



Client & Caregiver

Safety Handbook

Private Care Services

905-827-8800 or 1-800-387-7127

7:00am to 11:00pm, 7 days a week

Your Care Manager: _____

Your Primary Service Coordination Specialist: _____

Acclaim Health is NOT an emergency service.
Call 911 if you need urgent medical assistance.

Nos services et ces informations sont également disponibles en français.

Table of Contents

Welcome to Acclaim Health	1
Your Care Visits and Appointments.....	2
Client Emergency Plan	4
Compliments, Complaints and Concerns.....	5
Your Privacy Matters	6
Your Rights.....	8
Your Responsibilities	9
Medication Safety	10
Infection Control	12
Staying Healthy, Safe and Strong.....	14
Aids to Help You Stay Safe.....	15
Falls Prevention	16
Identifying Common Hazards	18
Identifying a Scam or Fraud.....	20
Understanding the Home Care System	22
Handling Sharps Safely	24
Additional Resources	25
Payment Options	26
Notes	27

Welcome to Acclaim Health

For over 90 years, Acclaim Health - a registered charity - has been providing high quality care in your community. Now, we look forward to caring for you.

Your Care Plan

Everyone is unique, and your unique health challenges, culture, and life experiences may influence your attitudes and approach to care. We promise to work collaboratively with you and your family to establish a care plan that encompasses your physical, emotional and spiritual needs in a respectful manner.

Let's Keep Everyone Safe

Your safety, and the safety of our staff members, are key components in the care that we provide. Please review the information in this *Client and Caregiver Safety Handbook* and keep it handy while receiving our services.

Respect for One Another

Maintaining a respectful and positive care environment is best for everyone. **Verbal abuse, physical abuse, harassment, discrimination and racism will not be tolerated under any circumstances.**

If you ever feel unsafe, threatened or uncomfortable during your care, please let us know *immediately*. See pg. 5 for the various ways you can report an issue.

Similarly, your care team will end their interaction with you if they feel unsafe, threatened or uncomfortable. In this situation, a Care Manager will contact you to discuss next steps.

This may be a stressful time for you and your family. Our goal is to support you in your care journey to ensure you have the best possible care experience.

We look forward to providing your care.



Your Care Visits and Appointments

The Team Approach

Your care is provided by staff members working in dedicated teams. The team approach means you'll become familiar with those providing your care, and gives you a consistent, high quality experience.

What You Can Expect from Your Care Team

Your care team members will:

- Contact you by telephone to let you know when they will arrive, if you receive visits in your home.
- Wear their photo identification.
- Adhere to all required infection prevention and control practices.
- Not perform any care that they feel is unsafe for you or themselves. They will contact your Care Manager to discuss alternatives to your care plan if they identify a safety issue.

Changing or Cancelling a Visit

If you need to cancel or change a visit or appointment, please contact our office immediately.

We require 24 hours' notice to cancel your appointment.

Understanding Who To Contact

You can call us at 905-827-8800 or 1-800-387-7127 from 7:00am-11:00pm, seven days a week.

Nursing patients with *urgent* medical issues can call us outside of these hours and an on-call nurse will respond.

Customer Service Representatives

Available 7:00am-11:00pm, 7 days a week

Able to provide basic information such as your appointment time, who is scheduled to provide your care, can cancel appointments with 24 hours notice, and/or can help you find the right person to talk to.

Care Manager*

Available 8:30-5:00pm, Monday to Friday

They oversee your care and your team of care providers. Contact them if your care needs have changed or you have a question or concern about your care.

Service Coordination Specialist (Schedulers)*

Available 7:00am-11:00pm, 7 days a week

They schedule all of your care appointments. Contact them if you have substantial changes to your care schedule. Your Primary Service Coordination Specialist is available Monday to Friday during regular business hours, but there is always Service Coordination Specialist available for urgent scheduling issues.

Primary Care Nurse (nursing patients only)*

Available between patients, when working.

Your Primary Care Nurse provides your care, working with a dedicated nursing team, and is able to answer questions about your care.

**Contact information on the front of this book.*

Family Portal

The AlayaCare Family Portal is a free, secure online portal for clients and their families to stay closely connected to their care provided by Acclaim Health.

Whether you are the client receiving care or a family member, you can use the Family Portal to access information such as:

- Current, last, and next scheduled visits
- Monthly calendar of visits
- Vitals signs and trends
- Medication list and schedule
- Your Care Team
- Services being provided
- Private pay account balance
- Information about Acclaim Health

Register for the Family Portal at www.acclaimhealth.ca/familyportal/ or use the QR code:



Client Emergency Plan

Every client must have a plan in place in the event Acclaim Health staff members are unable to complete your visit or there is an unforeseen interruption in your care (for example during a winter storm).

