

In the event you, a family member, or essential partner-in-care would like to share a compliment, concern, or complaint about care, accommodations, or services at Lakeridge Gardens, consider first speaking with staff or the appropriate Resident Care Manager:

**Second floor (2 East, 2 West, BSO, Behavioural Support Transition Unit)**

Jillian Churly, Resident Care Manager  
905-428-5201 ext. 17141

**Third floor (3 East and 3 West)**

Rhonda Bolton, Resident Care Manager  
905-428-5201 ext. 17231

**Fourth Floor (4 East and 4 West)**

Shawn Wood, Resident Care Manager  
905-428-5201 ext. 17151

**Fifth Floor (5 East and 5 West)**

Lisa Dibari, Resident Care Manager  
905-428-5201 ext. 17161

**Sixth Floor (6 East and 6 West)**

Kimberly Borho, Resident Care Manager  
905-428-5201 ext. 17152

Compliments, concerns, and complaints regarding Environmental Services, Programs, Allied Health, and Dietary will be re-directed to the managers of these areas.

### Sharing compliments, concerns, and complaints

When preparing to share a compliment, concern, or complaint consider providing as much information as you can, which may include:

- A description of what happened.
- When the situation occurred.
- Where the situation occurred. For example, inside or outside the home.
- Who was involved.
- What would you like to happen to resolve your concern, if applicable.

Revised 12/25



## Lakeridge Gardens Long-Term Care

Compliments, concerns, and complaints



Lakeridge  
Health

Lakeridge  
Gardens



Lakeridge Gardens is committed to providing quality care, accommodation, and service to all our residents.

All compliments, concerns, and compliments are welcomed and may be received from a known or anonymous source.

Please note for compliments to be shared with staff, your information will be requested.

Any comments or complaints will be investigated, and solutions will be determined to ensure the issue is resolved and improvements are put in place to prevent future occurrences, when possible.

We adhere to all Ministry of Long-Term Care policies related to complaints.

If you prefer to speak to a director at Lakeridge Gardens or are dissatisfied with a response, consider contacting:

**Director, Nursing and Personal Care**

Jumoke Mustapha 905-428-5201 ext.17111

**Director of Operations, Administrator**

Jeanette Dindial 905-428-5201 ext.17315

Additionally, compliments, concerns, and complaints can be shared with a Patient Experience Specialist by contacting the Patient Experience Office.

**Call:** (905) 576-8711 ext. 34402

**E-mail:** [patientexperience@lh.ca](mailto:patientexperience@lh.ca)

**Address:** Lakeridge Health, Patient Experience Department, 1 Hospital Court, 1<sup>st</sup> Floor, D Wing, Oshawa, ON L1G 2B9

**Hours of Operation:** Monday to Friday, 8:00 a.m. – 4:00 p.m.

If you wish to have your concerns escalated to the office of the President and CEO, you can do so at any time by contacting:

**Brian Pollard**  
**Health System Executive, Clinical**  
Tel: (905) 576-8711 ext. 37077

**At any time**, compliments, comments, or complaints may be made to the Ministry of Long-Term Care:

**Call the Ministry of Long-Term Care**

Long-Term Care  
Family Support and Action Line  
Toll free: 1 (866) 434-0144  
Hours of Operation:  
8:30 a.m. to 7:00 p.m.  
7 days a week.

**Write to the Ministry of Long-Term Care**

Send a written letter by mail to:

Director  
Long-Term Care Inspections Branch  
Long-Term Care Operations Division  
119 King St. W, 11<sup>th</sup> Floor  
Hamilton, ON L8P 4Y7

Contact may also be made at any time with the Patient Ombudsman:

**Online:** [www.patientombudsman.ca](http://www.patientombudsman.ca)

**Call:** 416-597-0339 (Greater Toronto Area) or 1-888-321-0339 (toll free)

**Mail:** Box 130, 77 Wellesley St. W., Toronto ON, M7A 1N3



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