



TRAVERSE
INDEPENDENCE

CLIENT SAFETY PLAN

2026 - 2027

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OVERVIEW

BACKGROUND

Not only the mission, vision, and values of the organization but the strategic plan along with employees, client and caregiver consultation drove the development of the client safety plan. Our mission is to maximize our clients' ability to live independently by providing support services for adults with a physical disability or brain injury. This is done through our vision of supporting people to traverse the distance to independence. Our strategic plan provides the pillars to support client safety with its key priorities: building capacity and delivering high quality seamless services that keep clients safe, a commitment to key client and system outcomes, serving clients with complex needs. As an organization, we are fully committed to a culture where high quality client care is integrated into our daily services, thus in turn providing our services in a safe and competent manner.

**SAFETY IS
EVERYONE'S
RESPONSIBILITY**

Our client safety plan recognizes that all of us have an impact on quality and client safety: board of directors, leadership, employees, clients, caregivers, and other community providers. Workplace initiatives such as staff training, organizational structure, staff competency, and education all have a significant impact on our core service of providing excellent client service. The priorities in our mission, vision and values guide us in our efforts to improve our services and to offer excellent quality services to the clients we serve.

PURPOSE

The purpose of this plan is to provide a framework for the delivery of safe, quality services to our clients.

QUALITY ATTRIBUTES

The following key areas support our ability to provide high quality services to our clients.

- Supporting the best possible outcomes for the client
- Reducing/eliminating practices that could lead to or cause harm.
- Delivering high quality services built on best practices.

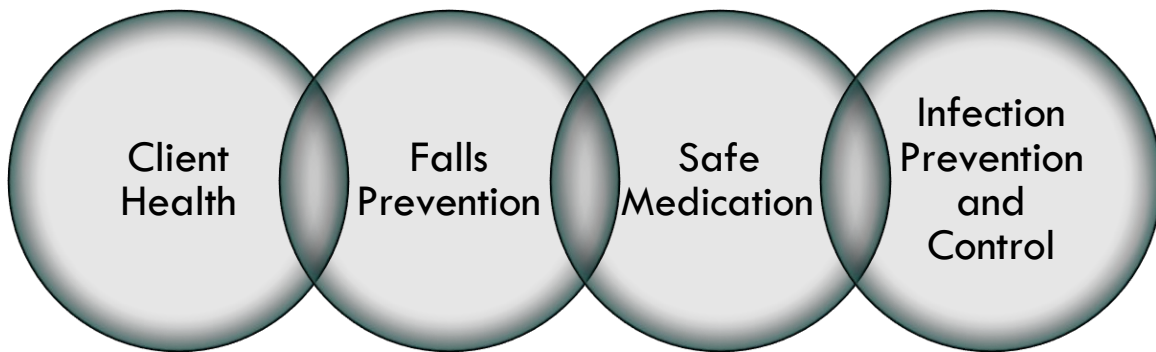
DEFINING QUALITY AND CLIENT SAFETY

Accreditation Canada defines quality of care as “the extent to which an organization **meets** the clients' needs and **exceeds** their expectations”. *Patient (client) safety is defined using the Canadian Patient Safety Dictionary's definition as “the reduction and mitigation of unsafe acts within the healthcare system, as well as through the use of best practices shown to lead to optimal patient (client) outcomes”.*

THE CULTURE OF SAFETY

Traverse has several quality processes in place that assist in the identification of opportunities for quality improvement. They include incident and sentinel event reporting, position descriptions that include client safety as a key responsibility, safety surveys, and trending and analysis of incident reports.

THE STRATEGIC PRIORITIES OF CLIENT SAFETY



CLIENT HEALTH

The Client Safety Plan is focused on providing consistency of care at the sites as well as during any transitions to or from hospital. Traverse takes a health equity approach to the health of our clients and individual workers lobby strongly to ensure clients have appropriate and effective health care, including both primary care and mental health services. This includes a wrap-around support for mental health and/or addictions which often are present as a concurrent disorder when a person has a brain injury. It is understood that an abstinence-based approach is neither realistic nor appropriate for many of our clients and Traverse has moved to a harm reduction model where clients are supported to access a safe drug supply and to use all the resources available to them to maintain their safety.

FALLS PREVENTION PLANNING

The goals of falls prevention are to minimize risk of falls, minimize risk of injury from falls, and to ensure a safe environment for clients and staff. Traverse will make every effort to ensure that staff and clients are knowledgeable about fall prevention and interventions. The potential for falls is a risk factor for many clients due to concerns such as weakness, unsteady gait, confusion, and certain medications. Attention to these risk factors can significantly reduce rates of falling. The nature of falls is complex and, therefore, the assessment of falls and implementation of appropriate

interventions are challenging. Traverse will work with staff and clients to increase awareness, assessment, and intervention.

Traverse recognizes the risk to clients who transfer independently. There may be circumstances where a client does not wish to participate in the assessment and intervention required to prevent falls. Traverse will respect the client's right to refuse unless it negatively influences staff safety.

SAFE MEDICATION MANAGEMENT

Traverse Independence provides a comprehensive and rigorous training program to all employees who manage medications on behalf of clients. The Medication Management Policy has had significant oversight and auditing by external bodies to ensure that it complies with best practices that in turn support client safety. Accurate medication reconciliation is vitally important to client safety and treatment and this support is offered through our centralized pharmacy system. Traverse Independence has formal medication training, policies, and procedures to manage all medications in the community.

All medication errors are logged and reported to the manager and/or designate. The error reports are reviewed on a regular basis to look for trends or systemic issues. This ensures that best practices around medication management are consistently applied.

