



Introduction to CommuniCare

Welcome to the
team!

Orientation Expectations

1. Our actions are driven and guided by a patient centred philosophy,
2. Your safety and patient safety are of paramount importance,
3. Communicate challenges, concerns, and mistakes so we can use them for increasing support and for learning,
4. We rely on our performance metrics for contract stability,

And the most important of all.....

5. When in doubt, no matter the circumstance, call your Manager or the Manager on Duty. We are all here to support you.

Accreditation Canada



2007-2010



2010-2013



2013-2017

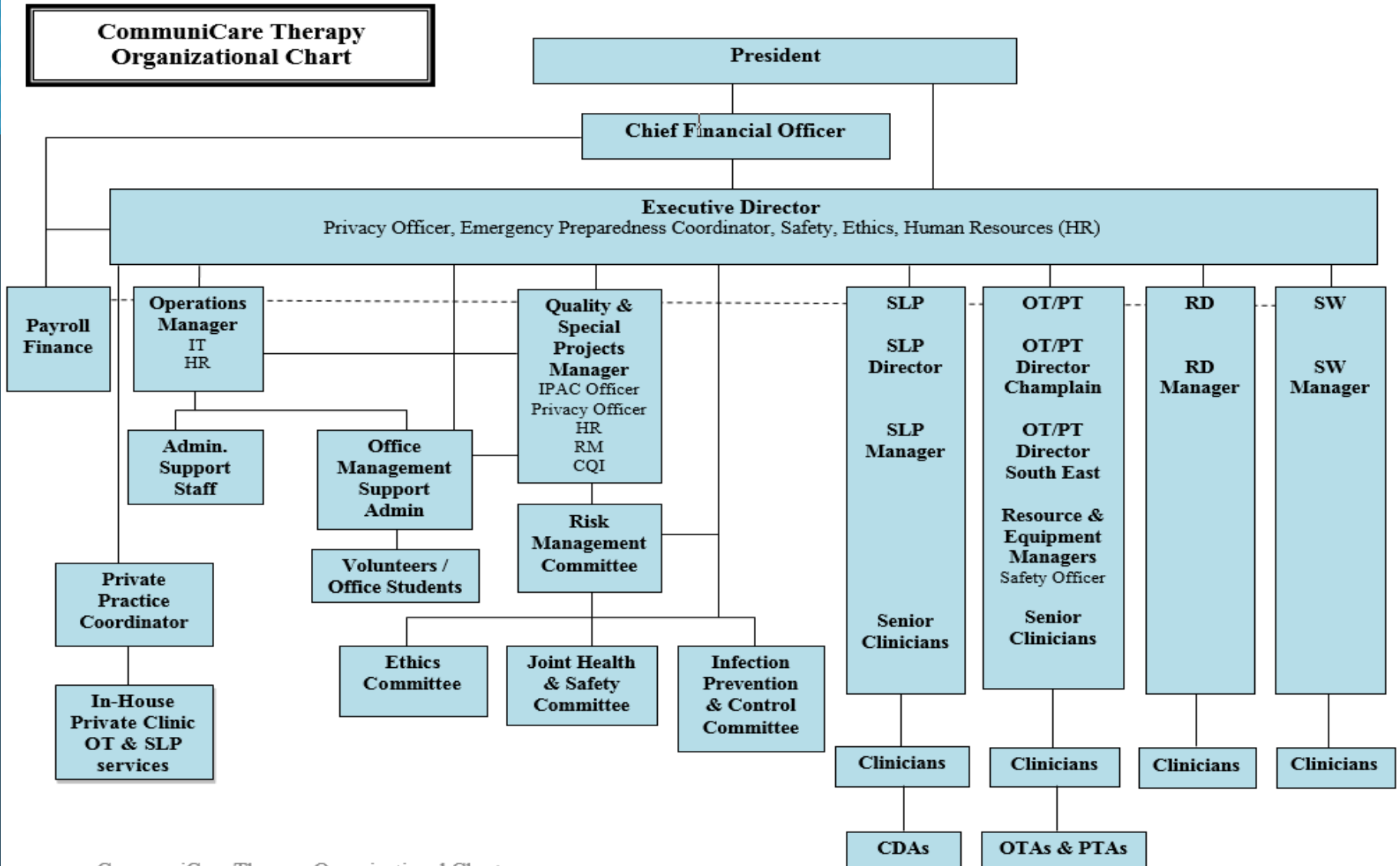


2017-2021

Patient and Family Engagement :

- through Focus Groups,
- participation in the Accreditation Process,
- feedback and surveys,
- requests for patient/family members for committees and policy review

