



Patient Information and Safety Handbook



Home Support Supervisor: _____ ext _____

Client Service Coordinator: _____ ext _____

Your branch office is: Toronto Peel York Kitchener/Waterloo



www.spectrumhealthcare.com

Toronto Office

T: 416-964-0322

Peel Office

T: 905-272-2271

Toll Free: 1-800-690-5474

York Office

T: 905-771-2766

Toll Free: 1-877-924-8800

Kitchener/Waterloo Office

T: 1-800-690-5474

Seniors for Seniors

1-800-422-7399

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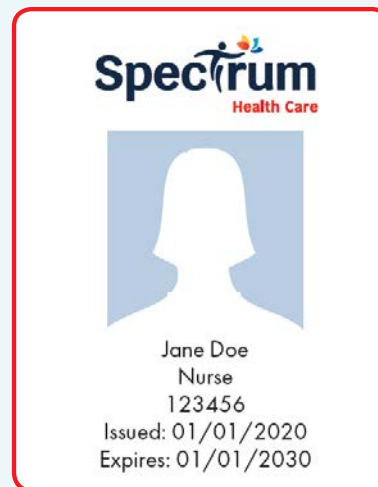
Identifying and Contacting Our Employees

TO HELP YOU CONTACT OUR EMPLOYEES

To contact your Client Service Coordinator or an employee of Spectrum Health Care please call the branch office. **The number and address of your branch office is located on the back of the handbook.**

TO HELP YOU IDENTIFY OUR EMPLOYEES

Please ask Spectrum Health Care employees to show you their I.D. badge prior to them providing you care. If you are unsure about the identity of your Health Care Professional please contact the office immediately.



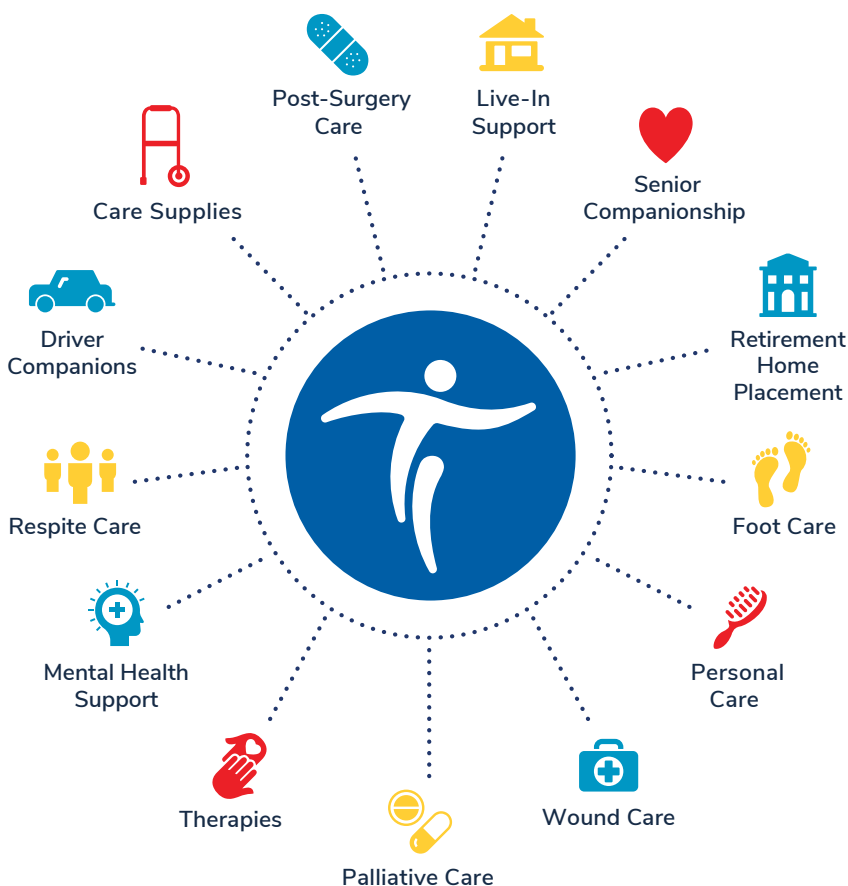
Infection Control

Spectrum follows Ontario Health guidance:

- Screening questions
- Staff wear masks at every visit
- Staff wash hands before and after care
- Patient and family are encouraged to wear mask while staff in home
- Physical distancing (where possible)
- Staff complete regular education on Infection Control including COVID
- Staff wear additional personal protective equipment such as eye protection, gown, gloves as required

About Us

Spectrum's Total Care Model is a suite of services that supports your independence, quality of life and wellness through all stages of life.



