to the Executive Team and Board of the Broadmead Care Society, and is used to provide information and recommendations for care and service improvements. The records are maintained for three years following file closure, and then confidentially destroyed.