

## NIGHTINGALE NURSING REGISTRY LTD.

### CLIENT INFORMATION PACKAGE

#### CLIENT CARE & CLIENT RESPONSIBILITIES

Please review all the information in this package and ask for assistance as required. It is essential that you understand the Conflict of Interest policy, and you have at the opportunity to initiate your Emergency Plan. Your signature below indicates review and understanding of the information. Please keep package on top of the refrigerator so that it is easily located.

Client Name: \_\_\_\_\_

-----

Nightingale's Home Support Visiting Services or Nurse is to tear along line and return to the Nightingale office. To be filed in the client office file, or complete electronically.

Client Name: (please print) \_\_\_\_\_

Signature: \_\_\_\_\_

Reviewed with client on: (date): \_\_\_\_\_

Employee Signature: \_\_\_\_\_





## WELCOME TO NIGHTINGALE

To Clients, Families, Caregivers and Others:

Thank you for choosing Nightingale. You have our commitment to provide professional, skilled nurses and home support employees who will endeavour to meet your care needs and to provide high quality service. You will be in the hands of excellent, caring employees.

Nightingale Nursing Registry Ltd. (Nightingale) offers a comprehensive list of nursing and in-home support services to individuals and their families. Nightingale has been associated with the local Central East Local Health Integration Network and maintained a government contract to supply services under the Ministry of Health and Long-Term Care. In addition to our government affiliation, Nightingale holds several contractual agreements with insurance companies and local retirement residences to provide required services. Nightingale can provide professional services and times to meet the care needs of our clients, with accessibility to all services 24 hours a day, 7 days a week. Please be advised that our employees are not eligible to accept work on a "private" basis for any current or past client of Nightingale. All assignments must be arranged through our office. (See Conflict of Interest Information on following page).

Clients may access the services of Nightingale through the Local Health Integration Network (LHIN), Private Insurance, and through personal means. You are most welcome to visit us at our office or to contact us by telephone for additional information.

At Nightingale we believe in the Rights of Clients, Families, Caregivers and others in making their own choices to attain the highest level of independence and quality of life. We value the opportunity to be a part of Your Health Care Team.

Sincerely,  
Sally Harding  
President & CEO  
Nightingale Nursing Registry Ltd.  
Nightingale Home Maintenance Inc.



## CONFLICT OF INTEREST POLICY

Employees must not put themselves in a position where they could be placed or perceived to be placed in a position of Conflict of Interest. Staff are not to deal directly with any personal issues of the clients, nor are they to share their personal issues with the client.

In consideration of furnishing the Nightingale employee, customer agrees that he/she shall not employ any Nightingale employee furnished to the customer for a period of one hundred and sixty (160) days following the completion of work for customer by any said employee. In the event customer violates the above condition, customer shall pay Nightingale upon demand the sum of fifteen hundred dollars (\$1500.00) or ten percent (10%) of the employees' annual salary, whichever is greater, as liquidated damages to Nightingale at the business address. The customer should not under any circumstances pay the Nightingale employee.

Any situation which gives or will likely give any Nightingale employee any advantage (monetary or otherwise) derived from the provision of Homemaking or Nursing Services, is unacceptable.

Specifically, but not inclusively, Nightingale deems the following situations to be a conflict of interest for all employees.

- a) Any outside work or business undertaking or any outside service with clientele, both current and past clientele, of Nightingale is prohibited.
- b) Personal relationships with clientele and/or immediate family member of Nightingale clientele and/or with Nightingale employees, (client, client's family with employee).
- c) Personal relationships with clientele and/or immediate family member of Nightingale clientele, and/or with the immediate relations of a Nightingale employee (client, client's family with employee's family).

It is expected that every employee will evaluate his/her work and client relationships for conflict of interest situations, on a continual basis. If any conflict of interest situation arises, as identified by either the employee of Nightingale, Nightingale will be obligated to declare Management evaluation and possible suspension of the employee from servicing said or all clients.

We trust that the information provided is helpful. Please do not hesitate to contact any member of our Management

## CONTACT US

### Phone Numbers

An office staff member is available 24 hours a day via pager. Below is a list of numbers to call:

Lakefield Office hours Monday-Friday 8:00a.m.- 5:00p.m.

