

An informed and
involved user is
a safe user



USER SAFETY INFORMATION

**This brochure is intended for all CIUSSS
West-Central Montreal healthcare users,
their caregivers, legal representatives, visitors,
our partners and all staff members.**

Centre intégré
universitaire de santé
et de services sociaux
du Centre-Ouest-
de-l'Île-de-Montréal

Québec 

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User Safety

User safety is a right and one of the key values of our CIUSSS, along with respect. All of our employees and members of our care teams are committed to providing safe care*, treatment and services and to working in true partnership with the user. Safety is everyone's business.

Your role is to make your needs known, ask questions and let us know when things are going well just as when you are dissatisfied. Be an active and involved partner in your care.

The purpose of this brochure is to inform you about topics related to safety, so that you can be an active participant and equal partner in your care and services and share in the successful outcome of your healthcare. If you receive a survey, take a few moments to answer the questions. Your team appreciates the feedback, whether it provides an opportunity for celebration or improvement.

Happy reading!

Your CIUSSS care and services team.

**In this leaflet, the word "care" refers to health care, treatments, tests and/or services that you might receive at one of our facilities or at home.*



Double identification

Wondering why your care team keeps asking you to identify yourself? It's intentional! When members of the care team ask you to identify yourself using two personal identifiers (such as your full name and date of birth), this is known as double identification.

Double identification is used to:

- Ensure the exact and unique identification of each user, to guarantee the safe delivery of care and services throughout the CIUSSS.
- Avoid identification errors at any point where care or services are provided.
- Give the right care to the right person at the right time.

You can take an active role by:

- Identifying yourself (full name and date of birth) and your visitors to your care team.
- Making sure each person on your care team asks questions to confirm your identity and/or checks your ID bracelet during your hospital stay or your ID card in an ambulatory care setting;
- In partnership with your healthcare professional (phlebotomist, nurse, etc.), asking to have all labels on samples and requisitions checked to make sure your identification is correct.



Speak up!

All users have rights and responsibilities. To ensure safe health care and services...



Speak up and ask questions or communicate concerns when visiting your doctor or healthcare professional.

Participate actively in all decisions about your care and services, in partnership with your team.

Educate yourself on your condition through reading and discussions with your healthcare team.

Ask a trusted family member or friend to support you while you receive your care or services.

Know which medications you are taking and why you are taking them.

Understand that you are an equal partner in your care team. If you witness an incident, it is your right to ask the staff to report it (AH-223), whether or not it involves you or someone else. To file a complaint, please contact the office of the Commissioner of Complaints and Quality of Service.

Pay attention to your surroundings and the care and services you are receiving. Ask for the names or identification cards of the members of your care team.

Are you aware that translators are available to help you communicate with your team? Please enquire about this service.

Be an active partner in managing your health!



Informed consent

You have the right to be informed about any risks and benefits that can result from the care and services you will receive. If you have any concerns or if you do not understand the information that you have received, you can ask questions. You can take notes or ask for the information to be repeated, if necessary. Your care team will respond to all of your questions. We suggest that you bring a list of questions with you to each appointment.

You have the right to take your time to evaluate the options, except in the case of an emergency.

You have the right to refuse an intervention (e.g., a medical procedure). You can also request a second opinion or access to your medical record. Your team can guide you.

Never hesitate to ask questions!

Reporting Adverse Events and Disclosure

Any event that affects your health or results in a change to your care plan must be reported and disclosed to you. Your care team will take steps to support you and ensure this type of event does not happen again.

At CIUSSS West-Central Montreal, disclosure is part of our culture of transparency and fairness, but it's also the law.



Concerns about your care?

Are you worried or dissatisfied with the care or services that you have received? Or do you feel your rights as a user have not been respected?

First and foremost, we encourage you to speak to your caregiver or the manager who is responsible for the care and services you receive.

You can also contact:

- The CIUSSS Service Quality and Complaints Commissioner (Ombudsman) at
514 340-8222, extension 24222 or by e-mail at:
ombudsman.ccomtl@ssss.gouv.qc.ca
- The CIUSSS West-Central Montreal Users Committee at
514 340-7577 or by e-mail at:
comite_usagers.ccomtl@ssss.gouv.qc.ca

Prepare for your stay or appointment, and protect your personal belongings

When preparing for a stay or an appointment in one of our facilities, safety and protecting your personal effects go hand in hand!

During your stay in one of our facilities:

We recommend that you keep only the essential valuable items. Ask a trusted family member or friend to take any valuables home (e.g., jewelry, money). If this is not possible, ask an authorized staff member to keep these items in a safe place. In such instances, these valuables will be kept and returned strictly to the user/patient/resident or his designated representative.