MISSION, VISION, VALUES

Our patients are the centre of our business. We strongly believe that they deserve the highest quality of home health care services. We are committed to achieving this goal through reliable service delivery that adheres to our Mission, Vision and Values.

Vision

A world where people, especially our seniors have the choice and confidence to be cared for at home.

Mission

We are re-imagining home care for clients and families to provide products and services they need, whenever care is required, delivered by the most qualified and compassionate staff.

Values

At Spectrum Health Care, our values are reflected in everything that we do and is shown through:

Caring: We help others the way we want to be helped.

Trust: We count on each other.

Responsiveness: We always do our best and search for ways to do it even better.

Safety: We keep our patients and staff safe.

Please note: Spectrum Health Care is not an emergency service. If you are experiencing a medical emergency, call 911.



Personal Care & Nursing

Our professional and compassionate care providers take care of you in the comfort of your home.

Our personal support workers help patients with recovery:

- Personal care
- Light housekeeping

Registered nursing services:

- Health assessment
- IV therapy and wound care
- Palliative care
- Medical foot care



Senior Care

Our care providers have the passion and experience to help seniors live independent and full lives.

- Companionship through friendly drop-in visits
- Live-in, 24/7 options
- Overnight stays to keep loved ones safe
- Bedside companionship at hospitals and care facilities
- Alzheimer's and dementia support
- Home cleaning
- Transportation for errands and appointments
- Respite care and hospice support



Specialized Services

Our specialized medical services support your health and wellness goals and are provided by experienced health professionals.

- Foot care clinics
- Workplace and community flu clinics
- Employee health & wellness
- Physiotherapy
- Retirement Home Placement Services



Service Introduction



Spectrum Health Care has been contracted by the Home and Community Care Support Services (HCCSS) to provide you with home care services in your home or at an ambulatory clinic. These services are paid for by the HCCSS which is funded by the Ministry of Health and Long-Term Care.

Your Spectrum Health Care team consists of your Health Care Professional, a Client Services Coordinator, and a Supervisor/Nursing Manager; who work together with the HCCSS Care Coordinator, Physician and other members of your health care team.

Care Plan and Visit Times



Care Plan

A service plan has been agreed upon between you and the HCCSS. During our initial visit and assessment we will work with you to jointly develop a care plan based on the HCCSS service plan. The care plan outlines the goals and outcomes of your care which you and your Health Care Professional will work on together. Spectrum Health Care documents electronically. Should you wish to have a copy of your care plan, we can provide a paper copy.



Visit Times

Your visit times will be scheduled in advance. Please contact your Spectrum Health Care branch office if you will not be available for your scheduled visit time frame. This will allow us to reschedule your visit at a more convenient time.



24 Hour Contact

Our Managers are available by phone, 24 hours a day, 7 days a week, to answer any questions you may have regarding your care.



Feedback/Complaint Process

At Spectrum Health Care your feedback is important to us. We want to ensure that we are continuously providing you and your family with quality care.

If you have any concerns or questions about your Health Care Provider or the services being provided by Spectrum Health Care you may call our offices at any time. We will connect you with a Home Support Supervisor or Nursing Manager.

The Supervisor or Manager will listen to your concerns and complete a thorough investigation. We are committed to working with you to resolve any issues that arise and will keep you informed throughout the investigation process.

If after speaking with a Manager or Supervisor your complaint/feedback remains unresolved, you may request a formal review. For details on how to request a formal review, please contact the Regional Director of your branch office.



Patient Experience Survey

At Spectrum Health Care we are quality driven and value the patient's input. Patients are randomly selected to participate in a short telephone or email survey that is completely voluntary. Your answers will help us to learn what is working and where we can improve. Your responses will not affect your service(s) with Spectrum Health Care in any way. At all times, your personal information is protected. We would like to encourage you to share your thoughts by taking part in this important survey.

At Spectrum Health Care we have established a Patient and Family Advisory Council to incorporate what matters to patients in our service delivery and quality improvement plans. The Council serves in an advisory capacity making recommendations on matters that impact the experience of patients and families at Spectrum Health Care.

If you are interested in joining the Patient and Family Advisory Council, please call your Home Support Supervisor.

Patient Rights and Responsibilities

We are committed to putting our patients first by providing quality, patient and family centred care. Our goal is to create the best possible patient experience. We depend on patients and families to be our partners in achieving this. Together we value: Having a Voice, Partnership, Courtesy and Respect, Quality and Safety.