**705-652-6118** or **1-800-561-5662**

After hours and on weekends and holidays

**705-652-6118** or **1-800-561-5662**

Cobourg Office hours Monday-Friday 9:00a.m.-5:00p.m. **905-252-2121**

After hours and on weekends and holidays **905-252-2121**

[www.nightingalenursing.net](http://www.nightingalenursing.net)

### Client Feedback

As a valued member of our TEAM your feedback is valued. We will be conducting various surveys over the year and may request your input. Our Manager of Nursing Services, and/or the Director of Nursing will make visits to your home (for those on long term care assignments) to monitor your care and the services we provide. We pride ourselves on providing you with excellent care.

Please contact the Director of Operations or Manager of Nursing Services with any concerns. We believe creative innovation, as well as monitoring and evaluation are the keys to continuous quality improvement.

## CANCELLATION OF SERVICES

We do understand that you may have to cancel your visit with us due to doctor's appointments, family commitments, etc. We request that you contact the Manager of Nursing Services, (for those receiving nursing care) or the Home Support Coordinators (for those receiving home support services) 24 hours in advance. This time frame allows us to reassign employees to another case whenever possible.

## ABOUT NIGHTINGALE

### History of Nightingale

Nightingale was founded in 1985 by the owner/operator Maureen Mark. Maureen was a Registered Practical Nurse and wanted to provide quality service and a positive work place for those in the health care field. The company provides homemaking, nursing and other clinical services to assist those with a wide range of needs who wish to stay in their own home during various stages of recovery, and require assistance to do so. Our services are provided in conjunction with the Local Health Integration Network (LHIN), Department of Veteran Affairs, Insurance companies and private referrals.

### Company Structure

Company structure consists of our Clients, Board of Directors, President, Directors of Accounting and Payroll, Business Development, Nursing, Home Support Services, Manager of Nursing Services, Clinical Co-ordinates, Supervisors, Nurses, Personal and Home Support Workers and Administrative Staff. The organization chart is posted at the Nightingale office.

### Client Rights and Property of Clients

Clients have the right to be involved in their own care. Clients and their property must be treated in a respectful manner. Clients have the right to confidentiality, and to be assured that our policies and procedures are dedicated to providing quality of care. Release of information is dependent upon the request and appropriate release of information consent by the client. The client "Bill of Rights" is included in this package. All our nurses have been screened, interviewed, reference-checked and insured for your protection. All nurses and our policies and procedures are in accordance with the standards of the College of Nurses of Ontario.

### Mission

Nightingale is a team of...

- Caring
- Adaptable
- Reliable
- Educated

...professionals helping clients stay independently at home with dignity

### Vision

Growing to serve more clients with the highest quality of client care, and valuing our care team every day. "Our Caring You'll Remember".

## OUR SERVICES

### Personal Attendant

- Laundry
- Cleaning
- Shopping
- Meal preparation
- Banking
- Companionship

### Personal Care

- Personal hygiene such as washing and bathing, mouth care, preventative skin care
- Assistance with toileting
- Dressing
- Assistance with medication
- Transferring or positioning into a chair, vehicle or bed
- Foot care

### Clinical Support

- Professional case management
- Pharmaceutical
- Infusion therapy
- Medical equipment
- Medical supplies
- Diabetic services
- Geriatric care
- Pediatric care

### Nursing

- Registered nurse
- Registered practical nurse
- Immunizations
- Ventilator Management
- Vital Signs and Monitoring
- Wound Management
- Palliative care
- End of life care
- Post-surgical care
- Respite care private duty nurse
- Shift/complex care nursing

### Therapy

- Occupational therapy
- Physiotherapy
- Social work
- Dietician

### Home Support

- Meals home delivered
- Transportation
- Caregiver relief/respite
- Security checks
- Escorting to appointments in & out of town

### Home Maintenance

- Minor plumbing
- Minor electrical
- Yard work
- General maintenance



In addition to referrals from the Community Care Access Centre, Nightingale is able to provide many of these services as arranged on a private basis through insurance. Do not hesitate to contact our office regarding our many services.

## OUR SERVICES

# Home & Property Maintenance Division

*Your Overall Well Being is Our Business*

Let us take care of the jobs you can't, allowing you to safely remain in your home longer. Reasonable rates, prompt service, fully trained, bondable and qualified workers outfitted with photo I.D.; we are the perfect solution for seniors and busy working professionals.

