

Get involved in Resident Safety.

There are times you may forget what you wanted to **ask us**. Use this list to write down questions you or your family may want to ask your care team:



General questions I need to ask:



Things about my health I need to tell the doctor, nurse, social worker or other health care professionals:



Questions about my medications or alternative treatments:



Questions about my allergies:

Advance Care Planning

Advance Care Planning is the process of sharing your values and wishes with the person(s) who will speak for you at a time when you cannot speak for yourself. This person is referred to as the substitute decision-maker or SDM. It is also important to share your wishes with your health care providers, either in a long-term care home, a community care setting or a hospital.

Advance Care Planning is about quality of living and being in control of how you *live* and *die*.

For more information about Advance Care Planning (or appointing a SDM), please contact your social worker.



If you have any concerns, compliments or questions about your care or service, please call the Client Relations Consultant at **709-777-6500** or toll free **1-877-444-1399**



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Ask us...

What residents and families can do for resident safety

LONG TERM CARE



Resident Safety: Getting involved.

As a resident, you and your family have a lot to contribute towards the safety of your health care. This brochure will focus on your role in helping to make your care safer. Here are some *ideas* to help you get more involved, *suggestions* for you and your family to become more active in your care and *questions* you can ask to become more informed.

Why should **YOU** get involved in your care?

- ▶ By being **involved**, you can let your health care team know when you need help understanding issues about your care.
- ▶ By being **active** in your own plan of care, you will know what to expect, how to address any problems and who can help you.
- ▶ By becoming **informed** about your health and plan of care, you will help us do what is right for you.

How can **you** be active in your care?

There are a number of things that you and your family can do to assist your care team in providing safer care.

- ▶ Let the team know what your wishes are for your health and care.
- ▶ Tell the doctor, nurse or social worker about how you are feeling or changes you may be experiencing.
- ▶ Know what medications you take and why you take them, along with their potential side effects and who to notify if you have questions.
- ▶ Using walking aids when needed to help prevent falls.
- ▶ Make sure you have the proper footwear for walking.
- ▶ Practice good hand hygiene to help prevent the spread of infections (i.e. before eating and after coughing, sneezing or using the washroom).
- ▶ Get the annual flu shot and the pneumococcal vaccine upon admission.
- ▶ Ask your family and other visitors to stay at home if they are not feeling well.



**Ask
us...**
about your care

Ask us questions about:

- ▶ Any medications that are unfamiliar to you.
- ▶ Your plan of care and the best options for you.
- ▶ If you need more information to help you make decisions about your care.
- ▶ The names and roles of persons providing your care.
- ▶ Our hand hygiene practices.