

CAREGIVER ID

AN ESSENTIAL CAREGIVER GUIDE

Working together to care for our loved ones.



Essential Caregivers are an essential part of the care team. They are defined as family or friends that provide patients with essential care including emotional, physical and/or psychological support.

Our goal is to partner with and support caregivers to improve patient safety and outcomes.

This Guide Contains

We would like to ensure you are supported in your role as an essential caregiver. Therefore, we have included a number of reference materials for your review. These materials will help to keep both you and your loved one safe and knowledgeable on matters pertaining to your essential caregiver role.

Table of Contents:

A. Overview of your role

B. Identification and Management of those at Risk of Violence

C. Hospital Codes

D. Privacy and Confidentiality

E. Personal Protective Equipment

F. Hand Hygiene

G. What's Next?

Overview of Essential Caregivers Role

We will work together to help protect our loved ones and our hospital community.

- ✓ Caregivers can face challenges and obstacles while trying to care for their loved ones. Becoming a recognised member of the health care team as an Essential Caregiver can help you as a caregiver to make a difference by linking to the hospital and the community resources available. This role allows for effective communication with health team members through the education and the training provided. Essential Caregivers not only improves the care the of patient but can help to reduce the risk of preventable harm.
- ✓ An Essential Caregiver is an essential person who is selected by the patient (or SMD) and cares for them by providing comfort, social and cultural interaction, emotional and physical support, as well as helping to support communication when the patient cannot speak.
- ✓ An Essential Care Giver is not a casual visitor. The Essential Caregiver comes to the hospital to assist with the daily changing care requirements of the patient.
- ✓ Essential Care Giver maybe a parent, a spouse or a child (at least 16 years of age) or a significant other who can provide a meaningful connection. An appointed guardian, a cultural or community member or a translator may also become a Care Giver as every situation is unique to the patient's current condition.



Overview of Essential Caregivers (cont.)

- A Care Giver is essential but not necessarily the Power of Attorney for Personal Care nor the Power of Attorney for Property.
- An Essential Care Giver can be a relative, a friend or a significant other not necessarily living with the patient.
- An Essential Care Giver can be anyone 16 years and older.
- An Essential Care Giver can provide support and care for short periods of time (e.g. days) or for extended periods of time.
- Essential Caregivers can face challenges and obstacles, and yet experience very rewarding moments while caring for their family and friends.



**I am a
CAREGIVER**

Identification and Management of those at Risk of Violence

At Sault Area Hospital, we work hard to provide a safe environment for all our patients, visitors and staff. When patients and/or family members act out in a violent or aggressive manner, it makes it hard for us to deliver the care our patients need.

For the protection of everyone, we have a violence-prevention program in place. This includes a process for identifying and managing violent behaviour in our patients, visitors and essential caregivers. Once this type of behaviour is identified, we will try to understand what causes it and create a plan to protect everyone involved.

SAH has a legal duty to protect our patients and staff.

This means:

- If someone becomes aggressive or violent, they may be asked to leave, and may be restricted from attending SAH in the future outside of any urgent care needs.
- We may have to call the Police and take legal action.
- We need to let staff know when there is a risk of violence or abuse from patients and/or family members.

Patients with a history of violence will have a coloured symbol on their door.

This symbol is a way to communicate to others, the potential for violence. This helps prevent violent behaviours by managing the risks and triggers for violence.

As caregivers, we will partner with you to prevent violence and keep you and your loved ones safe.

Hospital Codes

The Hospital uses a series of coloured Emergency Codes to alert staff to incidents. Each colour represents a specific type of incident.

As an Essential Caregiver, you will hear these codes on the Hospital overhead sound system, so please review them. To initiate any codes or alerts, dial 4177.

DIAL 4177 FOR ALL CODE CALLS

**EMERGENCY
COLOUR CODE LIST**

CODE YELLOW Code Amber	Missing Person Missing Child/Child Abduction
CODE ORANGE Code Orange CBRN	Disaster CBRN Disaster
CODE RED	Fire
CODE WHITE	Violent/ Behavioral Situation
CODE BLUE	Cardiac Arrest/ Medical Emergency - Adult
CODE GREEN Code Green stat	Evacuation (Precautionary) Evacuation (Crisis)
CODE SILVER	Person with a Weapon
CODE PINK	Cardiac Arrest / Medical Emergency – Infant/Child
CODE BROWN	In-facility Hazardous Spill
CODE PURPLE	Hostage Taking
CODE BLACK	Bomb Threat / Suspicious Object
CODE GREY Code Grey Button-down	Infrastructure Loss or Failure External Air Exclusion

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DIAL 4177 FOR ALL CODE CALLS

Privacy and Confidentiality

Our health information system makes it possible to share personal health information in a safe and secure digital format with doctors and other care providers within a patient's "Circle of Care."