### Repair

- Leaky faucets & fixtures
- Minor drain issues
- Drywall
- Toilets
- Repair & install ceiling fans
- Electrical plugs & switches
- Light fixtures & change light bulbs
- Cable & phone lines
- Smoke & carbon detector batteries
- Thermostat upgrades & replacements
- Hot water pipe wrapping
- Dryer vent cleaning
- Furnace filter cleaning
- Program & re-program devices:  
TV's, DVD's, thermostats, light timers
- Set & change clocks when time changes
- Build/repair/stain fences & decks
- Install dead bolts

### Remove

- Lawn cutting & trimming
- Weeding & garden preparation
- Eaves trough cleaning
- Snow removal from roofs & walkways
- Removal of trash; dump runs
- Basement cleaning

### Renovate

- Install arthritic friendly taps
- Retrofit toilet to dual flush
- Install commode toilet seats
- Install grab bars/bath seats
- Hang pictures
- Install drapery
- Move & rearrange furniture
- Install medical devices
- Install garage door openers

*No Job is Too Small*





## OUR VALUES

Nightingale values and provides high quality care which embodies safety, confidentiality, skills development, feedback from others, team work and mutually respectful professionalism in all its relationships, both internally and within the community.

Safety

Creativity

Skills Development

Communication

Honesty

Accountability

Confidentiality

Team Work



## PRINCIPLES

### Personal and Family Centred Care

We believe in individual Care Planning approaches that: are personal and family centred, support the individual client's right to choose and participate in their own health care, and are respectful of each person's dignity, cultural diversity and aspirations.

### Partnering Relationships

We believe in developing the necessary relationships within the health care and community services sectors that support collaboration, best practices and information sharing necessary to achieve each Individual Care Plan.

### Being a Caring Organization

We believe in creating an organization that cares for and listens to its clients, partners, employees and the community in the ongoing development and delivery of its services and the allocation of its resources.

### Integrity and Commitment

We believe that our integrity is built upon our commitment to actively pursue our Mission and Vision and we pledge to incorporate our Values and Principles each day, in every aspect of our operations.

### Achieving Excellence

We believe in creating an organizational culture that values and empowers employees and encourages innovation and creativity in all actions and relationships, while encouraging lifelong learning.

### Being Accountable

We believe in being accountable for our actions and use of resources through practicing ongoing quantitative measurement, monitoring and evaluation that supports continuous quality improvement.

## CHOOSING HOME CARE

### Why Home Care is So Important

Home care is an evolving and maturing part of the health care system. In Ontario and in Canada, the importance of home care is becoming more and more recognized as a major foundation upon which other parts of the health care system rest. Home care does not exist independently of the rest of the health care system, rather it's an integral component within many health care plans.

Most people intuitively accept the fact that home health care is essential. Home is most often the preferred place for clients, whether they are recuperating, aiming to function independently or facing end of life. As home care expands it is better able to fulfill its function of preventing institutionalization of the elderly or medically fragile persons, while supporting people of all ages, allowing them to enjoy greater quality of life in their own homes.

Those who choose home care do so for the added benefits it provides, including confidentiality and privacy. It also allows them to avoid hospital overcrowding and possible exposure to secondary infections. Further, national studies and research have shown that people recover more quickly at home and face fewer complications. These studies also highlight that home health care is cost effective.

## HOME CARE ORGANIZATION VS. HIRING PRIVATE CARE

Home care organizations that belong to the Ontario Home Care Association (OHCA) are concerned about practice standards and collaborate in order to achieve excellence in all aspects of home health care. The majority of members of the OHCA are accredited through Accreditation Canada, CARF Canada, and/or registered with the International Standards Association (ISO). The Association annually publishes a Balanced Scorecard collectively identifying members' performance on key indicators reflective of continuous quality improvements. OHCA members have many measures in place to protect families who have made the decision to bring additional help into the home. These measures include:

### Selection

A home care organization undertakes the advertising and process of recruiting staff with the proper training, qualifications and temperament. References (personal, work and criminal) are thoroughly checked and personal identification and certificates verified.

### Supervision & Education

Job descriptions, as well as on-going education and training on tasks specific to an individual's care, are essential for all staff in the home. The provider will work with the family to develop a plan of care and address the management of issues such as the handling of cash, transportation and medication.

