

### 3. What if I still feel I have not resolved my concern at the home?

#### There are other options...

You may speak to a client representative. 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.

**Call: 655-1026**

**Toll free: 1-866-655-5066**

**Email:**

[client.rep@saskatoonhealthregion.ca](mailto:client.rep@saskatoonhealthregion.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.

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

#### For Saskatoon & Area Homes

Bethany Pioneer Village, Central Haven SCH, Circle Drive SCH, Extendicare SCH, Goodwill Manor, Lakeview Pioneer Lodge, Langham Senior Citizen Home, Lutheran Sunset, Mennonite Nursing Home, Oliver Lodge, Parkridge Centre, Porteous Lodge, Saskatoon Convalescent Home, Sherbrooke Community Centre, Spruce Manor, Stensrud Lodge, St. Ann's Home, St. Joseph's Home, Sunnyside Adventist Care Centre, Warman Mennonite SCH

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

Continuing Care and Seniors' Health  
c/o Administration

Saskatoon City Hospital  
701 Queen Street

Saskatoon, SK S7K 0M7  
Telephone: (306) 655-8216

By fax: 655-8269

By email:

[LTCfeedback@saskatoonhealthregion.ca](mailto:LTCfeedback@saskatoonhealthregion.ca)

#### For Rural Homes

Central Parkland Lodge, Cudworth Nursing Home, Golden Acres, Last Mountain Pioneer Home, Manitou Lodge, Nokomis Health Centre, Pleasant View Care Home, Quill Plains Centennial Lodge, and St. Mary's Villa, you may contact the Directors of Rural Health:

Telephone: 682-5526

By fax: 682-3595

By email:

[ruralhealth@saskatoonhealthregion.ca](mailto:ruralhealth@saskatoonhealthregion.ca)

Or by mail: Rural Health Services

Box 1930

Humboldt, SK S0K 2A0

If you contact Regional Administration with a concern, regional staff will seek to resolve your concern, guided by your direction. Your involvement is crucial.

# HAVING YOUR SAY



*Identifying Concerns and  
Sharing Feedback in Long  
Term Care*

**Continuing Care & Seniors' Health**

## Having your Say

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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.

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 ?

The 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.

Open and honest communication and mutual respect are cornerstones of establishing and maintaining relationships

## 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.