



YOU HAVE RIGHTS!



At Alta Care, we are here to listen, support your goals, and promote your well-being.
You always have the right to be treated with dignity and respect.

IF YOU HAVE A CONCERN

- If something your Resiliency Worker says or does doesn't feel right, you have the right to disagree.
- Please try to talk with your Resiliency Worker first.

FILING A GRIEVANCE

- The grievance procedure is used when you feel that your needs are not being met and you are seeking the support of others to resolve the concern.
- It is your right to file a grievance if you feel that you have a conflict that cannot be resolved by your Resiliency Worker.
- Write down your concerns to be forwarded to the Resiliency Worker's Supervisor.
- The Supervisor will respond **within 5 days**.
- If your concern is still not resolved, the grievance can move up step-by-step.

LEVELS A GRIEVANCE MAY GO TO

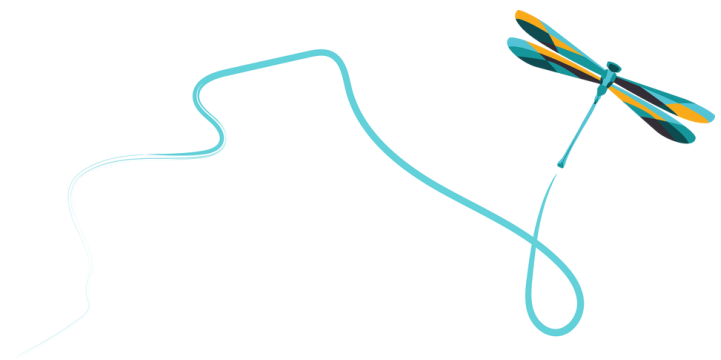


HOW TO SUBMIT:

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The goal is always to find a resolution that best supports you.