

# Communication Pathway for Residents/Family Members

Issue,  
Concern or  
Complaint?

Start Here

## Resident Home Area Registered Practical Nurse (RPN)

Creekside Ext. 723    Gateside Ext. 731  
Spruceview Ext. 730    Oakwood Ext. 742  
Rosegarden Ext. 733    Orchardview Ext. 736

If Unresolved

(OW/OV/GS) Charge Nurse (RN) Ext. 720  
(CS/SV/RG) Charge Nurse (RN) Ext. 758

If Unresolved

## Department Level

Admissions &  
Resident  
Services

Manager of  
Administrative  
Services  
Ext. 760

Nursing,  
Personal Care &  
Medical

Director of  
Nursing  
Ext. 728

Food, Menu &  
Nutrition

Food Service  
Manager  
Ext. 744

Maintenance,  
Housekeeping &  
Laundry

Manager of  
Environmental  
Service  
Ext. 738

Recreation,  
Programs &  
Volunteers

Recreation and  
Volunteers  
Coordinator  
Ext. 724

Resident  
Accounts

Financial  
Analyst  
(289) 309-8477  
Ext. 573

Social Work and  
Support

Manager of  
Resident  
Services  
Ext. 732

## Idlewyld Manor Senior Leadership

Associate Administrator Ext. 745

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 (289) 309-8477 Ext. 722  
Thrive Group CEO (289) 309-8477 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



Idlewyld Manor  
Thrive Group