



How you want to be treated.

Your Safety While Living Here It's Everybody's Responsibility



How you want to be treated.

Tips to living here safely

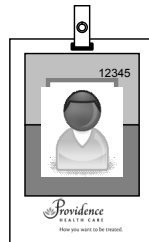
Your safety is our first priority. We are committed to giving our residents the best possible care. We believe that when residents take part in planning their care, they are more likely to have a healthy, happy, and safe time living here.

These tips are meant to help us work together to make your living here a safe and positive experience. Please take a few minutes to review these simple tips.

Who is Who?

In our home-like environment, you do not need to wear an identification (ID) bracelet. You may wonder how we know who to give medicines to and who to give care to. There are two ways we identify you. First, we post a current photo of you with your name on your medication cupboard beside your bed. Second, we get to know you. If any of our staff do not know you, they ask another staff member (who does know you) to make sure you are the right person before they give you any medicines or give you care.

There are many people involved in your care. Everyone who works for Providence Health Care wears a name tag. We post the names of your Resident Care Attendants and Registered Nurses on the daily staff assignment board.



Clean your hands well. Clean your hands often.

Help us stop the spread of germs, both in this facility and community.

The best way to stop the spread of germs is to clean your hands. When you clean your hands well, you kill many of the germs on your hands. It takes less than a minute!

Clean your hands often using either soap and water, or alcohol hand-rub.

Clean your hands **before**:

- eating and drinking
- touching any cuts, wounds, or bandages

Clean your hands **after**:

- using the toilet
- blowing your nose
- touching any cuts, wounds, or bandages
- handling garbage

Please ask those around you to clean their hands as well. Ask your visitors to clean their hands when they arrive, before and after the activities listed above, and when leaving.

Ask doctors, nurses and other staff if they have just cleaned their hands. We should clean our hands before giving you any care. Please ask us – “Did you just clean your hands?” In fact, many of us wear this button inviting you to ask!



Other ways to stop the spread of germs...

Do not share these with other residents:

- Personal care items such as combs, brushes, nail clippers, or razors.
- Food.
- Cigarettes.



Cover your cough or sneeze with a tissue. If you do not have a tissue, cough or sneeze into your elbow. Do not cough or sneeze into your hand.

To protect you from infection, if a family member or friend has a cold, the flu, or diarrhea, ask them not to visit until they are feeling better.

Another way we try to keep you healthy – We keep your immunizations up to date for illnesses such as the flu or pneumonia.

To learn more about preventing infections, see the pamphlet *‘Stop the spread of germs – It takes less than a minute to protect yourself and others’*

Be involved in your care and safety.

We believe you are entitled to “Nothing about me without me!” This means we shouldn’t do things to you or change the way we care for you without talking to you first.

We believe you and your family are important members of your care team. The Care Conference is a time for you and your family to meet with your care team. Together, we talk about your care, bring up any concerns you may have, and look at any changes we need to make to your Care Plan and Care Guide.

Every person living here has a Care Plan and a Care Guide. The Care Plan is a written plan of what your needs and wishes are and how they are to be met. Details of your day-to-day routines are written in your Care Guide and posted at your bedside for staff.

Your safety is a key feature of your Care Plan. We always look at any safety risks as part of planning your care. Together, we look at ways to keep you safe.

Your first Care Conference is held about 6 to 8 weeks after you move in. After this, a Care Conference is usually held yearly. (To learn more about Care Conferences, see the pamphlet ‘Resident Care Conference’).

Your Belongings

Please make sure you label or mark your personal items such as dentures, glasses, hearing aids, wheelchair, cushions, and walkers.

Even though this is your home, it has many people coming and going. It is best that you have your family keep your valuables, jewelry, or valuable keepsakes for you. Items do go missing from time to time. We suggest you obtain insurance for valuable belongings. This is to insure against loss and damage since our insurance does not cover lost items. Your insurance should include coverage for glasses, hearing aids, dentures, watches, as well as your own wheelchair or walker.

It is wonderful to bring personal items from home, but please make sure both you and our staff can move around your room safely. Please limit the number of items on the floor. This makes cleaning easier and reduces tripping hazards. Also, we need enough space to bring in and use any equipment needed for your care. We may ask you to send items home with family or friends if you are not using them or if space is a concern.

If you want to move in or take out any large items, please ask us before doing so.

Ways we keep you safe

We have special equipment to help us lift and move you safely. We may use a mechanical lift to move you from bed to chair or chair to bath.

