



## WRHA MAID Complaint Resolution Protocol

Step #	Description	Key Points	Who
1.	<p>Individual<sup>1</sup>, or person acting on their behalf, contacts the MAID Team<sup>2</sup> to bring a concern or complaint that they have experienced discriminatory or retaliatory action as a result of an expressed interest in MAID or as a result of having requested or pursued MAID.</p> <p><b><u>or:</u></b></p> <p>a WRHA Facility<sup>3</sup> has a concern or complaint in respect to the implementation of the WRHA's MAID Policy by any Staff<sup>4</sup>.</p>	<p>A concern or complaint is brought to the attention of the MAID Team.</p> <p><u>*If the WRHA Facility has a concern or complaint in respect to the implementation of the WRHA's MAID Policy, and the concern or complaint is related to a member of the MAID Team, then skip to section 4.</u></p>	<p><u>MAID Team</u></p> <p><u>As applicable:</u></p> <p>Individual</p> <p>WRHA Facility</p>
2.	<p>MAID Team determines whether the concern or complaint reasonably has merit before bringing the matter to the attention of the WRHA Facility<sup>5</sup> or Regional Chief Medical Officer, as may be applicable.</p>	<p>Allows the MAID Team to triage concerns or complaints and to only address those that may reasonably have merit if substantiated.</p> <p>MAID Team may resolve the concern or complaint with the Individual or the WRHA Facility.</p>	<p>MAID Team</p> <p><u>As applicable:</u></p> <p>Individual or WRHA Facility</p> <p>Staff</p>

<sup>1</sup> WRHA Medical Assistance In Dying policy 110.000.400, December 2017 (“MAID Policy”)

<sup>2</sup> MAID Policy

<sup>3</sup> MAID Policy

<sup>4</sup> MAID Policy

<sup>5</sup> MAID Policy

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3.	<p>If the MAID Team has a reasonable basis to believe the concern or complaint has merit, and is of the view that under the circumstances attempting to resolve the concern or complaint with the WRHA Facility is appropriate, the MAID Team shall advise the WRHA Facility of the concern or complaint and discuss resolution.</p>	<p>Assists in resolving minor concerns or complaints and improves access to MAID.</p>	<p>MAID Team</p> <p><i>As applicable:</i>            Chief Medical Officer and Chief Nursing Officer of WRHA Facility</p> <p>Executive Director (PCH) and/or            Director of Care (PCH)</p> <p>Palliative Care Program Medical Director, Program Director and Team Leader (the “Palliative Care Program Leadership”)            (Community)Staff</p>
4.	<p>If the MAID Team’s efforts to resolve the concern or complaint are unsuccessful under section 3 above;</p> <p>or</p> <p>if the MAID Team is of the view that under the circumstances attempting to resolve the concern or complaint with the WRHA Facility is not appropriate, the MAID Team shall forward the concern or complaint to the Regional Chief Medical Officer and Regional Chief Nursing Officer for resolution;</p> <p>or</p> <p>if the WRHA Facility has a concern or complaint in respect to the implementation of the WRHA MAID Policy by a</p>	<p>Elevates unsuccessful attempts by the MAID Team to resolve the concern or complaint</p> <p>or</p> <p>elevates substantial concerns or complaints to the Regional Chief Medical Officer and Chief Nursing Officer to manage and resolve.</p>	<p>Regional Chief Medical Officer and Regional Chief Nursing Officer</p> <p><i>As applicable:</i></p> <p>MAID Team</p> <p>WRHA Facility</p>

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	<p>Staff member, including a member of the MAID Team, the facility may bring the concern or complaint directly to the Regional Chief Medical Officer and Regional Chief Nursing Officer for resolution.</p>		
5.	<p>The WRHA Facility where the Individual is located or the Staff member is advised by the Regional Chief Medical Officer or Chief Nursing Officer in writing of the concern or complaint and a request to respond in writing within forty-eight (48) hours is made (time frame may be extended by Regional Chief Medical Officer or Chief Nursing Officer dependent on Individual's medical condition or circumstances).</p> <p>Regional Chief Medical Officer and Chief Nursing Officer may make any necessary enquiries in respect to the concern or complaint as they deem necessary.</p>	<p>Provides notice to the WRHA Facility or Staff member of the concern or complaint and allows the site or region to review, make the necessary enquiries and to respond.</p>	<p>MAID Team Regional Chief Medical Officer or Regional Chief Nursing Officer</p> <p><i>As applicable:</i> Chief Medical Officer and Chief Nursing Officer of WRHA Facility</p> <p>Executive Director (PCH) and/or Director of Care (PCH)</p> <p>Palliative Care Coordinator (Community)</p> <p>Staff</p>
6.	<p>Regional Chief Medical Officer/Chief Nursing Officer attempts to resolve the concern or complaint with WRHA Facility or Staff.</p> <p>If concern or complaint is resolved, Regional Chief Medical Officer/Chief Nursing Officer advises the MAID Team and the Individual.</p>	<p>Activates appropriate level for response to concerns or complaints.</p> <p>Encourages both formal and informal communication with the WRHA Facility or Staff.</p>	<p>Regional Chief Medical Officer or Regional Chief Nursing Officer</p> <p><i>As applicable:</i> Chief Medical Officer and Chief Nursing Officer of WRHA Facility</p> <p>Executive Director (PCH) and/or Director of Care (PCH)</p>

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	<p>If concern or complaint is not resolved, it shall be referred to the WRHA Chief Executive Officer for resolution.</p>		<p>Palliative Care Coordinator (Community) Staff</p>
7.	<p>If the concern or complaint is not resolved as between the Regional Chief Medical Officer/Chief Nursing Officer and the WRHA Facility or Staff, the matter shall be elevated to the WRHA Chief Executive Officer to resolve with the WRHA Facility at the CEO level.</p> <p>If concern or complaint is resolved, WRHA Chief Executive Officer shall advise Regional Chief Medical Officer/Chief Nursing Officer who will in turn notify the MAID Team and Individual of the resolution.</p>	<p>Allows escalation of matters that have not been resolved with the assistance of the Regional Chief Medical Officer/Chief Nursing Officer.</p>	<p>WRHA Chief Executive Officer</p> <p><u>As applicable:</u></p> <p>WRHA Facility Chief Executive Officer</p> <p>Staff</p>