This means authorized care providers can have immediate access to important personal health information when providing direct care to you, thus improving the care patients receive.

Sault Area hospital is committed to keeping personal health information (PHI) confidential and secure. We take steps to protect PHI from theft, unauthorized access, inappropriate collection, use and disclosure.

Protecting privacy is the law. We collect PHI about patients directly from the patient or from the person acting on a patient's behalf. Occasionally, we collect PHI from other sources if we have obtained the appropriate consents to do so or if the law permits.

We assume consent to share health information with external healthcare providers involved in a patient's care, such as doctors, hospitals, clinics, long-term care homes, and community agencies. SAH may also ask external healthcare providers for information about patient, if we need it for care.

As an Essential Caregiver, you will be required to keep all patient information private and confidential at all times.

Personal Protective Equipment

Tips for safely using a mask



Wash your hands with alcohol-based hand sanitizer or soap and water before and after touching your mask.



Cover your mouth and nose—make sure there are no gaps.



Avoid touching the mask while using it. If you do, clean your hands with alcohol-based hand sanitizer or soap and water.



Do not hang the mask from your chin or ear.



Remove the mask from the ear loops—do not touch the front and if you do, clean hands using alcohol-based hand sanitizer or soap and water.



Throw in the garbage if it is soiled or wet.

Wash your hands with alcohol-based hand sanitizer or soap and water after removing the mask.

Mask must be worn at all times while in the hospital.

WHAT NOT TO DO WHILE WEARING MASKS!

Do not

leave your chin exposed



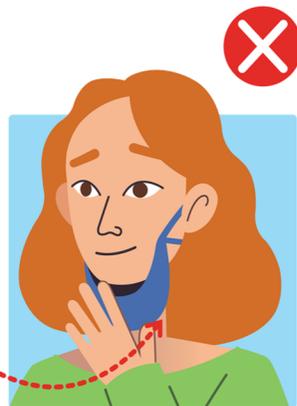
Do not

wear a mask which is loose and has gaps on the side



Do not

push your mask on your neck



Do not

wear your mask such that it only covers the tip of your nose



Do not

wear the mask below the nose



Wear your mask all the way up, close to the bridge of your nose and all the way down under your chin.





Wear a mask.

Portez un masque.



Avoid touching your face.

Évitez de vous toucher le visage.



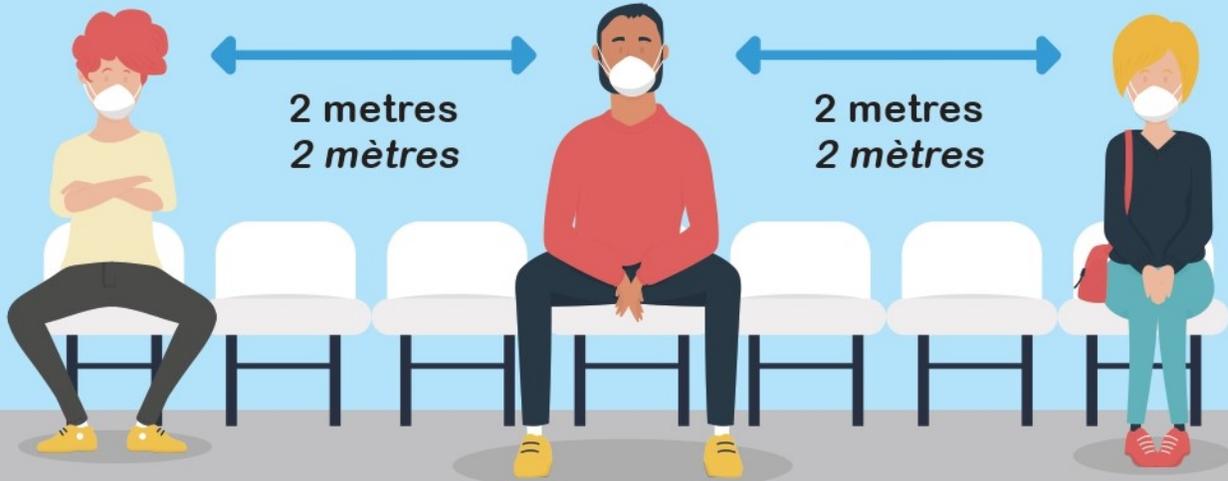
Wash your hands often—use hand sanitizer or soap & water.

