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Update : March 22nd, 2024



Simple Actions to ensure the Health and Safety of Residents

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Brochure for residents, legal representatives, visitors, partners and staff members.



Safety is Everyone's Responsibility

Groupe Santé Arbec considers safety to be a right and an important value, just like respect. Our entire staff is committed to providing safe care and services in true partnership with the resident. Safety is everyone's responsibility!

Your role, as a resident (or if you are unable to fulfil this role, your legal representative), is to express your needs, ask questions and let us know what is working well and what could be improved.

We encourage you to be an active partner, to participate in your care and to help improve your living environment.

The purpose of this brochure is to inform you about safety so that you can play an active role in collaboration with your living environment team, and help improve your quality of life and the benefits of your care and services.

Happy reading!

Your Groupe Santé Arbec's Care and Services Team

- If you are a resident who smokes, you must use the designated smoking area at your residential and long-term care centre. Your loved ones and visitors are not permitted to smoke in the smoking area or on the premises of any of our facilities.
- Avoid overloading electrical outlets in your room with electronic equipment and use a power bar.
- If you notice broken equipment or material, inform a staff member right away.

For more information about equipment that is authorized in your room, please refer to the Resident's Welcome Guide you received when you arrived.

For a Safe and Respectful Living Environment

The living environment approach promotes an environment that fosters a sense of wellbeing, comfort and a way of life that resembles life at home.

It is our responsibility to offer safe care and services without adversely affecting the residents' ability to participate in activities that promote their development and self-esteem.

If a situation related to a resident's safety arises, it is essential to talk with the resident and their loved ones, in collaboration with the professionals involved, in order to strike a balance between managing their care and the resident's decisions (informed consent) regarding their individual intervention plan.

Priority is given to the resident's needs and decisions with regard to their care, although risk management is an important factor in instituting a culture of safety .

Emergency Response Plan

An emergency response plan is an essential document for managing emergency situations, natural disasters, health crises or other major events. The emergency response plan provides clear directives based on an established colour code to ensure everyone's safety, the protection of property and the continuity of operations.

RED	FIRE
WHITE	VIOLENT USER
BLACK	SUSPICIOUS PARCEL OR BOMB THREAT
BROWN	CHEMICAL SPILL (INTERNAL)
GRIS	EXTERNAL TOXIC RELEASE / CONFINEMENT
YELLOW	SEARCH FOR A USER / MISSING RESIDENT
ORANGE	SURGE IN THE NUMBER OF USERS / EXTERNAL DISASTER
GREEN	EVACUATION
BLUE	CARDIAC ARREST

You and your loved ones can help to prevent emergency situations through simple actions:

- Instal flame-retardant curtains in your room and respect the necessary clearance above radiators (consult the Resident's Welcome Guide, on page 33).
- Make sure that a resident does not leave at the same as you or get into the elevator with you.
- Use LED bulbs for your bedside lamp.
- Make sure your room is safe, with a sufficient circulation area that is not encumbered with furniture or chairs, other than the ones provided by the facility, and that the floor is clean and dry.

A Culture of Safety

A culture of safety refers to all the values, attitudes, behaviours and practices adopted by all the members of an organization to promote safety.

This culture seeks to prevent accidents, injuries and incidents by creating an environment where safety is prioritized and integrated into every activity.

Every staff member is a pillar when it comes to safety and ensures that all residents receive care and services based on their needs, in a pleasant living environment where they feel safe and secure.

These are the key elements of a culture of safety:

1. Awareness
2. Leadership
3. Communication
4. Training
5. Responsibility
6. Continuous Improvement



Risk Management

Risk management is a systematic process that consists of identifying, evaluating, prioritizing, attenuating and monitoring the potential risks that our facilities are exposed to.

Several risk prevention measures have been put in place in our facilities:

- Identification, evaluation and prioritization of the risks documented in the risk management plan.
- Policies and procedures that reflect Accreditation Canada's organizational practices and the practices upheld by professional orders.
- The preventive maintenance program related to buildings, materials and equipment for supportive care and medical care.
- The emergency measures program.
- The reporting of incidents and accidents when delivering care and services to residents.
- Analyses of specific events that caused or could have caused serious consequences in order to identify the causes and implement corrective measures to prevent the recurrence of similar events.
- Training and dissemination of information related to risk management.

We also recommend that you wash your hands at specific times:

- After coughing, sneezing or blowing your nose
- When leaving your room or after an activity
- Before and after meals
- After going to the toilet

Other measures may be added to your unit to limit the spread of certain infections: visitors and staff may be required to wear a mask, an isolation gown, protective glasses and/or gloves. In specific cases, signs will be posted to alert you: you must read them and follow the instructions.

If necessary, refer to the nurse on your unit for more information about taking additional precautions to limit the spread of infections.

Do not hesitate to ask your loved ones who are presenting symptoms of the flu (cough, fever, runny nose, etc.) or gastroenteritis to postpone their visit in order to protect the residents and staff.



Infection Prevention

Most infections (viruses and bacteria) are transmitted by contact with unwashed hands. Handwashing is the best way to prevent and limit the spread of infections. It's a basic hygiene practice that everyone should adopt in their daily routine.

It is usually because of the germs on their hands that people catch viruses like colds, gastroenteritis or the flu.

There are two methods for proper handwashing:

1. Use warm water and soap, at the sink.
2. Use antiseptic gel found in distributors at various locations in your living environment .

The recommended time for effective handwashing is at least 20 seconds. You must rub your hands together vigorously with soap or gel, including your nails, thumbs, wrists and in between your fingers. If you are using soap, you must rinse properly after rubbing your hands together.



Reporting Incidents and Accidents

The *Act respecting health services and social services* stipulates that any employee, physician, intern or volunteer, user or caregiver, or any person who, under a service contract, provides services to users, must report any incident or accident they know of. The incident or accident must be reported on the form provided for this purpose. The form is then filed in the record of the resident affected by the incident or accident.

The main types of events that must be reported are:

- A resident falls,
- An injury of known or unknown cause,
- An error in medication,
- An error in treatment,
- Damaged material, equipment or any damage to the building,
- A situation involving abuse, aggression or mistreatment
- A lost or damaged personal effect,
- Pressure sores at stage 2 or more,
- Etc.



The nurse is responsible for informing the resident or legal representative of the accident in order to provide them with the details of the event, the present or expected consequences resulting from the event and the actions that will be taken to prevent it from recurring. The unit coordinator lends support to the nurse when informing someone of the accident depending on the gravity of the event, and remains available for follow-up with the resident or legal representative, if needed.

If the event caused or could have caused a serious consequence, an in-depth investigation will be conducted to determine the probable cause or potential flaws in our practices so that corrective measures can be taken to prevent a recurrence.

Fall Prevention

You can adopt daily actions to help reduce the risk of falling, as much as possible.

- Make sure that your technical aids, call bell and anything else you need are within reach.
- Make sure your shoes provide good ankle support and have anti-slip soles. Avoid knitted slippers and open shoes with heels.
- Make sure that your room is safe, with a sufficient circulation area that is not encumbered with furniture or chairs, other than the ones provided by the facility, and that the floor is clean and dry.
- You can use a night light if you need to get around your room during the night.
- Make sure to take your time getting out of bed; put on your glasses and shoes before going anywhere .

Some medications can cause side effects (dizziness, weakness, vertigo) that can affect your balance when getting around. Refer to your nurse or your physician if you experience any side effects.

Keep in mind that the nurses and other professionals systematically evaluate the risk of falls for all residents and issue recommendations to further prevent falls. Do not hesitate to refer to these professionals to find out more.

