

kaymar

REHABILITATION

Enhancing and Improving Quality of Life



Your Clinician(s):

DISCIPLINE	NAME	PHONE EXT.
Dietetics		
Occupational Therapy		
Physiotherapy		
Physiotherapy Assistant		
Social Work		
Speech Language Pathology		

Your Appointments:

DATE	TIME	THERAPY

If you need to cancel an appointment, please contact the Kaymar office and give us as much notice as possible at

613-542-8739

Welcome

Kaymar Rehabilitation has been providing high quality reliable therapy services to individuals in Kingston, Frontenac, Lennox and Addington since 2003. We provide Dietetic, Occupational Therapy, Physiotherapy, Social Work and Speech Language Pathology services.

We understand your need to receive the best care, to be an active participant in your care, and to have your questions answered. Our team of professionals works collaboratively with individuals to put their needs at the center of their care plan. Services are provided in both official languages. Kaymar works collaboratively with patients, family/caregivers and other healthcare professionals to provide comprehensive therapy services.

Contact:

Kaymar Rehabilitation
304-1471 John Counter Boulevard
Kingston, Ontario K7M 8S8
Tel: 613-542-8739
Fax: 613-542-8468
www.kaymar.ca
feedback@kaymar.ca

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Your Safety

Kaymar is committed to providing you with safe care. We strive to continually improve patient safety through our practices. You also have a very important part to play in receiving safe health care.

1) Communicate with Health Care Providers

- ✓ Provide information on your health and medical problems.
- ✓ Don't be afraid to ask questions. Write them down so you don't forget.
- ✓ Ask a family member or friend to be present for your appointment.

2) Understand Your Treatment Plan and Instructions

- ✓ If you don't understand ask questions.
- ✓ Inform your health care provider if you have any difficulty in following instructions, verbal or written.

3) Participate in Decision Making

- ✓ Involve yourself in understanding your options and communicate your wishes.
- ✓ Kaymar therapists will help you with this by sharing information about your treatment plan.

4) Preventing and Controlling Infection at Home

Kaymar has policies in place to safeguard your safety. These include policies on infection control. Every health care worker takes the following precautions:

- ✓ Washes their hands with soap or hand sanitizer before and after every patient contact.
- ✓ Wears disposable gloves when encountering blood or any other bodily fluids.
- ✓ Covers scratches or cuts with a bandage until healed.
- ✓ Disposes of contaminated material in a prescribed manner.
- ✓ Uses a gown / mask / face shield in a situation where blood or bodily fluids may be splashed or transferred to the health care provider.
- ✓ Asks each patient if they have a respiratory infection and wears a special mask if needed.

For more information about our Infection Prevention and Control Program, contact us or review our website under Links and Resources - Infection Control Resources.

Preventing Falls at Home

Aging increases the possibility of falling. The consequences are serious and there are simple solutions to prevent falls.

Activities of Daily Living

Being safe and careful during our everyday tasks is crucial to avoid falling. Falls often occur while multi-tasking or thinking about something else.

Solutions:

- ✓ Better safe than sorry! Many falls result from risky behaviors such as climbing, reaching, standing on unsteady chairs or bending. Asking for help can prevent a serious injury following a fall.
- ✓ Never be in a hurry while performing tasks, especially when carrying objects.
- ✓ Do one thing at a time; be alert and attentive.
- ✓ Stand up slowly after you are lying down.

Medication

Seniors are more at risk of falls if they take four (4) or more medications. A medication that helps you sleep or calms your nerves (sedatives) also increases the risk of falls.

Solutions:

- ✓ Take medication correctly as indicated.
- ✓ Review your medication with our doctor every six (6) months.
- ✓ Talk to your doctor about any side-effects that you experience.
- ✓ Return all expired medication to your pharmacist.
- ✓ Shop at only one pharmacy for your medication.
- ✓ If you take medication to calm nerves or to help you sleep, talk to your doctor about alternatives such as soft music, reading or relaxation exercises.
- ✓ Keep a list of all your medications.

Exercise

Fear of falling can reduce confidence. Studies have shown that low-resistance exercise and weight shifting activities are effective to reduce fear of falling.

Walking

Walking is a great way to exercise. Walking aids such as a cane or walker can promote mobility and independence.

Solutions:

- ✓ Ask a health professional if a walking aid would help with your safety.
- ✓ Ask a health professional how to properly adjust your walking aid. Proper adjustment is crucial to be safe while using it.
- ✓ Ask your health professional how to safely use the walking aid. Misuse of a cane or a walker, for example, can increase risk of falls instead of preventing an injury.