### Labour Practices

Ensuring that staff are fairly compensated and provided with labour protection required by law is important to the delivery of safe care and fulfilling the responsibility of an employer.

### Financial Reporting

The onus to ensure tax obligations are met falls onto the employer. Home care organizations are familiar with the reporting requirements, make the necessary employee deductions and submit the appropriate filing.

### Coordination of Care

Care needs can change frequently. Home care organizations are able to increase or decrease services on short notice and can cover unexpected personal absences, assuring continued service. Home care organizations will assume responsibility for communicating with other members of the health care team and assist with identifying funding sources for home care service.

### Staff Liability

Guarding against injury to staff and maintaining appropriate worker compensation insurance is critical, as most often caregiving tasks include lifting, transferring or bathing.

## WHY CHOOSE NIGHTINGALE?

- 1) Nightingale's scheduling coordinators will do all the service scheduling for you. You never have to worry about a change in your availability to receive services due to travel, doctor's appointments, family visiting etc. Nightingale will change your service time or day with a simple phone call to our office. If you are receiving government home care, this rescheduling will help you to protect the number of hours you have been approved for by LHIN.
- 2) Nightingale is responsible should your caregiver be ill, be on vacation or become unavailable. Our schedulers will find a replacement worker or reschedule your service day(s).
- 3) If you are not happy with the services provided by any one caregiver, you do not have to worry about legally terminating or paying severance to that individual. Simply call our office and we will make the change.
- 4) Nightingale takes care of all compensation. Nightingale pays base wages, vacation pay, and travel expenses, government remittances for employment benefits such as CPP, Employment Insurance, Tax remittances, Employment Health Tax, Provincial Health Tax premium in Ontario and Group Health Benefits such as prescription drugs, and dental coverage. These costs can total more than 30% of the caregivers' base wage.
- 5) Nightingale pays for the caregiver's Workplace Safety and Insurance Board (WSIB) coverage. This means that should the caregiver have a work related accident inside your home or on your property, they will receive income replacement. Without WSIB insurance, the caregiver would likely make an injury claim against the client's property insurance.
- 6) Nightingale provides all the aseptic supplies to our caregivers to create as sterile environment in the home as possible, and provides all caregiver protection against the transmission of infection. Gloves, uniforms, hand sanitizer, gowns, masks etc. are provided to all of our trained caregivers at no cost to the client.
- 7) Nightingale provides clients with up-to-date information on various diagnoses such as diabetes and cardiac disease. Nightingale also gives clients critical information on infection control related to H1N1, Avian Flu, and SARS, as well as outbreak information in various long term care facilities.

## WHY CHOOSE NIGHTINGALE Cont.

- 8) Nightingale provides on-going training and education for all caregivers monthly at no cost to the employee or the client. Caregivers are trained in the most current lifting, transferring, and personal care techniques to keep the client safe during service delivery.
- 9) All of our staff are bonded, and have current criminal checks (CRC) including a special "vulnerable sector" clearance, which means that you can trust them in your home, with your personal affects, your family, pets and most of all with your own care.
- 10) Nightingale is a first-rate provider and meets standards of excellence in quality care and service, as set by the Canadian Council of Health Services. Nightingale has been awarded national accreditation continuously since 2004, and this is a testament of how the organization places utmost importance on providing quality health care.
- 11) Nightingale has a complete continuum of services available, from Nursing services to Personal Support, foot care to Home Maintenance. This enables care plans to be coordinated to include any number of services. This is important because it allows increased communication between different caregivers within our organization, which is essential in coordinated care delivery. One source for health care increases our accountability, increasing your satisfaction.
- 12) We value the expertise and knowledge of others in our sector, and believe partnerships and service integration are effective ways to ensure excellence.



Nightingale is a member of the Ontario Home Care Association.

- The Ontario Home Care Association (OHCA) represents home health care organizations that provide home care services throughout rural and urban Ontario.
- OHCA members have been providing high-quality, accessible health care for 40 years to both government-funded home care programs and individuals.
- OHCA members are contracted by all three levels of government, Community Care Access Centres, insurance companies, corporations and private individuals.

