

Dear Families,

RE: Complaint and Concern Awareness and Process at Venta Care Centre

Based on recent satisfaction survey findings, only 76% of Primary Contacts indicated they were aware of the complaint and concern process. Venta Care Centre recognizes this as an opportunity to strengthen communication and awareness strategies.

Currently, the complaint and concern process is reviewed with Primary Contacts prior to resident admission. At that time, families are provided with the **Resident Rights and Responsibilities** document, which outlines the progressive complaint resolution process. In addition, the complaint process is clearly detailed on the Feedback section (page 27) of the **Resident Handbook**, which is also provided to all Primary Contact's and reviewed upon admission.

The established process encourages concerns to be addressed promptly at the point of care by speaking with the unit RN/LPN or Resident Care Manager. If unresolved, concerns may be formally documented using the green **Complaint/Concern Resolution Request Form**, which is available at request from reception or any nursing station. All submitted concerns are reviewed by management and you will receive a response within five (5) business days.

Escalation pathways are also clearly outlined, including access to the Facility Administrator and external agencies such as the Continuing Care Licensing Office, Alberta Ombudsman, and Protection for Persons in Care.

To further support awareness, Venta Care Centre also offers multiple avenues for feedback, including written submissions and an online feedback portal on Venta's website:

<https://www.ventacarecentre.com/visitor-info/feedback/>

Regular resident and family satisfaction surveys are conducted, and results are used to inform quality improvement initiatives.

In response to the survey findings, Venta Care Centre will enhance communication strategies to ensure improved awareness of the complaint process. This includes reinforcing the process during admission, providing ongoing reminders to families, and exploring additional methods of communication including signage.

Venta Care Centre will continue to monitor and identify opportunities to improve communication practices to ensure residents and families remain informed, supported, and confident in raising concerns.

Venta Care Center Management Team



Resident Rights &
Responsibilities.pdf



Complaint
Concerns Resolution