In Your Home

Most falls that occur involve hazards in and around the house. Simple solutions are possible and devices such as grab bars and hand rails can really help prevent falls.

Solutions:

- ✓ Complete the “Falls Prevention Checklist” on page 5 and 6 to know how to make your home safer

Prevent Hip Fractures by Having Stronger Bones

If your medication allows it, eat calcium rich foods such as milk products, almonds, baked beans, tinned salmon (with bones), dark green vegies and rhubarb.

Ask your doctor about Vitamin D and Calcium supplements.

Checklist for Preventing Falls at Home

Throughout Your Home

- Floors are not slippery. Spills are wiped up promptly.
- Rugs have no ripples or tears.
- All furniture is sturdy.
- Low tables are removed from the middle of the living room.
- Chairs have armrests and are the correct, comfortable height.
- Pathways are clear of extension cords and other objects.
- Scatter mats are removed or securely taped to the floor.
- Items used every day are stored within easy reach.
- Stepladders or step stools are never used.
- Entrance to every room has a light switch.
- Exterior stairs are kept free of ice and snow. Sprinkle grit or non-clumping cat litter.
- All light fixtures have a minimum of 60 watt bulbs. Good lighting is installed in and around the house.

Entrance

- Doors open easily.
- Exterior and interior lighting is good.
- There is a sturdy seat with armrests.
- Mail is within easy reach.
- Outside pathways are free of lawn furniture, hoses and other objects.

Stairs (Inside and Outside)

- Stair edges are marked with contrasting colour.
- All steps are same height and the same depth.
- Stairs are well lit with a light switch at the bottom and top of stairs.
- Stairs have non-slip surface and are in good repair.
- Handrails are present on both sides of stairs.
- Handrail height feels comfortable when used for support.
- Handrails extend 12 inches beyond top and bottom steps.
- Hand wraps around two thirds of handrail.
- Stairs are free of clutter or any objects at all times.

Bathroom

- Bathtub plug is easy to reach; and to use.
- Full-length rubber bathtub mat is used for every bath or shower.
- There are at least two grab bars in the tub area.
- Portable grab bars (on the side of the tub) do not move when used for support.
- Rug outside the bathtub has a rubber backing.

If you have problems getting into or out of the bathtub:

- Use a bath seat.
- Use a hand held shower.
- Ask for help with bathing.

If you have problems sitting on or getting up from the toilet:

- Use a raised toilet seat.
- Use a grab bar conveniently located.

Bedroom

- A telephone is easily reached from the bed.
- The bed is the correct height.
- A lamp and flashlight are easily reached from the bed.

Personal Habits

- I move slowly after lying or sitting to prevent dizziness; and sit on the side of the bed a few minutes before I stand.
- I do not hurry.
- I always wear well-fitted shoes or slippers with closed and low heels and non-slip soles.
- I do not use bath oil and I use liquid soap to avoid bending for soap bar.
- I turn on a night light before I go to bed.
- I turn on a light when I get up at night.
- I avoid using a ladder or step stool and ask for someone to help to reach high objects.
- Living alone, I use a personal Emergency Response Calling Service or buddy with a neighbour, family or friend for a daily phone call.

Adapted from "A Guide to Preventing Falls," City of Ottawa

Kaymar's Privacy Policy

Protection of Your Personal Health Information

You have the right to know how we may use and share your personal health information and how you can access it.

Who Can Use and See Your Personal Health Information

Your personal health information must be kept private and secure. You, or a person who can legally make decisions for you about your personal health information, can use and see it. Your personal health information is shared among those who provide you with health care. We may collect, use and give out your personal health information to others as reasonably necessary to:

- ✓ Provide you with health care.
- ✓ Communicate with or consult other health care providers or students in training for your health care.
- ✓ Get payment for your health care, including from OHIP, private insurance or a third party.
- ✓ Report as required or permitted by law.

Your Rights and Choices

You, or a person who can make decisions for you about your personal health information, have the right to:

- ✓ See and get a copy of your personal health information.
- ✓ Ask us to make corrections to inaccurate or incomplete personal health information.
- ✓ Ask us not to give out your personal health information to other health care providers. We will not do so unless required or permitted by law to do so.
- ✓ Be told if your personal health information is stolen, lost or improperly accessed.

Other Important Information

We are required to keep your personal health information secure. We will get your permission before we give out your personal health information to anyone outside of your health care provider team. There are certain exceptions to the rights stated on the previous page.

Please:

- ✓ Ask to see our complete Privacy Policy.
- ✓ Look on our website <http://www.kaymar.ca> under About us- Privacy Policy.
- ✓ If you have any questions or concerns about our privacy practices, please call us at 613-542-8739 and ask to speak to the Privacy Officer.

