



Safety and Security Information for Clients

In accordance with Workplace Safety Legislation, the Interlake-Eastern Regional Health Authority has a responsibility to ensure a safe working environment for its staff and clients.

When service is provided in your home, your home becomes the work place. A safety assessment will be done regularly. You may be required to make simple changes to your home to ensure everyone's safety, for example:

- Rearranging furniture;
- Not smoking in your home for periods of time;
- Installing safety equipment (grab-bars, etc);
- Ensuring your pet does not threaten staff comfort or safety by adhering to our pet policy discussed on page 10.

Disposable Gloves

- Must be worn by Home Care staff anytime they might have contact with blood or other body fluid (including helping you with toileting, washing your genital area, cleaning toilets, bedpans, urinals, commodes, urine bags, pouches, etc.).
- May also be worn during some types of wound care.
- Gloves required for personal care are provided by Home Care (no cost to you).
- Home Care's policy about glove use reflects Canada wide standards, and is designed to protect both you and staff.

Access to Your Home

- Home entrance must be clear and easily accessible.
- Steps and walkways must be clear of snow, ice and other obstacles and in good repair to prevent injury.
- Entrance must have good lighting for safety during evening hours.
- Inside your home, easy access to areas where your services will be provided.
- Staff members are **not permitted** to enter your home when you are not there.
- Notify the office if you are not going to be at home when the Home Care staff member is scheduled to arrive.



(Access to Your Home Continued...)

- If you are unable to come to the door to allow staff to enter, arrangements may be made with your Case Coordinator for alternate access.
- Do not give keys or codes directly to staff providing the service without first calling the office.

Home Care Staff

- Must wear their identification badges at all times. Please ensure you ask to see the person's badge before you let them into your home;
- Must bring and wear proper footwear while in your home to prevent injury (a clean pair of indoor shoes);
- Need a place to wash their hands;
- Need a place to store some supplies, such as gloves, wound care supplies, etc.;
- Need access to your home phone from time to time in order to call into the office;
- May need to use your washroom.

Responsibilities

The Home Care Services has the responsibility to:

- Promote client health, safety and independence;
- Assess clients for services in a timely manner;
- Ensure clients have enough information to make decisions;
- Include clients, families and support networks in the plan of care;
- Follow the plan of care;
- Treat clients, families, support networks and their property with courtesy and respect regardless of race, religion, values, color, age, gender, sexual orientation or national origin.
- Ensure a safe working environment for Home Care staff.
- Tell clients to plan for times when services cannot be provided.
- Inform clients of the process for resolving concerns and complaints.



(Home Care Services has the responsibility to: continued...)

- Work with clients, families and support network to follow up on concerns or complaints.
- Provide clients, families and support network with information about the Personal Health Information Act (PHIA/Privacy Act).
- Inform clients that staff are expected to report workplace health and safety issues, changes in client's health and/or living conditions and any situations that affect the plan of care.

Home Care clients, family/support network have the responsibility to:

- Be actively involved in making and updating the plan of care;
- Plan for times when service cannot be provided (back up plan);
- Ask for the information necessary to make choices about their plan of care;
- Follow the plan of care;
- Inform their Case Coordinator/Case Manager of changes in health or home situation;
- Treat Home Care staff with courtesy and respect regardless of race, religion, values, color, age, gender, sexual orientation or national origin;
- Ensure a safe working environment for Home Care staff;
- Ensure the necessary supplies and equipment are available and safely stored, including medications for those clients receiving medication supervision services;
- Look after and return borrowed equipment;
- Call their Case Coordinator/Case Manager when they will not be available for scheduled service;
- Follow the process for resolving concerns or complaints;

Back-up and Severe Weather Planning

Home Care Clients in cooperation with their Home Care Case Coordinators have a responsibility to plan for times when Home Care services cannot be provided.

Please be aware that Home Care makes efforts to ensure that your services are not interrupted. Your Case Coordinator will review your back-up plan with you on a regular basis.