## CLIENT'S ROLE IN SAFETY

Your safety is important to us. It is also the responsibility of the client and the client's family to minimize risk of injury and to provide a safe environment. By taking some simple measures, you can considerably reduce your chances of being injured at home. It's a matter of knowing what the potential hazards are, taking precautions and making adjustments.

Please take the time to go through the checklist with our Supervisor or her Assistant. Then take the time to address any problems and implement solutions to prevent injuries.

The client is responsible for being compliant with the Personal Support Worker in carrying out the individualized Client Care Plan. For example, if the care plan indicates that a walker is to be used for ambulating, then the client is to use the walker for their safety the safety their support worker.

### The Cost of Injuries

- personal suffering
- loss of independence
- lower quality of life

### Where Injuries Occur

- half of all injuries among seniors occur at home
- 15% in the bathroom and on the stairs

Your home becomes the workplace for our professional caregivers.  
Thank you in advance for making your home a safe workplace.

## AGING BRINGS CHANGES

### Vision

eyes take longer to adjust from dark to light and vice versa  
decline in the depth perception  
contrast and colours are more difficult to perceive

### Touch, Smell and Hearing

sensitivity to heat, pain and pressure decline  
difficult to detect a liquids temperature  
hard to smell spoiled food, leaking gas and smoke  
hearing loss, difficulty with telephones, doorbells, smoke alarms

### Balance

general decline in equilibrium makes it more difficult to maintain or recover balance,  
meaning a slip or trip can easily become a fall

### Memory

cognitive processing and memory may take a bit longer  
important to make lists and keep phone numbers handy





## IT IS THE CLIENT'S RESPONSIBILITY...

To allow only a Nightingale employee who is wearing an identification badge with the employee's name and face and clear markings of the Nightingale logo, entry into your home.

To secure valuables and notify the Nightingale office immediately if theft is suspected.

To allow the employee to access the employee's mobility device to report both their arrival and exit from the home and complete their charting.

To expect Nightingale employees to wear a uniform (royal blue) unless otherwise requested.

To create a workspace for the employee that is clear of clutter, and obstruction.

To permit and encourage the employee to use personal protective equipment such as gloves, hand sanitizer, masks, goggles, gowns, etc. and indoor closed toe shoes to help prevent the spread of infection.

To permit employees access to running water, hand soap, and paper towels whenever possible.

To permit and encourage employees to use mechanical assistive devices such as transfer lifts and belts, commodes, bath seats, wheel chairs, standing frames etc. that have been placed in the home for both client and employee safety when lifting or transferring.

To report unsafe work practices using the enclosed incident/accident report form or by calling a supervisor at Nightingale's office.

To refuse care that the client feels is unsafe for either the employee or themselves.

Cease smoking half an hour before caregiver is due to arrive and for half an hour after (in case the worker needs to come back for any reason).

To ensure pets do not interfere with service delivery, preferably contained for the duration of the service time.

Follow the instructions given to you by your Doctor or allied Health Professional.

**Thank you for helping Nightingale Nursing Registry Ltd  
maintain your safety and that of our employees.**

## SMOKE-FREE ONTARIO ACT

Effective May 31, 2006, the Ontario Government passed the "Smoke-free Ontario Act". Nightingale Nursing Registry Ltd. is asking all clients and/or family members that they abstain from smoking approximately a half (½) hour before the employee arrives at their home.

If the client and/or family member decide that they are not going to abide by the law and continue to smoke in the presence of the employee, the employee will be responsible for immediately reporting any smoking in the workplace to the immediate supervisor.

As stated in the Act:

### Protection for Home Health-care Workers

1) *Every home health-care worker has the right to request a person not to smoke tobacco in his or her presence while he or she is providing health care services. 2005, c 18, s.9.*

When an employee asks a client not to smoke and they refuse, the employee must inform the client that they have to report this to the office. If the client continues to not abide by the law, they run the risk of losing their government care hours.

