

Noojmowin Teg Mission Statement

Noojmowin Teg Health Centre provides culturally relevant services, and is committed to support and promote the overall wholistic health and well-being of Anishinabek individuals, families and communities within the District of Manitoulin Island and area.

To do this, we will operate community-based programs and services, establish partnerships, and promote healthier communities through both traditional and western healing methods.

Programs & Services

- **Traditional Health** (Traditional Healing & Teachings, Cultural Support & Indian Residential School Support)
- **Primary Care** (Physician and Nurse Practitioner Services, Diabetes Wellness Team, Registered Dietitian, Aging at Home Navigator, Sexual Assault & Domestic Violence Services)
- **Mental Health & Addictions** (Psychologists, Community Withdrawal Management Services, Intensive Counselling, Geriatric Social Worker, FASD Coordinator)
- **Health & Wellness** (Healthy Living Children & Youth Program, Child Nutrition Program, Aging at Home Transportation Services, Health Promotion Projects and Research Collaborations)



**Noojmowin Teg
Health Centre**
A place of healing

Postal Bag 2002, Hwy 540
48 Hillside Road, Aundeck Omni Kaning
Little Current, Ontario
P0P 1K0

For General Information on Services:

Phone: 705-368-2182

Fax: 705-368-2229

Email: info@noojmowin-teg.ca

www.noojmowin-teg.ca

Telehealth Ontario: 1-866-797-0000



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"NoojmowinTegHealthCentre"

Hours of Operation

Monday to Friday 8:30 am to 4:00 pm

Funded by



Health
Canada

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Complaints Process



**Noojmowin Teg
Health Centre**

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Serving Aundeck Omni Kaning,
M'Chigeeng, Sheguiandah, Sheshegwaning,
Whitefish River, Wikwemikong,
Zhiibaahaasing First Nations, and the
Off-Reserve Populations in the District of
Manitoulin Island and Area.

Complaints

Noojmowin Teg Health Centre believes clients and the general public have the right to offer complaints or express concerns related to our programs and services. If something did not go well or clients are concerned about their experience(s) with the programs and/or services, we want to hear from them. Noojmowin Teg Health Centre believes that complaints and concerns are catalysts for change and will help the organization to improve the quality of our programs and services.

Verbal and written complaints are welcomed.

Noojmowin Teg Health Centre recognizes two types of complaints/concerns:

1. Informal complaints/concerns should be and are often resolved satisfactorily by the people involved.
2. Formal complaints/concerns include:
 - a) Unresolved informal complaints/concerns
 - b) Allegations which may be construed to be professional misconduct, sexual or other abuse, harassment, failure to comply with regulatory standards, guidelines and legislation, etc.
 - c) Complaints/concerns about all Noojmowin Teg Health Centre Employees.
 - d) Complaints/concerns that may put the organization at risk must be reported immediately to the Executive Director (or designate) for review, whom in turn will immediately report to the Board of Directors.

The Board of Directors will be kept apprised of formal complaints/concerns of the general public on an annual basis by the Executive Director.

Complaints Processes

Informal complaints/concerns:

- Periodic complaints/concerns which arise between staff and individuals during service delivery should be and are often resolved satisfactorily by the people involved.
- Where the complaint is expressed to a third party (staff member), the complainant should be encouraged to speak directly with the staff member involved.
- If the complainant is unwilling to speak with the involved staff member, or the issue(s) cannot be resolved, the complaint escalates to a formal complaint. The involved staff member will inform their Program Manager that a potential formal complaint may be filed.
- A complaint/concern relating to the organization (e.g., administration, facility) will be referred to the appropriate Program Manager.
- Informal complaints/concerns which cannot be satisfactorily resolved become formal complaints

Formal complaints/concerns:

- Formal complaints may be received in writing (preferred) or verbally when necessary to the appropriate Program Manager. A Formal Complaint form must be completed. The form is available on the Noojmowin Teg Health Centre website and is also available from the Receptionist.
- Complainants may request assistance to complete the complaint form. The Program Manager will discuss and facilitate the process, as indicated. This

may include assistance from a Program Manager or a neutral third party agreeable to the complainant.

- Formal complaints are to be addressed to one of the Program Managers of the organization. The Program Manager will initiate documentation on the Complaint Resolution form upon receipt of the complaint.
- If a complaint cannot be resolved satisfactorily, the matter will go to the Executive Director. If satisfactory resolution has not been achieved at this level, the matter will go to the Chair of the Board of Directors.
- Complaints related to the performance of the Executive Director should be addressed to the Chair of the Board of Directors. The Board will endeavor to provide a written response.

Responding to Your Complaints

- All complaints will be treated seriously, fairly, confidentially and will be investigated.
- All complaints will be acknowledged to the complainant and/or the investigation commenced within 10 business days of receipt of the complaint.
- Noojmowin Teg Health Centre will attempt to resolve complaints as soon as possible.
- Anonymous complaints and uncorroborated complaints by a third party will not be addressed.

If you would like to file a complaint or provide a compliment regarding Noojmowin Teg Health Centre's staff, programs and/or services, either by phone or in writing, please correspond to:

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Postal Bag 2002
Little Current, Ontario
POP 1K0
(705) 368-2182