

**Comments, Compliments
or Concerns?**

- Suggestion**
- Comment**
- Concern**
- Other**

Name: _____

Telephone: _____

Date: _____



**Delta View Life
Enrichment Centres**

**Enriching the lives of those we serve
and those who serve with us.**

Delta View Life Enrichment Centre
9341 Burns Drive, Delta, B.C. V4K 3N3

Phone: 604.501.6700 local 103
Fax: 604.596.7613
E-mail: info@deltaview.ca



Comments, Compliments & Concerns



Philosophy of Care & Service

Everyone at Delta View Life Enrichment Centre has a commitment to provide quality care to all of our residents.

We endeavor to provide the best physical and psychological care in a home like environment and we strongly abide by the Resident's Bill of Rights.

In all we do at Delta View, we seek to fulfill our philosophy and goal; that all persons should live in dignity and safety in the least restrictive environment as possible.

We care for our residents in a nurturing environment where they are assisted to achieve the highest possible level of physical, psychological, social and spiritual functioning.



Comments, Compliments & Concerns

Quality health care is important to all of us – one that provides us with appropriate and timely care that is transparent, accountable and treats every resident with respect and dignity.

At Delta View we are committed to providing residents with the best service and care possible.

Your confidence and trust are important to us. If you have a concern with Delta View or the care that you receive from us, we want to hear from you to resolve it as quickly and effectively as possible.

All concerns raised are considered confidential and will be dealt with promptly and fairly. All suggestions for improvement are welcomed by the organization and no one expressing a concern should feel that they or their loved one will be treated in a negative manner for raising their issues.

At anytime if you feel you are being treated unfairly please notify the Administrator. We welcome suggestions and comments on the services that we provide at Delta View.

If you would like further information about the facility, would like to make suggestions, pass on a compliment or share a concern we would be happy to hear from you.

Sharing your Feedback...

STEP 1 - Talk to your House Nurse or Care Coordinator

Many concerns can be resolved right at the time when they occur. Discuss your concerns with your Nurse or ask to speak with the Care Coordinators. Our Care Coordinators are available Monday – Friday from 8:00am to 5:00pm and Saturday and Sunday you can leave a message on their voicemails.

STEP 2 - Elevate Your Concern

If you feel that your concern is still unresolved or requires the Facility Administrator's attention, please ask the nurse to have the Administrator contact you. Alternately, you can elevate your concern by using the contact information below:

Email: info@deltaview.ca

Mail: Delta View Life Enrichment Centre – Client Feedback Department
9321 Burns Drive, Delta B.C.
V4K 3N3

Phone: (604)501-6700

STEP 3 - Delta View Ombudsperson

If you are still unsatisfied and would like to make a formal complaint about the quality of care you received at our facility, feel free to contact the Delta View Ombudsperson at 604.501.6700, confidential email at ombudsperson@deltaview.ca

STEP 4 - Patient Quality Care Office

If you are still unsatisfied and would like to make a formal complaint about the quality of care you received at our facility, please contact the Fraser Health Patient Care Quality Office at 1-877-880-8823.