

OUR COMMITMENT

Simcoe Muskoka Family Connexions is committed to providing the highest quality of service to children, youth and families.

While positive comments are always welcome, it is equally important for us to know when there is a problem. This allows us to resolve it and retain your confidence.

Feedback received from clients will be addressed in a responsible, respectful and timely manner.

WHAT ARE WE
doing well?

WHAT COULD WE
improve?

Your feedback helps us to improve the quality of our service.

If you would like to provide feedback to us you can refer to the Family Feedback Form available in all of our branch office receptions, by asking a staff member or by visiting us at

familyconnexions.ca

We appreciate your input.

WHERE TO FIND US:

Barrie

60 Bell Farm Road, Unit 7, L4M 5G6
(705) 726-6587 or 1-800-461-4236

Bracebridge

345 Ecclestone Drive, Units 1067 & 1068, P1L 1R1
(705) 645-4426

Collingwood

186 Hurontario Street, Unit 105, L9Y 4T4
(705) 444-9160

Huntsville

81 Main Street West, P1H 1X1
(705) 789-8866

Midland

741 Yonge Street, Units 7 & 8, L4R 2E1
(705) 526-9341

Orillia

94 Colborne Street West, L3V 2Y9
(705) 325-1005 or 1-800-422-9970

HOW TO CONNECT WITH US:

1-800-461-4236

familyconnexions.ca

communications@familyconnexions.ca

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Simcoe Muskoka

Family Connexions

WE CARE

About Our Service
Children & Youth

If you have a concern,
we are here to listen
and help resolve it.

Safe kids. Healthy families.
Strong communities.

Your
VOICE
MATTERS



WORKING TOGETHER FOR SOLUTIONS

If you have feedback about the service you have received, we would like to hear it.

- We want to work with you to resolve any concerns you may have. Discuss your concerns with your worker to resolve issues when they arise.
- If the problem cannot be resolved at this level, speak to your worker's supervisor. This can be done by telephone if you wish. You may also ask to meet with your worker and/or the supervisor in person. At any stage, you may choose to bring a friend, relative, caregiver or support person with you for the meeting.
- If you still have concerns you will be directed to the appropriate Senior Manager, who will contact you within three business days of receiving your concerns.
- If your concerns are still not able to be resolved, the Executive Director will review your concerns. At this point you may also choose to access the agency's Internal Complaint Review Panel.

INTERNAL COMPLAINT REVIEW PANEL

The Internal Complaint Review Panel (ICRP) will review complaints by children & youth that have received services from SMFC. This panel consists of a senior manager and a service manager who have not had direct involvement with your case or complaint, as well as person external to the agency.

Matters not reviewed by the ICRP:

- Issues that have been decided by the Court
- Policies and procedures mandated by law
- Matters that are subject to another decision-making process under the Child, Youth and Family Services Act or the Labour Relations Act
- Issues raised by a person who has not sought or received service from SMFC

If you believe your matter qualifies, please submit your complaint in writing to the department called 'Organizational Excellence & Accountability', Attention: Internal Complaint Review Panel.

THE ICRP PROCESS FOR CHILDREN & YOUTH

- 1 If you make a written complaint, it will be determined if your complaint fits for review by the ICRP, and if so, you will receive written notification with a date for this meeting. An agency contact person will be provided to answer any questions you may have about the process.
- 2 If your complaint isn't reviewed by the ICRP, you'll get the reasons why in a letter within a week.
- 3 You can bring a support person(s) to the meeting so you don't have to come to the meeting alone.
- 4 Within 2 weeks of your meeting, you'll get a written summary of the results of the meeting, including any agreed upon next steps or decisions.
- 5 If you still feel like you have concerns, you may choose to pursue the Provincial complaint process through the Child and Family Services Review Board (CFSRB) as your next step.
- 6 The CFSRB can review some complaints or agency decisions. The CFSRB can be reached at 1-888-728-8823 or (416) 327-4673 or through its website: www.cfsrb.ca.

OMBUDSMAN ONTARIO CHILDREN & YOUTH UNIT

The Ombudsman is an Officer of the Legislative Assembly of Ontario. The office promotes fairness, and is responsible in the public sector to resolve and look into complaints and systemic issues within its office area. The office can answer your questions, inform you of your rights, connect you to others who can help, hear your complaints and may look into your concerns further. The Ombudsman listens to your concerns about your children's aid society, foster home, group home, secure treatment facility or youth justice facility.

Children's aid societies are responsible for informing the Ombudsman in writing and without delay if they learn you have been seriously injured and you may receive contact from the Ombudsman to ask to get an update from you and see how you've been feeling.

If you have any concerns about yourself or someone you know that you would like to discuss with the Ombudsman, please call their office at 1-800-263-2841 or 416-325-5669 or visit their website: www.ombudsman.on.ca.

You have the right to be safe, to be heard and to be part of all decisions about you that affect you.

ACCESSIBILITY FOR ALL CHILDREN & YOUTH

Simcoe Muskoka Family Connexions (SMFC) is committed to providing accessibility to our offices and services by meeting requirements under the Accessibility for Ontarians with Disabilities Act (AODA).

Should you have concerns, we want to know! First, please contact your worker. You also have an option to fill out our feedback form available in all of our offices, or on our website. We can help you to complete the form if you need to.

You can also call our main number and ask to speak with somebody directly at 705-726-6587. Your phone call will be kept confidential and you'll receive a response as soon as possible (within 2 weeks).

RPAC (Residential Placement Advisory Committee)

If you are currently living in a group home (also known as an OPR or a residential placement) and are worried that your placement is not appropriate or have concerns about your experience while living in this placement, you have the rights to contact RPAC by emailing rpac@lumenus.ca or calling 416-482-0081 x7233.