



CommuniCare's Values and Vision

We are:

- Client-centred – our primary goal in addressing your needs to effect measurable, functional changes in your status so that you may participate in life as fully as possible.
- Respectful of your dignity, privacy and rights.
- Able to treat you in your official language of choice.
- Culturally sensitive to your needs and our co-workers' needs.
- Strong believers in open communication, respect and collaboration.
- Committed to innovation and excellence in service delivery.
- Committed to building and enhancing community partnerships.
- Community rehabilitation professionals continuously improving our quality care.



Your Clinician(s):

Discipline	Name	Phone Extension
Physiotherapy		
Occupational Therapy		
Speech Language Pathology		
Social Work		
Dietetics		

Your Appointments:

Date	Time	Discipline

Welcome

CommuniCare Therapy is a therapist-owned company that has been providing services in the Ottawa area since 1992. We provide Speech Language Pathology, Occupational Therapy, Physiotherapy, Social Work and Dietetics services in various communities in Champlain and South East regions. We are also a provider under the direction of the Champlain and South East Community Care Access Centres (CCAC).

How to find us:

CommuniCare Therapy
2270 St. Laurent Blvd., Suite 202
Ottawa, ON K1G 6C4
Tel: 613-738-2871 or toll free 1-877-738-2871
Fax: 613-738-2754
www.communicare.ca

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Your Safety is Important

CommuniCare Therapy is committed to providing safe care to our clientele. We strive to continually improve client safety through our practices. You also have a very important part to play in receiving safe health care. Here's how you can take responsibility for your safety.

Communicate with Health Care Providers

- Provide information on your health and any pertinent medical problems to your health care provider and report any changes in your condition.
- Don't be afraid to ask questions. Write them down so you don't forget.
- Ask a family member or friend to be present for your appointment. It is easy to get overwhelmed by information, especially if you are ill.

Understand Your Treatment Plan and Instructions

- It's your responsibility to ensure that you understand any instructions given to you by your health care provider. If you don't understand, ask questions.
- Inform your health care provider if you expect or experience any difficulty in following the instructions, or if you have difficulty with written information.
- Make sure you understand and can read any written instructions given to you.
- Know how to contact your health care provider if you are experiencing any difficulties.

Participate in Decision Making

- Involve yourself in understanding your options and communicate your wishes to your health care provider. CommuniCare therapists will help you with this by sharing information about your treatment plan, which is the 'what' and the 'why' of the options available to you.

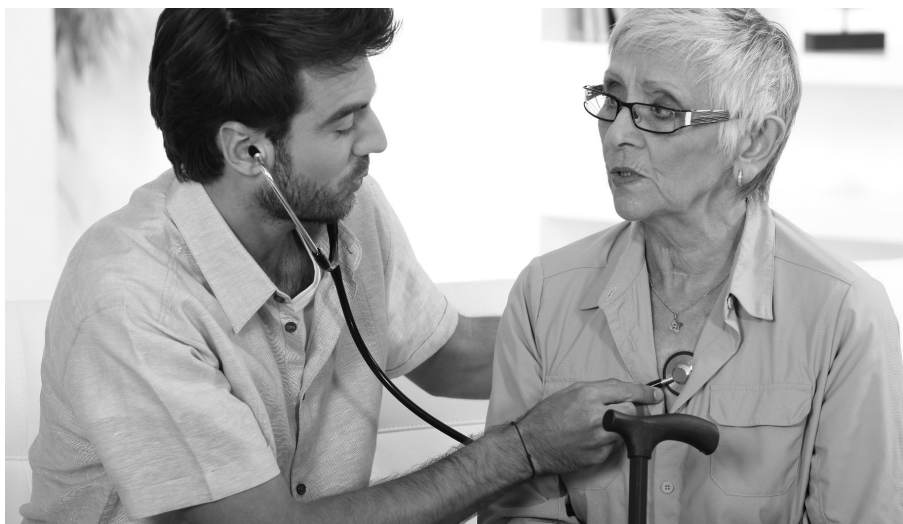
Preventing and Controlling Infection at Home

CommuniCare Therapy has policies in place to safeguard your safety. These include policies on infection control.

