



Safety at Baycrest

Working together for a safer environment

Everyone has a role in safety at Baycrest. This booklet will help clients learn about some possible safety situations and what they can do to help.






Table of Contents

Talking with your healthcare team	1
Preventing the spread of infection	2
Medication safety	3
Other things you can do	4
Falls management	5
Exit seeking clients	6
Equipment safety	7
Pressure injuries	7
Emergency preparedness	8
Who can I talk to about safety at Baycrest?	8
Questions for my healthcare team	9

Talking with your healthcare team

How can I partner with my Baycrest healthcare team and talk about changes in my health status?

- 1) Tell your healthcare team how you would like to communicate with them and how you would like to get information and updates about your health.
 - Your Baycrest healthcare team will talk with you, and with your permission, your family or caregiver about improvements in your health, as well as any unintended health outcomes or significant changes in your condition. They will also tell you about other issues, such as if there is an outbreak on the unit or any changes that may affect your programs.
- 2) Choose to have your family, friend or caregiver informed about changes in your health status. You can also choose how and when you want others to be notified.
 - You and your family or caregiver can take part in care team meetings and can talk with the healthcare team right away if you have any concerns or issues. If these issues cannot be resolved, please contact the unit manager.
 - The Baycrest family information page at baycrest.org is also a good place to get more information.

- 
- 3) Tell your healthcare team when you do not understand the information given to you.

Use these three questions to help you:

- What is my main problem?
- What do I need to do?
- Why is it important for me to do this?


Preventing the spread of infection

What can I do to prevent the spread of infection at Baycrest? What should your family, caregivers and visitors do?

Washing your hands is the best way to prevent an infection.

- Wash your hands well and often during the day. Be sure to wash your hands before and after taking part in any programs or clinic appointments.
- Your family members, caregivers and visitors must wash their hands when coming into Baycrest, before entering and after leaving a room, and when leaving Baycrest. Hand sanitizing stations are located at every entrance and throughout Baycrest.

Seniors are especially susceptible to illness. Your family, caregivers and visitors should not come to Baycrest if they are sick.



It is suggested that everyone at Baycrest get a seasonal influenza vaccine (flu shot) once a year.

- Clients can get a flu shot from their healthcare team.
- Your family members, caregivers and visitors can get a flu shot from the Rexall Pharmacy at Baycrest or from a flu shot clinic in their community.

Medication safety

What can I do to help with medication safety?

There are five questions you should ask about your medications:

1. Changes: Have any medications been added, stopped or changed, and why?
2. Continue: What medications do I need to keep taking, and why?
3. Proper use: How do I take my medications and for how long?
4. Monitor: How will I know if my medication is working, and what side effects do I watch for?
5. Follow-up: Do I need any tests and when do I book my next visit?

Other things you can do

- Tell your healthcare team about all of your medications.
 - Include:
 - Any herbal medications
 - Vitamins
 - Creams or ointments
 - Eye or ear drops
 - Samples from your doctor
 - Cannabis (marijuana)
 - Any over-the-counter medications
- Tell your team about any medication, food or environmental allergies you may have.
- Some medications **must not** be taken with other medications, vitamins or herbal supplements.
- **Do not** take any medication without letting your healthcare team know. If you want to keep taking a medication from home, talk to a member of your healthcare team first.
- Your family members and caregivers should also talk with the healthcare team first **before** giving you any medications.

If you have any questions about your medications, talk to your doctor, pharmacist or nurse.


Falls management

What should I do if I fall, or if I see someone else fall?

1. Stay where you are.
 - Do not try to move yourself until a nurse or doctor arrives.
 - Your family, caregivers or visitors should not try to move someone. Wait for a nurse or doctor to arrive.
2. Call out for help.
3. Pull the call bell if you can reach it.

All clients are at risk for falls. What can you, your family or caregiver do to help prevent a fall?

- 1) Talk with your healthcare team about your risk for falls. Tell your team if you:
 - Have fallen before
 - Have any difficulties with balance, walking or getting up
 - Are feeling weak, dizzy or light-headed
- 2) Work with your healthcare team to make a plan on how to reduce the risk of a fall.
- 3) Ask for help to get out of bed, a chair or wheelchair if you need to. Your family, caregiver or visitors should also ask the healthcare team for help when getting you up.

- 
- 4) Wear your hearing aids and glasses. Your family or caregiver should remind you to put on these items.
 - 5) Make sure your personal items are placed within your reach, including your call bell. Your family or caregiver can make sure you can reach everything you need.
 - 6) When walking, it is recommended to wear comfortable rubber-soled, low-heeled slippers or shoes that fit properly. Your family or caregiver can help you put on your footwear and make sure they fit properly.

Exit seeking clients

What should I do if I see a client who appears to be exit seeking (trying to leave their unit)?

Some Baycrest clients wear an electronic band that looks like a watch. This band is worn for safety reasons and is part of the Baycrest Wander Prevention System. Clients wearing this band must be with someone at all times when they leave their units.

The Wander Prevention System band is detected at unit doors, elevators and building exits. At each point, if the band is nearby, alarms and locks will activate. If you see another client wearing a band who is on their own anywhere outside of their unit, please tell a Baycrest healthcare team member **right away**. You can also call **416-785-2500, extension 2130** and ask for security.

Equipment safety

What do I do if equipment, such as a wheelchair, the mechanical lift, or an elevator, is not working?

Please do not try to fix anything yourself - **and do not** use something if it is broken.

Equipment repairs must be done by a trained technician. Talk to a healthcare team member right away.

Pressure injuries

What is a pressure injury and what can I do to prevent it?

A pressure injury, also known as a bed sore or pressure ulcer, is an area of skin that has been damaged because of pressure.

A pressure injury can lead to many other health problems including injury to tissue, muscle and bone. Most times, pressure injuries happen on the buttocks and heels of the feet.

To prevent a pressure injury:

1. Move as much as possible by walking or shifting your weight when in bed, a chair or wheelchair. Your family or caregiver may be able to help with this.
2. Check your skin often, or have a family member or caregiver check areas that you cannot see. Tell your healthcare team **right away** if you see any changes in your normal **skin colour**.

Ask your healthcare team about other things that you can do to prevent a pressure injury.



Emergency preparedness

What do I do if I see an emergency, such as a fire or smoke, a suspicious person, a medical emergency, or a person threatening to harm someone?

In an emergency, find a Baycrest staff member **right away** and ask for help. If you cannot find a staff member, call **416 785 2500 extension 5555** and report the emergency.

In the case of an emergency, listen for overhead announcements and follow all instructions from healthcare team members.

Who can I talk to about safety at Baycrest?

Always talk to your healthcare team first about any questions or concerns you have about safety at Baycrest.

If you cannot find the answers you need, you can talk to the unit manager who will address your concerns or refer you to the appropriate department.

For more information on safety, visit the Family Information page on www.baycrest.org or talk with the unit manager if you have any questions or concerns.

© 2019, Baycrest Centre for Geriatric Care. All rights reserved. A single copy of these materials may be reprinted for non-commercial personal use only.

INFORMATIONAL PURPOSES ONLY. This work is to be used for informational purposes only and is not intended as a substitute for professional medical advice, diagnosis or treatment. Please consult your health care provider for advice about a specific medical condition.

Baycrest

**3560 Bathurst Street
Toronto, Ontario Canada M6A 2E1**

416-785-2500



UNIVERSITY OF
TORONTO

Baycrest is fully affiliated with
the University of Toronto.