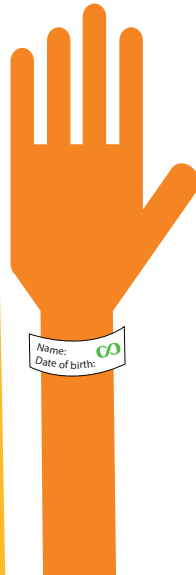
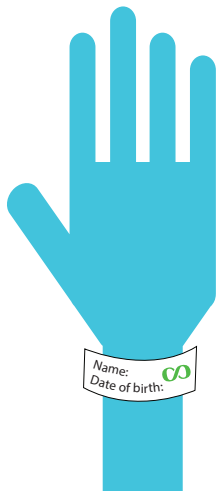


# I.D. MIE

## EVERY TIME

We will always ask for two kinds of client identification before providing any service or care. This practice ensures the right client always receives the right service, procedure or medication every time.



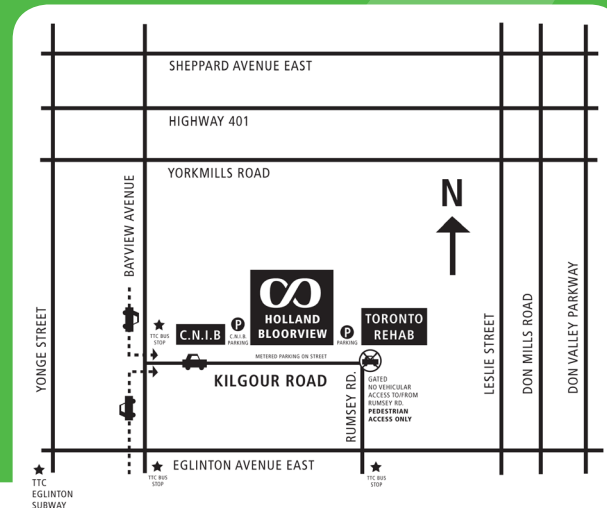
## About Holland Bloorview Kids Rehabilitation Hospital

Holland Bloorview Kids Rehabilitation Hospital is Canada's largest children's rehabilitation hospital focused on improving the lives of kids with disabilities.

Holland Bloorview is a global leader in applied research, teaching and learning, and client and family centred care.

We are a provincial resource transforming care for children with cerebral palsy, acquired brain injury including concussion, muscular dystrophy, amputation, epilepsy, spina bifida, arthritis, cleft-lip and palate, autism and other physical and developmental disabilities.

Our vision is to create a world of possibility for kids with disability.



### Holland Bloorview Kids Rehabilitation Hospital

150 Kilgour Road, Toronto, ON M4G 1R8  
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## Understanding your role in safety: Clients and families

Rehabilitation and complex continuing care



# Holland Bloorview

## Kids Rehabilitation Hospital

Your safety is a top priority at Holland Bloorview.

Follow these tips to help create a safe environment for you, your family and everyone else at the hospital.

## Hand washing

Cleaning your hands will reduce the spread of germs and infections.

- Use hand sanitizer or wash your hands with soap and water when you enter the hospital and client rooms, before and after you eat, and after using the washroom or coughing or sneezing.
- Allow your hands to dry after sanitizing them before you touch anything.

Other Infection Prevention Tips:

- Do not visit if you or any of your visitors are sick.
- If your child is going home for weekends and a household member is sick speak with the nurse and consider not taking your child home to avoid exposure. This not only keeps your child safe but protects other clients as well.

## Preventing falls

You can help prevent falls at Holland Bloorview.

1. Know your falls risk level.
2. Ensure all the bed rails are up.
3. Talk to your therapist about transfers.
4. Ensure a clear path.
5. Wear proper footwear.
6. Let your nurse know when you leave.
7. Don't text and walk.



## Bone health

Children and youth with a physical disability can be at risk for osteopenia – a condition that causes low bone mineral density and can increase the risk of injury during your child's rehab stay.

Your care team will explain how we care for osteopenia and provide you with Health Canada's nutrition guide for the prevention and treatment of osteopenia.

We encourage you to ask questions and discuss bone health with your health care team at Holland Bloorview.

## Medication safety

Your medication safety is a top priority of Holland Bloorview. Follow these tips to prevent medication errors.

- Keep an up to date list with the following information about all medications:
  - » Names of all medications. This includes over-the-counter and herbal remedies.
  - » How much to take of each medication.
  - » Time of day to take each medication.
  - » How to take each medication (is the medication a pill, patch or liquid) and medication route (is it swallowed or put through a G-tube or NG-tube).
- Bring your medication bottles each time you visit the hospital.
- Talk to your doctor, nurse or pharmacist about the medications you are taking home.
- Ask questions about the medications and why they are being prescribed to you/your child.
- Holland Bloorview recommends using one pharmacy to fill prescriptions. Why?
- Unused medications should be returned to pharmacy for safe disposal.
- Learn about the side effects of the medications.
- Keep medications in the original child-safe package.
- Medication errors can be caused by interruptions. Please do not disturb nurses wearing orange sashes unless it is an emergency.



## Client identification

All of our health care team members will ask for two kinds of identification before providing any service or care, this includes the administration of all medications every time. This ensures the right client receives the right service, procedure, and medication every time.

- Inpatients can provide two of the following forms of identification: name, birthdate, health card number, hospital number on armband. For safety reasons, do not remove the identification band.

## Speak Up: Making Health Care Safer

Holland Bloorview is committed to making the health care your child receives safe, if you have any concerns, please speak with a member of your child's health care team, or ask to speak with the manager of patient safety.

**For any questions or concerns please contact the manager of patient safety at 416-425-6220 ext. 6235.**



Clients and family members can help prevent medication errors.