### Right to Leave

2) *Where a person refuses to comply with the request not to smoke, the home health-care worker has the right to leave without providing any further services, unless to do so would present an immediate serious danger to the health of any person. 2005, c. 18, s.9.*

### Restriction

*A home health-care worker who has exercised his or her right to leave shall comply with any procedures set out in the regulations. 2005, c. 18 s.9.*

*The Lieutenant Governor in Council may make regulations setting out procedures that must be followed if a home health-care worker has exercised his or her right to leave. 2005, c, 18, s.9.*

All employees' whom exercise their right to stop work must call the office within 30 minutes, or as soon as is reasonably possible after leaving in order to:

- a) advise that they have left and
- b) to provide the information about the circumstances and care requirements of the client over the next 24 hours, including:
  - 1) whether an appropriate person is present and available to care for the client
  - 2) if the client would require care in the next 24 hours
  - 3) in what situation the client was when the home health-care worker left, and
  - 4) whether there are any unusual circumstances and if so, what they are.

## PATIENT BILL OF RIGHTS

**As a patient, family member, substitute decision maker or caregiver, you have the right to expect that every Home and Community Care Support Services employee, Board member and contracted health service provider shall respect and promote your rights as follows:**

1. **To be dealt with in a respectful manner** and to be free from physical, sexual, mental, emotional, verbal and financial abuse.
2. **To be dealt with in a manner that respects your dignity and privacy**, and that promotes your autonomy and participation in decision-making.
3. **To be dealt with in a manner that recognizes your individuality** and that is sensitive to and responds to your needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
4. **To receive home and community care services free from discrimination** as per the *Human Rights Code* or the *Canadian Charter of Rights and Freedoms*.
5. **A patient who is First Nations, Métis or Inuk** has the right to receive home and community care services in a **culturally safe manner**.
6. **To receive clear information** about your home and community care services in a format that is accessible to you.
7. **To participate in the assessment and reassessment of your needs**, as well as the development and revision of your care plan.
8. **To designate a person to be present with you during assessments**, and to **participate in the development**, evaluation and revisions to your care plan.
9. **To receive assistance in coordinating your services**.
10. **To give or refuse consent** to the provision of any home and community care service.
11. **To raise concerns or recommend changes** related to the services that you receive, and with policies and decisions that affect your interests, without fear of interference, coercion, discrimination or reprisal.
12. **To be informed of the laws, rules and policies** affecting the delivery of the home and community care services, including this Patient Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the services you are receiving.

## HEALTH AND SAFETY

Nightingale employees endeavour to maintain high standards of Health and Safety in the home and work place in order to prevent accidents, injury, or illness and to promote health and well-being. At the time of your initial assessment a Nightingale nurse will review a checklist of safety items with you. We appreciate your involvement and cooperation in attending to anything that may require attention.

The nurse providing your initial care will also initiate review of this Client Information Package, including the following Emergency Response Guidelines, and Infection Control Procedures. Please take time to complete information regarding your emergency plan, and review it with Nightingale nurses during subsequent visits. Please notify Nightingale if you require any assistance.

Suggestions for Emergency Preparedness and Response are included in this information package. Our staff follows Standard/Universal Precautions and Infection Control procedures. Please notify the Nightingale Management Team if you have any concerns. You will be informed of additional procedures pertinent to your care as required.

### Standard/Universal Precautions Practiced by All Nightingale Employees

Universal blood and body fluid precautions are referred to as "Standard or Universal Precautions". Blood and body fluids of all clients are considered potentially infectious for human immune- deficient virus (HIV), hepatitis B virus (HBV), and other blood borne pathogens.

The following precautions are recommended and have been implemented in order to reduce the risk of exposure to potentially infective materials:

#### Hand Washing

Nightingale employees will wash hands thoroughly with warm water and soap:

- a) immediately if contaminated with blood or body fluids
- b) between clients
- c) after gloves are removed
- d) before opening the Nurses supply kit

Employees will use a waterless antiseptic hand cleaner when facilities are not available.

## HEALTH AND SAFETY Cont.

### Gloves – Nightingale employees will:

- a) Wear gloves when providing all client procedures
- b) Wear gloves when handling blood or bodily fluids, as well as items or surfaces soiled with blood or bodily fluids
- c) Use sterile gloves for procedures involving contact with normally sterile areas of the body
- d) Use gloves for examination procedures involving contact with mucus membranes and for other diagnostic procedures that do not require the use of the sterile gloves
- e) Not wash or disinfect gloves for reuse
- f) Change gloves between client contacts

### Other Protective Barriers – Nightingale employees will:

Wear masks and protective eyewear or face shields during procedures that are likely to generate droplets of blood or other bodily fluids.

Wear a disposable plastic apron or gown during procedures that are likely to generate splatters of blood or other bodily fluids (e.g. amniotic fluid).