Please complete this chart and have it initialed by an Acclaim Health staff member.

Care Task	Name of Alternate Person (family, friend, neighbour)	Alternative Person's Contact Info	Staff Initials	Date

Nursing Patients Only

Our nurses will teach you or an alternate person of your choosing how to provide your treatment in the event they are unable to complete your care visit.

Who will be learning how to complete your treatment?

Name: _____ Contact Info: _____

Care Task	Teaching Notes	Nurse Initials	Date

Compliments, Complaints & Concerns

Acclaim Health is committed to providing quality care to our clients and their families.

We welcome all feedback and use it to improve the experience for everyone.

Please share what we're doing well and where we need to improve. We promise your input will *never* have a negative impact on your care.

Compliments

Everyone likes to know when they are doing a good job. Please let us know if you are happy with your care – it's very motivating for our team members.

Concerns and Complaints

If you have concerns about your care or believe that an Acclaim Health policy, practice or activity is unsatisfactory or unacceptable, you have the right to voice a concern or complaint. We very much appreciate this type of feedback, as it helps us identify areas for improvement.

How to Provide Your Feedback

There are a variety of ways to provide your feedback, please choose the one that's most comfortable and convenient for you.

1. Speak to your Care Manager
(their contact information is on the front of this book).
2. Call our Customer Service team at 905-827-8800 or 1-800-387-7127.
3. Write to us at Acclaim Health, 2370 Speers Road, Oakville, ON, L6L 5M2.
4. Use our online form at www.acclaimhealth.ca/feedback or use the QR code:



SCAN ME

Follow Up

Acclaim Health acknowledges complaints and concerns within one business day.

Acclaim Health arranges for your feedback to be addressed by the most appropriate person. In the case of a complaint or concern, Acclaim Health thoroughly investigates and implements corrective action as required. As the complainant, you are kept informed of the status and of the outcome(s) of the investigation, where allowed by privacy law. Every attempt is made to resolve most complaints within five business days.

Our Leadership Team is made aware of the most serious issues and any emerging themes from complaints and concerns.

Acclaim Health uses the information gathered during the investigation to improve services, policies and practices across the organization.

Your Privacy Matters

Our Commitment

Acclaim Health is committed to protecting the privacy and confidentiality of your personal health information (PHI) and respecting your privacy rights.

Collection, Use and Disclosure of Your PHI

Acclaim Health collects, uses and discloses your PHI for the primary purpose of providing your care.

This includes:

- Treatment and care
- Delivery of programs
- Communicating with or consulting with other health care providers including a third-party network system

Acclaim Health also collects, uses and discloses PHI for secondary purposes which include:

- Marketing and fundraising efforts, where permitted by funders
- Planning, administering and managing operations
- Receiving payment or processing, monitoring, verifying or reimbursing claims for payment
- Conducting risk management, error management and quality improvement activities
- Educating our staff, students and volunteers
- Monitoring and evaluating services including client surveying and accreditation activities
- Compiling statistics
- Disposing of identifiable information appropriately
- Reporting to authorities to prevent serious harm to you or others
- Responding to or initiating legal proceedings
- Meeting legal obligations and as otherwise permitted or required by law

Protecting Your PHI

We have robust privacy policies, procedures and training that comply with applicable privacy laws and regulations.

- We only collect the amount of information needed to perform our duties.
- We only use your personal health information for authorized purposes.
- We protect your information from theft, loss, and unauthorized access, copying, changes, disclosure and disposal.
- We conduct audits and complete investigations as needed to monitor and manage privacy compliance.

Your Privacy Rights

You have the right to:

1. Look at and get a copy of your health record. We will ask you to sign a release form, and a nominal fee will be charged.
2. Ask to correct inaccurate or incomplete information. We will ask you to put your request in writing.
3. Ask us not to collect, use or share your PHI for healthcare purposes. Exception: For clients receiving services through Ontario Health atHome (formerly HCCSS/LHIN), Ontario Health atHome can audit and inspect client records. The delivery of client records may also be required as part of our agreement with Ontario Health atHome. We will ask you to put your request in writing.
4. Be told if your PHI was lost, stolen or accessed / used / disclosed improperly.

Privacy Officer

If you have a privacy question, concern or complaint, please contact:

Joanne Hawkins

905-827-8800 or 1-800-387-7127 ext. 2445

If our Privacy Officer is unable to resolve your issue, or you feel that your concerns have not been addressed you may also contact the Information and Privacy Commissioner of Ontario at 416-326-3333 or 1-800-387-0073.



