



News from Margaret Douek, Executive Director

# APPROPOS

BATSHAW YOUTH AND FAMILY CENTRES



**NOVEMBER 17<sup>th</sup>, 2010:**

## **BATSHAW AWARDS OF EXCELLENCE PRESENTATION**

*Claire Roy, Manager, Communications and Public Relations*

A scoop! Here are the names of our colleagues who were nominated in the 3 categories of *The Ruth and Manny Batshaw Awards of Excellence 2010*.

### **Clinical - Psychosocial**

Marlene Baumel  
Rosie D'Andrea  
Carlos Eduardo De Castro  
Lynn Dion  
Gary Grace  
Daniel Natanblut

### **Clinical – Residential**

Hans Bongers  
Grace Effenberger  
Johanne Kralka  
Terry Peters  
Rodney Selman

### **Administrative and Support**

Adele Amoroso  
Mervat Atta-Segal  
Melina DeCubellis  
Marisa Dimeglío  
Rhéa Neveu  
Jacques Petelle  
Sue Plaisance

The Selection Committee will announce the names of the recipients of *The Ruth and Manny Batshaw Awards of Excellence* on **Wednesday, on November 17<sup>th</sup>, at 3:30 p.m. in the Auditorium** at 6 Weredale Park. Write it down! Let's all get together to congratulate and celebrate the outstanding work of our colleagues! Don't miss it!

## **OVERVIEW OF THE ANNUAL COMPLAINTS REPORT**

*Elizabeth Pusztai, Local Service Quality and Complaints Commissioner*

One of the responsibilities of the Local Service Quality and Complaints Commissioner's office is to identify themes concerning the quality of services being provided by Batshaw Centres. Themes are determined by the frequency of recurring complaints. The benefit of identifying themes is that it allows us to reflect on and improve policies and practices that may need attention. It can help us focus on training or supervision needs or other forms of intervention.

This year's annual report is an overview of the complaints handled for the year 2009-2010 and is based on the 285 complaints which were concluded this year. As well, it contains comparison information with themes identified last year (2008-2009) when 273 complaints had been concluded.

### **Lack of Family Involvement**

In 2008-2009, we reported on recurrent complaints about the Lack of Family Involvement:

Specifically they concerned the absence of personalized transfers; inter youth centre transfers, scheduling of planning meetings such as orientation table and intervention planning that excluded clients, and the communication of information from caseworkers to parents.

The Director of Child and Family Services developed a plan of action to address the incidence of client dissatisfaction in this area. The plan included Managers, Co-ordinators and the Division of Child and Family Services Director targeting three specific

problem areas that contribute to families feeling uninvolved or disrespected. The three target areas were: 1) children being moved without parents being advised; 2) disrespect of court ordered visiting; and 3) lack of parental involvement in decision making.

Although data does not specifically link the action plan to this year's frequency of complaints about family involvement, there has been a decrease in the number of these complaints. Last year complaints in the category related to family involvement accounted for 82 complaints of the total 273. This year they accounted for 60 of the total 285.

### **Interpersonal Relations**

Complaints about Interpersonal Relations continue to be a frequent theme for clients this year. They concerned staff's interactions with clients, both youth and parents, and revolve around the general subject of "respect".

Youth complain of staff's use of language, tone and attitude. Specific issues have had to do with being yelled at, sworn at, dismissed, or judged unfairly.

Another recurring complaint for youth is feeling that some staff disregard policies and unit rules and over use their authority. Youth are most concerned about being deprived of recreational activities, visits and unit activities as a result of the consequences they are given.

Parents' complaints have been related to poor communication with their caseworkers, and feeling dismissed or unfairly judged. In particular, parents who had children in long-term and mixed bank foster homes described feeling excluded, neglected, and generally dismissed when decisions about or planning for their children occurred. Specific issues have had to do with workers not returning phone calls and not responding to questions and requests. Parents described having felt insulted because of the manner a response was given and having felt that a worker's attitude was meant to provoke upset.

Last year complaints about Interpersonal Relations accounted for 73 of the total 273 complaints. This year 95 of the total 285 complaints were about Interpersonal Relations.

### **Environment and Resources.**

An emerging theme of complaints this year is related to the inadequate level of hygiene and repair of many of the living units. The nature of these complaints concerns Environment and Resources.

Specific issues such as the sanitary conditions of the showers/bathrooms, the cable not working over an extended period, broken furniture, unit temperature, particularly the heat in summertime, have been the subject of complaints from youth and parents of youth in residential settings.

Last year 75 of the 273 complaints were about Environment and Resources while this year 93 of the total 285 complaints were about this category.

As a result of the themes identified in the annual complaints report, the BMC is in the process of developing an action plan to address specific issues identified in the areas of **Interpersonal Relations and Environment and Resources.**

Reports about complaints are generated on a triennial basis. They are submitted to the Divisions, the BMC, the Service Quality Vigilance Committee and the Batshaw Board of Directors. Complaint reports are available upon request from the office of the Local Commissioner at extension 1010.

**October 2010**

5, rue Weredale Park, Westmount (Québec) H3Z 1Y5