

## PARTICIPANT SAFETY

Safety comes in a can, I can, you can, we can be safe.



Participants, Families, Staff & Volunteers together make up our Safety Team

## YOUR SAFETY IS OUR GOAL

Here are just a few of the things in place to help facilitate client safety: Individualized Service plan and assessment process that identifies and addresses specific safety needs. Annual Service planning meetings to revisit needs that may have changed.



A comprehensive Infection Prevention and Control program that includes hand washing protocols, housekeeping procedures, and monitoring infection rates.

A Medication Administration system including staff training and education, and identification systems to ensure that the right person receives the right medication and the right dose at the right time.



A Reporting and Investigation process of all adverse, sentinel or near miss events to the Executive Director and VCBIS Board.

An Emergency Preparedness and Response system which includes a written agency plan and practice drills to train staff and test the plan's effectiveness.



Here are just a few things that you can do to facilitate your safety:

### **Hand Hygiene Is Important**

Washing hands or using hand sanitizer is the single most important thing that everyone can do to prevent the spread of germs. VCBIS policy requires staff to wash their hands and use hand sanitizers before and after providing personal care, and when handling food and medication. We ask that you also use hand sanitizers and wash your hands to help keep VCBIS "clean". It is to everyone's benefit.

### **Recognize Your Medications**

Our staff who are involved in medication administration participate in extensive training regarding the medications they administer. Safety systems are in place to ensure you receive the correct medication. As a client, you are a part of the safety system. If we are providing you support in the area of medication management, please make sure you alert staff of any medication related concerns.

### **Preventing Falls**

We all play a role in preventing falls. If you have assistive devices to assist with your mobility, use them. Please be sure to tell staff if you experience any health changes that may put you at greater risk of falling. Your support staff can work with you to come up with easy-to-implement strategies to keep you safe.

## Fall Prevention Program

### Our Goal

To educate VCBIS participants, families, staff and volunteers of the health risks associated with falls and provide prevention strategies to reduce the risks of a fall.

The **four key** areas that are looked at in each Participant Falls Prevention Plan are:

### Regular exercise



### Medication Review



### Vision



### Household Safety Review

For more information, ask about our Falls Prevention Program booklet.

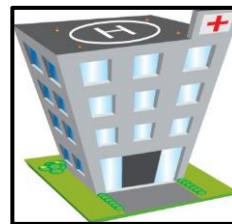
## DID YOU KNOW?

Handwashing remains the single most effective defense against the spread of infection.



Each VCBIS staff completes an average of 20 hours per year of client safety related training.

In all age groups, falls are the 2nd leading cause of hospital admissions due to injury.



VCBIS completes monthly fire and evacuation drills at our residential site.

Client Safety Culture surveys are completed every 3 years by VCBIS staff from all departments to assist in identifying areas for improvement.



Your Input is important to us So we want to hear from you



*We May ask you to complete a survey or participate in a discussion from time to time to gather your feedback about our services. Your opinions and comments about your experience at VCBIS are important to us and help us continue to improve.*

*See something unsafe? Something we have missed or can do better? We want to hear about it right away. Don't wait for a satisfaction survey to tell us about a problem— we want and appreciate your feedback because it helps us to improve.*



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