

Here are some tips we hope will help you to communicate even when you are worried, anxious or upset....



- ◆ Choose a good time to talk.
- ◆ Plan ahead. Think about what you want to say. Write it down if this helps you.
- ◆ Breathe deeply relax. Remember we want to help you. We welcome your comments and criticism.
- ◆ Bring a friend or advocate to help you present your concerns if this helps.
- ◆ Talk directly to the person involved in your complaint directly whenever possible.
- ◆ Include your Program Supervisor or Coordinator in the conversation if you think they can help.

We hope these tips will help you when you are talking over your concerns with your program staff or when you are making a more formal complaint to a Program Manager or the Executive Director.

Published June 2003, Revised September 2007, June 2009, September 2010, March 2011



Important Phone Numbers



Lilla Tipton _____ 604-485-6411, Local 227
Executive Director

Corinne Hunter _____ 604-485-6411, Local 228
Residential Director

Lynn Roberts _____ 604-485-6411, Local 230
Community Services Director

Residential Services:

Manager—Lori Morris-Fraser

Redonda Avenue _____ 604-485-7948

Golden Avenue _____ 604-485-0358

Manager—Fred Stutt

Chilco Avenue _____ 604-483-3293

McGuffie Avenue _____ 604-483-4837

Manager—Robyn Auclair

Nootka Street _____ 604-485-6346

Selkirk Avenue _____ 604-485-7386

Manager—Dale Noseworthy

Joyce Avenue _____ 604-485-4567

Saanich Avenue _____ 604-483-7988

Community Services:

Community Inclusion Manager—Dave Percey

Community Living Place _____ 604-483-4042

Free Spirit Leisure Club _____ 604-483-4443

Community Inclusion _____ 604-485-9219

Residential Options Manager—Yvonne Russell

Residential Options _____ 604-485-5663

Home Sharing _____ 604-485-5663

Acquired Brain Injury Program _____ 604-485-5663

Employment Services Manager—Connie Polman Tuin

Employment Services _____ 604-485-4628

Steps to Employment _____ 604-485-9508

Child & Family Services:

Infant Development Programme _____ 604-485-6077

Family Support Services _____ 604-485-6077

Family Support & Supported Child Care _____ 604-485-6077

Early Childhood Community Therapy _____ 604-485-6077

Supported Child Development _____ 604-485-6077

P.R. Community Pre-School _____ 604-485-7664

When You Disagree with us Follow this Complaint Process



Powell River Association for Community Living



What PRACL believes.....

- ◆ PRACL should provide you with the best services possible.
- ◆ We want our services to be guided by you and your family.
- ◆ We believe that everyone has the right to be treated with respect and dignity.
- ◆ We welcome your suggestions and feedback. We believe it will help us to improve.
- ◆ We believe that when people talk directly to each other—problems are often resolved.
- ◆ We believe that when this is not possible, a third party can help.

PRACL has appointed the Executive Director, Lilla Tipton as the Privacy Officer. If you have any concerns or complaints about how we use the information that we gather about you please contact:
Lilla at 604-485-6411 Ext. 227 or by e-mail at ltipton@pracl.ca.

Who to Complain to.....

Community Living BC and the Ministry for Children & Family Development have their own complaint process. If you need assistance filing a complaint please ask for help.

If.....

- ◆ You weren't included in setting your goals and program directions.
- ◆ You did not get the service or support you needed.
- ◆ You were denied a service you felt you needed.
- ◆ Your rights were ignored.
- ◆ You were not treated respectfully.
- ◆ You were not given an explanation for a decision.

Then.....

- ◆ You can talk to your staff directly about your concern.
- ◆ You can give input at our annual Participant/Family Council Meetings.
- ◆ You can express your concerns when we do Satisfaction Surveys.
- ◆ You can give us feedback via our website.
- ◆ You can put a suggestion in the Suggestion Boxes at the Marine Avenue office and at Community Living Place.



When to Complain.....

If you are dissatisfied after talking with program staff you can take your complaint to a Program Manager or the Executive Director.

When you make a formal complaint to a Program Manager, Director or to the Executive Director here is what you can expect to happen!

S/he will ask you to tell her about what happened.

You will need to explain the problem in detail.

You will be asked what steps you have already taken to try to fix the problem.

You will be asked what you think needs to happen to make things better.

Your complaint will be written down on a Complaint Form.

You will be given a copy of the form.

You will find out what we did in response to your complaint.

The Executive Director does an annual review of all the complaints. S/he wants to look at ways to improve services.

