CENTRE INTÉGRÉ DE SANTÉ ET DE SERVICES SOCIAUX DE LAVAL

# SAFETY:
## A shared responsibility

SAFETY: YOURS, MINE AND OURS

IIt is recognized that the involvement of users and caregivers has a positive impact on the quality and safety of care and services. This leaflet contains general information about safe practices required in care and service situations. Some sections may not apply to your specific situation.

**To improve our services and enhance your safety, you can:**

- Prepare for your appointments
- Communicate your needs and concerns
- Immediately report any situation noticed during your visit or stay that involves risks or seems potentially dangerous
- Ask questions to ensure you fully understand
- Express anything that may hinder the application of your care provider's instructions and recommendations
- Suggest approaches or methods that work well for you

### Communication

You are the expert of your own experience with your illness or health condition. **You hold information that health and social services staff may not know** (e.g., specific elements that are not visible but can influence your care and services). This information is valuable, so you are encouraged to share it, along with your concerns and observations, with confidence and confidentiality. Before your appointments with a healthcare professional, you can prepare a list of questions, concerns, or unusual symptoms.

You are encouraged to mention **anything that can help you understand and retain the information provided**. For example, if you have hearing difficulties, need an interpreter, or face other challenges in understanding information, let your care provider know. If explanations are unclear, don't hesitate to ask for clarification. Your questions help staff provide you with the best possible information.

**During your appointments, you may be accompanied** by a family member, friend, loved one, or volunteer. You may bring tools that help you communicate. You are invited to bring what you need to take notes on important information provided to you.

At the end of your care or service, you or your companion should **have all the necessary information** to explain in your own words:

- The treatments and procedures proposed, along with possible risks and complications.
- The instructions you need to follow (e.g., next steps, what to do or monitor) once you return home.
- The medications you are taking, their side effects, and the reasons for any changes made to your prescriptions.
- The contact information of the person to reach in case of complications.

### Your Identification

**Staff must correctly identify you.** They will frequently ask for your first and last name and date of birth before providing care, services, or treatment.

Your identity is verified using certain items: identification bracelet, health insurance card, or any other photo ID.

This best practice ensures your safety and reduces the risk of errors so that you receive the correct care or service.

### Your Medications

During hospital visits or medical appointments, **bring a list of your prescribed and over-the-counter medications** (vitamins, natural products, antacids, supplements, etc.).

This list, kept up to date with help from your doctor, pharmacist, or another healthcare professional, ensures safe follow-up of your treatments and helps avoid duplication or drug interactions.

It is important to consult a healthcare professional before stopping or changing the use of any medication.

### Hand Hygiene

Users, visitors, and health and social services workers: **everyone must wash their hands at various times, as it is the most effective way to prevent the spread of infections**.

Everyone must wash their hands with soap and water or a disinfectant solution at the following times:

- When entering and leaving a facility
- When entering and leaving a patient's room
- Before and after meals
- After using the toilet
- After blowing your nose, sneezing, or coughing

Staff must wash their hands before and after touching a patient or their environment.

## Fall Prevention

Falls can happen at any age, at any time, and in any place. While they are often harmless, they can sometimes cause more serious injuries.

When you are in the hospital, a care facility, or at a healthcare appointment, **inform staff** if you feel unsteady, fear falling, or have fallen in the past year.

## Skin Injury Prevention

If you have difficulty moving or changing position in bed or in a chair, you may develop injuries called pressure sores or bedsores.

These injuries can be painful and uncomfortable and may lead to more serious problems.

During your appointment, tell your healthcare professional if you have trouble moving or if you have conditions that may damage your skin (e.g., very dry skin, urine or stool leakage). If you notice a change or injury on your skin, no matter where or what it is, **talk to your healthcare professional**.

## Support in Times of Distress

When going through a difficult situation (bereavement, loss, crisis, etc.), various reactions are possible, such as feeling hopeless, distressed, or as if there's no way out.

If you experience the following signs or observe them in a loved one, **don't hesitate to seek help**:

- Loss of interest or pleasure in activities
- Sadness, depression, or hopelessness
- Changes in lifestyle habits (sleep, appetite, energy, concentration, etc.)
- Self-deprecation
- Suicidal thoughts

A care provider can guide you through the steps to take. You can contact the Info-Social service by dialing **8-1-1, option 2**, or the **1 866 APPELLE (277-3553)** line, available 24/7.

## Contributing to Safer Care

An adverse event is an **unexpected incident**:

- That could have been avoided
- That occurs during your care
- That caused or could have caused a health problem

For example: You were given the wrong medication, you fell, or you were provided with the wrong diet.

**If you witness an adverse event, speak first with the staff involved or the manager.**

- Reporting is a positive action, as it allows for quicker responses to improve the quality and safety of care and prevent adverse events or their recurrence.
- Reporting is not a complaint or an accusation.

**Your feedback can help other users in the future.**

## Useful information

**About your rights:** User Committee: 450-978-8609 or *info@cucsslaval.ca*.

I**f you are unsatisfied and your efforts have not been successful:**
Service quality and complaints Commissioner: 450-668-1010, ext. 23628 or *plaintes.csssl@ssss.gouv.qc.ca*.

**Preparing for an appointment:** *CISSS de Laval: Get ready for an appointment*

**About safe practices:**

**Falls:**
*CISSS de Laval: Fall prevention*
(French)

**Suicide prevention:**
*CISSS de Laval: Suicide*

**Skin injury prevention:**
*Preventing pressure ulcers*
(French)

**Infection prevention:**
*CISSS de Laval: Infection prevention and control*
(French)

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