

Long-Term Care **ACTION** Line Offers Services for CCAC Client Complaints



**1-866-876-7658 or
416-326-6777 (outside of Ontario)**

The Long-Term Care ACTION Line was established in January 2004 for residents of long-term care homes to report any concerns they had about care and the services provided by their long-term care home.

The Long-Term Care ACTION Line has now been expanded so that home care clients, or others, like family members, can call with any concerns or complaints they might have about home care services and/or their CCAC.

The Long-Term Care ACTION Line will facilitate the referral of CCAC client complaints to an independent third party called an Independent Complaint Facilitator when requested by the CCAC client.

The Independent Complaint Facilitator will:

- Listen to CCAC client concerns or complaints about CCAC services
- Work with clients to address their complaints
- Mediate disputes between clients and their CCAC and/or service provider agency/staff
- Assist CCAC staff to identify and develop innovative approaches to support clients

All communications between the CCAC client and the facilitator are strictly confidential. Facilitators are only permitted to share information with the consent of the CCAC client – and then only with those persons directly involved with addressing the complaint (e.g. the CCAC and/or service provider staff). With the consent of the client, the facilitator may also share information with family members or other caregivers.

CCACs have an existing complaints process. While clients are encouraged to work directly with their CCAC and/or service provider, some may be reluctant to do so. The expanded service offers these individuals an additional option to address their concerns.

Facilitators work independently from the CCACs and do not have the authority to make decisions on, or recommend:

- CCAC services
- Increases in service levels authorized by CCACs
- The provision of alternative services not provided by CCACs, or
- Changes in CCAC policies or procedures

For these reasons, CCAC clients may wish to follow the formal CCAC complaints process. CCAC clients who work with facilitators retain all their legal rights to use the formal CCAC complaints process at any time. Where there is a conflict between the facilitator process and the formal CCAC complaints process, the formal process will prevail.

CONTACT INFORMATION

To access the expanded Long-Term Care ACTION Line, please call:
1-866-876-7658 or 416-326-6777 (outside of Ontario)

For TTY services, call
1-800-387-5559 or 416-327-4282 (outside of Ontario)

Individuals can also visit the Ministry of Health
and Long-Term Care website at:

www.health.gov.on.ca