



Not Feeling Well?

You can still stay connected and support your loved one. We can help.

First Steps

Talk to the healthcare team caring for your loved one. They will ask you some questions about how you are feeling and your symptoms. They will then contact the Infection Prevention and Control (IPAC) team for advice on how we can keep you, your loved one, and others safe.

How We Manage Safety and Connection

Our goal is to keep everyone safe while helping families stay connected. The IPAC team will review your information and send back a recommendation (usually the same business day) about how to keep everyone safe. This may mean asking you to wear a mask, gown, or face shield, or to limit where you go. Each situation is different based on the illness and the risk to others. If you are too sick to visit in person, virtual visits or another support person may be options. We will continue to support your connection with your loved one as you feel better.

Safety Instructions

It is important that you follow the safety instructions from the team. We will do our best to explain the reasons behind each precaution and work with you to find the safest way to support your loved one. Let us know if you have any questions or concerns about the safety steps or if your symptoms change.

If You Have Concerns or Questions About Your Care or Service

Speak first with staff, physicians, or other healthcare professionals involved with your loved one. Speak with the supervisor or manager if you have unanswered questions or are not comfortable speaking with those directly involved.

If you need further assistance, contact the Client Concerns Office:

www.saskhealthauthority.ca/contact/patient-or-client-concerns-and-feedback

Rural Phone: 1-855-778-7708

North Phone: 1-833-484-2577

Saskatoon Phone: 306-655-0250
1-866-655-5066

Regina Phone: 306-766-3232
1-866-411-7272



Our Commitment to
Each Other