Your Rights

You and your family have the right:

1. To be treated in a respectful manner free from physical, sexual, mental, emotional, verbal and financial abuse by Acclaim Health.
2. To be treated in a manner that respects your dignity and privacy and that promotes your autonomy and participation in decision-making.
3. To be dealt with in a manner that recognizes your individuality and that is sensitive to and responds to your needs and preferences – including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
4. If you are First Nations, Métis, or Inuk to have your home and community care services delivered in a culturally safe manner.
5. To receive home and community care services free from discrimination on any ground of discrimination prohibited by the Human Rights Code or the Canadian Charter of Rights and Freedoms.
6. To decline entry to an Acclaim Health staff member or volunteer if they are not wearing the proper photo identification.
7. To have clear and accessible information about your home and community care services.
8. To participate in the assessment of your care needs, development of your care plan, reassessment of your needs, and revision of your care plan.
9. To designate a person to be present with you during assessments.
10. To designate a person to participate in the development, evaluation and revision of your care plan.
11. To receive assistance in coordinating your services from Acclaim Health or your Ontario Health Team if you are receiving more than one home and community care service.
12. To give or refuse consent to the provision of any home and community care service.
13. To raise concerns or recommend changes in relation to your care or to policies and decisions that may affect your care, without fear of interference, coercion, discrimination or reprisal from Acclaim Health, its staff members, government officials, or any other person involved in delivering your care.
14. To be informed of the laws, rules and policies affecting the operation of Acclaim Health, including this Patient Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the provider.

Your Responsibilities

You and your family have the responsibility to:

1. To actively participate with the Acclaim Health team in preparing your care plan.
2. To treat Acclaim Health team members with respect. Verbal abuse, physical abuse, harassment, discrimination and racism will not be tolerated under any circumstances. Please see the full statement at the beginning of this handbook.
3. To follow your agreed upon care plan so that you can have the best quality of care possible.
4. To ask questions if you do not understand the instructions or information given to you.
5. To notify Acclaim Health ahead of time when you need to reschedule or cancel services.
6. To inform Acclaim Health of any concerns, problems or dissatisfaction with the services provided.
7. If receiving care in your home, to provide a safe working environment for Acclaim Health staff members by:
 - Not smoking or vaping a minimum of one hour before your visit, and refraining from smoking or vaping during the visit.
 - Removing pets from the area where care is being provided.
 - Ensuring that the appropriate equipment is available and in good working order.
 - Ensuring hallways and floors are free of clutter.
 - Ensuring your pathway and/or driveway are free of snow, ice, or debris.



Medication Safety

Keeping Track of Your Medications

You are the most important participant in your own care. You should keep a list of all the medications you take, including those prescribed by your doctor **and** any over-the-counter medications you take as needed (for example Tylenol, Advil, allergy medications, cold medications, vitamins, herbal supplements).

Nurses are responsible for knowing what prescribed medications you are taking as well as any over-the-counter medications. If you are receiving nursing care, the nurse will ask you for your medication list during the first visit. If you don't have one, the nurse will prepare a medication list for you and ask you or a family member to bring the list to your pharmacist for verification. If there are any concerns identified during this process, the nurse will contact your doctor.

Personal Support Workers are *not* responsible for your medications. They can help you take medications, but they have no medication education and are not able to give advice or provide medication information.

Tips When Visiting Your Doctor

- Make a list of questions that you want to talk to your doctor about.
- Make sure your doctor knows about your allergies, any bad reactions or side effects you have had when taking medications.
- Bring your medication list with you. It should include all medications prescribed by your doctor as well as any over-the-counter medications.
- Make sure you understand why you are taking the medication. Do not be afraid to ask questions.
- Tell your doctor if you stop taking your medication.

Tips When Visiting Your Pharmacist

- Take the time to speak with your pharmacist when you pick up your medication(s). Ask questions.
- Make sure you know how and when to take the medication.
- Make sure your pharmacist is aware of any allergies.
- Try to use the same pharmacy otherwise the pharmacist will not have your complete list of medications and this can lead to errors.
- Get a current list of medications from your pharmacy.
- Ask your pharmacist if you are eligible for a MedsCheck (an annual consultation with your pharmacist to review all of your medications).

Tips When Taking Your Medications at Home

- Take the medications as prescribed on the label.
- Keep all medications in their original containers.
- Report any side effects to your doctor or pharmacist.
- Alcohol (wine, beer, spirits) can negatively interact with medications and cause harmful side effects. Speak to your pharmacist or doctor about drinking alcohol while taking medications.

5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS

when you see your doctor, nurse, or pharmacist.

1. CHANGES?

Have any medications been added, stopped or changed, and why?

2. CONTINUE?

What medications do I need to keep taking, and why?

3. PROPER USE?

How do I take my medications, and for how long?

