

If you still feel you have not resolved your concern at the home, there are other options...

You may speak to a client representative within Saskatoon Health Region. Client Representatives are available to respond to your concerns. They can help you to connect with people or information you may need if the home is unable to answer your questions.

**Phone: 655-0250; Toll free: 1-866-655-5066
Fax: (306) 655-0170**

Email:

client.rep@saskatoonhealthregion.ca

There may be times that you feel Regional Administration needs to be directly involved.

You may contact the Directors of Seniors' Health and Continuing Care:

Mail:

Saskatoon City Hospital
701 Queen Street
Saskatoon, SK
S7K 0M7

OR

Humboldt District Health Complex
Box 1930
Humboldt, SK
S0K 2A0

Phone: (306) 655-8216
Fax: (306) 655-7699

Phone: (306) 682-8176
Fax: (306) 682-3596

By Email:

ltcfeedback@saskatoonhealthregion.ca

If you contact the Region's administration with a concern, administrators will work to resolve your concern and will be guided by your direction.

If you have tried these avenues and are still concerned, you also have the right to contact the Ombudsman. The Ombudsman can take concerns from members of the public who feel they have been treated unfairly by a provincial government service (including health regions and affiliated agencies). The Ombudsman is independent and the services are free. The office offers a range of methods to try to resolve the problem. Depending on the situation, the Ombudsman may assist with communications with the organization, may facilitate negotiations or mediations, or may complete a formal investigation (review).

**315 – 25th Street East
Saskatoon, SK S7K 0L4**

Phone: 1-800-667-9787; (306) 933-5500

Fax: (306) 933-8406

Website: www.ombudsman.sk.ca



*Our Vision
Healthiest people
Healthiest communities
Exceptional service*

Our Promise

Every moment is an opportunity to create a positive experience in the way we treat and care for people, in how we work and interact with each other, and in how we deliver quality service. We promise to seize every opportunity.

HAVING YOUR SAY



Identifying Concerns and Sharing Feedback in Long Term Care

Seniors' Health and Continuing Care

What if I had a concern about my care within my long term care home?

It is important for residents and their families to have a means to voice and discuss concerns. It is also important to work together with care team members to find solutions to improve well-being. Saskatoon Health Region and long term care homes are committed to respectful communication. Open and honest communication and mutual respect are cornerstones of establishing and maintaining relationships between you and your care team.

If you have a concern or question, first speak with a member of your care team. The issue often may be resolved by talking about what is bothering you.

However, if after speaking with the care provider you still have unmet needs or questions, speak to the manager or designate. This may be the quality of life manager, director of care, administrator or site manager depending on the home where you are living. Ask with whom you should discuss your concerns when you move into your new home.

By bringing your concerns forward, you are actively participating in your care or the care of your family member. Doing so establishes clear expectations and will increase trust and communication. It will also provide your care team with the opportunity to improve care and services for yourself and others.

What do I need to know if I am a resident or family member of a resident in Long-term Care and I have a concern?

Saskatoon Health Region (SHR) and Affiliates are committed to respectful and effective communication.

SHR and Affiliates support a culture of openness and willingness to learn from issues and concerns and are committed to working with you to seek resolution.

As part of the commitment to provide quality service, there is also commitment to seeking resolution.

Your involvement is crucial.

If you have questions or concerns:

1. Talk to a Staff Member

Speak first with the care provider or staff member involved with your care. The issue often may be resolved through direct communication with your care provider. If after speaking with the care provider you still have unmet needs or questions, you may choose to proceed to the next step.

2. Talk to a Manager

Speak to the manager or designate. This may be the quality of life manager, director of care, administrator, or site manager depending on the home where you are living.

Open and honest communication and mutual respect are cornerstones of establishing and maintaining relationships between care providers and recipients of care.