

kaymar

REHABILITATION

**BRINGING THERAPY
SERVICES TO YOUR HOME**

Social Work

Dietetics

Physiotherapy

Occupational Therapy

Speech Language Pathology

**BECAUSE WE
ALL NEED A
LITTLE HELP
SOMETIMES**

It is Kaymar policy that patients are contacted on the day of service to confirm their availability for the scheduled appointment and to complete a health screening. If you need to cancel an appointment, please contact the Kaymar office and give us as much notice as possible at:

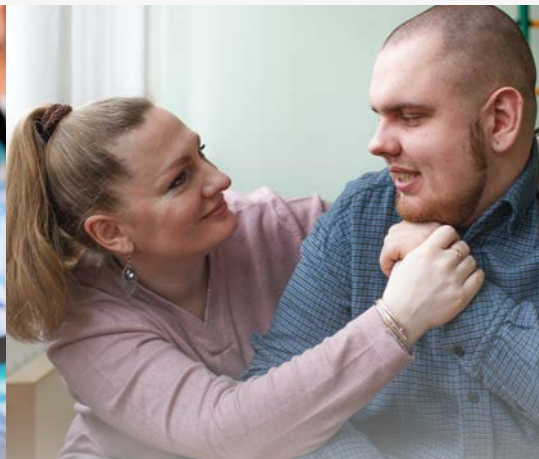
613 542 8739

Clinician	Name	Phone Extension
Dietitian		
Occupational Therapist		
Physiotherapist		
Rehab Assistant		
Social Worker		
Speech Language Pathologist		

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Table of Contents

Contact Kaymar	1
Kaymar's Patient Bill of Rights	2
Patient Responsibilities	3
Your Safety	4
Preventing Falls at Home	5
Checklist for Preventing Falls at Home	6 to 8
Kaymar's Privacy Policy	9 to 10
Patient Feedback	11
Kaymar's Vision Mission and Values	12
Notes	13



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.

Services are provided in both official languages. Kaymar works collaboratively with patients, family / caregivers, and other healthcare professionals to provide comprehensive therapy services.

Contact us



613 542 8739



613 542 8468



www.kaymar.ca



feedback@kaymar.ca

Kaymar's Patient Bill of Rights

(Adapted from the Connecting Care Act, 2019)

Kaymar ensures that the following rights of patients are fully respected and promoted:

A patient has the right to be dealt with:

- in a respectful manner and to be free from physical, sexual, mental, emotional, verbal and financial abuse by the provider.
- in a manner that respects the patient's dignity and privacy and that promotes the patient's autonomy and participation in decision-making.
- in a manner that recognizes the patient's individuality and that is sensitive to and responds to the patient's needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.

A patient has the right to receive Kaymar services free from discrimination on any ground of discrimination prohibited by the Human Rights Code or the Canadian Charter of Rights and Freedoms.

A patient who is First Nations, Métis or Inuk has the right to receive Kaymar services in a culturally safe manner.

A patient has the right to:

- clear and accessible information about their Kaymar services.
- participate in the assessment of their needs, development of their care plan, reassessment of their needs and revision of their care plan.
- designate a person to be present with them during assessments.
- designate a person to participate in the development, evaluation and revision of their care plan.
- receive assistance in coordinating their services from Kaymar.
- give or refuse consent to the provision of any Kaymar service.
- raise concerns or recommend changes in connection with the Kaymar service provided without fear of interference, coercion, discrimination, or reprisal.

Patient Responsibilities

(Adapted from Home and Community
Care Support Services)

Just as you have rights and expectations as a patient, you also have responsibilities. Your responsibility as a Kaymar patient is to:

Treat Kaymar providers with courtesy and respect, free from discrimination, harassment and acts of violence (e.g. yelling, name-calling, threats). Kaymar will not accept discrimination that violates a provider's rights and safety.

