



CONCERNS RESOLUTION

A Guide for Residents & Families

At The Brenda Strafford Foundation, we want to ensure that we have a clear, accessible, and responsive process for raising and resolving concerns. This process supports a culture of transparency, accountability, and continuous improvement in the delivery of our services.

Should you or your family have any feedback or concerns about the services we provide, we want to know.

PROCESS AND KEY POINTS

Speak Up: Raise your concern immediately by speaking with someone on your care team. This discussion may resolve the issues right away.

Escalate: If it isn't resolved, direct your concern to the site leadership team, such as the Program Manager, Director of Care, or Executive Director.

- This person will acknowledge and respond to your concern within 2 business days and will provide you with a timeline.
- They will communicate in the same manner as the concern was received (e.g., phone call to phone call), as required based on the nature of the concern, or as per your request.
- Resolution of your concern will be within 10 business days, or an update will be provided then if more time is required.

Document: Concerns and actions taken will be recorded and reviewed for quality improvement.

Protected: Residents will not experience adverse consequences if they raise a concern.

External Agencies: If your concern remains unresolved, you may contact external agencies such as:

- Alberta Health Services – through the Patient Concerns and Feedback website
- Alberta Health – through the Office of Alberta Health Advocates website
- Alberta Ombudsman
- Protection for Persons in Care
- Relevant health professional regulatory bodies