Patient Bill of Rights

As a patient, family member, substitute decision maker or caregiver, you have the right to expect that every Spectrum employee, shall respect and promote your rights as follows:

1. **To be dealt with in a respectful manner** and to be free from physical, sexual, mental, emotional, verbal and financial abuse.
2. **To be dealt with 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. **To receive home and community care services free from discrimination** as per the *Human Rights Code* or the *Canadian Charter of Rights and Freedoms*.
5. A **patient who is First Nations, Métis or Inuk** has the right to receive home and community care services in a **culturally safe manner**.
6. **To receive clear information** about your home and community care services in a format that is accessible to you.
7. **To participate in the assessment and reassessment of your needs**, as well as the development and revision of your care plan.
8. **To designate a person to be present with you during assessments**, and to **participate in the development**, evaluation and revisions to your care plan.
9. **To receive assistance in coordinating your services**.
10. **To give or refuse consent** to the provision of any home and community care service.
11. **To raise concerns or recommend changes** related to the services that you receive, and with policies and decisions that affect your interests, without fear of interference, coercion, discrimination or reprisal.
12. **To be informed of the laws, rules and policies** affecting the delivery of the home and community care services, including this Patient Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the services you are receiving.



Patient Responsibilities

- Treat Spectrum care providers and office staff with courtesy and respect, free from discrimination, racial bias or harassment.
- Know who to direct complaints to at Spectrum Health Care.
- Notify Spectrum Health Care at a minimum 1 day ahead if changes to a scheduled appointment are required.
- Ask Spectrum care providers and office staff for their picture identification.
- Not giving loans, gifts, tips or entering into private work agreements with Spectrum care providers and office staff.
- Learn about patient safety and becoming aware of steps to reduce risk.
- Provide a safe working environment for care providers and office staff.
- Provide staff access to driveways, as required.

Please keep our staff safe:

- Keep pets (excluding service animals) in a separate room away from the care area during visits.
- No smoking during visits, and for one hour prior to service, including cigarettes, cannabis and vaping products.
- Ensure that walkways to your home are well lit, and clear of ice and snow or other hazards.
- Keep all weapons, including air guns, knives, etc. in a secure locked cabinet away from the care area according to provincial legislation.

Spectrum Health Care has zero tolerance for all forms of aggression or violence towards our employees. These include: physical assault, verbal harassment, abusive language, racial abuse, sexual language or advances, threats, failure to respond to instructions. **Spectrum reserves the right to alter or suspend service in these situations pending investigation and any failed measures to resolve.**

Privacy

Ontario's Personal Health Information Protection Act regulates the collection, use and disclosure of personal health information. The consent of patients or their substitute decision-makers is required for Spectrum Health Care to collect, use and/or disclose personal health information.

As an individual, you have a right to know how we collect, use and disclose personal information and to expect that the personal information held by us remains accurate, confidential and secure. Spectrum Health Care collects, uses, discloses and stores the following facts about you and your health:

- Your name, gender, age, address, and your Ontario Health Card number
- Facts about your health and the care you require

We **use** this information and **share** it for the following reasons:

- To help make decisions about the type of care and services you need
- To communicate with other health care providers (e.g. HCCSS Care Coordinators, Physicians, Physiotherapists)
- To communicate with people you have identified as contacts
- To monitor the provision of services and evaluate services provided
- To meet legal and regulatory requirements

We want you to know **your rights**:

- You may see or have access to your personal health information
- You may ask for and receive a copy of your health record
- You may ask us to correct your records
- You may voice your concerns
- You have the right to know how we collect and store information
- You have the right to know how we use your information

Information may be used for reporting purposes and does not contain any information that identifies you. This information may be used for quality improvement initiatives. If you have any questions regarding our privacy policies, access to your record, correction of information, or have a privacy complaint, you may contact our Privacy Officer at:

E-mail: privacy.officer@spectrumhealthcare.com

Mail: **Attention: Privacy Officer**
2 Bloor St. East, Suite 2101,
Toronto Ontario, M4W 1A8
Phone: 416-964-0322
Fax: 416-964-3952

Or the Ontario Privacy Commissioner at
info@ipc.on.ca or **1-800-387-0073**

Accessibility Statement



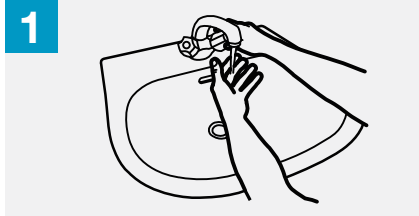
Spectrum Health Care is committed to creating an inclusive environment that accommodates all individuals, including those with disabilities. We support the goals of the Accessibility for Ontarians with Disabilities Acts (AODA) and have established policies, procedures and practices which adhere to the accessibility standards set out in the AODA. For detailed information see website.

