

OUR COMMITMENT

Fostering a strong culture of client safety is one of the CHIRS strategic goals. As one of our continuous quality improvement initiatives, CHIRS participates in external review by Accreditation Canada to ensure that our client safety policies, programs and procedures continue to meet national and best practice standards. Some of the key standards related to client safety at CHIRS include:

- ◇ **Incident Management**
- ◇ **Medication Safety**
- ◇ **Equipment Safety**
- ◇ **Falls Prevention**
- ◇ **Infection Prevention and Control**
- ◇ **Emergency Preparedness and Pandemic Response**
- ◇ **Client Safety Performance Indicators**

CLIENT SAFETY TEAM

Providing a high quality of care in an environment and manner that is safe takes work. Clients and family members are an important part our safety team. Let us know how you would like to get involved!

WE WANT TO HEAR FROM YOU!

Feedback about your experience at CHIRS is important to us and helps to guide our improvement efforts.

See something unsafe?

Something we missed?

Have an idea for improvement?

We want to hear about it right away.

Don't wait for a satisfaction survey to tell us!



COMMUNITY HEAD INJURY RESOURCE SERVICES

62 Finch Avenue West
Toronto, ON
M2N 7G1

Phone: 416 240-8000
Fax: 416 240 -1149
Email: chirs@chirs.com



CHIRS

CLIENT SAFETY



WORKING
TOGETHER
MAKES US
BETTER!

CLIENT SAFETY

INFECTION PREVENTION AND CONTROL PROGRAM

includes hand hygiene protocols, housekeeping, cleaning and disinfecting procedures and personal protective equipment.



MEDICATION MANAGEMENT PROGRAM

including staff training and Education and an identification system to ensure the right person receives the right medication and the right dose at the right time.



INCIDENT MANAGEMENT

SYSTEM includes reporting, annual audits, and investigation and disclosure of client safety Incidents.



DISASTER/PANDEMIC PREPAREDNESS AND RESPONSE PROGRAM

includes fire safety and evacuation plans, regular safety drills, and a response plan for managing outbreaks.

CLIENT SAFETY AND WELLNESS

COMMITTEE consists of staff and client representatives who review client incidents and plan and implement annual client safety and wellness initiatives.



MENTOR SAFETY TEAM consists of client mentors who oversee health and safety in the Club area to ensure that safety practices are followed. They also make recommendations for improvements.

WAYS YOU CAN HELP

HAND HYGIENE IS IMPORTANT

It is the **single most important** thing to do to limit the spread of germs and viruses. CHIRS requires staff to wash their hands and use hand sanitizers throughout the day, including before and after providing personal care and when handling food and medication. We ask that clients, family, and other visitors use hand sanitizer and wash hands often to help keep CHIRS clean and safe.

INFECTION PREVENTION

If you require personal protective equipment, it will be provided at CHIRS sites. Wearing a mask as directed, physical distancing, covering a cough, sneezing into a tissue and discarding it in the trash, and staying home when ill are all good practices for helping to stop the spread of infections such as COVID-19.

RECOGNIZE YOUR MEDICATIONS

Our residential staff participate in extensive training regarding medication administration. Systems are in place to ensure that you receive your correct medication. As a client, you are an important part of this system. If we are providing you with medication management, please make sure you alert staff to any medication-related concerns.

PREVENTING FALLS

We all play a role in preventing falls. If you have assistive devices to help you with your mobility, **please use them**. 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 ways to keep you safe. For more information, ask about our **Falls Prevention Program**.

DID YOU KNOW?

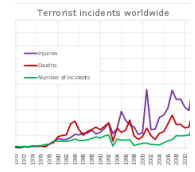
Monthly audits are conducted to ensure that staff are aware of and practice proper hand hygiene techniques.



Each CHIRS staff completes an average of 20 hours of client safety training yearly.



CHIRS conducts annual audits of client safety incidents to identify trends and determine areas that require improvement.



The CHIRS Occupational Therapist reviews all client falls incidents to improve CHIRS falls prevention strategies. Results are shared in the CHIRS Annual Falls Report, available on the CHIRS website.