4. MONITOR?

How will I know if my medication is working, and what side effects do I watch for?

5. FOLLOW-UP?

Do I need any tests and when do I book my next visit?



Keep your medication record up to date.

Remember to include:

- ✓ drug allergies
- ✓ vitamins and minerals
- ✓ herbal/natural products
- ✓ all medications including non-prescription products

Ask your doctor, nurse or pharmacist to review all your medications to see if any can be stopped or reduced.

Infection Control

Good infection control practices protect your health and the health of those around you.

Acclaim Health staff members wear appropriate personal protective equipment (such as masks, goggles, face shields, gloves, gowns) depending on your care needs, public health guidelines and the presence of infectious diseases.

Self-Screening

Prior to your care, please review the following questions:

1. In the past 10 days, have you or anyone in your household tested positive for COVID-19 or any other respiratory infection?
2. In the last 24 hours, have you or anyone in your household had any of the following symptoms?
 - a. Fever and/or chills (temperature higher than 38°C)
 - b. Cough or barking cough (continuous, more than normal)
 - c. Shortness of breath (out of breath, can't breathe deeply)
 - d. Decreased loss of smell or taste
 - e. Sore throat (painful swallowing)
 - f. Runny or stuffy/congested nose (not related to cold weather, allergies)
 - g. Headache (unusual or long lasting)
 - h. Red, watery eyes or pink eye (not related to allergies)
 - i. Unexplained fatigue or muscle aches
3. In the last 24 hours, have you or anyone in your household developed a new skin rash?
4. In the last 48 hours, have you or anyone in your household experienced vomiting or diarrhea?
5. Have you or anyone in your household been told that you should be quarantining, isolating or staying at home by a doctor, health care provider, public health unit or federal border agent?

If you answered YES to any of these questions please notify the nurse or PSW immediately upon their arrival.

The Importance of Hand Hygiene

Staff members perform hand hygiene with alcohol-based hand sanitizer at several moments during your care.

You have the right to ask and observe staff members cleaning their hands before and after your care.

Best Way to Clean Your Hands

Did you know that alcohol-based hand sanitizer is the preferred method and kills the germs on your hands? For this reason, staff members must use a hand sanitizer to clean their hands.

Using Hand Sanitizer

1. A quarter-sized amount of hand sanitizer must be placed in the palm of the hand.
2. Hands must be rubbed back and front and in between the fingers until they are dry (takes about 15-20 seconds).

You and your family don't need to clean your hands with hand sanitizer in your home, but you should clean your hands with soap and water.

Washing with Soap and Water

1. Wet your hands first, then apply soap.
2. Scrub your hands back and front and in between your fingers for 15 seconds (sing Happy Birthday to help with timing).
3. Rinse and dry your hands well.

When to Clean Your Hands

You should always clean your hands:

- Before you start your day (wash hands before you have contact with other family members)
- Before you eat or prepare food
- After you go to the bathroom
- After coughing, sneezing, or blowing your nose
- After contact with other people in public areas such as at work, the grocery store, doctor's office or a community centre

Keeping Your Equipment Clean

The parts of your equipment that you touch or are touched by your caregivers should be cleaned regularly. This includes such things as the grips of your cane or walker, and any part of your wheelchair, scooter or lifting device.

Regular cleaning should include:

- Cleaning visibly dirty surfaces and/or known to be dirty surfaces as soon as possible with soap and water, followed by disinfecting with a Lysol or Clorox wipe.
- Disinfecting high touch surfaces with a household disinfectant.

Staying Healthy, Safe & Strong

Exercise

Exercise is the most important way to prevent falls as it helps to keep your muscles, bones and joints strong. Exercise can be as gentle as holding onto a chair and tapping your toes to more moderate activities such as dancing.

Our free Home Support Exercise Program may be helpful. It's designed for older adults who can't leave their home but would like to be involved in gentle exercises. You can find out more at www.acclaimhealth.ca/homeexercise or by using the QR code:



SCAN ME

Nutrition

Nutrition is also important to maintain bone and muscle strength as well as resistance to infection. Older adults need more vitamin D and calcium in their diets to strengthen bones and decrease the chance of breaking a bone during a fall. Canada's Food Guide can help you understand what kinds of foods can keep you in good health.

Medications

Medications can sometimes cause side effects such as weakness, drowsiness or dizziness which can lead to falls. It is important that you speak with your doctor or your pharmacist about the medications you are taking. If you are receiving nursing care, the nurse can also help you with your medications.

Mixing alcohol and medication can cause further side effects such as sleepiness, confusion, or lack of coordination which increases your risk of falls and injuries.