For more information, here are some useful contacts:

To learn more about the protection of your belongings, you can consult the following links:

- Our CIUSSS policy:

<https://www.ciuSSWestcentral.ca/about-us/policies/personal-belongings/>

- Our pamphlet “Safeguard Your Belongings”:

https://cdn.ciuSScentreouest.ca/documents/ciuSS-coim/A_propos_de_nous/Politiques/Effets_personnels/Safeguard_your_belongings_pamphlet.pdf?1626798223

You can also call the Security Desk at:

514 340-8222, poste 5000.

Bring:

- ☐ Comfortable shoes and clothes, hair brush/comb, toothbrush/toothpaste and soap;
- ☐ Glasses;
- ☐ Dentures;
- ☐ Hearing aids;
- ☐ A list of medications and over-the-counter products that you are taking;
- ☐ A list of your allergies, restrictions and intolerances;
- ☐ Contact details for your pharmacist;
- ☐ Contact details for your main contacts (spouse, family member, friend, etc.).

During your appointments at the outpatient clinic, bring:

- ☐ A list of the medications and products you are taking;
- ☐ A list of questions for your doctor or other healthcare professional you will meet.

Medication safety - **Appointment or Admission**

Upon admission to one of our facilities or during any appointment:

Bring an up-to-date list of all the medications you take, whether prescribed or not, including: natural health products, herbal medicines and other supplements (or bring them with you, in their original packaging). Mention your allergies and intolerances.

**TIP : Carry a current list of your medications in your wallet.
Your pharmacist can supply you with this list.**

While you are receiving care or services:

- If you have brought your medications with you to any of our facilities, please inform your care provider. Your care team will ensure that the medications are stored safely.
- Do not take any medications on your own, without authorization from your care team.
- Pay attention to the medications you are given. Make sure the professional who is treating you is aware of your allergies and intolerances.
- When in doubt about the accuracy of the medications you are receiving or their benefits, don't hesitate to ask questions.

Medication safety – **At Discharge/End of care or services**

Upon discharge or at the end of care or services:

Make sure you have been informed of all of the medications you will need to take, including the medication that you need to keep taking, as well as any new, changed or discontinued medications.

Your list of medications must be updated before you go home.



Hand hygiene

Why is hand hygiene so important?

Having clean hands is one of the best ways to prevent the spread of infections.

How should hands be cleaned?

Rubbing your hands with an alcohol-based product or using soap and water are the most effective ways to clean your hands.

When should hands be cleaned?

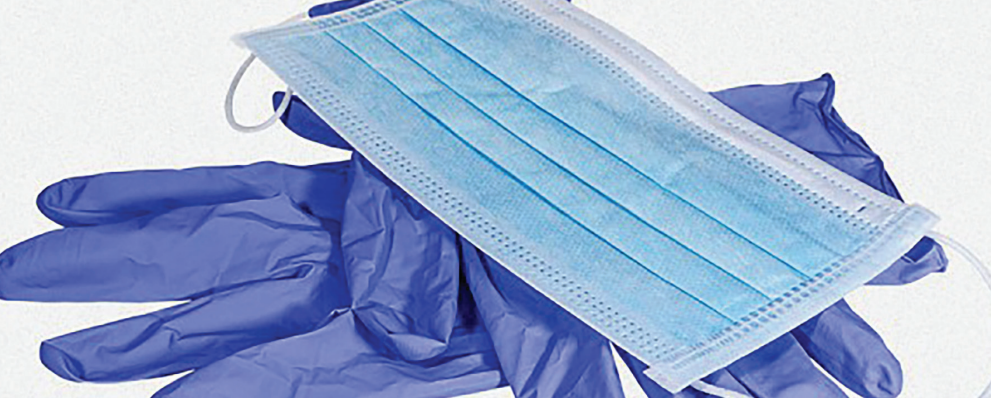
Clean your hands as often as possible, including before and after meals, and after sneezing, coughing or using the washroom.

Who should have clean hands?

Everyone should have clean hands. Caregivers should wash their hands, for instance, before examining you during a clinical appointment or entering your hospital room or residence, and upon leaving. Do not hesitate to ask your doctor, nurse or any other staff member to clean their hands before giving you treatments and tests or medications.

Cleanliness and safety go hand in hand!





Personal protective equipment

When you see your care providers wearing personal protective equipment (PPE), please remember that it's as much for your safety as theirs. PPEs are various items that your care providers will wear to prevent you, other users and themselves from being exposed to an infectious disease.

