



Club Member & Caregiver

Safety Handbook

Adult Day and Caregiver Support Services

Your Supervisor / Coordinator: _____

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.

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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 welcoming you to our clubs for people living with dementia and those at risk of social isolation due to a diverse range of challenges..

The information in this *Club Member and Caregiver Safety Handbook* applies to both club members and to guests staying at JIM's Suites.

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 *Club Member and Caregiver Safety Handbook* and keep it handy while receiving our services.

Respect for One Another

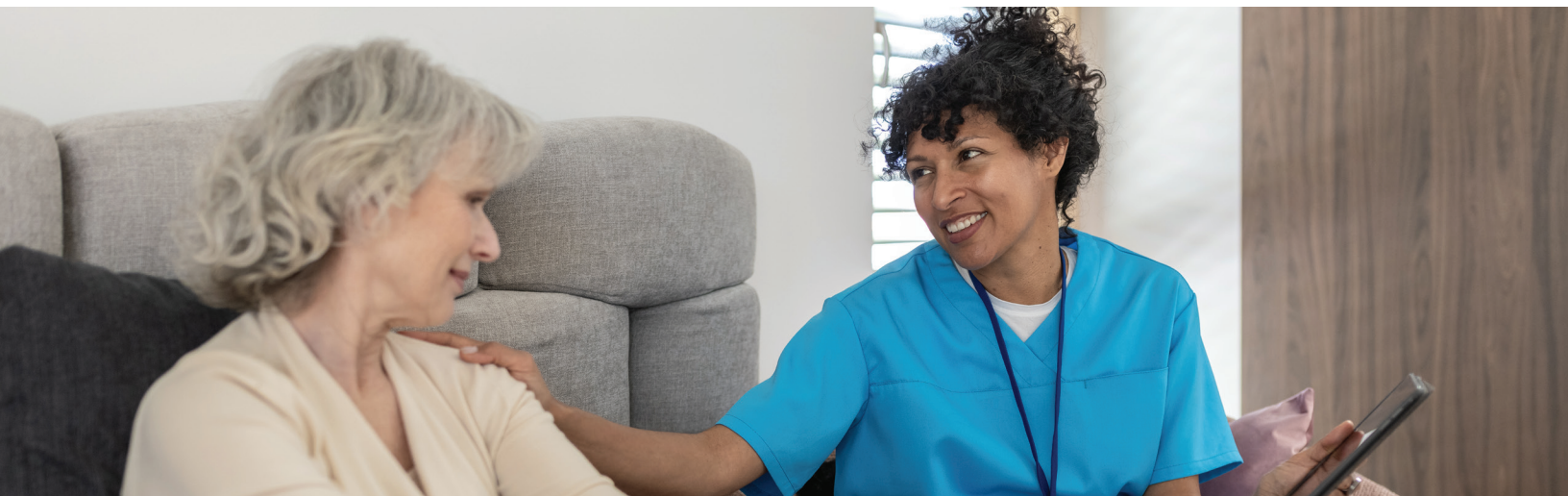
Maintaining a respectful and positive care environment is best for everyone. **Verbal abuse, physical abuse, harassment, discrimination and racism will not be tolerated under any circumstances.**

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 Manager or Director 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.



Adult Day Program (Club) Procedures

Club Attendance

Notify your club through the website or by phone if your club member will be late or absent. We will contact you if your club member has not arrived by 11:00am.

To notify us online, go to www.acclaimhealth.ca/clubattendance or use the QR code:



Cancelling a JIM's Suites Reservation

Please notify the supervisor at least 72 hours in advance if you need to cancel your JIM's Suites reservation. This gives us time to offer another guest the opportunity to enjoy a stay.

Changes In Club Member Condition Or Illness

Always inform the club if there is *any* change in your club member's condition. Even information that may seem insignificant (such as that they had a poor sleep or have had changes in their home environment) will help us to give them the support they need that day.

Please keep your club member at home if:

- They are ill (see page 14 for specific screening questions)
- They have started a new medication within 24 hours (keep them home to monitor side effects)
- They live in a retirement home that's in outbreak (if they live on a floor that isn't in outbreak they may still be able to attend, speak to your club supervisor)

Mobility

- Please provide sturdy and supportive footwear for the club member to help reduce the risk of falls.
- Bring the club member's mobility device with them to the club and ensure that it is labelled, clean, and in good working condition.

Food Safety

We have several club members with food allergies and/or food restrictions.

Please ensure your club member does not have any food on them when attending the club (candies in pockets) and please do not bring any homemade food into the club. Store bought / prepared food items that are unopened and in their original packaging may be brought in for sharing.

Drop Offs and Pick Ups

- Ensure your club member is met and escorted into the program by a staff member.
- Instruct taxi dispatchers or other transportation providers that the client they are transporting has a cognitive or physical impairment and must be escorted into the building and met by a staff member.
- Don't bring pets into the club with you when dropping off or picking up.

