

WHEN A RESIDENT/RESPONSIBLE PERSON WISHES TO OBTAIN INFORMATION, RAISE CONCERNS, LODGE COMPLAINTS OR RECOMMEND CHANGES THEY HAVE A RIGHT AND ARE ENCOURAGED TO:

DISCUSS THE ISSUE WITH:	NAME		PHONE NUMBER
1. A STAFF MEMBER			
2. A NURSING SUPERVISOR			
3. A DEPARTMENT SUPERVISOR			
Deputy Administrator/ Director of Care	Jacqueline Dorval	GSDL	EXT 4222
Supervisor of Resident Services –Nursing	Brittany Goulding	GSDL	EXT 4229
Supervisor of Dietary Services	Alyssa Lalonde	GSDL	EXT 4228
Support Services Supervisor (Housekeeping, Laundry, Maintenance)	Maarit Fernberg	GSDL	EXT 4224
Supervisor of Resident & Outreach Services	Tracey Delage	GSDL	EXT 4243
Family Services Supervisor	Alyson Vandrish	GSDL	EXT 4219
Quality Improvement Risk Management	Andre Turbide	GSDL	EXT 4215
4. THE ADMINISTRATOR		GSDL	EXT 4223
5. MUNICIPAL ADMINISTRATIVE LIAISON		C.A.O.	613-932-6252
6. COMMITTEE OF MANAGEMENT		CHAIR	
7. LONG-TERM CARE FAMILY SUPPORT AND ACTION LINE			1-866-434-0144