Provide a safe working environment for Kaymar providers by:

- Providing a smoke and vape-free environment.
- Securing pets during visits.
- Ensuring that walkways to the home are well lit and clear of ice and snow.
- Securing all illegal and potentially harmful materials (including weapons).

A Patient's Responsibilities Include:

- ✓ Participate in developing your care plan.
- ✓ Keep your Kaymar provider informed about any changes to your health status and/or support system.
- ✓ Be available and prepared to receive service.
- ✓ Inform Kaymar in advance if you are not available to receive service.
- ✓ Inform Kaymar of any changes to your contact information and/or treatment address.
- ✓ Work together with Kaymar provider to identify and resolve any concerns related to your care.

Both the patient and the Kaymar provider share a joint responsibility to ensure the patient rights are met. However, under certain conditions, Kaymar providers have the right to leave at any time should they feel unsafe.

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

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.

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 appointments.
- If using email, do not include personal health information.

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.

Participate in Decision Making

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

Your Safety is Our Priority

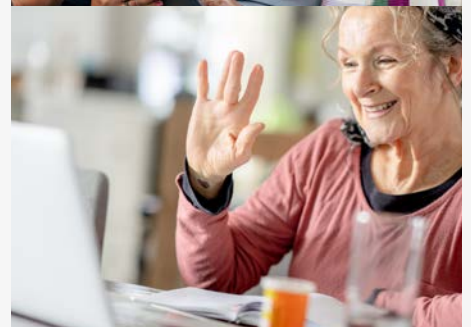
Prevent and Control Infection at Home

Kaymar has policies on infection control to ensure your safety. Every health care provider takes the following precautions:

- Sanitizes hands before and after every patient contact.
- Completes a health screening on themselves and patients on the day of the visit.
- Adheres to precautions by wearing the appropriate personal protective equipment.

Participate in Virtual Care

- Discuss with your health care provider if virtual care (telephone calls, video conferencing) is appropriate for you.
- Ensure you have the appropriate technology to support virtual care.
- Ensure your privacy is maintained by completing virtual visits in a private place.



Preventing Falls at Home

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

Solutions

- ✓ Many falls result from risky behaviours 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.

Prevent Hip Fractures by Having Stronger Bones

Reduce the risk of hip fractures by having stronger bones!

Request a dietitian referral for nutrition education on bone health and oral supplementation.

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

Medication

- ✓ Always take medication correctly as indicated.
- ✓ Review your medication with your 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.
- ✓ 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 is a great way to exercise. Walking aids such as a cane or walker can promote mobility and independence.



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 handrails can really help prevent falls.



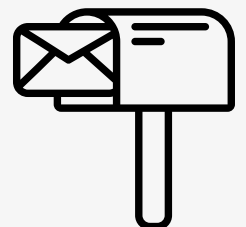
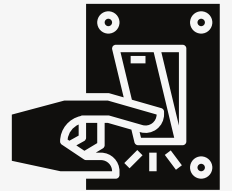
Complete the “Falls Prevention Checklist” on page 6 and 7 of this booklet to know how to make your home safer.



Checklist for Preventing Falls at Home

Throughout our 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.
- ☐ Items used every day are stored within easy reach.
- ☐ Stepladders or step stools are never used.
- ☐ The entrance to every room has a light switch.
- ☐ Exterior stairs are kept free of ice and snow. Sprinkle salt or 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.

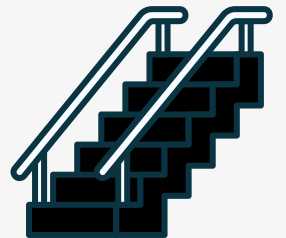
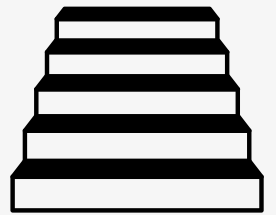
Bathroom

- ☐ The appropriate safety equipment is in place such as grab bars, bath seat, handheld shower and a raised toilet seat.
- ☐ Full-length rubber bathtub mat is used for every bath or shower.
- ☐ Rug outside the bathtub has a non-slip rubber backing.
- ☐ Bathtub plug is easy to reach and to use.