Place mouthpieces, resuscitation bags, or other ventilation devices, in areas where the need for mouth to mouth resuscitation is predictable.

Wear disposable impervious shoe covering where there is massive blood contamination on floors. Wear gloves to remove shoe covering.

### Needles Disposal and Sharps – Nightingale employees will:

Place used needle-syringe units, scalpel blades and other sharp items in puncture-resistant containers for disposal. Discard used needle-syringe units uncapped and unbroken. Place containers as close as practical to use areas. The LHIN provides containers and disposal of sharps or many pharmacies will provide this service.

### Laundry– Nightingale employees will:

Handle soiled linen as little as possible to prevent gross microbial contamination of the air and of persons handling the linens. Place soiled linen in leakage-resistant bag. Contaminated laundry may include 1 cup of household bleach.

### Specimens – Nightingale employees will:

Put all specimens in well-constructed containers with secure lids. Avoid contaminating the outside of the container.

## HEALTH AND SAFETY Cont.

### Infective Wastes – Nightingale employees will:

Follow agency policies for disposal of infective waste both when disposing of and when decontaminating contaminated materials.

Carefully pour blood and suctioned fluids and excretions down drains or down the toilet.

\*\*\*Other Procedures related to Infection Control such as Disinfecting/ Sterilization, and Medical and Surgical Asepsis are followed. Please contact the Nightingale office if you require additional information.

\*\*\*In the event that there is an emergency we want to be prepared. The following suggestions will assist you in preparation for an emergency.

Completion of the plan is a personal choice, but we will assist you as requested.

Client agrees to complete Emergency Plan:      Yes     No       Employee Initial \_\_\_\_\_

## EMERGENCY PLAN

### Emergency Plan

In the event of an emergency, call 911 and state address, description of problem, name, telephone number and how to access your home.

Please complete the information in the space provided, and review the following list with the nurse(s) or home support employees assigned to your care.

### Support Network

Doctor's Name and Telephone Number: \_\_\_\_\_

Next of Kin: Name and Telephone Number: \_\_\_\_\_

Family/Friends: Names and Telephone Numbers:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

### Medical Profile

Clinical Needs: \_\_\_\_\_

Diagnosis: \_\_\_\_\_

Medical Condition requiring special precautions: \_\_\_\_\_

Limitations/Risks: \_\_\_\_\_

Drug Allergies: \_\_\_\_\_

Medications:

(Include name, time and route and current supply. List on a separate page if necessary)

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

Supplies:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## EMERGENCY PLAN Cont.

### Medical Profile Cont.

Equipment for special needs: (i.e. Generator, Oxygen)

---

---

Register with the electric supply authority and the Community Emergency program. Ensure battery backup whenever possible.

Name of Supplier and Telephone # for above:

---

---

### Other (Please Check):

- Flashlight with battery supply
- Candles and matches
- Bottled water
- Nonperishable food
- Working telephone (easy to access)
- Other: \_\_\_\_\_
- Evacuation Plan (if required) i.e. lifting, transportation

Additional Comments:

---

---

---

---



## EMERGENCY PREPAREDNESS & OTHER SAFETY TIPS

### Fire (Guidelines)

When safe to do so, report any fire immediately. Dial 911, reporting location and concern. If in an area where there is a fire alarm, pull the alarm. It is the responsibility of the employee to know a primary and secondary exit. In Client homes employees must identify exits for each location they visit. Containment and control of fires are primarily the responsibility of the Municipal Fire Department. Employees are instructed to follow their direction. Employees with emergency training may operate fire extinguishers in an effort to control fire in order to allow for Client/Employee evacuation. Clients and staff must put their own safety first, and exit area.

### Staff and Client Tips for the Home

Stay calm, walk staying lower than the smoke at all times as the smoke and poisonous gases will rise to the ceiling first. Use a wet cloth to cover your face if possible and exit the building as quickly and safely as possible. If you approach a closed door, use the palm of your hand and forearm to feel the lower, middle and upper parts of the door. If it is not hot, brace yourself against the door and open it slowly. If it is hot to the touch, do not open the door, seek an alternate escape route, as the path behind the door will not be safe.

