



SHEPHERD'S CARE FOUNDATION

VISITATION DISPUTE RESOLUTION PROCESS

Shepherd's Care Foundation has implemented a Safe Visitation Policy based on Chief Medical Officer of Health Order 29-2020 and in consultation and dialogue with our family members.

Shepherd's Care foundation must document all disputes as per our existing concern/complaints processes under the Accommodation Standards and/or Continuing Care Health Service Standards (where relevant).

Our intention is always to work respectfully and in collaboration with our families as partners in care. In the event of a dispute between a family member and the site staff with respect to administration of the Safe Visitation Policy, the following three-level escalation process shall apply:

- 1. Site Level.** First, the family member shall document their dispute with as much detail as possible in an email to the site leader through a client feedback form. The form is located on our website at www.shepherdscare.org/contact/. The site leader or designate will undertake an internal review and shall have a written response to the family member in writing no later than seven (7) calendar days from receipt of the dispute.
- 2. Executive Level.** In the event the dispute is not settled at the site level, the family member may escalate the dispute to the attention of the COVID-19 Emergency Operations Committee of Shepherd's Care Foundation. This escalation shall be in the form of an email addressed to Ms. Lynn Haugen, Executive Director of Care, at lynnhaugen@shepherdscare.org. The Emergency Operations Committee will undertake an internal review and provide a written response to the family member no later than fourteen (14) calendar days from receipt of the escalated dispute.
- 3. External Level.** Should the concern still be unresolved after escalation to the Emergency Operations Committee, the family member may escalate to Alberta Health Accommodation Standards and Licencing (www.alberta.ca/contact-continuing-care.aspx) or Alberta Health Services AHS Patient Relations for designated supportive living or long-term care residents (www.albertahealthservices.ca/about/patientfeedback.aspx). Shepherd's Care commits to working with both the families and with Alberta Health/Alberta Health Services for a mutually agreeable resolution wherever possible. In the interests of full transparency, Shepherd's Care will disclose to Alberta Health/Alberta Health Services all relevant documentation and information pertaining to the complaint, including any internal notes and client correspondence, so that a fulsome adjudication can be made.

Updated: July 28, 2020