(Back-up and Severe Weather Planning continued...)

What is a back-up plan?

A back-up plan is a plan that you and your Case Coordinator develop to cover situations when regular Home Care services are not available. Your plan may include any of the following:

- Family or support network providing all or part of the service for a short time;
- No service for a short time;
- Hiring private services for a short time.

When do you put a back-up plan into action?

Your back-up plan is put into action when Home Care does not have a worker available for your scheduled service, or:

- When you have needs that require special training for staff and a trained worker is not available to meet those needs.
- When severe weather prevents staff from getting to your home;
- When there are events that prevent staff from going to work such as transportation issues, work stoppages, or staff illness.

How do I know when to use my back-up plan?

- A Home Care representative will contact you or your contact person when your back-up plan is required.
- In severe weather, you may get a phone call or a formal announcement will be made through media outlets, such as radio station CJOB 680 AM.

How can I plan for SEVERE WEATHER?

- Do you have enough of your regular medications to last a few days in case the pharmacy cannot deliver? If you have medications set-up in a special way, do you have enough set-up for at least three (3) days?
- If you are dependent on oxygen, is your back up tank ready?
- If you are ventilator dependent, are your batteries charged?



(How can I plan for Severe Weather continued...)

- Do you have a flashlight in case of a power failure? Are the batteries working? Do you have extra batteries for your flashlight?
- Do you have a portable radio with working batteries so you can listen to announcements?
- Do you have some easy-to-prepare and non-perishable food and fluids in your pantry? Some suggestions include: peanut butter, crackers, juice, food in tin cans, and a hand operated can opener.
- Think about who you would call to help you if your heating system does not work. Is there someone you know that you could stay with to keep warm?
- Do you have enough personal care supplies (e.g., continence pads) to last you for an extra week if deliveries are delayed?
- Have you made plans to have your sidewalks maintained free of snow to assist with accessing your home?

If you or your family have access to the internet, here are some sources of information about emergency preparedness:

- Safe Canada – www.safecanada.ca
- Manitoba Emergency Measures Organization (EMO) – www.gov.mb.ca/emo/ (follow the Self Help link/button).
- Manitoba Seniors and Healthy Aging Secretariat – Emergency Information for Seniors: www.gov.mb.ca/shas/publications/docs/emergency_information_for_seniors_05.pdf

Equipment

A health care professional may recommend equipment to improve your independence and promote safety for you, your care givers and our staff. Certain equipment is required for safe care. Some equipment may be available on loan through Home Care Services. You may have to buy some items from other suppliers.

If a health care professional has recommended equipment:

- They will discuss with you arrangements for pick up, delivery or purchase of equipment.



(Equipment continued...)

- Please arrange for the pick up or delivery of equipment before you leave the hospital. If this is not arranged ahead of time, you may still be discharged from the hospital without the equipment in place.
- If the equipment is not available in your home or is not safely installed, staff may not be able to provide the required care.
- Home Care staff must use required equipment when helping you with your care.

Equipment available on loan from Home Care

Based on eligibility, some equipment is available on loan from Home Care including:

- Electric lifts;
- Hospital beds, including mattresses and bed rails;
- Commode chairs;
- Special sleep surfaces;
- Mobility aids such as sliders.

Interlake – Eastern RHA responsibilities with equipment:

The Interlake-Eastern RHA is responsible to ensure that equipment provided to you is:

- In good working order;
- Available for pick up or delivery when possible.

Your responsibilities with equipment on loan from Home Care:

- Typically equipment will be delivered to your home. If equipment is being delivered to your home:
 - Plan to have equipment delivered Monday to Friday;
 - Someone must be available in your home to receive the delivery. You will receive a phone call to confirm the day and time of delivery. If no one is available to accept the delivery, your name will go on a waiting list for the next available delivery time.
 - Clear a space for the equipment to be set up before delivery.
- Keep equipment in good working order and call your Case Coordinator to report any problems. Interlake-Eastern RHA will maintain or replace equipment as required.