General Safety Precautions

- Check all pockets before the club member arrives and remove items that could be hazardous such as medications, pocket knives, nail clippers, scissors, cigarette lighters etc.
- Ensure the club member does not have extra medications on them (such as Tylenol) when they attend the club.
- Apply sun block and provide a labelled sun hat if your club has an outdoor space. You may be asked to provide a labelled bottle of sun block if your club member likes to spend considerable time outside.
- Leave valuables at home (jewelry, money, sentimental items) as club members often remove or lose these items. Acclaim Health is not responsible for lost or stolen items.

Family / Care Team Communication

You are an important part of or the care team. As a family member, please ensure you are:

- Working with us to problem solve any concerns or responsive behaviours.
- Reading our monthly newsletter so that you are up to date on club information, safety tips and reminders.
- Ensuring your emergency contact people are available when the club member is at the program in case of illness, injury or unanticipated behaviour.
- Signing the agreement in the admission package to indicate you understand the safety procedures of our clubs.

Adult Day Program (Club) Procedures

What You Can Expect from Your Care Team

Staff members and volunteers at the club will:

- Wear their photo identification.
- Clean their hands before performing care or activities. They will use alcohol-based hand sanitizer, which is the gold standard. They will also ensure everyone follows the same practice before entering and exiting the club.
- Complete regular visual inspection of our clubs to identify and manage potential hazards.
- Promote safe food handling practices by certifying team members in food safety.
- Store medications in a locked cabinet.
- Screen club members for illnesses (such as colds, flu) using Ministry of Health tools.
- Notify you immediately if your club member becomes ill while at the club, so that you can pick them up.
- Ensure that club members wear coded name tags labelled with the club's address and phone number in case of a wandering incident and/or to alert staff to specific needs.
- Maintain certification in CPR and Gentle Persuasive Approaches (GPA) in dementia care.
- Practice regular fire drills and lock down drills.
- Release the club member to the designated caregiver at the end of the day.
- Not perform any care that they feel is unsafe for the club member or themselves.

Client Emergency Plan

Acclaim Health encourages you to have an emergency plan in place in the event our clubs and/or JIM's Suites have to close (for example during a winter storm) or there is an unforeseen interruption in your care.

Emergency Contacts

Please keep your list of emergency contacts up to date. Communicate any changes to your Supervisor / Coordinator listed on the front of this book.

Contingency plans for JIM's Suites guests will be completed at the beginning of each stay, as we understand emergency contacts may change from one stay to another.

Compliments, Complaints & Concerns

Acclaim Health is committed to providing quality care to our patients 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 Club Supervisor or Coordinator
(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:



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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).

Medications at The Club

If your club member is required to take medication while at the club, please provide this information to your Club Supervisor or Coordinator. We will ensure we have all needed consents and information to assist with these medications. When dropping off your club member, please provide only the medications that they will need for that day or stay. We do not store multiple days of medications for club members. Medications must be handed directly to a staff member, not left with the club member. All medications are stored in a secure location until the club member needs to take it.

Staff members will ensure that:

- Caregiver instructions regarding medications are accurately recorded and communicated to the team
- Medications are safely and securely stored within the club
- Club members are assisted with their medications at the appropriate time

Staff members at the clubs are not responsible for:

- Making medication decisions for you or the club member
- Providing advice regarding the club member's medications
- Storing or managing medications over multiple days (unless staying at JIM's Suites)

Additional Information about Medications for JIM's Suites Guests

Guests staying at JIM's Suites are asked to bring all of their medications in a blister pack or dosette that clearly indicates which medications need to be taken when, each day. A review of these medications will be conducted with a staff member upon check-in.

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.



Institute for Safe Medication Practices Canada
Institut pour la sécurité des médicaments
aux patients du Canada



Canadian Patient Safety Institute
Institut canadien pour la sécurité des patients

Visit safemedicationuse.ca for more information.



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.

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.

Club Member Screening

Prior to dropping off your club member, 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:

1. **DO NOT bring the club member to the club.**
2. **Notify your Club Supervisor or Coordinator immediately (contact info is on the front of this book).**

Club members must be symptom free for 48 hours before returning to the club.

The Importance of Hand Hygiene

Staff members perform hand hygiene with alcohol-based hand sanitizer before performing care or beginning activities. They also ensure everyone follows the same practice before entering and exiting the club.

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:



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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.