How to Handwash?

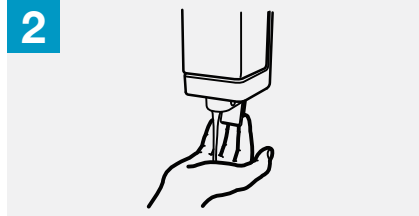
WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB



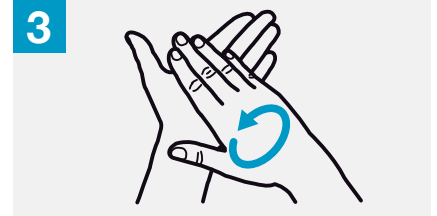
Duration of the entire procedure: 40-60 seconds



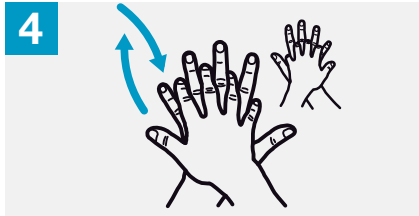
Wet hands with water;



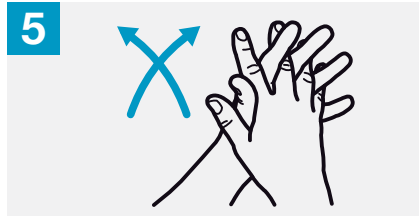
Apply enough soap to cover all hand surfaces;



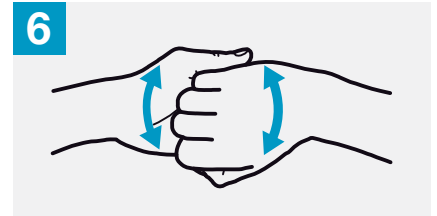
Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



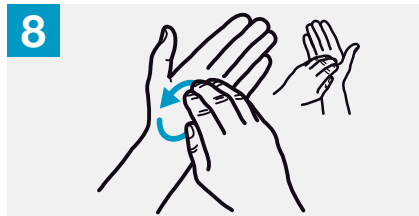
Palm to palm with fingers interlaced;



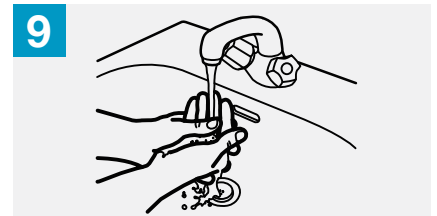
Backs of fingers to opposing palms with fingers interlocked;



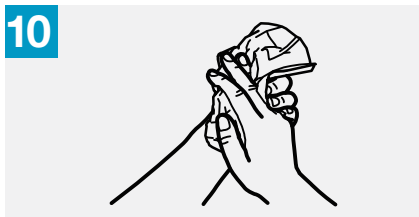
Rotational rubbing of left thumb clasped in right palm and vice versa;



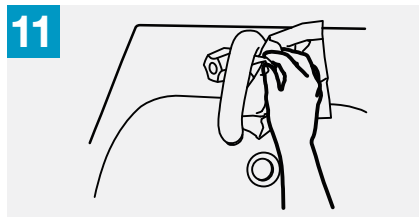
Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



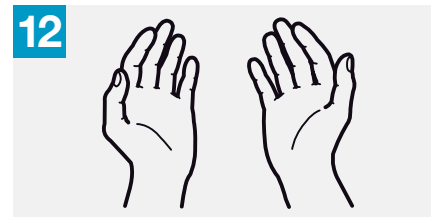
Rinse hands with water;



Dry hands thoroughly with a single use towel;



Use towel to turn off faucet;



Your hands are now safe.



World Health Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES

Clean Your Hands

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WHO acknowledges the Hôpitaux Universitaires de Genève (HUG), in particular the members of the Infection Control Programme, for their active participation in developing this material.

How to Handrub?

