



**Office of the Ombud
Northwest Territories**

How to Contact Us:

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Speaking Up For Fairness

in Long Term Care Facilities

When residents or their families believe something unfair has happened, we may be able to help.

Before contacting us, try to solve the problem yourself:

Talk to staff or the facility manager

Talk to the regional Patient Representative for your Health and Social Services Authority (HSSA)

If that doesn't work, contact us.

FREQUENTLY ASKED QUESTIONS

What kinds of things can we look into?

We take complaints about unfairness. For example...

- Not getting answers to your questions
- No clear explanation for decisions that affect you
- Facility rules that do not seem to be applied fairly
- Health and safety concerns in your facility
- Services you need are taking too long
- Unexplained restrictions for you or your visitors
- Bills that do not make sense even after you have asked for explanation
- Quality of care

Things that we can't look into

- Medical decisions made by doctors, nurses, therapists, etc.
- Personal disagreements with other residents

Who can contact the Ombud?

- Anyone who believes they have been treated unfairly by a facility, health authority, or other GNWT department or agency
 - Family members, or other advocates can contact the Ombud on a resident's behalf
 - Staff can also make complaints

Can I make an anonymous complaint?

- We need to know who you are so we can contact you and look into your complaint.
 - If you are concerned about the facility knowing you have made a complaint, you can talk to us confidentially, and then decide if you want to go ahead.

Our services are completely free

There is no cost to make complaints to the Ombud.

What will happen if I make a complaint?

- We will ask you about what happened and what you have done to try to solve the problem

- We will talk to staff to understand their point of view
- We will talk with you about the next steps

Will the Ombud be on my side?

The Ombud is independent and neutral. This means we look at both sides of the situation. We are on the side of fairness.

Will my complaint be investigated?

We always hope we can find a quick solution. Investigations can take a long time. If we can't solve the issue by talking to the facility or HSSA, we may investigate.

What will the end result be?

It depends. Every case is different, but here are some possible results:

- The facility may agree on its own to make changes to fix the problem
 - We may make recommendations to the facility to make changes
 - We may ask the facility to give you a better explanation for rules or decisions
 - We may find that the facility did not do anything unfair

Whatever the outcome is, we will let you know what we found and explain our reasons.