



Safety

at Baycrest



What's **YOUR** role as a client or family member?

Baycrest

Working together for a safer environment

Safety at Baycrest is everyone's responsibility, regardless of his or her role. Every staff member, client or family member, private companion or volunteer can help to ensure that Baycrest is a safe environment.

Baycrest is committed to providing a safe and secure environment by regularly reviewing our policies and procedures and implementing best practices.

Clients and family members can help keep Baycrest safe by knowing what to do. This booklet will give you an overview of some situations you may encounter and what you should do.

We encourage you to visit the Family Information page on www.baycrest.org for more detailed information on safety or speak with the manager or unit director if you have any questions or concerns.



Safe Movement

Should individuals in wheelchairs always use seat belts?

The need for restraints is guided by a treatment plan created by the health care team which has been discussed with the client or the client's substitute decision maker. Baycrest's physical restraint policy, guided by provincial legislation, is ***a least restraint approach*** which includes restraint alternatives.

A seat belt is considered a restraint if a person is unable to undo it by himself/herself. The use of restraints can contribute to a range of serious consequences, even death. Informed consent must be obtained from the person (if capable of providing consent) prior to the use of any type of restraint except in emergency situations. ***A substitute decision maker may not insist on restraint use. This must be a conversation with the health care team, the substitute decision maker and the client, where possible.***



Falls Management

What should you do if you fall or if you see someone else fall?

If within reach, pull the call bell, or dial extension 5555 to report the fall. If you are unable to reach the call bell or phone, call out for help. Do not move or move someone until a nurse or physician arrives and an assessment has been completed.

Baycrest's falls prevention and management protocols enable staff to identify and assess clients at risk for falls and implement individualized prevention strategies which may include: medication review; pain management; family or companion involvement; environmental modifications and mobility enhancement.

Tell staff if you or your loved one has a history of falling, feel weak or dizzy, have difficulty maintaining balance, walking or getting up, have vision or hearing problems, or suffer from cognitive impairment, psychiatric problems or depression.



Wandering Clients

What should you do if you see a client who appears lost?

Try to find a Baycrest staff member. Call the communications centre at extension 2130 or ask someone else to call while you stay with the person until a staff member arrives. Try to get his or her name and a description of the person, his or her location and where he or she plans to go. Establish eye contact, speak softly and ask “can I help you” or “may I walk with you?”

To ensure their safety, clients who may wander are required to wear a wristband with an electronic device, which sounds off an alarm if they leave a secured unit or Baycrest. If you see a client who has set off the alarm, please report this to any Baycrest staff member.



clients

and Staff Communication

Will Baycrest communicate changes in your own or your relative's health status?

Upon admission, people are asked about the extent of communication they want regarding their own or loved one's health. This information is recorded in the client's health record. Baycrest staff will communicate significant changes in condition to the individual or family members. Other issues such as outbreaks or changes in the client's program are communicated by unit staff directly, and through tools like the Family Information page on www.baycrest.org.

Clients and families are invited to attend meetings with care teams, and encouraged to speak with staff regarding immediate issues. If these issues cannot be resolved, clients and families may call the manager or unit director.



Equipment Safety

What do you do if equipment (wheelchair, lift, etc.) needed for yourself or your family member is not working?

Do not attempt to fix anything yourself or try to use it if it is broken. This equipment requires a trained technician. Please inform a nurse, the manager or unit director.

All clinical equipment is inspected regularly by a qualified technician, identified with a tag and recorded in a central database. Equipment that is taken out of service or that needs repair is tagged: "Do Not Use."



Medication Safety

How does Baycrest prevent medication errors?
How can you help to minimize the risks?

Baycrest is committed to ensuring accurate and safe medication administration. On admission, a comprehensive approach is taken by various team-based clinicians to gather the medication information and create a Best Possible Medication History. Clients and families are encouraged to bring in ALL medications, even if taken only occasionally, including over-the-counter, herbals, and vitamins and to be involved in this process. Based on this information and other sources, admission medication orders are created. At Baycrest, we have a computerized physician order entry of prescriptions and conduct team-based regular medication reviews assessing their effectiveness and safety for each client.

Baycrest staff will ensure that they are administering medication to the right client. This requires staff to check at least two client identifiers.

Please speak to your pharmacist, nurse, or physician whether you are a client or family member when a change in wellbeing is noticed that could be a medication side effect, or when you have any questions about the medications.



Medical Alert

What do you do if you witness a medical emergency?

A medical emergency is a sudden injury or illness which poses an immediate risk to a person's life or long term health and requires intervention from the health care team.

Any client or family member witnessing a medical emergency should find a Baycrest staff member so he or she can call 5555.

If possible, remain with the individual.

A trained, designated alert response team will immediately go to the emergency location and provide assistance.



Infection Prevention and Control

Why should you wash your hands when you enter and leave Baycrest?

Washing your hands is the best way to prevent and control infection. Sanitizing stations with antibacterial solutions are located at every entrance and throughout Baycrest.

As seniors are especially susceptible to illness, we strongly encourage family and visitors not to visit if they are sick and recommend that everyone at Baycrest get an annual influenza vaccine.



Emergency Preparedness

What do you do if you spot fire or smoke?

Find a Baycrest staff member immediately. If you cannot find a staff member call extension 5555 to report the event and pull the nearest fire alarm. Listen for overhead announcements and follow instructions from staff members.

Baycrest has extensive emergency preparedness plans and all staff members participate in an emergency preparedness program. This program includes new staff orientation, annual refresher training, mock tests or drills, pandemic planning and new initiatives.



Aggressive Person

What do you do if someone threatens to harm you (or if you see someone being harmed), verbally or physically?

Find a Baycrest staff member. Take threats seriously and do not attempt to deal with a violent person on your own.

At Baycrest, there is a team of professionals who are available 24/7 to assist with managing uncontrollable, disruptive or violent persons. We have policies in place regarding aggressive behaviour that apply to clients, families, private companions, visitors, staff and volunteers. If you ever feel threatened by a staff member, please contact a manager or unit director.

What's **YOUR** Role?

Ask to speak with a member of the health care team, manager, unit director, professional practice leader or supervisor if ever in doubt about what to do.

More information is available for clients, families, private companions, volunteers and visitors at
www.baycrest.org/about/patient-safety



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