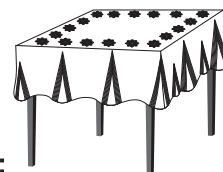
Get Help

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? | ☐ YES | ☐ NO |
| → Do the stairs have a solid handrail on at least one side? | ☐ YES | ☐ NO |
| → Are the stairs free of clutter? | ☐ YES | ☐ NO |
| → Do you remove your reading glasses before using the stairs? | ☐ YES | ☐ NO |

Bathroom

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

Inside

- | | | |
|---|------------------------------|-----------------------------|
| → Are all the rooms and hallways well lit? | ☐ YES | ☐ NO |
| → Are all the scatter rugs secured to keep them from slipping? | ☐ YES | ☐ NO |
| → Have all scatter rugs been removed from the top of stairs and high traffic areas? | ☐ YES | ☐ NO |
| → Do you have access to a phone on each floor? | ☐ YES | ☐ NO |
| → Do you have a list of emergency numbers near all phones? | ☐ YES | ☐ 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? | ☐ YES | ☐ NO |
| → Do you use a stable step stool instead of climbing up on a chair? | ☐ YES | ☐ NO |
| → Are you aware of the dangers of drinking alcohol (wine, beer, spirits) when you are on a medication? | ☐ YES | ☐ NO |

Outside

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

Fire Safety

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

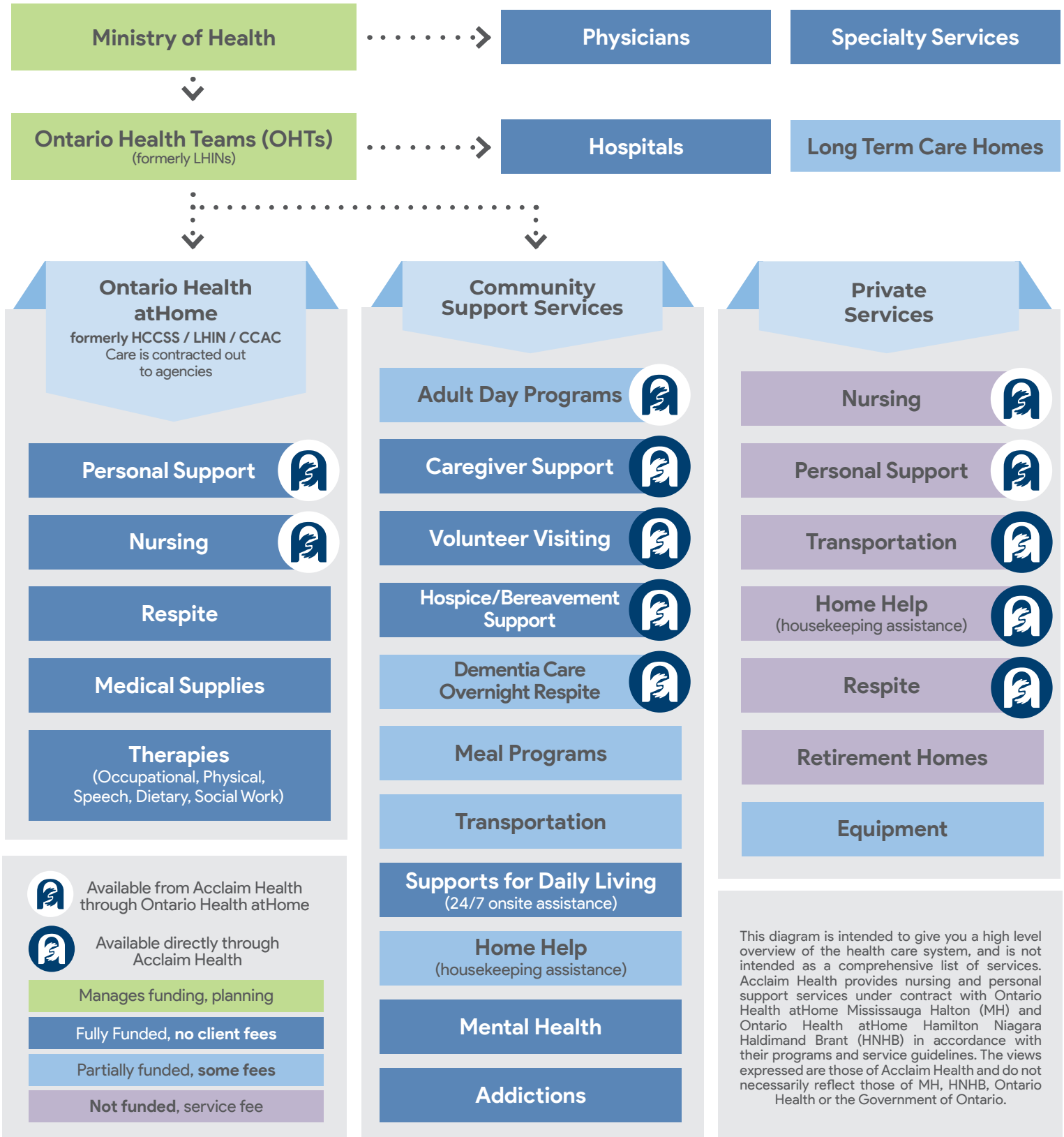
SEARCH FOR CLUES

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



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

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

Notes

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Notes

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Your home. Our community. Extraordinary care.

Acclaim Health
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Oakville ON L6L 5M2

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

www.acclaimhealth.ca



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