

Know Your Own Medicine

- Your care team will ask for as much information as possible about medications that you were taking before coming to the care centre.
- If you are coming from home, have a family member bring in a list of all medication you have been taking, including supplements, vitamins or herbal remedies. This should include the product name, dose and time you take the product.
- If you have ever reacted to a medication or food product, tell your care team.
- You should know what your medications are for and how to take them, even if someone is helping you. It's okay to ask us if you need to.
- If the medication handed to you is different (colour, shape, size), it is okay to ask the staff to confirm you are supposed to be taking it.

Safe Bath and Shower Water Temperature

Staff will check the water temperature of all tubs and showers for a safe temperature range of 38° to 43° Celsius. You may be asked to check the water temperature using your forearm. Let your care team know if you prefer a water temperature lower than 38° Celsius. Because of risk of scalds, temperatures cannot go above 43° Celsius.

If you have any questions, contact the Client Service Manager for your unit.

Innovative Health Care

Carewest is a leading health care organization that provides long-term care, rehabilitation and recovery services and community programs for adults of all ages. As Calgary's largest care provider of its kind, Carewest operates 14 locations and several community services aimed at helping people live more independent lives.

The Calgary Health Foundation

The Calgary Health Foundation fundraises for excellence in health care and helps ensure the quality of life for those served by Carewest. To donate, please call 403-943-0615 or visit www.calgaryhealthfoundation.ca/carewest

Calgary Health Foundation Charitable Reg. (B.N.)
89383 4697 RR0001

Philosophy of Care

In support of our Carewest Frame of Reference, our Philosophy of Care is:

To provide our residents and clients with quality care in safe, comfortable and supportive environments.



Adapted from Alberta Health Services Safer Together brochure.

carewest.ca

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A Safety Guide for
Residents, Clients, their
Families, Guardians and
Visitors



Carewest is committed to working with you for safe, quality care.

Residents, clients, families and their guardians can play a vital role in making care safe by being aware, informed and actively involved with the health care team.

Ask. Listen. Talk.

Safety starts with good communication. Help us keep you safe by practicing good communication.

- Ask your health care providers about your care plan. Find out how you can participate in that plan and what you can do to improve or maintain your health.
- Listen carefully and ask for more information, especially if you don't understand. If you need assistance, you may include your family members to support you and help ask questions.
- Talk about your concerns, needs, and priorities with your health care team. Talk about your care plan, what it means and what you can expect to occur.

If English is not your first language and you have difficulty understanding or communicating with your care team, we will work with you to find ways to communicate.

Make Sure About Your Personal Identification

- Checking resident information is an important part of safe delivery of health care.
- As a safety precaution, we regularly check identification to make sure your information matches the health record. Standards require that we use at least two identifiers before providing any service or procedure such as giving medications.
- Staff may also ask you to state your name and date of birth to confirm identity. For residents who cannot communicate reliably, the staff will use other methods such as checking a photo, or wristband. Other staff such as lab services, may ask one of our staff to confirm your identity, even if they were the same person to take your blood the week before. We haven't forgotten who you are. This is a safety measure.

Infection Prevention

- Keeping hands clean is the best thing you can do to prevent the spread of infections. Help stop germs by using the hand sanitizers located throughout the centre or washing your hands thoroughly with soap and water. If you need assistance, ask for help.
- If you aren't sure if your health care provider has cleaned their hands before coming into contact with you, it's okay to ask.
- Remind others such as family, friends and independent companions/care providers to clean their hands.
- Do not visit the care centre if feeling sick.

Prevent Falls

Reducing falls and risk of injuries is everyone's responsibility: the staff, residents, clients, family, friends and other visitors. Your care team will assess your risk of falling when you first come to us and whenever your health status changes. Your care plan may have special items just to address the chance of a fall. This may include recommending the use of hip protectors, a falls mat or using other aids such as a walker.

To Reduce Your Risk of Falling:

- Look around, slow down, hold onto something, ask for assistance and be careful.
- If supports such as a walker are provided for you, be sure to use them.
- Take your time, especially when getting out of a bed or chair.
- If you can't get out of the chair, bed or off the toilet by yourself, ask for help, don't take a chance.
- If your care team recommends assistance with transfers please use call bell and wait for assistance.
- Wear footwear that fits well and has good traction. Indoor shoes with a low heel and rubber sole are best.