

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 email us or refer to the Feedback Form available on our website 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

Collingwood

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

Midland

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

Orillia

250 West Street N, Unit 3, L3V 5C9
(705) 325-1005 or 1-800-422-9970

The 2 locations offer integrated services in Child Protection and Child & Youth Mental Health

Bracebridge

193 Manitoba Street, Unit 5, P1L 1S3
(705) 645-4426

Huntsville

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

HOW TO CONNECT WITH US:

1-800-461-4236

familyconnexions.ca

complaints@familyconnexions.ca

f /SMFConnexions

t @SMFConnexions

ig SMFConnexions



OUR VALUES

Collaboration **A**ccountability **R**espect **E**quity



Simcoe Muskoka
Family Connexions

Connexions Familiales
de Simcoe Muskoka

Your Child Protection Service Provider in Simcoe and Muskoka &
Your Child and Youth Mental Health Service Provider in Muskoka

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 from our Child Welfare services, Child and Youth Mental Health program, Coordinated Service Planning program, or Youth Justice Coordinator Program, we would like to hear it.

1. Discuss your concerns with your worker.
2. If that doesn't work for you, call the agency and ask to speak to your worker's supervisor.
3. If that doesn't work for you, call the agency and ask to speak with the Senior Manager
4. Still no resolution? Ask to speak with our Executive Director.
5. If this still doesn't help, look to our Internal Complaint Review Panel or the Ontario Ombudsman.

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**.

INTERNAL COMPLAINT REVIEW PANEL

The Internal Complaint Review Panel (ICRP) can also review your complaint. The panel consists of a senior manager, a service manager and someone who doesn't work with us.

Matters not reviewed by the ICRP:

- Issues already decided by the Court.
- Anything mandated by law, The Child, Youth and Family Services Act or the Labour Relations Act.
- Issues raised by someone who didn't receive service from us.

If you believe your complaint qualifies, you can provide your complaint in writing to us, Attention: Internal Complaint Review Panel.

HAVE WE VIOLATED YOUR RIGHTS?

A complaint can be about your rights being violated, the care you are receiving and/or how we are supporting you.

- 1 You or someone on your behalf can complain directly to our Intake department by speaking to a worker, care provider or putting your concerns in writing.
- 2 When we receive the complaint, we will make sure you are safe and supported. You will be supported by a staff member, not by the person who the complaint is about.
- 3 Within 7 days of receiving your complaint, we will gather more information and provide support to: the person who made the complaint as long as you give permission, you and your support person if you want, and anyone else involved if necessary.
- 4 You or the person who made the complaint, with your permission, can receive an update whenever we are asked or every 15 days after we get the complaint.
- 5 All the information will be documented in your file.

If we have violated your rights, we want to make sure it doesn't happen again. Your voice helps make change. If you make a complaint, you will not experience negative consequences.

For more information on your rights, view the brochure on our website: <https://familyconnexions.ca/brochures/>

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 an out of home 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.

PRIVACY COMPLAINTS

If you feel that your privacy has been compromised, call or email the privacy officer at privacy.officer@familyconnexions.ca. If you are not satisfied with our response, you can file a complaint with the Information and Privacy Commissioner of Ontario. They can be reached www.ipc.on.ca