Ensure clients and fellow employees are evacuated from the building. Never use an elevator when evacuating a building. If your clothing is on fire, stop, drop and roll while keeping your hands over your face and your arms and legs close to your body, roll back and forth to smother the fire.

### Classes of Fires

#### Class A

Everyday combustibles (i.e. paper, wood). Put out with water.

#### Class B

Flammable gases, liquids (i.e. cleaners). Use chemical foam to cut off the fire's oxygen supply.

#### Class C

Electrical (i.e. office equipment). Extinguished by smothering. To avoid electrocution, agent must be non-conductive.

#### Class D

Combustible metals (i.e. sodium): Do not attempt to distinguish this type of fire yourself.

## EMERGENCY PREPAREDNESS & OTHER SAFETY TIPS

### Evacuation: Client Tips

Employees must respond immediately to requests of local authorities to evacuate. In the presence of danger or at the sound of an alarm, employees will evacuate the premises. If they are with a Client at the time, they will assist in the evacuation of the Client. The removal of trapped victims will be the responsibility of trained response teams. The plan will assist them in locating missing personnel quickly.

### Severe Weather: Client Tips

In severe weather it is often advisable to stay indoors. Going outside will expose you to the elements and in the case of blizzards you may lose your way. Secure any loose items that might be torn loose; these things can become deadly if released by the weather.

Be prepared in case of power failure. Check battery powered equipment, flashlights and portable reedies before the storm hits.

Be alert for fire hazards such as space heaters and fireplaces.

Keep well informed by listening to the latest warnings and advisories on radio, television, or the Environment Canada web site.

### Storms:

Preparedness plan includes three basic things that are important in the threat of any severe weather event:

- 1) Maintaining a disaster or emergency supply kit
- 2) Securing your home and property
- 3) Having a safe place to go in the event of evacuation or prolonged utility outage

Keep well informed by listening to the latest warnings and advisories on radio, television, or the Environment Canada web site.

## COMMUNITY SUPPORT SERVICES

### Client Resources

We are proud to recommend the following local resources to assist you with your day to day needs. Because quality is paramount to Nightingale, we fully endorse these companies listed below. Each partnership was entered into after a full review of their practices and services had taken place and we were confident of and assured of their continued high quality of service and customer care. Only under these circumstances, do we recommend them to our clients.

#### Dental Homecare

Teeth cleaning, teeth whitening, fluoride varnish treatment, teeth desensitization treatment - all in the comfort of your own residence.

705-741-5444

[info@dentalhomecare.ca](mailto:info@dentalhomecare.ca)

#### Thomas, Neill & Associates

Occupational Therapy

705-741-2284

[info@thomasneill.ca](mailto:info@thomasneill.ca)

[www.thomasneill.ca](http://www.thomasneill.ca)

#### Driving Miss Daisy

Appointments, shopping, Alzheimer's companionship, event accompaniment and more.

Kathy Doorenbal

705-868-0074

[kathy@drivingmissdaisy.net](mailto:kathy@drivingmissdaisy.net)

[www.drivingmissdaisy.net](http://www.drivingmissdaisy.net)

#### Grady's Feet Essentials Ltd.

Tony Grady

705-740-2004

[grady@cogeco.com](mailto:grady@cogeco.com)

[www.feetessentials.com](http://www.feetessentials.com)

#### My Left Breast

Certified bra fitter, healthy bra fittings, mastectomy & lumpectomy services, wigs & BUFFs, medical compression garments

Bridget Leslie

705-876-3333

[www.myleftbreast.ca](http://www.myleftbreast.ca)

#### Motion Specialists

Your Home Health Care Store

Medical equipment, & supplies, wheelchairs, walkers, stairlifts, free in-home assessments

Bob & Andrea Shewell

705-742-6185

[ashewell@themotiongroup.com](mailto:ashewell@themotiongroup.com)

#### MediChair

Home medical equipment specialists

Allison Rolph-Seiderer

705-740-2650

Toll Free: 1-800-667-0158

[www.medichair.com](http://www.medichair.com)

[allison@trent.medichair.com](mailto:allison@trent.medichair.com)

#### Paget Denture Clinic

Implant supported dentures, full & partial dentures, comfortable impressions

Peterborough: 705-742-7703

Lindsay: 705-652-6604

[info@pagetdentureclinic.com](mailto:info@pagetdentureclinic.com)