Lavez-vous les mains souvent avec du désinfectant ou du savon et de l'eau.



Cough or sneeze into your sleeve/elbow.

Toussez ou éternuez dans votre manche ou votre coude.



Be kind and respectful—let's work together to help protect each other.

MASKS ARE TO BE WORN ON YOUR FACE PROPERLY OR ENTIRELY OFF YOUR FACE; NO EAR DANGLING ALLOWED!

IF YOU TOUCH THE FRONT OF YOUR MASK, PERFORM HAND HYGIENE IMMEDIATELY!

COVID-19 Eye Protection

Due to the ever evolving nature of the pandemic, there might be times when additional PPE requirements are necessary. At this time, in addition to your mask, all caregivers are required to wear the appropriate eye protection. You will be provided with appropriate eye protection by the hospital when supplies are available. For details, please discuss with your healthcare team how the **SAH COVID-19 Eye Protection Policy** applies to you.

Be sure to check in often with your health care team on any changes to COVID-19 policies that might apply to you in your role as an essential caregiver.

COVID19 Guidance to Stay Safe

- Follow all regulatory Public Health, Ministry of Health, PIDAC (Provincial Infectious Diseases Advisory Committee), etc. guidelines.
- Surgical masks/Eye Protection provided by Sault Area Hospital must be worn as per the applicable Policies. **Compliance is required and may be audited.**
- Enter through the main entrance for active door screening.
- Hand hygiene must be done upon entry and frequently thereafter.
- If you are experiencing symptoms, even mild ones, do not enter the hospital. Return to hospital will be managed by the appropriate parties based on predetermined criteria.
- Maintain physical distancing (6 feet) as per public health guidelines.
- Essential Caregiving activities may be limited if patients are under additional precautions (i.e. droplet precautions).
- Non-compliance will be addressed.

Travel Guidance for Caregivers:

- It is strongly recommended to avoid all non-essential travel outside of Algoma or close contact (defined as interaction within 6 feet without masks on both parties) with visitors from outside Algoma.
- High risk travel includes travel in the last 14 days outside of Algoma, or close contact with visitors from outside of Algoma and/or International Travel.

Sault Area Hospital has the ability to remove or temporality disable Essential Caregiver status as required.

What's Next?

Now that you have familiarized yourself with the role of the caregiver and have clear expectations of your role and responsibilities, you can expect the following:

- ✓ You will be issued a **Caregiver ID Badge** that visually demonstrates your role to the care team.
- ✓ You will be asked to complete a **pre and post evaluation survey** as part of your role as caregiver to help us improve the caregiver experience.
- ✓ You will be **integrated as part of the care team** to provide supportive care to your loved one.
- ✓ The care team will **provide you with additional demonstrations** pertaining to the specific care needs of your loved one which MAY include*:
 - Nutritional Assist
 - Emotional Support
 - Cognitive Support
 - Mobility Assist
 - Bathing Assist
 - Communication/Language Assist
 - Pre-transition Home Assist
 - Other (as agreed upon by the team)

***Please note, you will be limited to providing care duties as agreed upon by the team. Performing tasks outside of this scope, may result in consequences including but not limited to the removal of your caregiver status/privileges.**

PLEASE ENSURE YOU CONDUCT COVID19 SELF SCREENING ACTIVITES BEFORE EACH TIME YOU VISIT THE PERMISSES



How to handrub

Rub hands for 15 seconds



1 Apply 1 to 2 pumps of product to palms of dry hands.



2 Rub hands together, palm to palm.



3 Rub in between and around fingers.



4 Rub back of each hand with palm of other hand.

Rub hands for 15 seconds



5 Rub fingertips of each hand in opposite palm.



6 Rub each thumb clasped in opposite hand.



7 Rub hands until product is dry. Do not use paper towels.



8 Once dry, your hands are safe.



JUST CLEAN
YOUR HANDS

For more information, please contact handhygiene@oahpp.ca or visit publichealthontario.ca/JCYH





Sault Area Hospital's Mission and Values

Vision

Trusted Partner. Outstanding Care.

Mission

Exceptional people working together to provide outstanding care in Algoma.

