

Infection control

We have an active Infection Control Program to limit the spread of germs in our facilities. Patients/clients/residents and families can help in this effort.

Just clean your hands

- ◆ Clean your hands before and after using the washroom, after you blow your nose, before you eat, and always when leaving your room.
- ◆ Use soap and water if your hands look dirty; otherwise use of hand rubs is fine.

Outbreaks

We try to ensure that outbreaks do not occur, but when they do, we act quickly to limit the spread of the outbreak.

- ◆ Ill patients/clients/residents will be placed in isolation, away from others.
- ◆ All patients/clients/residents may have to stay on the affected floor.
- ◆ Medicine may be offered to patients/clients/residents so they do not get sick or to help them get better, faster.
- ◆ Visiting may need to be limited.

Keeping everyone healthy

- ◆ Family and visitors must not visit if they have a fever or new cough, diarrhea or vomiting.
- ◆ Patients/clients/residents with any of these symptoms may need to stay in their room or on the floor to prevent spread of germs.

Vaccinations

- ◆ Influenza shots will be offered to patients/clients/residents and are recommended for family/friends who may visit.

- ◆ Patients/clients/residents over age 65 or with multiple health issues should also have a Pneumococcal vaccine.

Fire safety

- ◆ Fire drills are conducted regularly throughout our facilities and staff receive fire training annually.
- ◆ If the fire alarm sounds, remain where you are and wait for instructions from staff (unless the fire is in your immediate area). Do not use the telephone or elevator.
- ◆ If the fire is in your immediate area, close your door or leave the area.

Compliments/complaints

- ◆ If you have a compliment, complaint or concern please pass it on.
- ◆ We care what you think - your feedback on things that matter to you is important to us. Compliments/complaint forms are available throughout our facilities or by asking a member of your health care team.

Disclosure of adverse events

- ◆ Should something go wrong, you have the right to know what happened and to receive the appropriate support.
- ◆ If you wish, you have the right to ask to speak to the appropriate person in authority.

Providence Care

The leading regional provider of non-acute care in southeastern Ontario. Providence Care has three main sites in Kingston, Ontario and 18 community locations throughout southeastern Ontario.

- ◆ Providence Manor
- ◆ Mental Health Services
- ◆ St. Mary's of the Lake Hospital

www.providencecare.ca

Vision

Providence Care will lead the way in compassion and discovery.

Mission

Trusting in Providence and strengthened by the spirit and tradition of our Founders, the Sisters of Providence of St. Vincent de Paul, we enhance the quality of life by meeting the physical, emotional, social and spiritual needs of each person.

We work with our partners to innovate and excel in education and research.

We treat each person with respect, dignity and compassion.

Values

*Respect & Dignity ◆ Compassion
◆ Stewardship*

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Patient/Client/Resident Safety



At Providence Care safety is at the core of patient/client/resident care.

We believe everyone plays an important part. This brochure will explain how you can help.

Providence Care

Patient/client/resident safety

At Providence Care, we take our role in patient/client/resident safety seriously and are involved in a range of actions to promote safety. These include strict infection control practices, proper use of equipment, preventing incidents, and training staff to prevent injury. We report all incidents and learn from them.

Patients/clients/residents and families also play a vital role in safety. As the centre of the health care team, they keep Providence Care a safe environment by being informed and actively involved in their care.

Speak up about questions or concerns you have

- ◆ You have the right to know about your care and your safety.
- ◆ Be confident and ask questions.

Pay attention to your health care and learn about your illness or condition

- ◆ Expect health care providers to introduce themselves and be wearing a nametag.
- ◆ Inform health care providers of any allergies you have and share your health history.
- ◆ Ensure health care providers check your identity before giving you medications or treatments.
- ◆ Know the names and dosages of

medication and treatment you have and why.

- ◆ Ask for verbal and written information about your diagnosis and treatment and ensure you understand.
- ◆ Read all medical forms and ensure you understand before signing anything.
- ◆ Follow through on your plan of care and use equipment, supplies, and medication only as instructed.
- ◆ Involve a trusted family member or friend if you are not able to participate fully in your care.
- ◆ If something does not seem right, bring it to the attention of your doctor, nurse, or other health care provider.

Abuse free environment

Abuse may take a variety of forms. It may be physical, neglect, verbal, emotional, sexual or financial.

- ◆ Providence Care is committed to providing an environment free of abuse and which respects the value, dignity and contribution of all.
- ◆ All staff are obliged to promptly report any incidents of suspected abuse to their immediate supervisor or another administrative person. Investigations will be prompt and will meet the Ministry of Health and Long-Term Care standards.
- ◆ Patients/clients/residents or visitors who have concerns about suspected or actual abusive behaviour are asked to promptly raise their concern with a member of the health care team.

Protecting your privacy

- ◆ The Ontario health privacy law requires anyone that provides health services for you to protect your personal health information.
- ◆ Providence Care uses and discloses personal health information to:
 - treat and care for you
 - get payment for care (from OHIP, WSIB, private insurers, or others)
 - plan, administer, and manage our internal operations
 - conduct risk management activities
 - conduct quality improvement activities (i.e. satisfaction surveys)
 - teach and conduct research
 - compile statistics
 - fundraise to improve our healthcare services and programs
 - comply with legal and regulatory requirements
 - fulfill other purposes permitted or required by law.
- ◆ You may access and correct your personal health records, or withdraw consent for some of the above uses and disclosures by speaking to a member of your health team (subject to legal exceptions).

Important Information

- ◆ Providence Care takes steps to protect your personal health information from theft, loss and unauthorized access, copying, modification, use, disclosure, and disposal.
- ◆ Providence Care conducts audits and completes investigations to monitor and manage our privacy compliance.

- ◆ Providence Care takes steps to ensure that everyone who performs services for us protects your privacy and only uses your personal health information for the purposes you have consented to.

Falls prevention

- ◆ Providence Care has a Falls Prevention Program where all new patients/clients/residents are assessed for risk of falls.
- ◆ Many safeguards are put in place and staff have been educated on falls prevention within our facilities.
- ◆ Patient/clients/residents and visitors should be mindful of the risk of falls to themselves and others.

No smoking and scent free environment

- ◆ In compliance with the 2006 Smoke Free Ontario Act no smoking is allowed within our facilities. However, there are patient/client/resident only designated outdoor smoking areas.
- ◆ Patients/clients/residents and visitors are asked to refrain from wearing strong scented products.
- ◆ Strong scented flowers are not allowed within our facilities.

When going home

Make sure you understand and ask about:

- ◆ instructions about your care.
- ◆ medications you may need to take.
- ◆ follow-up appointments.
- ◆ instructions in writing.