Clothing can sometimes be a risk to your safety. If clothes are too tight or too difficult for you to put on or take off, you could get hurt. We may talk with you about other options for clothing. For more information about this, see the pamphlet on 'Easy Clothing'.

We have special devices that help us keep track of some of our residents.

- Door alarms – These let us know if anybody tries to exit the floor or building without the pass code.
- Locked doors and elevator doors – The doors do not open unless a pass code is used.
- Wandering alarms – This device lets us know when a resident has wandered beyond his or her neighbourhood or outside the building.
- Motion alarms – We put these on beds and chairs. These let us know if a resident is trying to get up without one of us there to help.

Some of these devices can be noisy and annoying but they are important to keeping everybody safe, both residents and staff.

Slips and Falls

Falls are very common in care homes. To help prevent you from slipping and falling, please wear rubber-soled slippers or shoes that enclose your whole foot.

Most falls happen when a resident tries to get out of bed on their own to go to the bathroom. Please call us to come help you. If you are able to get up on your own, especially during the night, make sure there is enough light for you to see where you are going.

If something you want or need is out of your reach, ask one of us to move it closer for you. You should always have your call button, eyeglasses, and telephone within reach, especially when you are in bed.

Our staff may speak with you about how to make you safer.

Medicine Safety

Make sure you tell us if you have any allergies or reactions, especially to medicines.

We review your medicines with you when you move in. Anytime you have questions about the medicines you are taking, just ask. We are happy to explain your medicines to you and your family.

If you think you may have missed getting your medicines, please check with your care aide or nurse.

It is okay to refuse to take any medicine if you are concerned about what you are being given or who is giving it to you. We will work with you to address your concerns.

Food Safety

Please check with us before feeding or sharing food with other residents. Many people who live here have allergies, swallowing problems, or special diets, and cannot eat certain foods. Our dietitians and other team members welcome your questions on any thing related to food, eating, drinking, or swallowing.

You may be one of those who has a special diet or has special needs when eating or drinking. We ask your family and visitors follow any posted instructions on your Care Guide. If they are not sure what you can eat or drink or how you should be fed, ask them to check with us first.

Family and visitors are welcome to bring in food for you. We ask that they follow these guidelines:

- Store all food in containers that can be resealed.
- Label all foods with both your name and the date it was brought in. The date is important so that it can be thrown out in case it spoils or is beyond the 'best before' date. We don't want you to get sick from food that has spoiled.
- Store any foods that can spoil in the fridge.

Talk about Concerns and ask Questions.

Tell us about your health and safety concerns.

Let us know if there are any changes in how you are feeling. Here are examples of things you or your family need to tell us about:

- You feel unwell or become sick.
- You notice any red or sore spots on your skin.
- You notice you are having trouble swallowing, moving, or other difficulties that you have not had before.

Some people who live here suffer from dementia. Some people may have problems controlling their behaviour. We always talk with family to find out what affects behaviour and what works best to control behaviour. However, if you have concerns about the behaviour of one of the other residents, please talk with one of our staff.

If you notice a change in another resident's behaviour or you feel that something is not quite right with another resident, please let us know. It could be a sign of a change in that person's health.

If you have concerns about your daily care, talk with one of the staff directly involved in your care. If your concern is not related to your care, ask to speak with the manager. If you are not sure who to talk to, speak with the social worker.

It's Good to Ask.

Ask lots of questions. The more you understand, the better informed you are about your care and the better we can work together.

Ask us to read any forms to you, if needed. Ask us to explain forms, letters, or other documents in words you can understand.

Everyone thinks of questions they forgot to ask or wonder about after they have thought a while. Write your questions down. Bring up your questions at the next opportunity. If you prefer, get a family member or friend to ask the questions for you. Write the answers down.

We want to make sure we communicate clearly with each other. Ask for an interpreter if:

- English is not your first language; or
- You communicate with sign language.

For daily communication, we can use various tools such as pictures to help us communicate with each other.

What to expect from us. What we expect from you.

Our aim is for you to enjoy living here. You can expect us to treat you with courtesy and respect. In turn, we expect you to treat us with courtesy and respect. It is not okay to use foul language or behave roughly, violently, or abusively. Any abuse of any person will be addressed promptly.

For more tips on how to take part in your care and how to keep safe while living here, see the '*Resident Handbook - Your Guide to Living Here*'.

This is a community. Other residents are your neighbours. Everybody's safety is essential to healthy living.