Clothing and Footwear

If clothing and footwear are loose fitting or too long, they can cause a fall. Clothes such as long skirts, long house coats, or loose pants can be stepped on, resulting in tripping or falling. Wearing good fitting shoes or slippers that have a non-slip sole and a low heel will help prevent slipping and tripping.

Aids to Help You Stay Safe

Here are some of the aids that can help you stay safe. Acclaim Health staff members will perform a safety assessment in the area(s) of your home where they are providing care and will let you know if safety aids will benefit you.

Walking Aids

- **Footwear** with a low heel, elastic shoelaces and an anti-skid sole provides a shoe that is stable and easy to get on and off.
- **Canes** can provide added stability while walking.
- **Walkers** are useful if you need added support while walking or if you need to take a break and sit down.
- **Special ice grippers** can be fitted to canes and shoes for added grip in snow and ice.

Bathroom Aids

- **Bath seats** allow you to take a shower while sitting down. The seat can either be placed directly in the tub or extended outside the tub so that you slide across instead of raising your legs into the tub.
- **Hand held showers** are useful when using a bath seat.
- **Bath mats** that are rubber or have a rubber backing should be used inside and outside the bathtub.
- **Grab bars** or poles can be installed inside or outside the bathtub and toilet areas to provide added support. Towel racks and soap dishes should never be used for support.
- **Raised toilet seats** make getting on and off the toilet seat easier.
- **Commodes** are portable toilet chairs that can be helpful for club members who struggle to get to the bathroom at night and can be used over the toilet as well.

Other Aids

- **First aid kits** keep everything you might need in one place.
- **Emergency response systems** are devices that are installed in your home. You then wear a special button that you can press in case of emergency.



Falls Prevention

Facts About Falls

- Falls are the leading cause of injury among older Canadians.
- 20-30% of older adults experience one or more falls a year.
- Falls are the cause of 85% of injury-related hospitalizations for older adults.
- Falls are the cause of 95% of all hip fractures.

Where Do Falls Happen?

- 50% of falls requiring hospitalization happen at home.
- The majority of indoor falls happen in the bathroom or on the stairs.
- Outdoor falls often happen when the weather is cold and there is snow and ice on the ground.

When Do Older Adults Fall?

- Standing up too quickly.
- Rushing to answer the phone or get to the bathroom.
- Moving in one direction while looking in another direction.
- Reaching for something while standing on a chair or other unstable support.
- Walking on icy roads, uneven pavement, slippery floors or around loose scatter rugs.
- Not using assistive devices as required (walkers, canes).

Pay attention during these activities to help prevent falls.

Why Are Older Adults More at Risk of Falls?

Older adults are at increased risk of falling, slipping and tripping due to:

- Changes in eyesight (blurriness, decreased depth perception)
- Changes in muscle strength and joint flexibility which can affect balance
- Changes in walking speed or how high feet are lifted when walking
- Changes in the way medications affect your body which can cause sleepiness, dizziness or may you less aware of things around you

How to Break the Cycle of Falls

- Keep fit, exercise and engage in physical activity
- Use medications wisely
- Eat healthy meals
- Use safety aids

What To Do If You Fall

Try not to panic, rest for a moment

If You Can Get Up

1



- Roll onto your side
- Push up into sitting position

2



- Turn onto your hands and knees
- Crawl to the nearest stable furniture, e.g. bed, chair, stool, toilet

3



- Place your hands on the seat

4



- Place one foot flat on the floor

5



- Lean forward and push up with your other foot

6



- Sit, rest, then tell someone you have fallen

Figures used with permission: Malvern Health Centre, Worcestershire, UK

If You Are Injured

DO NOT try to get up.

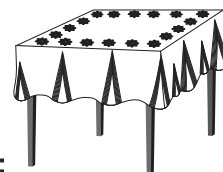
Get Help

Drag yourself to a phone.
Call 911 and stay on the line.



Keep Warm

Use anything that is near:
bedding, a coat, even a tablecloth.



If You Are Wet

If your bladder “lets go” in the fall, move away from the damp area to keep warm.

Move Your Limbs

Gently moving your arms and legs will help your circulation, and reduce pressure areas.

BE PREPARED

- ✓ practice getting up **before** a fall occurs
- ✓ activate your personal alarm call system if you fall
- ✓ have your phone at table level for easier access
- ✓ find a daily telephone buddy

Identifying Common Hazards

The most common place for older adults to fall is at home. By taking some simple measures, you can reduce your chances of getting injured at home. It's a matter of knowing the potential hazards, taking precautions, and making adjustments.

During the first visit, an Acclaim Health staff member will perform a safety assessment in the area(s) where they are providing care and let you know if something is unsafe.