Part of our infection control strategy is using 'routine practices'. This refers to the fact that every health care worker takes the following precautions:

- Washes their hands with soap or a hand sanitizer before and after every client contact.
- Wears disposable gloves when potential exists to encounter blood or body fluids.
- Covers cuts or scratches with a bandage until healed.
- Disposes of contaminated material in a prescribed manner.
- Uses a gown / mask / face shield in a situation where blood or body fluids may be splashed or transferred to the health care provider.
- Asks each client if they have a respiratory infection and wears a special mask if needed.

For more information about our Infection Prevention and Control Program, contact us or review our website under Links & Resources > Infection Control Resources.



Preventing Falls at Home

Aging increases the possibility of falling. The consequences are serious and there are simple solutions to prevent falls.

Activities of Daily Living

Being safe and careful during our everyday tasks is crucial to avoid falling. Falls often occur while multi-tasking or thinking about something else.

Solutions:

- Better safe than sorry! Many falls result from risky behaviors such as climbing, reaching, standing on unsteady chairs or bending. Asking for help can prevent a serious injury following a fall.
- Never be in a hurry while performing tasks, especially when carrying objects.
- Do one thing at a time; be alert and attentive.
- Try using a cart to carry objects.
- Stand up slowly after you are lying down.

Medication

Seniors are more at risk of falls if they take four (4) or more medications. A medication that helps you sleep or calms your nerves (sedatives) also increases the risk of falls.

Solutions:

- Take medication correctly as indicated.
- Review your medication with your doctor every six (6) months.
- Talk to your doctor about any side-effects that you experience.
- Return all expired medication to your pharmacist.
- Shop at only one pharmacy for your medication.
- If you take medication to calm nerves or to help you sleep, talk to your doctor about alternatives such as soft music, reading or relaxation exercises.
- Keep a list of all your medications.

Exercise

Fear of falling can reduce confidence. Studies have shown that low-resistance exercises and weight-shifting activities are effective to reduce fear of falling.

Education

Education (sessions and documents) on identifying and reducing risk factors for falls are also effective to reduce fear of falling.

Inactivity

Inactivity can lead to gait and balance disorders and loss of mobility. Regular physical activity and exercise will increase muscle strength, improve coordination and help to prevent falls.

Solutions:

- Talk to your doctor before you start an exercise program.
- Stay active to prevent falls. Find out about exercise/activity programs in your area.
- Exercises can improve balance, mobility and strength. A health care professional can help you choose the appropriate exercise program for your specific needs.

Walking

Walking is a great way to exercise. Walking aids such as canes or walkers can promote confidence, mobility and independence.

Solutions:

- Ask a health professional if a walking aid would help you be safer.
- Ask your health professional how to properly adjust your walking aid. Proper adjustment is crucial to be safe with it.
- Ask your health professional how to safely use the walking aid. Misuse of a cane or a walker, for example, can increase fall risk instead of preventing an injury.

In Your Home

Most falls that occur involve hazards in and around the house. Simple solutions are possible and devices such as grab bars and hand rails can really help prevent falls.

Solution:

- Complete the 'Falls Prevention Checklist' on page 6 to know how to make your home safer!

Prevent Hip Fractures by Having Stronger Bones

- If your medication allows it, eat calcium rich foods such as milk products, almonds, baked beans, salmon (with bones), dark green veggies, rhubarb.
- Ask your doctor about Vitamin D and Calcium supplements.