Information and Privacy Commissioner

The Information and Privacy Commissioner of Ontario is responsible for making sure that privacy law is followed in Ontario. For more information about your privacy rights, or if you are not able to resolve a problem directly with us and wish to make a complaint, please contact:

Information and Privacy Commissioner of Ontario

Toll Free: 1-800-387-0073

Email: info@ipc.on.ca

www.ipc.on.ca

Kaymar's Client and Clinician Bill of Rights

(adapted from the Long Term Care Act)

Every patient receiving service in the community has the following rights:

- To be treated in a respectful and courteous manner and to receive high quality, individualized care regardless of race, nationality, or ethnic origin, colour, religion, age, sex, gender identity and sexual orientation, and mental or physical abilities.
- To have their dignity and right to privacy respected and to have their independence (autonomy) promoted.
- To be respected as an individual and be treated respectfully and sensitively with respect to their needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
- To obtain information about the community service provided to him or her and to be told who will be providing the community services.
- To participate in the service provider's assessment of his or her requirements, as well as the evaluation and revision of the person's plan of service.
- To give or refuse consent to the provision of any community service.
- To raise concerns or recommend changes in connection with the community service provided to him or her and in connection with policies and decisions that affect his or her interests, to the service provider, government officials or any other person, without fear of interference, coercion, discrimination or reprisal.
- To be informed of the laws, rules and policies affecting the operation of the service provider and to be informed in writing of the procedures for initiating complaints about the service provider.
- To have his or her records kept confidential in accordance with the law.

Kaymar's Client and Clinician Bill of Rights (adapted from the Long Term Care Act)

Every Kaymar Rehabilitation Clinician has the following rights:

- To be dealt with by the client in a courteous and respectful manner and to be free from verbal or physical abuse by the patient.
- To have their privacy and dignity respected.
- To be informed in advance when appointments must be cancelled or postponed.
- To provide service in an environment that is secure and safe and to be advised of any potential risks to self or others that might exist and/or relate to delivery of services.
- To enforce the policies of the contracting agency, without fear of interference, coercion, discrimination or reprisal.
- To be informed of the laws, rules and policies affecting the delivery of the service and to be informed in writing of the procedures for delivering the service in a safe and effective manner.

Please respect our clinician's health and safety by refraining from smoking and ensuring pets are secured during our visits.

Your Feedback Matters

We want to hear from you!

Your feedback is invaluable and it allows us to improve the quality of our services. The survey is available to complete in a number of ways.

By Email

Send an email to feedback@kaymar.ca to request our satisfaction survey.

By Click

Here are the steps to access our survey online:

- ✓ Go to <http://www.kaymar.ca>
- ✓ Select the tab entitled Quality & Safety, then look under the Patient Engagement heading
- ✓ Choose survey based on the services that you received.

By Phone or in Writing

You may complete our survey over the telephone by calling 613-542-8739 and asking to complete our Satisfaction Survey or request to have one mailed to you.

In addition to our patient satisfaction surveys, Kaymar Rehabilitation is always interested in including the representation of patient voice in our organization's policies and procedures. Part of this effort includes the building of a pool of patient and family focus group members.

If you are interested in becoming a member of our patient and family focus group please email feedback@kaymar.ca or call us at 613-542-8739.

VISION, MISSION AND VALUES

Our Vision

Through the provision of high quality and client centred rehabilitation services, we enhance and improve the quality of life for our patients.

Our Mission

To optimize the ability of individuals facing rehabilitation related challenges to live well within their communities.

We strive to:

- ✓ Have the principles of client centred, best practice based care as the primary driver of our services
- ✓ Have a strong ethical framework that guides all aspects of the services we provide
- ✓ Provide information and communication in formats that are accessible to patients and the public
- ✓ Be collaborative and inclusive
- ✓ Improve function
- ✓ Enhance quality of life
- ✓ Restore hope

Our Values

Through high quality, timely, goal directed rehabilitation services that are customized to and driven by the patient's needs for living well, we provide services that are grounded in safety, respect, transparency and confidentiality.

Our care to the patients will be:

- ✓ Patient driven
- ✓ Focused on patient safety
- ✓ Collaborative
- ✓ Driven by best practices
- ✓ Integrated
- ✓ Inclusive
- ✓ Creative

Our commitment to staff will be:

- ✓ To provide a blame free, safe and healthy work environment and culture
- ✓ To provide a learning environment
- ✓ To provide a caring and supportive environment
- ✓ To recognize and support the needs of working parents and caregivers



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