It's also important that you know what else to look for outside and inside your home. The following checklist will help you identify potential hazards. **Every NO answer is a clue that your home may not be as safe as it could be.**

Stairs

- | | | |
|--|------------------------------|-----------------------------|
| → Is there a light switch at the bottom and top of the stairs? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Do the stairs have a solid handrail on at least one side? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Are the stairs free of clutter? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Do you remove your reading glasses before using the stairs? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

Bathroom

- | | | |
|---|------------------------------|-----------------------------|
| → Do you have a night light in the bathroom? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Do you use a rubber bathtub mat for every bath and shower? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Do you have grab bars that are solidly in place and do not move when you use them for support? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → If you have trouble getting in and out of the bathtub do you use a bath seat? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Do you test the water temperature before getting into the bathtub or shower? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Does the mat outside the bathtub have a rubber backing? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → If you have trouble getting on and off the toilet do you use a raised toilet seat with grab bars? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

Inside

- | | | |
|---|------------------------------|-----------------------------|
| → Are all the rooms and hallways well lit? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Are all the scatter rugs secured to keep them from slipping? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Have all scatter rugs been removed from the top of stairs and high traffic areas? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Do you have access to a phone on each floor? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Do you have a list of emergency numbers near all phones? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

- | | | |
|--|------------------------------|-----------------------------|
| → Are your pots and pans, canned foods and foods you use every day in a place that is between your knee and shoulder height? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Do you use a stable step stool instead of climbing up on a chair? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Are you aware of the dangers of drinking alcohol (wine, beer, spirits) when you are on a medication? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

Outside

- | | | |
|---|------------------------------|-----------------------------|
| → Do all your entrances have a working outdoor light? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Do the outdoor stairs and decks have railings? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Can you reach your mailbox safely and easily? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Are the outdoor stairs and walkways around your house in good repair and free of clutter? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

Fire Safety

- | | | |
|--|------------------------------|-----------------------------|
| → Do you have a smoke alarm on every floor of your home? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Do you have a smoke alarm near the bedroom area? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Do you test your smoke alarm(s) every month? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Do you change your batteries in the spring and fall? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Do you have a carbon monoxide detector in your home near the bedroom area? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Are you registered on your apartment building's fire plan? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Do you have an escape route for each floor of your home in case of fire? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Do you use power bars so that electrical outlets are not overloaded? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| → Do you have a fire extinguisher and know how to use it? | <input type="checkbox"/> YES | <input type="checkbox"/> NO |



Identifying a Scam or Fraud

Scams are deceptive tactics used to coerce people into giving up money, and/or personal or financial information. Scammers frequently exploit information they have collected about you to deceive you into giving them further personal and financial information.

Signs of a Scam

Keep yourself safe from a scam by looking out for these common signs:

- Pressure to make a quick decision either on the spot or overnight, often accompanied by a threat if you don't comply.
- Requests to keep matters confidential and not to share details with family, friends or local authorities.
- Urgent messages demanding you contact the sender immediately.
- Being asked to provide money in unusual formats such as gift cards, bit coin, and prepaid credit cards.
- Emails from unknown senders with a link or attachment.
- Emails or phone calls that request financial information such as your credit card number, bank account information or personal identification number (PIN).
- Email or phone calls that request personal information such as your social insurance number (SIN), date of birth or security answers.

Keeping Yourself Safe from Scams

Keep yourself safe from scams by:

- Ignoring emails from unknown senders and blocking the sender so they are unable to email you.
- Don't open any attachments or click on any links sent by unknown senders.
- Beware of upfront fees.
- Look for clues that the email or website is secure. Legitimate websites that ask you to enter confidential information are encrypted to protect your details. You can identify a secure site by:
 - Address that starts with **https** (rather than **http**)
 - Closed padlock or unbroken key symbol on the webpage
- Avoid sending sensitive information via email or text
- Never provide your personal information, credit card information or online account details if you receive a call claiming to be from your bank or other institution. Call them back using the number on the back of your card to determine if there is a legitimate reason for the call.



POPULAR SCAMS



GRANDPARENT SCAM

The scammer pretends to be your grandchild. They ask you to send money or provide information because they are in some type of emergency situation (stuck on the side of the road, travelling, they are hurt).

ROMANCE SCAM

The scammer pretends to be romantically interested in you. Once they've gained your trust via text, email or phone calls, they ask you to send money or divulge personal information that they can use to steal from you.



PHISHING

The scammer sends a fake email, text or phone message that seems as if it's from someone you know or a financial institution or business. The message asks you to divulge personal information and often contains some sort of pressure tactic designed to make you respond quickly (i.e. your account will be frozen, you'll have to pay a fine).

