

SECTION:	HEALTH & SAFETY	POLICY #	4.7
POLICY NAME	CLIENT HEALTH	# of PAGES	5

POLICY

Garth Homer Society (GHS) supports the maintenance of good health of all persons served. To minimize risks to client health procedures and protocols related the health and well being of all persons supported are documented and maintained by the Society.

PROCEDURES

Client Illness

1. To minimize the likelihood that others become ill steps are taken to ensure that a client is sent home, or stays at home, when the following symptoms are observed:
 - A fever of over 100 degrees Fahrenheit (37.8 C.) orally or 99 degrees auxiliary (under arm).
 - Unusual or unexplained rash, lesions or other skin conditions.
 - Any signs of new cold or severe cough, diarrhoea, vomiting or upset stomach.
 - Unusual or unexplained loss of appetite, fatigue, irrationality or persistent headaches.
 - Any discharge or drainage from eyes, ears, nose or open sores.
2. If the family or residential caregiver deems the individual is well enough to attend the Centre or program but if GHS employees, in consultation with their Team Coordinator have valid concerns about the health of the individual, the Manager or Director may request completion of a Health Verification Form by the individual's physician. The individual can not return to the GHS until a completed and signed Health Verification Form is received

Client Seizures

1. All clients with a seizure disorder have a current Health Services Community Living (HSCL) seizure protocol retained in client files (Oscar and client binders). Employees are oriented to these individual protocols

2. Employees comply with requests from health professionals, a client's family or caregiver, where possible, to record seizures that occur while the client is attending GHS programs.
3. All employees maintain First Aid training. During First Aid training employees receive specific training in seizure management.
4. When supporting an individual who is experiencing a seizure, employees:
 - protect the client from nearby hazards
 - protect their head from injury
 - turn the client on their side to keep airways clear—unless injury exists
 - reassure the client as they return to consciousness
 - if not familiar with the individual client's seizure protocol requests that Key Worker is sent for.
5. Employees call an ambulance when:
 - the seizure has happened in water.
 - there's no medical history of seizures caused by epilepsy.
 - the person is pregnant, injured or diabetic.
 - the seizure continues for more than five minutes, or as indicated in the HSCL Seizure protocol
 - a second seizure starts shortly after the first one has ended.
 - consciousness doesn't begin to return after the shaking has stopped.

Client Personal Care

All employees who provide personal care support to clients:

- respect and encourage dignity.
 - are aware of methods and approaches for providing individualized care and consistently follow documented protocols outlined in individual client binders and documents.
 - enhance the individual awareness of appropriate touch and personal boundaries and model appropriate touch.
 - follow Universal Precautions.
 - ensure that the individual feels safe and comfortable with the established routine and enable the individual to exercise maximum control and participation in their care, within their limits.
1. A written personal care protocol (HSCL or GHS) is in place for each client who requires personal care while attending GHS. It documents the methods, positioning, order, and any specific requirements for provision of personal care, to ensure

consistency of routine. These protocols are retained in client files (Oscar and client binders).

2. Every effort is made to limit the number of employees providing personal care to an individual
3. Every effort is made to assign an employee who is of the same gender as the client receiving personal care support.
4. Employees assisting with personal care do so in a private place. When providing personal care in the community employees determine in advance where suitable washrooms/change-rooms exist so that personal care may be provided in a manner that respects privacy.
5. While personal care may become routine, it should never become impersonal. The process respectfully recognizes that all individuals are a sexual being. The process of personal care provides the opportunity to educate clients about modesty, appropriate touching, and boundaries. This is communicated verbally (i.e.; "I'm going to cover you up now") and by performing personal care with actions that reflect respect, dignity and modesty.
6. Personal care is provided in a manner that is as non-intrusive as possible and encourages the independence of the person. The hierarchy of intrusiveness is reminders, prompting, partial assistance, hand-over-hand and total assistance.
7. Volunteers, students or peers do not provide personal care.

Mealtime Support

Employees who provide mealtime support:

1. provide that support in a manner that is respectful of the needs and wishes of the client.
2. to clients with a documented Health Services for Community Living (HSCL) mealtime protocol are trained to, and follow, that protocol. This includes G-tube feeding and dysphasia protocols
3. assist the client to eat and drink as they choose, within the limitations of the documented protocols.
4. do not in any way control the client's eating and drinking by forcing them to eat or by withholding of food or drink.
5. adhere to Food Safe and Universal Precaution practices.

Lifting and Transferring

Employees who provide lift and transfer supports:

1. follow the HSCL Protocol for Lifting and Transferring that documented in client files (Oscar and client binders)
2. provide lifting and transferring supports in a manner that is respectful of the individual
3. take the necessary steps to ensure that they and the client are safe at all times

Allergies

1. Where the allergies are serious or life- threatening Key Workers ensure that an HSCL Allergy Protocol is documented and retained in client files (Oscar and client binders)
2. All employees who support an individual with a known allergy are oriented to the HSCL protocol which includes information on when emergency services 911 should be called.
3. Employees make every effort to minimise the risk of the client coming into contact with the specific trigger(s) for the allergic reaction. This includes informing other employees or other clients about foods that should not be eaten in the presence of the client who has an allergy.
4. Where an Epi-pen is required, employees ensure that the Epi-pen is carried at all times.

Physiotherapy Routines

Employees who provide assistance with documented physiotherapy routines:

1. Assist the client to complete physiotherapy exercise routines in a manner that is respectful of the individual.
2. Take the necessary steps to ensure that they and the client are safe at all times.
3. Support the client to complete exercises only as documented by an HSCL professional and retained in client files.

Update and Review of Individual Client Health Information and Protocols

1. During the annual IPP, the Key Worker reviews all health related information in the Key Client Information section (documented in Oscar and client binders). Following consultation with the client, family member and/or caregivers, any required updates to health information and protocols (including HSCL protocols) are documented by the Key Worker.

Supporting Forms:

- Client Health Verification
 - Key Client Health Information
 - Health Services for Community Living (HSCL) protocols
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AUDIT

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