



CLIENT SAFETY FOLDER – TEXT ONLY

WORKING TOGETHER FOR A SAFER TODAY AND TOMORROW.

Clients, families, staff and volunteers together make up our safety team.

DID YOU KNOW?

Hand washing remains the single most effective defense against the spread of infection.

Each Traverse Independence employee completes an average of 20 hours per year of client safety related training.

In all age groups, falls are the second leading cause of hospital admissions due to injury.

Traverse Independence completes regular fire and evacuation drills at all of our residential sites.

Client safety surveys are completed by Traverse Independence employees from all departments to assist in identifying areas for improvement.

YOUR SAFETY IS OUR GOAL

Here are just a few of the things in place to help facilitate client safety:

- **An assessment process** that identifies and addresses specific safety needs.
- An individualized **care plan** based on the assessment and annual care planning meetings to revisit needs that may have changed.
- A comprehensive **infection prevention and control** program that includes hand washing protocols, housekeeping procedures, and monitoring infection rates.
- **A medication administration** system including staff training and education, and identification systems to ensure that the right person receives the right medication and the right dose at the right time.
- **Lifts and transfers** policies and procedures and intensive staff training ensure the safety and comfort of clients.

- Policies and procedures are in place and employees have been trained in **safe food handling**, ensuring that food prepared and handled by Traverse Independence employees meets the prescribed safety standards of Health Canada.
- **A reporting and investigation process** of all harm, no harm or near miss events. Reports reviewed and sent to the CEO and board of directors.
- **An emergency preparedness and response system** that includes a written agency plan and practice drills to train staff and test the plan's effectiveness.
- **The Client Safety Committee** reviews medication management, client falls and infection control practices to ensure we are providing clients with the safest quality service we can.

TIPS FOR YOUR SAFETY

Hand Hygiene is Important

Washing hands or using hand sanitizer is the single most important thing that everyone can do to prevent the spread of germs. Traverse Independence policy requires staff to wash their hands and use hand sanitizers before and after providing personal care, and when handling food and medication. We ask that you also use hand sanitizers and wash your hands to help keep Traverse Independence clean.

Recognize your Medications

Our employees who are involved in medication administration participate in extensive training regarding the medications they administer. Safety systems are in place to ensure you receive the correct medication. As a client, you are a part of the safety system. If we are providing you support in the area of medication management, please make sure you alert staff of any medication related concerns or changes.

Preventing Falls

We all play a role in preventing falls. If you have assistive devices to assist with your mobility, use them. Please be sure to tell staff if you experience any health changes that may put you at greater risk of falling. Your support staff can work with you to come up with easy-to-implement strategies to keep you safe. For more information, ask about our Falls Prevention Plan.

YOUR INPUT IS IMPORTANT TO US, SO WE WANT TO HEAR FROM YOU!

We may ask you to complete a survey or participate in a discussion from time to time to gather your feedback about our services. Your opinions and comments about your

experience at Traverse Independence are important to us and help us continue to improve.

See something unsafe? Something we have missed or can do better? We want to hear about it right away. Don't wait for a satisfaction survey to tell us about a problem; we want and appreciate your feedback because it helps us to improve.

If you wish to become a member of the Client Safety Committee, speak with your site manager or contact us at

Traverse Independence

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Tel: 519-741-5845