

What if I have a safety concern?

If you have a safety concern, please speak to the staff, or the Patient Care Coordinator (PCC) or manager.

If you still have concerns after speaking with the PCC or manager, you can contact our **Patient Care Quality Office**.



1-877-880-8823



pccoffice@fraserhealth.ca



11762 Laity Street, 4th Floor
Maple Ridge, BC, V2X 5A3



Monday to Friday
8:30AM. to 4:30PM
Closed on weekends and holidays

Safety is everyone's job

Please do your part to keep safe.

Ask questions about your care.

Do what you can to be safe.

Tell us about any safety concerns.

What if I have a concern about a Community Licensed facility?

Contact the Licensing Office/Medical Health Officer at the Licensing office in that community.

Facility	Licensing Office
Holmberg House	604-870-6000 #102-34194 Marshall Road Abbotsford
Cascades Hospice	604-702-4950 45470 Menholm Road Chilliwack
Laurel Place Hospice	604-930-5405 #100 (Central City Tower) 13450 - 102nd Avenue Surrey
Irene Thomas Hospice	604-507-5478 11245-84th Avenue Delta
Crossroads Inlet Centre Hospice	604-949-7700 #300-205 Newport Drive Port Moody

www.fraserhealth.ca

This information does not replace the advice given to you by your healthcare provider.

Catalogue #262987 (April 2017)
To order: patienteduc.fraserhealth.ca

Staying Safe How can I be involved?

Palliative Care Program



 **fraserhealth** Better health.
Best in health care.

Safety is everyone's job.

People in care, their family, and all staff need to work together to reduce harm. This includes reducing the chances of falls and injuries, medicine errors, infections, fire, and theft.

What can I do to stay safe?

Prevent infection

Clean your hands before eating and after using the bathroom.



Use soap and water, or ask your caregiver to wash your hands.

It is okay to ask us if we have cleaned our hands before caring for you.

Medicine Safety

Give us your complete health history including all the medicines and herbal remedies you take.



Check to see if all of the information on your identification wrist band is correct. If it is not correct, tell your nurse.

Wear your wrist band.

It is okay to ask about the medicines we give you.

Prevent slips, trips, and falls

Use your call bell to get help with walking as needed.



Wear your eye glasses and hearing aids when up.

Wear shoes or slippers with non-skid soles or wear non-skid socks.

Wear hip protectors if we recommend them.

Use your mobility aid (cane, crutch, or walker) even if only walking short distances.

Keep the height of your bed at your knee height.

Report any changes in your condition to your nurse or doctor right away, even if it doesn't seem like much.

Other things you can do

Tell us if you are leaving the unit.

Keep valuables at home or in a safe place

Check with us before using electrical devices you have brought in, such as electric shavers or computers.

What can my family and visitors do?

Clean your hands before and after visiting.

Ask us about visiting if you have a cold or flu.

Before helping your loved one move or eat, check with staff

Respect the 'Patient Only' smoking area. Visitors must smoke off Fraser Health property.