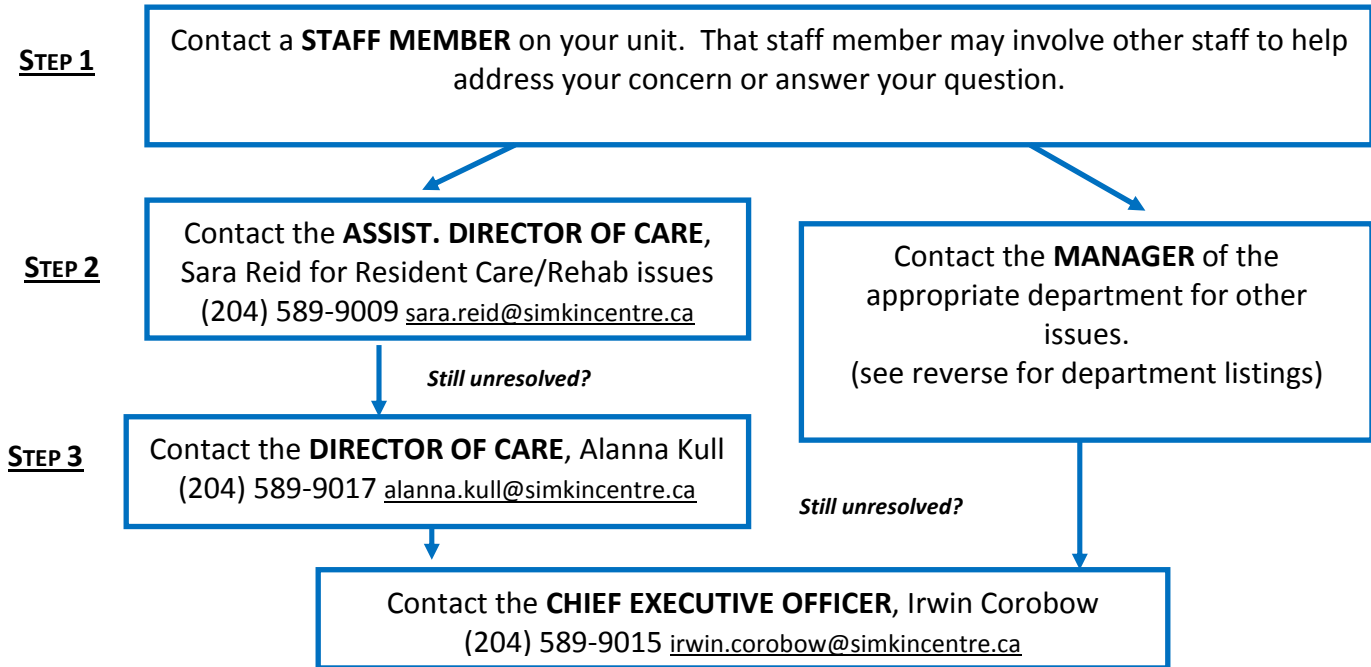


(APPENDIX C)

HAVE A QUESTION, CONCERN OR COMPLAINT?

We value your feedback! What you tell us is taken seriously. We consider every question, concern, and complaint as an opportunity to further enhance the care and services provided at The Saul and Claribel Simkin Centre.



What Can You Expect:

- Someone will contact you to discuss your concern within two business days.
- We will investigate your concern and provide an initial response to your complaint within 10 business days. We will try to resolve it within 20 business days (*as set forth in WRHA Policy*)
- Your privacy and confidentiality will be respected and protected at all times.
- Making a complaint or expressing a concern will in no way impact the care you or your family member receives at The Saul and Claribel Simkin Centre.

ADDITIONAL RESOURCES

- **Suggestion Box** – We have a suggestion box located at the front entrance of the building. Feel free to write down your comments, compliments, concerns, or suggestions. The suggestion box is checked weekly.
- **Social Worker, Tana Ducharme (204) 589-9006, tana.ducharme@simkincentre.ca** - The Social Worker is available to assist or advocate for residents and families.
- **Board of Directors** – If your concerns remain unresolved after consultation with the CEO, a written request for review may be submitted to the Chair of the Board of Directors via email at BoardofDirectors@simkincentre.ca. You will receive written notification regarding the outcome of your request for review.
- **Winnipeg Regional Health Authority, Client Relations Officer, (204) 926-7825 (phone), (204) 940-1974 (fax), clientrelations@wrha.mb.ca** – If the Simkin Centre staff have tried to resolve your complaint and you still wish to speak to someone further, you are welcome to contact Client Relations Office at the WRHA.
- **Winnipeg Regional Health Authority, Critical Incident Reporting Process, (204) 788-8222** – Sometimes something unexpected can happen to a resident that has caused them unintended serious harm. When the event is a result of health care provided and not due to the residents illness or the usual risks in treating the disease, it is called a Critical Incident. Talk to the WRHA about a critical incident anytime, 24 hours a day.
- **Manitoba Health Protection for Persons in Care, (204) 788-6366 (in Winnipeg) or toll-free 1-866-440-6366 (outside Winnipeg), (204) 755-8055 (fax), protection@gov.mb.ca** – This office, an independent body, receives and investigates reports of suspected abuse or neglect in hospitals and personal care homes in Manitoba.

CONTACT	DEPARTMENT	PHONE #
<p><u>Jason Anderson</u> jason.anderson@simkincentre.ca</p>	<p><u>Chief Financial Officer</u> Trust Accounts, Resident Charges</p>	<p><u>589-9012</u></p>
<p><u>Valerie Burachynsky</u> valerie.burachynsky@simkincentre.ca</p>	<p><u>Dietitian Manager of Food Services</u> Food Services</p>	<p><u>589-9019</u></p>
<p><u>Cindy Greenlay</u> cindy.greenlay@simkincentre.ca</p>	<p><u>Support Services Mgr</u> Housekeeping, Laundry, Building Maintenance, Newspaper Delivery, Security</p>	<p><u>589-9041</u></p>
<p><u>Cindy Greenlay</u> cindy.greenlay@simkincentre.ca</p>	<p><u>Therapeutic Recreation Mgr.</u> Recreational Programs, Volunteers, Resident Outings, Celebration of Life, Adult Day Program, Resident Council</p>	<p><u>589-9041</u></p>
<p><u>Cindy Greenlay</u> cindy.greenlay@simkincentre.ca</p>	<p><u>Spiritual Care</u> Spiritual Care (Resident and Family Issues)</p>	<p><u>589-9041</u></p>
<p><u>Dr. Sheldon Koven</u></p>	<p><u>Medical Director</u></p>	<p><u>589-9005</u></p>