Traverse Independence provides three levels of medication assistance in recognition of the levels of independence that our clients display:

- Independent medication management for clients who are fully capable and independent with their medication
- Semi-independent medication management for clients who require monitoring and assistance
- Full medication support for clients who do not direct their own service.

Within those three levels, assistance with medications may vary according to the abilities of each individual client and outlined in the Attendant Services Agreement (ASA) or the Personal Support Schedule (PSS). Although levels of assistance may differ from client to client, there are fundamental policies and all employees who aid with medication will adhere to procedures. All assistance with medication is discussed with the client, approved by the manager or designate and documented in the ASA or PSS prior to implementation. Narcotics and/or other controlled substances are not to be received nor administered without the prior approval of the CEO and/or designate in all cases.

All Traverse programs have their own consistent **double identification process** in place. Pictures of clients are posted in binders, enabling employees to have a visual identifier at hand. (Note: Consent is obtained from the client or their substitute decision maker for photos to be taken.) Prior to dispensing medication, the staff will check the binder for the picture and ask the client to state their name. This is in the case that the employee has not worked with the client regularly in the past.

INFECTION PREVENTION AND CONTROL

The Traverse Independence infection prevention and control system is an integral part of our occupational health and safety program. Traverse provides education and training to our staff and clients about infection prevention and control. As well as regularly reviewing infection control policies and procedures, our program conducts infectious and communicable disease surveillance, outbreak management, reporting (as mandated by federal, provincial, and municipal laws) and compliance with related professional health regulations and standards. The program is also in consultation with infection control teams of other health care institutions such as the Ministry of Health and local public health units as needed. We also offer mask fit testing for staff along with training on universal precautions, hand washing, and safe food handling.

Strategic Priority	Focus Area (Plan)	Goal	Key Measure(s) (Objective)	Target (Indicator)	Current Status	Trend / Notes
● Client Health	Client Safety Plan	Addictions training for all staff who work with community and transitional living programs	To provide staff and clients with information and education on addictions.	75% of applicable staff have addictions training specific to work in the community.	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4
		Implementation of individualized harm reduction strategies	To support clients in reducing the negative health, social, and safety impacts associated with high-risk behaviours.	100% of clients identified as engaging in high-risk behaviours have an individualized harm reduction strategy documented in their Individual Support Plan (ISP).	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4
		All Residential and Transitional Living clients will have transition of care packages completed and up to date.	To ensure the safe transition from site to hospital.	100% of transition of care packages will be up to date and readily available.	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4
		All procedural Instructions will be up to date.	To ensure that all procedural instructions	95% of procedural instructions will be completed.	Q1 Q2 Q3	Q1 Q2 Q3

			are complete and readily available to all staff.		Q4	Q4
		Support access to primary care, mental health and specialist appointments	To facilitate or refer clients to appropriate community supports.	100% of clients identified with health concerns will be referred to additional community supports.	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4
		Clients will receive education on mental health.	To promote positive mental health among clients by providing education, resources, and strategies that support wellbeing, resilience, and healthy coping skills.	100% of clients will be offered educational resources on mental health.	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4
● Falls Prevention	Client Safety Plan	Complete falls risk screening annually and as condition changes	To identify clients who are at high risk for falls and implement safety protocols.	95% of clients identified as high falls risk will have a care plan in place.	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4
		Clients will remain safe from injury during lifts and transfers.	To ensure safe client mobility and prevent injury by implementing clear procedural instructions for transfer assistance based on professional recommendations.	100% of client PI's for lifts and transfers will be reviewed annually and updated as required	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4
		Staff will remain safe from injury during lifts and transfers.	To prevent staff injuries by ensuring all lifts and transfers are performed	100% of equipment will be inspected and	Q1 Q2 Q3	Q1 Q2 Q3

			using safe techniques, appropriate equipment, and in accordance with documented transfer procedures and training guidelines.	maintained according to schedule. 100% of staff will have completed lift and transfer training	Q4 Q1 Q2 Q3 Q4	Q4 Q1 Q2 Q3 Q4
		Clients will receive education on falls prevention.	To increase client awareness and understanding of fall risks by providing accessible information and education on falls prevention strategies that support safe mobility and independence.	100% of clients will be offered educational resources on falls prevention.	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4
● Medication Management	Client Safety Plan	Provide medication assistance in accordance with MARS and policy.	To ensure staff have the knowledge and competency to safely administer medications in accordance with each client's Medication Administration Record (MAR), minimizing errors and supporting client safety.	75% of attendant care workers will have completed medication administration training.	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4
		Medication area inventory and medication system audits will occur monthly.	Medication areas will be conducive to the provision of safe	Medication inventory and audits 100% completed.	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4

			medication administration.			
		Support medication reviews and pharmacy coordination	To ensure safe, effective, and well-coordinated medication management by supporting regular medication reviews and collaboration with pharmacy services, minimizing medication errors and optimizing client health outcomes.	100% of clients receiving medication supports will have completed a medication review by pharmacy.	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4
● Infection Prevention and Control	Client Safety Plan	To control and reduce the spread of infection.	To maintain a safe and hygienic environment by ensuring that all staff consistently complete the infection control checklist on every shift, minimizing the risk of infections for clients and staff.	90% of infection control checklists will be completed.	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4
		Hand hygiene compliance	Staff will perform proper hand hygiene.	90% of staff observed will achieve compliance.	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4
		Personal Protective Equipment compliance	Staff will utilize required PPE.	100% of staff observed will achieve compliance.	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4

		Clients will receive education on hand hygiene.	Clients will understand the importance and procedure of proper hand hygiene.	100% of clients have been offered educational resources on hand hygiene.	Q1 Q2 Q3 Q4	Q1 Q2 Q3 Q4
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