

Communication Pathway for Residents/Family Members

Issue,
Concern or
Complaint?

Start Here

Resident Home Area Registered Practical Nurse (RPN)

Aspen Ext. 601	Dogwood Ext. 632
Birch Ext. 621	Elm Ext. 631
Cedar Ext. 622	Fir Ext. 642
	Garland Ext. 669

If Unresolved

ABC Registered Nurse (RN)
(289) 442-7551
DEFG Registered Nurse (RN)
Days/Evenings (289) 442-7632
Nights (365) 323-4593

If Unresolved

Department Level

<p>Social Work and Support</p> <p>Manager of Resident Services Ext. 656</p>	<p>Nursing, Personal Care, Admissions & Medical Care</p> <p>Director of Care Ext. 612 Associate Director of Care Ext. 626</p>	<p>Food, Menu & Nutrition</p> <p>Food Service Supervisor Ext. 657 Ext. 685</p>	<p>Maintenance, Housekeeping & Laundry</p> <p>Facility Manager Ext. 670</p>	<p>Recreation, Programs & Volunteers</p> <p>Coordinator of Recreation and Volunteer Services Ext. 658</p>	<p>Resident Accounts</p> <p>Financial Analyst Ext. 585</p>
--	---	---	--	--	---

If Unresolved

St. Peter's Residence Senior Leadership

Administrator Ext. 650

If Unresolved

Issues, concerns or complaints not addressed to your satisfaction by the Home, may also be directed to:

Thrive Group Long-Term Care Executive Director at Ext. 722,
Thrive Group CEO Ext. 561,
Or
The Ministry of Long-Term Care 1-866-434-0144 (830am-7pm, 7 days/week)
If concerns or complaints are not addressed to your satisfaction by the Ministry:
Patient Ombudsman 1-888-321-0399



St. Peter's Residence
at Chedoke
Thrive Group