IDENTITY THEFT

The scammer accesses your personal and/or financial information and uses it to apply for fake credit cards, loans or to make fraudulent purchases



WHEN IN DOUBT... PAUSE

Follow these rules before opening or clicking on suspicious emails, texts or links:

PAUSE

ASK A SECOND OPINION

USE COMMON SENSE

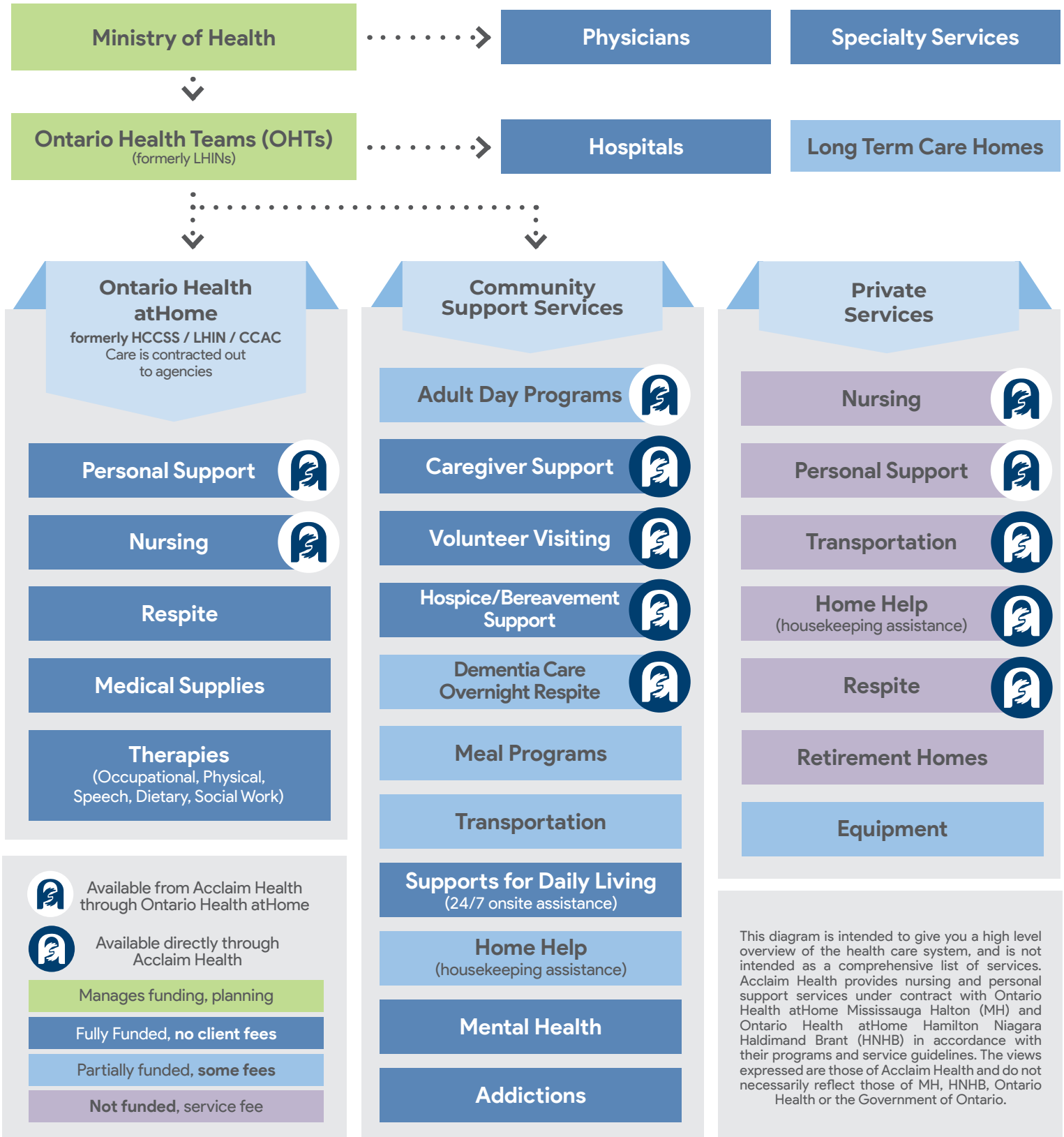
SEARCH FOR CLUES

EXIT



Understanding the Home Care System

A variety of organizations are involved in providing home care. You may require a mix of services from **Ontario Health atHome**, **Community Support Services**, and/or **Private Services** to help you remain living at home.



Understanding the Home Care System

Understanding the home care system can be confusing.

Check out our free workshops to learn more about what services are available in your community!



SCAN ME



Handling Sharps Safely

What Are Sharps?

Sharps are sharp objects used for medical purposes, including:

- Needles
- Syringes with attached needles
- Lancets
- Razor blades
- Other items that could cause a puncture, cut or abrasion

Handling Risks

A needle stick or cut from a contaminated sharp can result in an injury or infection. Careful handling of all sharps is essential in reducing your risk.