Checklist for Preventing Falls in Your Home

Throughout Your Home

- ☐ Floors are not slippery. Spills are wiped up promptly.
- ☐ Rugs have no ripples or tears.
- ☐ All furniture is sturdy.
- ☐ Low tables are removed from the middle of the living room.
- ☐ Chairs have armrests and are the correct, comfortable height.
- ☐ Pathways are clear of extension cords and other objects.
- ☐ Scatter mats are removed or securely taped to the floor.
- ☐ Items used every day are stored within easy reach.
- ☐ Stepladders or step stools are never used.
- ☐ Entrance to every room has a light switch.
- ☐ Exterior stairs are kept free of ice and snow. Sprinkle grit or non-clumping cat litter.
- ☐ All light fixtures have a minimum of 60 watt bulbs. Good lighting is installed in and around the house.

Entrance

- ☐ Doors open easily.
- ☐ Exterior and interior lighting is good.
- ☐ There is a sturdy seat with armrests.
- ☐ Mail is within easy reach.
- ☐ Outside pathways are free of lawn furniture, hoses and other objects.

Stairs (Inside and Outside)

- ☐ Stair edges are marked with contrasting colour.
- ☐ All steps are same height and the same depth.
- ☐ Stairs are well lit with a light switch at the bottom and top of stairs.
- ☐ Stairs have non-slip surface and are in good repair.
- ☐ Handrails are present on both sides of stairs.
- ☐ Handrail height feels comfortable when used for support.
- ☐ Handrails extend 12 inches beyond top and bottom steps.
- ☐ Hand wraps around two thirds of handrail.
- ☐ Stairs are free of clutter or any objects at all times.

Bathroom

- ☐ Bathtub plug is easy to reach; and to use.
- ☐ Full-length rubber bathtub mat is used for every bath or shower.
- ☐ There are at least two grab bars in the tub area.
- ☐ Portable grab bars (on the side of the tub) do not move when used for support.
- ☐ Rug outside the bathtub has a rubber backing.

If you have problems getting into or out of the bathtub:

- ☐ Use a bath seat.
- ☐ Use a hand held shower.
- ☐ Ask for help with bathing.

If you have problems sitting on or getting up from the toilet:

- ☐ Use a raised toilet seat.
- ☐ Use a grab bar conveniently located.

Bedroom

- ☐ A telephone is easily reached from the bed.
- ☐ The bed is the correct height.
- ☐ A lamp and flashlight are easily reached from the bed.

Personal Habits

- ☐ I move slowly after lying or sitting to prevent dizziness; and sit on the side of the bed a few minutes before I stand.
- ☐ I do not hurry.
- ☐ I always wear well-fitted shoes or slippers with closed and low heels and non-slip soles.
- ☐ I do not use bath oil and I use liquid soap to avoid bending for soap bar.
- ☐ I turn on a night light before I go to bed.
- ☐ I turn on a light when I get up at night.
- ☐ I avoid using a ladder or step stool and ask for someone to help to reach high objects.
- ☐ Living alone, I use a personal Emergency Response Calling Service or buddy with a neighbour, family or friend for a daily phone call.

Adapted from "A Guide to Preventing Falls," City of Ottawa

CommuniCare's Privacy Policy

Protection of Your Personal Health Information

You have the right to know how we may use and share your personal health information and how you can access it.

Who Can Use and See Your Personal Health Information

Your personal health information must be kept private and secure. You, or a person who can legally make decisions for you about your personal health information, can use and see it. Your personal health information is shared among those who provide you with health care. We may collect, use and give out your personal health information to others as reasonably necessary to:

- Provide you with health care.
- Communicate with or consult other health care providers or students in training for your health care.
- Get payment for your health care, including from OHIP, private insurance or a third party.
- Report as required or permitted by law.

Your Rights and Choices

You, or a person who can make decisions for you about your personal health information, have the right to:

- See and get a copy of your personal health information.
- Ask us to make corrections to inaccurate or incomplete personal health information.
- Ask us not to give out your personal health information to other health care providers. We will not do so unless required or permitted by law to do so.
- Be told if your personal health information is stolen, lost or improperly accessed.

