

My Home Care Concern Log

When something goes wrong, the feeling stays but the details fade. A simple log protects the details and makes follow-up far easier. Keep it wherever is easiest — a notebook, one page, or a note in your phone. Write **facts, not anger**, and keep original messages, voicemail dates, and names where you can.

Date & time	What happened	Who you contacted	Impact	Response	Follow-up promised
EXAMPLE May 12, 8:30 AM	Visit missed	Called agency supervisor	Medication delayed	Awaiting callback	Callback by May 13
EXAMPLE May 14, 7:00 PM	Care felt rushed; bathing not completed	Asked for concern to be documented	Client distressed	Noted on file	Review to be arranged

These two rows are fictional examples to show how the log works. Documentation turns “something is wrong” into a fair, clear concern someone can review — it is an advocacy tip, not a legal requirement for families. Not sure who to call? See “Who to Call — By Care Arrangement.” In an emergency, call **911**.

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