(Your responsibilities with equipment...continued...)

- Notify Home Care before moving equipment to another address.
- This equipment is on loan to you and MUST be returned when you no longer need it. When equipment is no longer needed, call your Case Coordinator to arrange for return.

Equipment not provided by Home Care Services

You may be asked to provide or buy the following pieces of equipment:

- Bathroom equipment e.g., bath seat, rubber mat, grab bars, bath lifts, raised toilet seats, over arm toilet bars, bedpans and urinals.
- Walking and transfer aids e.g., walkers, canes, crutches and wheelchairs.
- Other aids such as transfer poles, transfer belts, handrails and chair lifts.

Wheelchairs

Wheelchairs are available through the Manitoba Wheelchair Program, based on eligibility. A recommendation from a health care professional is required. For more information, please contact your Case Coordinator or Nurse.

Supplies

Home Care staff may require supplies for your care. Some of these items may be available through Home Care Services and you may have to buy some items.

Supplies available from Home Care

Home Care may provide supplies based on eligibility determined by the Home Care Case Coordinator or Nurse. Some examples of these supplies are:

- Disposable gloves;
- Wound care products;
- In some instances, bladder and bowel management products.

To re-order your supplies, contact your Case Coordinator or Nurse about one week before they run out.



(Supplies...continued...)

You may be asked to arrange pick up of supplies, if possible. You will be given information about when and where to pick up the supplies.

If you are unable to arrange for pick up, supplies will be delivered to your home.

Please notify your Case Coordinator if you have any concerns about the products or have too many supplies stored in your home.

Supplies that Home Care does not provide

You may need to provide the following supplies, which Home Care Services does not provide:

- Supplies to assist with medications (e.g., medication set-up containers, eye guides, spacers for puffers, locked boxes);
- Diabetes care supplies;
- Therapeutic stockings and rubber gloves for application;
- Household maintenance items (e.g. cleaners, sanitizing agents). Your Case Coordinator or Nurse may provide some information about where to buy these item

Service Limits

“Manitoba Health and Healthy Living” sets policies and guidelines that help to ensure fairness and equity in the provision of Home Care services. These policies and guidelines provide direction to Home Care, about who is eligible for service, as well as what services and levels of service can be provided.

Persons receiving Home Care services are assessed regularly and care planning is done with each person and their family. Services are based on this assessment of need, risk and other available supports.

Service Limit Policy


The Manitoba Health and Healthy Living Service Limit Policy states that services required by the client will not generally exceed the equivalent cost of services provided in a care facility. In special circumstances, the care plan (service costs) may temporarily exceed these limits with special approval.

(Service Limits... continued...)



Service Protocols

The Interlake-Eastern RHA provides protocols that establish how often a task may be performed and how much time can be assigned to each task. The protocols are reviewed and revised regularly.

