



Client Quality & Safety

Bellwoods is committed to providing a safe and healthy living and working environment for all of our clients and staff.

CULTURE OF SAFETY

Bellwoods' commitment to health and safety is supported by policies and standard practices that define expectations about the safety of clients and staff. All clients, staff and visitors are required to comply with all safety standards, policies and procedures as well as all health, safety, fire and environmental protection legislation.

Each year Bellwoods establishes quality goals and priorities that support opportunities for continuous quality improvement. These include protocols related to incident reporting, a review of staff roles as they relate to client safety, safety surveys, and trending and analysis of both client and staff incident reports. Bellwoods has also established clear protocols related to the following client safety priorities (see diagram below).

CLIENT SAFETY PRIORITIES



**Safety
Planning &
Transitions**



**Falls
Prevention**



**Medication
Safety**



IPAC



**Special
Functions**

SAFETY PLANNING & TRANSITIONS

Regular assessments are conducted with each client to develop a comprehensive health and safety plan [e.g., assigning an Emergency Risk Level (ERL code)] to identify the urgency of service needs; confirm back-up contingency plans in the event of staffing shortages; and review fire and emergency planning protocols).

FALLS PREVENTION & CLIENT SAFE HANDLING

The goals of falls prevention are to ensure a safe physical environment, and minimize the risk of and/or injury from falls. Bellwoods makes every effort to ensure that staff and clients are knowledgeable about falls prevention (e.g., completion of a Falls Risk Screener to increase awareness of risk factors; engagement of clients in a lift and transfer assessment).

MEDICATION SAFETY

Clients are responsible for self-management and self-administration of their medications. This includes ordering, obtaining and storing of all their medications as well as assessing the need and appropriateness of each medication, assessing its side effects, efficacy and long-term therapeutic outcomes. Bellwoods' staff support client in medication safety in accordance with our policies.



INFECTION PREVENTION AND CONTROL (IPAC)

Bellwoods infection prevention and control (IPAC) system is an integral part of our health and safety program. The goals of IPAC include health promotion, disease prevention, and disease containment. As part of this work, the organization engages in the following activities:

HEALTH PROMOTION/PREVENTION

- Educate staff on IPAC principles, modes of transmission and safe food handling
- Establish flu and COVID-19 vaccine clinics

DISEASE CONTAINMENT

- Manage flu, COVID-19 and/or other outbreaks in consultation with local Public Health and the Ministry of Labour

DISEASE PREVENTION

- Train and conduct practice audits with service delivery staff on hand hygiene, donning and doffing of PPE and Point of Service Risk Assessments (PSRA)
- Implement and monitor regular client and staff screening for COVID-19 and/or any other infectious disease outbreaks according to government policies
- Conduct contact tracing, mobile testing and cohorting of staff for confirmed cases, according to IPAC Procedures

SPECIAL FUNCTIONS

Clinical interventions performed on clients such as intermittent catheterization, bowel routines, g-tube care, tracheostomy care and range of motion exercises are “controlled acts.” Bellwoods ensures compliance to evidence-based Standards of Practice for Special Functions that include all components of a delegation: Demonstration, Practice, Independent Performance and Sign-off by a regulated health professional authorized to perform these functions.

CLIENT SAFETY INCIDENT MANAGEMENT



Bellwoods has a client safety incident management process that encourages reporting of safety incidents that are ranked as harm, no-harm and near miss incidents. Clients can also file a safety incident report by contacting their Supervisor or a Manager. Reports can be submitted verbally or on an *Incident Report Form*. These reports are kept in confidence, are reviewed regularly by the quality team and are used to make system improvements.