

Fairness for Caregivers and Care Receivers

“That is just not fair!” Have you ever found yourself saying that after you hung up the phone or walked away from a provincial government agency? Whether the issue affects you or someone you are helping to care for, the Ombudsman may be able to help.

What kinds of complaints can the Ombudsman take?

The Ombudsman can take complaints about provincial government services, including decisions, actions or delays in service. Here are just a few examples:

- issues related to services at a long-term care facility
- issues with a provincial housing authority
- disagreements about benefits received under the Supplementary Health Program
- issues with provincially-run utilities such as SaskPower, SaskTel or SaskEnergy

Whenever possible, Ombudsman staff will ask to talk with the person who has been affected by the potentially unfair decision or action. People who are not able to represent themselves may be represented by a legal guardian or other person who has been designated to speak on their behalf.

The Ombudsman’s Role in Health

Saskatchewan’s Ombudsman has always had a role in health, which was expanded in 2012. You can contact the Ombudsman about unfair services from:

- the Ministry of Health
- regional health authorities
- the Saskatchewan Cancer Agency
- many EMS and ambulance services
- many hospitals and health care centres
- long-term care facilities, including affiliates

Provincially-funded facilities with residents in care must now inform residents that they can take complaints to the Ombudsman. To make this easier, Ombudsman Saskatchewan developed a brochure for facilities can give to residents and family members. These are also available on our website.



Resolving Complaints

Keep a record of what happened and who you talked with (first names). Talk to the decision-maker or appeal the decision. For health service issues, contact your health region’s Quality of Care Co-ordinator or Client Representative. Still not satisfied? Contact Ombudsman Saskatchewan.

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