Other Important Information

We are required to keep your personal health information secure. We will get your permission before we give out your personal health information to anyone outside of your health care provider team. There are certain exceptions to the rights stated on the previous page.

Please:

- Ask to see our complete Privacy Policy.
Look on our website at www.communicare.ca under About Us > Privacy Policy.
- If you have any questions or concerns about our privacy practices, please call us at 613-738-2871 or toll free 1-877-738-2871 and ask to speak to the Privacy Officer.

Information and Privacy Commissioner

The Information and Privacy Commissioner of Ontario is responsible for making sure that privacy law is followed in Ontario. For more information about your privacy rights, or if you are not able to resolve a problem directly with us and wish to make a complaint, please contact:

Information and Privacy Commissioner of Ontario
2 Bloor St East, Suite 1400
Toronto, Ontario M4W 1A8
Toll Free: 1-800-387-0073
www.ipc.on.ca



CommuniCare's Client and Clinician Bill of Rights (adapted from the Long Term Care Act)

Every client receiving service in the community has the following rights:

- To be treated in a respectful and courteous manner and to be free from mental, physical and financial abuse by the service provider.
- To have their dignity and right to privacy respected and to have their independence (autonomy) promoted.
- To be respected as an individual and be treated respectfully and sensitively with respect to their needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
- To information about the community service provided to him or her and to be told who will be providing the community services.
- To participate in the service provider's assessment of his or her requirements, as well as the evaluation and revision of the person's plan of service.
- To give or refuse consent to the provision of any community service.
- To raise concerns or recommend changes in connection with the community service provided to him or her and in connection with policies and decisions that affect his or her interests, to the service provider, government officials or any other person, without fear of interference, coercion, discrimination or reprisal.
- To be informed of the laws, rules and policies affecting the operation of the service provider and to be informed in writing of the procedures for initiating complaints about the service provider.
- To have his or her records kept confidential in accordance with the law.

Every clinician providing service in the community has the following rights:

- To be dealt with by the client in a courteous and respectful manner and to be free from verbal or physical abuse by the client.
- To have their privacy and dignity respected.
- To be informed in advance when appointments must be cancelled or postponed.
- To provide service in an environment that is secure and safe and to be advised of any potential risks to self or others that might exist and/or relate to delivery of services.
- To enforce the policies of the contracting agency, without fear of interference, coercion, discrimination or reprisal.
- To be informed of the laws, rules and policies affecting the delivery of the service and to be informed in writing of the procedures for delivering the service in a safe and effective manner.



Please respect our clinician's health and safety by refraining from smoking and ensuring pets are secured during our visits.

Your Feedback Matters

We want to hear from you! Your feedback is invaluable and it allows us to improve the quality of our services. The survey is available to complete in a number of ways.

By Email

Send an email to feedback@communicare.ca to request our satisfaction survey.

By Click

Here are the steps to access our survey online:

- Go to www.communicare.ca.
- Select the tab entitled Surveys/Sondages (upper right hand area of site).
- Choose the survey based on the service that you received.

By Phone or in Writing

You may complete our survey over the telephone by calling 613-738-2871 or toll free at 1-877-738-2871 and asking to complete our satisfaction survey or request to have one mailed to you.



CommuniCare's Mission Statement

CommuniCare Therapy is committed to the provision of high quality rehabilitation services.

It is through the recognition of:

- a client's individuality;
 - the impact of rehabilitative disorders on daily living;
 - the benefits of providing treatment in the community setting and the importance of family involvement;
 - the role of healthy behaviours in promoting, maintaining, or restoring quality of life; and
 - the importance of service provision in both official languages
- that we strive to become recognized as caring professionals.

It is through commitment to:

- the multidisciplinary approach; and
- innovation and vision

that we will strive to become recognized as a leader in rehabilitative health care.

It is through sensitivity to:

- the needs of working parents;
- the recognition of creativity;
- a commitment to continuing education; and
- team building

that we strive to recruit and maintain working relationships with high-calibre rehabilitative professionals.



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