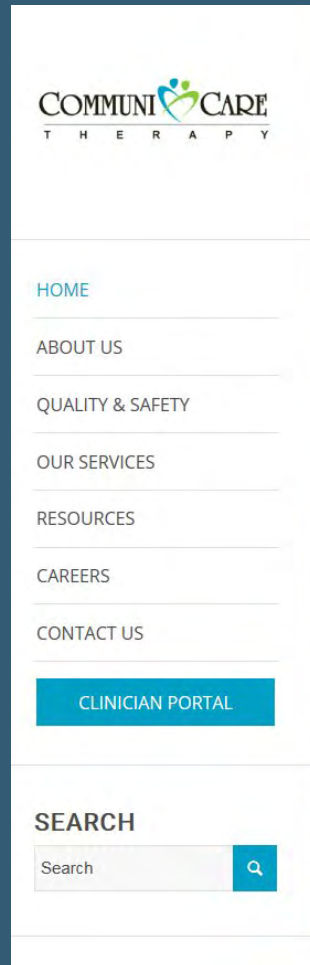
Organizational Chart



CommuniCare Therapy Website

Go to
www.communicare.ca

Remember to register on the [Clinician Portal](#) for access to forms, resources and more!





COMMUNI CARE
T H E R A P Y

Trusted, High Quality Rehabilitative Healthcare

STRATEGIC PLAN 2016 - 2019

Your care with CommuniCare Therapy

CommuniCare Therapy delivers high quality and reliable healthcare services to the Eastern Ontario community.

We are a trusted, professional rehabilitative service provider. We understand your need to receive the best care, to be an active participant in your care, and to have your questions answered.

Our services

CommuniCare provides home care services on behalf of the Local Health Integration Networks in the Champlain and South East regions.

Our team of professionals works collaboratively with you to put your needs at the centre of your care plan. Therapy is provided where you live. Services are provided in both official languages of Ontario.

Visit www.communicare.ca for more details.

CommuniCare's mission

To recognize each client as an individual while providing consistent, high quality rehabilitation services that will assess and help address the impact of rehabilitative disorders or disabilities on daily living. The services are provided in the client's most important setting, their home, school or work. Services are respectful of client, caregiver and family choices and include education on risks and benefits of rehabilitation.



Your Clinician

Discipline:

Clinician Name:

Phone Number: 613-738-2871 ext:

Email:

COMMUNICARE
T H E R A P Y



CommuniCare Therapy
2723 Rue Lancaster Rd. Suite 202
Ottawa ON K1B 0B1
Tel: 613-738-2871 / 1-877-738-2871
Fax: 613-738-2745
www.communicare.ca

Trusted, High Quality,
Rehabilitative
Healthcare

Every person receiving services from CommuniCare Therapy 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 recognize and be sensitive to the unique needs of each individual that are based on ethnic, spiritual, linguistic, familial and cultural factors.

To information about the community service provided to them and to be told who will be providing the community services.

To participate in the service provider's assessment of their 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 them and in connection with policies that affect their 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 including procedures for initiating complaints about the service provider and services received.

To have their records kept confidentially in accordance with the law. *You can report any violations of your rights by calling the CommuniCare office and asking to speak to the Quality Manager.*

Clinician Rights can be found at www.communicare.ca/quality-and-safety/#rights.



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

Privacy

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. Our full privacy policy is available on our website. You can also call the CommuniCare office and ask to speak with the Privacy Officer. 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 1-800-387-0073 or www.ipc.on.ca.

Feedback on your care

It is not possible to achieve improved independence and safety without using a client-centred approach.

CommuniCare has incorporated client safety and quality improvement into the core of the organization. You may provide feedback on your care by calling, writing to the office or via our website: www.communicare.ca/quality-and-safety/#engagement.

Your feedback is invaluable and it allows us to improve the quality of our services.

Your safety is important

Ask your clinician about additional information and resources on:

- Fall Prevention
- Infection Prevention and Control

This information as well as other important resources are available on our website.



Orientation Plan

- ✓ Orientation Presentations
 - ✓ Communication
 - ✓ Referral Management
 - ✓ Clinical Practice
 - ✓ Privacy and Risk Management
- ✓ Self Directed Learning and Work
 - ✓ AlayaCare Training
 - ✓ AODA training and certification
 - ✓ HR forms
 - ✓ Orientation Validation Form
- ✓ In Person Office Visit
 - ✓ Manager Meet and Greet and Office Tour
 - ✓ Fit Testing for N95 mask
 - ✓ Pick up PPE, Supplies and Forms
- ✓ Shadowing with a Community Therapist