These wearable items include:

- gloves
- gowns
- surgical masks or N95
- face shields (visors)
- protective eyewear

As a user, or visitor, **you are also responsible for ensuring your own safety and that of others.** Clean your hands each time you enter or leave a CIUSSS facility. Cough and sneeze into your elbow or a tissue, and wash your hands immediately afterwards.

In certain situations, such as a pandemic, you will also be asked to wear protective equipment, such as a mask, to help protect other users, visitors, and staff members.

If you are experiencing symptoms linked with COVID-19, if you have been in contact with a person who has been infected with COVID-19 or if you have tested positive for COVID-19, it is important that you stay home. For any question related to COVID-19, you can call the Services Québec line at **514 644-4545 / 1-877-644-4545.**

If you are feeling unwell (i.e. gastro or seasonal flu), please stay home!



Preventing suicide and promoting mental health

The goal of suicide prevention and mental health promotion is to detect signs of distress and to act quickly. Suicidal thoughts are a red flag that indicate suffering.

Talk to a friend, colleague, loved one, caregiver or your care team. Your team can offer you the support you need to get through these difficult times.

Do you feel as if there is a black cloud over your head? Do you often feel overwhelmed and helpless? Do you often get upset or angry? Are you depressed? Anxious? Do you have suicidal thoughts?

**You are not alone!
Let us help you!**

1-866-APPELLE (277-3553)



Fight against mistreatment

Is someone speaking harshly to you, insulting you, threatening you or keeping you from getting the care and services that you need? Do you suspect that someone is taking your money? Is anyone behaving inappropriately towards you? Have you witnessed these types of behaviour or neglect happening to a loved one or someone else who is in vulnerable situation?

Unfortunately, mistreatment does exist, and anyone can fall victim to it. The goal of our care teams, both in our facilities and homecare, is to detect various types of mistreatment and their associated distress signals. In order to implement the necessary actions to stop the abuse and minimize any negative impact.

**Let someone on your care team know!
They can give you the help you need.**

You can also contact:

- Tel-Aide: 514 935-1105
- Elder Mistreatment Helpline: 1-888-489-2287
- Youth Protection Services (DPJ): 514-896-3200

You can report a mistreatment situation to the CIUSSS Service Quality and Complaints Commissioner (Ombudsman) at any time by calling **514 340-8222, extension 24222** or by e-mail at: **ombudsman.ccomtl@ssss.gouv.qc.ca**

**Help is available!
Don't hesitate to ask for help!**



PREVENTING FALLS

Falls are the most common injuries among the elderly in Canada. Within our CIUSSS, we promote fall prevention and the resulting reduction of injuries associated with falls. Depending on the type of service you are receiving, we will evaluate your risk of falls and develop a personalized care plan for you.

Many falls are avoidable.

Speak to your care team about any falls that you have had in the past and how best to prevent them in the future.

How can falls be prevented?

- Make your environment safer (i.e. remove the clutter, improve the lighting, make sure the floors are clean and dry);
- Ensure that your personal belongings are secure and within reach (i.e. glasses and hearing aids, mobility aid, non-slip shoes that fit properly);
- Keep active but safe (i.e. walk, exercise regularly);
- Get your eyes checked;
- Talk to your doctor or pharmacist about reviewing your medication.

Preventing falls is everyone's responsibility.

PREVENTING PRESSURE INJURIES

What are pressure injuries?

For users who have very limited mobility, the continual pressure on the skin at contact points on a surface (like a bed or chair) compresses the blood vessels in the skin. Lack of blood causes tissue to die and develops into sores called pressure injuries (also known as pressure ulcers or bed sores).

Where are they?

Pressure injuries are generally found on places where the bones are close to the surface (e.g., heels, tailbone and hips).

How can they be prevented?

The best way to prevent pressure injuries is to change your position regularly (at least every two hours, and more often if possible), avoid spending long periods of time in bed (at the very least, sit in a chair for your meals), move as often as you can, eat well and drink plenty of fluids (as needed and recommended).





Levels of care and cardio-pulmonary resuscitation

Levels of care and cardio-pulmonary resuscitation go hand in hand with safety! Discuss your goals of care with your doctor or your care team, whether during a stay in hospital, in a long-term care facility (CHSLD), or during an appointment in an outpatient clinic or a CLSC.

Your decisions are recorded on a form signed by your doctor. This form can be easily accessed by anyone in our CIUSSS assigned to your care.

You have the right to make changes. In fact, directives you have issued in the past are not final. You have the right to change your mind at any time.

Depending on your directives, your doctor and healthcare team will create a personalized care plan.

For more information, talk to your doctor
and ask for the detailed brochure entitled
« Levels of Care: Let's Talk About it »

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