

COMPLAINTS, CONCERNS, or PROBLEMS

The Pines Long-Term Care Home

98 Pines St., Bracebridge, ON P1L 1N5 (705) 645-4488

Please bring any matters causing you or your family member concern to our attention so that we can follow up appropriately. Please raise your concern at the Resident Home Area level. If a problem or concern is not dealt with to your satisfaction, please contact the appropriate Manager or the Administrator as listed below:

Administrator	Jennifer Ridgley	Extension 4877
Director of Care	Dallas Miller	Extension 4861
Assistant Director of Care	Jennifer Carriere Natasha Duchno	Extension 4842 Extension 4805
Life Enrichment Manager	Christina Rochette	Extension 4824
Dietary Manager	Scot Gray	Extension 4801
Environmental Services Manager	Steve Files	Extension 4804

If your concern remains unresolved, you may contact the Commissioner of Health Services, or the Chair of the Health Services Committee as listed below:

Commissioner of Health Services, Norm Barrette, 705-645-4488 extension 4670

Chair, Health Services Committee, Terry Glover tglover@LakeofBays.on.ca

If your concern remains unresolved, you may contact The Ministry of Long-Term Care or Patient Ombudsman, see below:

The Long-Term Care Family Support and Action Line: toll-free at 1-866-434-0144; Hours of operation 8:30 am- 7:00 pm, 7 days a week; send a written letter, by mail, to: Director Long-Term Care Inspections Branch Long-Term Care Operations Division 119 King St. W, 11th Floor Hamilton, ON L8P 4Y7

Contact the Patient Ombudsman: on the internet: <https://patientombudsman.ca/complaints/make-a-complaint/submit-complaints>; by calling: toll-free at 1-888-321-0339 OR mail: Patient Ombudsman Box 130, 77 Wellesley Street West Toronto, ON M7A 1N3