RUB HANDS FOR HAND HYGIENE! WASH HANDS WHEN VISIBLY SOILED



Duration of the entire procedure: **20-30 seconds**

1a

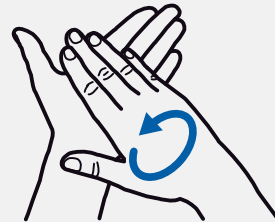


Apply a palmful of the product in a cupped hand, covering all surfaces;

1b

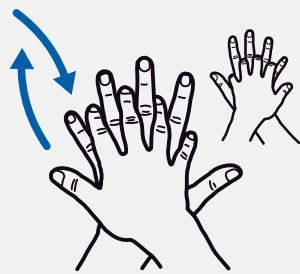


2



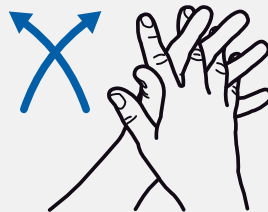
Rub hands palm to palm;

3



Right palm over left dorsum with interlaced fingers and vice versa;

4



Palm to palm with fingers interlaced;

5



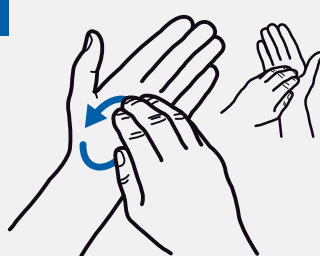
Backs of fingers to opposing palms with fingers interlocked;

6



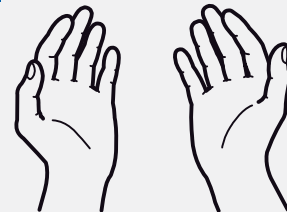
Rotational rubbing of left thumb clasped in right palm and vice versa;

7



Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;

8



Once dry, your hands are safe.



World Health Organization

Patient Safety

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SAVE LIVES

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PATIENT RESOURCE GUIDE

Fall Prevention

Fall Prevention Home Safety Checklist

About half of all falls happen at home. To minimize the risk of falls in your household complete the following checklist:

- Remove tripping hazards such as throw rugs and clutter in walkways.
Use non-slip mats in the bathtub and on shower floors.
- Have grab bars next to the toilet and in the tub or shower.
- Use handrails on both sides of the stairs.
- Improve lighting throughout your home.
- Use nightlights in bedrooms, hallways and bathrooms.
- Keep a telephone close by with emergency contact numbers.
- Keep walkways clear of snow and ice in the winter.
- Keep frequently used items within your reach.
- Wear shoes that provide good support and have non slip soles.
Wear a fall detection alarm.

PATIENT RESOURCE GUIDE

Home Environment

Fire Safety

- Install smoke and carbon monoxide alarms on every level of your home.
- Change smoke alarm batteries twice a year when you change your clocks.
- Keep a fire extinguisher in the kitchen away from the stove.
- Have a fire escape plan.
- Remove clutter that could be a safety or fire hazard.
- Never smoke in bed.

Medications

- Always carry a list of the medications you take, as well as any allergies or medical conditions you have.
- Make sure you understand the reason you are taking each medication.
- Keep your medications in clearly labeled bottles and store them as recommended.
- Discard medications you are not taking by returning them to a drugstore.
- Take medications as ordered by your doctor. For example, do not stop taking antibiotics once you are feeling better, finish them all.

Bathroom Safety

- Have a rubber mat in the shower or tub.
- Have a non-skid bath mat beside your tub or shower.

- Install grab bars around your tub and toilet to increase your safety.
- Ensure you have a clear and well lit path from the bedroom to the bathroom during the night.
- Have a stool in the tub or shower.

Have a Contingency Plan

In the event of an emergency, for example a snow storm, it is essential to have a back-up plan in place to ensure that your needs are met. Your contingency plan may involve calling a family member, neighbour or friend. Anyone involved in your contingency planning must be aware of their role to avoid any miscommunication.

Beware of Scams and Fraud

Though people of all ages can be victims of fraud, seniors are targeted more than others.

- Beware of unsolicited calls, emails and texts requesting payment and/or offering medical advice, financial relief, or government assistance and compensation.
- Keep all personal documents in a secure place.
- Never tell another person your PIN or account passwords.
- Never give out your credit card, bank account, or personal information to someone over the phone, at the door, or over the Internet unless you know the person or organization you are dealing with.

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.

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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.



Canadian Society of Hospital Pharmacists
Société canadienne des pharmaciens d'hôpitaux



CANADIAN PHARMACISTS ASSOCIATION
ASSOCIATION DES PHARMACIENS DU CANADA

SafeMedicationUse.ca



PATIENTS FOR PATIENTS POUR LA
PATIENT SAFETY / SÉCURITÉ DES PATIENTS
CANADA / DU CANADA



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