How To Protect Yourself

- Don't recap needles, as most sharps injuries occur when replacing the cap on a used needle.
- Dispose of sharps in a proper sharps container immediately or as soon as possible after use.
- Do not overfill your sharps disposal container.
- Never place your fingers inside a sharps container.
- Never place sharps directly in the garbage.
- Never leave sharps around young children or other individuals at high risk of an injury.

Sharps Disposal Containers

Most pharmacies and drug stores have suitable sharps disposal containers available and will dispose of full containers for you (a small fee may apply). Do not dispose of full containers in your regular garbage.

A proper container must:

- Come from a pharmacy
- Have a "biohazard" label
- Be made of puncture resistant material (not thin plastic or glass)
- Have a lid
- Be kept upright to avoid any sharps or liquids from spilling out

What happens if you get pricked with a needle?

If you are pricked with a needle, and weren't the user of that needle, see a doctor as soon as possible.

Additional Resources

Assistance with Medical Concerns

- 911 if it is a medical emergency
- Health 811 (formerly Telehealth Ontario): 811 or 1-866-797-0000
- Health 811 TTY: 1-866-797-0007 (for clients that are hearing impaired)

Emergency Response System

- Philips Lifeline: 1-800-387-1215 or www.lifeline.ca
- Connect Care: 1-800-665-7853 or www.connectcaremedicalalert.ca

Community Resources

Halton Seniors' Directory

- Call 211
- Visit <https://seniors.hipinfo.ca/>
- Pick up a copy at your local library

Halton Community Services Database

- Visit <https://www.hipinfo.ca/>

Local Healthcare and Community Resources

- Visit <https://thehealthline.ca/>

Government Services

- Call 311

Halton Regional Police Fraud Unit

- Call 905-465-8741

Medical Equipment

- Access Abilities (Oakville) 905-825-5335
- Wellwise by Shoppers (Oakville) 905-844-1445
- Silver Cross (Oakville) 905-847-5504
- Canadian Home Healthcare Inc. (Oakville) 905-844-4725
- Red Cross (Burlington) 905-637-5664
- Calea (Burlington, medical supplies and pharmacy) 905-624-1234
- Bayshore ProRx 1-833-998-3892

Donation of Used Medical Supplies

- Access Abilities (Oakville) 905-825-5335 – sealed / unopened supplies only
- Home Front Cancer Services (Stoney Creek) 905-643-0404
- Sew On Fire (Burlington) 905-333-5722 info@sewonfire.com – 24 hour drop off available

Payment Options

You can pay your Acclaim Health bills in any of the following ways:

- **Online Banking:** Pay through your online banking portal. Simply add Acclaim Health as a payee using the Client ID number on your invoice as the account identifier.
- **Pre-Authorized Credit Card Payments:** Complete our Credit Card Authorization Form, your credit card will be automatically charged at the end of the month the invoice is due.
- **Cheque:** Make your cheque payable to Acclaim Health, reference your Client ID number in the memo section, and mail or drop off your cheque to 2370 Speers Road, Oakville, ON, L6L 5M2, Attn: Accounts Receivable.
- **In-Person:** Our Adult Day Program sites and our main office all have terminals and can accept in-person debit card and credit card payments.
- **Acclaim Health Website:** Go to www.acclaimhealth.ca/pay-your-bill/ or use the QR code below, fill out the required information, and use your debit card, credit card or PayPal to complete payment.



Payment Contact Information

If you have any questions regarding your invoice, please:

- Email ar@acclaimhealth.ca and provide your Client ID number in the subject line
- Call 905-827-8800 or 1-800-387-7127 and ask for Accounts Receivable

Notes

[illegible]

Notes

[illegible]

Notes

[illegible]



Your home. Our community. Extraordinary care.

Acclaim Health
2370 Speers Rd.
Oakville ON L6L 5M2

Tel: 905-827-8800
Toll Free: 1-800-387-7127
Fax: 905-827-3390

www.acclaimhealth.ca



Accredited by:



Funded in part by:



Acclaim Health provides nursing and personal support services under contract with Ontario Health atHome Mississauga Halton and Ontario Health atHome Hamilton Niagara Haldimand Brant in accordance with their programs and service guidelines. Funded in part by Ontario Health and the Government of Ontario. The views expressed are those of Acclaim Health and do not necessarily reflect those of Ontario Health atHome, Ontario Health or the Government of Ontario. Acclaim Health is a United Way funded agency. Accredited by Imagine Canada and by Accreditation Canada.
Charitable Registration Number: 11928 4602 RR0001