Stairs (Inside and Outside)

- ☐ Stair edges are marked with contrasting colour.
- ☐ All steps are the same height and the same depth.
- ☐ Stairs are well lit with a light switch at the bottom and at the top of the stairs.
- ☐ The stairs have non-slip surfaces and are in good repair.
- ☐ Handrails are present on both sides of the stairs.
- ☐ Handrail height feels comfortable when used for support.
- ☐ Handrails extend twelve inches beyond top and bottom steps.
- ☐ Your hand can wrap around two thirds of the handrail.
- ☐ Stairs are always free of clutter and any objects.



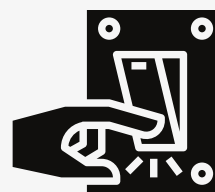
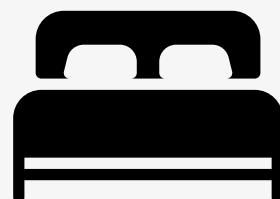
Bedroom

- ☐ 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 for a few minutes before I stand.
- ☐ I do not hurry.
- ☐ I always wear well-fitted shoes or slippers with closed and low heels and not-slip soles.
- ☐ I do not use bath oil and I use liquid soap to avoid bending for a soap bar.
- ☐ I turn on a 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.



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 healthcare providers or students in training for your healthcare.
- ✓ Get payment for your health care, including from OHIP, private insurance or 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:

- ✓ Obtain 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 healthcare 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 healthcare provider team. There are certain exceptions to the rights stated above. Please:

- ✓ Ask to see our complete Privacy Policy
- ✓ Look on our website <http://www.kaymar.ca> under Quality and Safety 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 Director.

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:

Toll Free: 1 800-387-0073, email: [info @ipc.on.ca](mailto:info@ipc.on.ca), online: www.ipc.on.ca

WE WANT TO HEAR FROM YOU!



Patient Feedback

Kaymar Rehabilitation strives to provide high-quality and reliable services. We welcome your compliments, concerns and complaints.

Your experiences and opinions are extremely valuable in helping us identify our priorities and opportunities for improvement.

Upon discharge, you may be contacted by a member of our team to complete a survey.

There are several ways to share your compliments or concerns:



Email: feedback@kaymar.ca



Complete a patient experience survey on-line by going to: kaymar.ca and selecting Quality & Safety – Satisfaction



Survey: Complete a patient experience survey on-line by going to: kaymar.ca and selecting Quality & Safety – Satisfaction

How to make a complaint:



Email: feedback@kaymar.ca to provide a description of your complaint and include how you would like to be contacted. Please do not provide any personal health information in the email.



Call the Kaymar office at (613) 542-8739 and ask to speak to a Kaymar manager. The manager will respond to your complaint within 48 hours and will work with you, your family or caregiver to address any concerns



Contact us via the Kaymar website at kaymar.ca

Kaymar's Vision, Mission and Values

VISION

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

MISSION

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

We strive to:

- ✓ Have principles of client-centered, 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, restore hope, and enhance quality of life.

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 for our patients will be:

- ✓ Patient driven.
- ✓ Collaborative and inclusive.
- ✓ Driven by best practices and focused on patient safety.
- ✓ Integrated and creative.
- ✓ To provide a blame-free, safe, and healthy work environment and culture.

COMMITMENT TO OUR STAFF

- ✓ To provide a learning environment.
- ✓ To provide a caring and supportive environment.
- ✓ To recognize and support the needs of working parents and caregivers.

MY NOTES

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613 542 8739



613 542 8468



www.kaymar.ca



kaymar
REHABILITATION

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Suite 202A
Kingston, Ontario
K7K 7G3**