 **RESPONSIBILITIES OF CLIENTS AND/OR FAMILIES/GUARDIANS**

Workplace Safety & Health Guidelines for Home Care Staff

1. PERSONAL SAFETY OF HOME CARE STAFF
 - a. Verbal abuse, physical abuse or sexual harassment will not be tolerated.
 - b. Service will be withdrawn if a client is abusive to a worker. A new reassessment will be required before services will be reinstated.
 - c. Families or guardians will relieve workers when requested to do so if a client becomes abusive or unmanageable.
 - d. Families or guardians will ensure that incompetent clients do not have access to potentially harmful items (knives, guns).
 - e. Families or guardians will ensure current client contacts and phone numbers are available to staff.
2. PHYSICAL HAZARDS
 - a. Clients and families/guardians will restrain pets indoors and outside during provision of home care services.
 - b. Clients and families are responsible for having all faulty equipment repaired as soon as possible.
 - c. Clients and families/guardians are responsible for providing liquid hand soap and paper towelling for home care use.
 - d. Direct Service staff (HCA/RN/LPN) are only authorized to do lifts and transfers they have been taught (per IERHA policy/procedure) to minimize the risks of injury to the client or direct service staff.
 - e. Clients and families/guardians are responsible for ensuring that the home heating system is safe and in proper working condition and that a comfortable temperature is provided in the home for home care staff.
 - f. Clients and families/guardians are responsible for disposing of the garbage on a regular basis.
 - g. Clients and families/guardians are responsible for managing any pest infestation in the home.
 - h. Clients and families/guardians are responsible for ensuring adequate lighting indoors and out.
3. ENVIRONMENTAL HAZARDS
 - a. Clients and families/guardians will provide a plug-in for workers during winter months.
 - b. Clients and families/guardians are responsible for ensuring that driveways, walkways and home entrances are accessible to workers.
 - c. Families/guardians are responsible for providing a client's care if a worker is unable to come or must leave early due to dangerous driving conditions.
 - d. Clients or families/guardians will ensure that all the house exits are clear in case of fire.
 - e. Clients or families/guardians will refrain from smoking one hour prior to and while the workers provide service in the home.
 - f. Clients or families/guardians will refrain from the use of alcohol or illicit drugs while the workers provide service in the home.
 - g. Clients or families/guardians will comply with safety guidelines if oxygen is in use in the home.

I have read, understood and agree to comply with the above noted Workplace Safety and Health Guidelines.

Date: _____ Client Name: _____

Signature: _____

Relationship: _____

HCCC: _____

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Animals – Pets in the Home

If you are receiving services in your home we ask that you ensure a safe environment for you, the staff working in the home and your pets by following the guidelines for animals and pets:

- Ensure that all animals/pets are put away in a separate room/space/area PRIOR TO the staff arriving at your home to provide service and during the entire time the staff is at your home. The animals/pets must not be able to come in close proximity to the staff.
- This includes ALL animals/pets such as dogs, cats, birds, reptiles, and other small animals in the home. This does not include service animals.
- The need to secure the animals/pets is not dependent on the animals/pets behavior or personality of the staff's comfort level with the animals/pets.
- The animals/pets can be placed behind a closed door, a kennel, a cage or an area where there is a barrier in place to prevent the animal from leaving the enclosed space.
- If the animal/pet is to be in the front and/or back yard during the provision of service, the animal/pet may remain there as long as staff do not have to walk by the animal/pet and the animal/pet is not in close proximity or in contact with the employee.

Please ensure a Healthy, Smoke-Free Environment for your Health Care Worker

Second hand smoke is dangerous. It contains more than 50 chemicals that are known or suspected to cause cancer and also increases the risk of heart attack and stroke. Interlake-Eastern RHA is committed to protecting our workers from the dangers of second hand smoke, so we are asking for your cooperation.

If you are receiving health services in your home, we ask that you ensure a smoke-free environment for your health care worker by following these guidelines:

- Do not smoke inside your home for one (1) hour prior to any home based service you receive from the Interlake-Eastern RHA.
- Do not smoke during the visit.
- Ensure other residents or guests in your home do not smoke during these times.



- Before any home based service, clear the air of smoke as much as possible by:
 - Turning on exhaust fans (e.g. kitchen, bathroom fans);
 - If weather permits, opening windows to air out any remaining smoke;
 - Thoroughly putting out all cigarettes.

Did you know.....?

- Second hand smoke is a combination of the smoke exhaled by a smoker and the smoke coming from the tip of a burning cigarette.
- Second hand smoke contains at least twice the nicotine and tar as the smoke inhaled by a smoker.
- Health Canada reports that second hand smoke contains more than 4,000 chemicals, over 50 of which are known or suspected to cause cancer.
- 93 per cent of what's in cigarette smoke is colorless and odorless.
- The more a person is exposed to second hand smoke, the greater the harm.
- Second hand smoke increases the risk of lung cancer, heart attack and stroke in non-smokers.