



**COMMUNITY HEAD  
INJURY RESOURCE  
SERVICES**

# CLIENT SAFETY

**Working together  
for a safer today and  
tomorrow**



911



**Clients, 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 CHIRS 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.

**HELP YOURSELF  
STAY SAFE!**



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. CHIRS 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 CHIRS "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. For more information, ask about our Falls Prevention Program.

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### **HELP YOURSELF STAY SAFE!**

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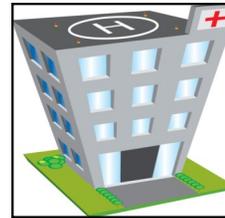
## **DID YOU KNOW?**

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



Each CHIRS 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.



CHIRS completes monthly fire and evacuation drills at all of our residential sites.

Client Safety Culture surveys are completed every 3 years by CHIRS 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 CHIRS 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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