



Health

Vancouver

Call ahead with any changes to your scheduled appointment.
You can also call this number with any questions, concerns or compliments.

Office Phone Number: **604.739.4300 or 1.855.709.4300**

Client Name: _____

Care Coordinator: _____ Phone Number: _____

Nurse: _____ Phone Number: _____

Nurse: _____ Phone Number: _____

Occupational Therapist: _____ Phone Number: _____

Physiotherapist: _____ Phone Number: _____

Other Care Provider: _____ Phone Number: _____

My Family Physician: _____ Phone Number: _____

My Family Caregiver: _____ Phone Number: _____

Please Don't: _____

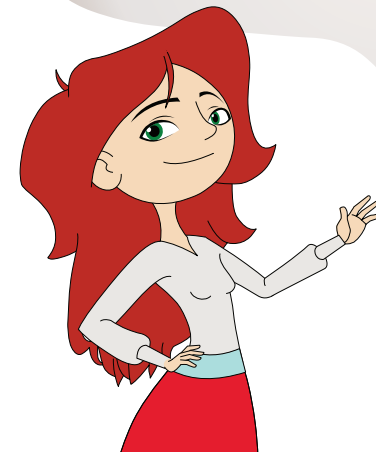
Please Be Sure To: _____

Where to find out about upcoming appointments: _____

SE Health is not an emergency service. If you require immediate medical care, call 911.
See reverse for more helpful information and contact numbers.

Welcome!

“ I'm here to introduce you to **SE Health** and how we'll work together to provide care in your home. ”



Home Care in Your Home

Our staff are focused on delivering safe, high quality care in your home. We work with you, your family and your health care team to support you at home.

We encourage you, and your family, to be actively involved in your care and to create a safe work environment for your home care providers.

Safe use of Medication

It's a good idea to make a list of all the medications you take, including over-the-counter medications and vitamins or supplements. Keep this list with you and share it when meeting with a health professional. Unless you have a serious reaction, always take your medications as prescribed. Don't stop taking a medication part way through without first discussing it with your doctor.

For more information about medication management visit safemedicationuse.ca

Preventing Falls at Home

Consider making a few changes to your home to reduce the risk of falling. For example, use safety aids and devices, clear pathways, provide good lighting and remove tripping hazards such as cords. Avoid wearing loose clothing and wear supportive footwear.

If you take more than four medications, have a fear of falling or have had a fall, follow up with your physician or health care provider to discuss falls prevention.

For more information about falls prevention visit parachutecanada.org/injury-topics/topic/C20

Safety in your Bathroom

Bathrooms are a common place for falls. To create a safe bathroom, be sure toiletries and bath accessories are within a safe reach. Safety equipment such as, a bath seat, hand held shower, raised toilet seat, non-slip rubber mat or anti slip decals in the bathtub or grab bars, may be recommended. Your health care provider can help you access the safety equipment you need.

Preventing the Spread of Germs

Hand washing is the most effective way to prevent the spread of germs. Your home care providers are expected to wash their hands or use hand sanitizer when arriving and leaving your home. They will also wear a mask, gloves or gown when required. You and your family should also wash your hands regularly, including after touching pets, garbage, blowing your nose or before and after doing your own treatments.

For more information about infection control visit canada.ca/en/health-canada/services/healthy-living/your-health/diseases/benefits-hand-washing.html



Health



Our Promise To You

SE Health staff is committed to treating you with dignity and respect, protecting your privacy and ensuring that our services are accessible to all people, including individuals with disabilities.

We are committed to treating you with dignity and respect

Client Declaration of Values

When receiving care from SE Health, you can expect to be treated as an individual and to be involved in all decisions regarding your care. This includes being informed about the risks and benefits of care before you give consent and to know you have the right to withdraw consent at any time.

You can expect SE Health care providers to be sensitive to your spiritual beliefs, cultural traditions and personal values.

We are committed to treating you with respect, compassion, kindness and professionalism without discrimination.

We are committed to providing you with the right care, at the right time and in the right place, that is safe and delivered by skilled care providers.

You are free to express your opinions, both positive and negative, without fear of reprisals and to have your family and friends involved in your care if you so choose.

Access our Privacy Policy and Accessibility Commitment Online

Visit our website at sehc.com
Scroll to the bottom of the page under Quick Links.

We are committed to providing you with accurate and timely information in a way you can understand. We will support you to direct your care and maintain your independence.

Your Privacy is Important to Us

SE Health has policies, procedures and systems in place to protect the privacy and security of your personal and health information. We have appointed a Privacy Officer to oversee, monitor and resolve all client privacy issues and concerns. You may also contact your Provincial/Territorial privacy commissioner's office for information.

Accessibility Standards

We are committed to ensuring that our services are accessible to all people, including those with disabilities.

To uphold the core principles of independence, dignity, integration and equality of opportunity we have developed policies, procedures to support staff in all interactions with clients, caregivers and family.

For concerns related to privacy or accessibility please contact us at: **1.866.636.9914**,
privacyofficer@sehc.com

For access via TTY:
Call 711 from a compliant phone or dial **1.800.855.0511**.



About SE Health

SE Health will provide you with care from qualified health care providers who follow the highest ethics, principles and standards of care.

What you CAN EXPECT

- We will let you know if your home care provider will be early, late, needs to reschedule or if someone other than your regular care provider is coming for your visit
- We do our best to accommodate requests for specific times whenever possible
- Your care provider will show you identification with their name and picture
- Your care provider will work with you, your family and your health care team to assess your needs and create a safe care plan that is right for you. If your needs or preferences change, your care plan will be adjusted
- If you like, your care provider will give you information about other resources to support you

What you SHOULD NOT EXPECT

- Home care providers cannot keep a key to your home, accept any gifts, drive you or your family

members in personal vehicles, ask for money or your personal banking information or perform any bank-related activities

Your Role as a Client

Call ahead if you need to change or cancel an appointment so that we can provide you and others in need of care with the best customer service.

We ask that you provide a respectful and safe working environment for your home care providers. This includes not smoking during visits, securing pets, making sure walkways and entrances to your home are safe, avoiding strong perfumes or scents and providing a puncture resistant container for the disposal of sharps.

Home care providers may leave a chart containing your care plan and health history in your home. This is a legal document that must be returned to SE Health when your home care services come to an end. Be sure your chart is kept in a secure location to protect your privacy.



Your Feedback

Quality improvement is important to us. From time to time you may receive mailings from us. You may also receive a telephone call asking for feedback on our services and what we are doing well and what we need to improve.

If you do not wish to be contacted by mail or telephone please call **1.866.636.9914**.

If you have a concern or compliment please discuss it with your care provider or call your local SE Health Office and ask for a supervisor.

SE Health regularly engages clients and families to develop new and improved services, programs and policies. If you would like to participate as a valued member of our Wiser Advisors team, visit our website at sehc.com/wiseradvisors or email us at wiseradvisors@sehc.com.

Elizz Caregiving

If you or a person you know is caring for someone and is in need of support visit elizz.com. Through thoughtful content, we provide resources to help with caregiving, inspirations to practice self care, and connection with others going through similar journeys.