



# INFORMATION UPDATE

|                          |  |
|--------------------------|--|
| <b>TO:</b>               | Mayor and Members<br>City Council  |
| <b>DATE:</b>             | July 24, 2020  |
| <b>SUBJECT:</b>          | Residential Care Facility (RCF) Complaint Liaison (City Wide)              |
| <b>WARD(S) AFFECTED:</b> | City Wide  |
| <b>SUBMITTED BY:</b>     | Paul Johnson<br>General Manager<br>Healthy and Safe Communities Department |
| <b>SIGNATURE:</b>        |  |

## INFORMATION

At its meeting of June 24, 2020, Council approved a Motion of the Emergency and Community Services Committee to establish a Residential Care Facility (RCF) complaint liaison position for a one-year pilot to receive complaints, concerns or questions about the services and care provided to residents in Hamilton's licensed RCFs. This work has now commenced.

RCF residents or anyone acting on behalf of a resident (including roommates, peers, friends and family members), RCF staff, service coordinators, medical providers, hospitals, social service organizations and paraprofessionals can confidentially lodge complaints, concerns or raise questions about their residential care facility. These complainants can be assured of timely action where necessary and appropriate follow-up.

Posters have been distributed to all residential care facilities in Hamilton, advising of the two ways residents, their families, caregivers and staff can lodge a complaint. RCF operators are to post this information in a visible and accessible location in their homes.

Complaints or concerns can be communicated by phone to 905-546-2424 ext. 2026 or emailed to [RCF@hamilton.ca](mailto:RCF@hamilton.ca).

The General Manager of the Healthy and Safe Communities Department will

**SUBJECT: Residential Care Facility (RCF) Complaint Liaison (City Wide) - Page  
2 of 2**

---

report back to the Emergency and Community Services Committee on a quarterly basis with a summary of the complaints received including any outstanding issues or trends.

Should you require any further information please contact Rikki Firth, Residential Care Facility (RCF) Complaint Liaison at (905) 546-2424 ext. 7604 or by email at [rikki.frith@hamilton.ca](mailto:rikki.frith@hamilton.ca).

**APPENDICES AND SCHEDULES ATTACHED**

None