

HOW ARE WE DOING?

To be completed by clients, family or other members of the public

My name is:

I am reporting a Complaint
(please check one): Compliment
 Suggestion

I am reporting this on behalf of:
 A home care client Myself
 A facility resident Other (specify): _____

Provide some details about your feedback. Include the date and location of the incident. Please include the names of any staff (if known and if applicable).

Would you like to be contacted by a manager/supervisor? Yes No

If yes, tell us the best time and way of contacting you:

Time of day: _____

Phone: _____

Email: _____

Continuing Care values your perspective. Your feedback contributes to the value and quality of the services provided by Continuing Care. If you have asked us to contact you, you can expect a response as follows:

For urgent issues, please speak directly to a supervisor or manager. You can expect to be contacted within 4 hours of reporting an urgent issue. Continuing Care defines 'urgent' as an issue that, if not addressed immediately, puts someone at risk of injury, death or loss.

For non-urgent issues, you will be contacted within 2 business days of this form being received by a Continuing Care employee.

You can submit this form in-person to:

- Any Continuing Care employee, during their regular work day,
- Any Continuing Care building, including Home Care offices, long-term care homes or the Continuing Care building at 109 Copper Rd, Whitehorse

You can fax this form to:

- 867-393-6953, Attn: Manager, Quality, Risk and Clinical Practice

You can email this form to:

- hss-cc-managers@gov.yk.ca

If this is an urgent issue, speak directly with a supervisor or manager.

- Birch Lodge: 393-6248 (leave a message after-hours)
- Copper Ridge Place: 393-7500 (leave a message after-hours)
- Macaulay Lodge: 667-5955 (leave a message after-hours)
- McDonald Lodge: 993-7704 (leave a message after-hours)
- Thomson Centre: 393-8625 (leave a message after-hours)
- Whistle Bend Place: 667-9300 (leave a message after-hours)
- Home Care: 667-5774 (during business hours only)