

# Caregiver

THE NEWSLETTER OF DRAKE MEDOX COMMUNITY HEALTH WORKERS

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## Work Place Safety

As a Community Health Worker, you are well aware of the challenges in today's home care industry. One such challenge can be the home environment, and by extension, your work environment. While Drake Medox is committed to providing quality care to our clients, we are also committed to ensuring safe work environments for our staff.

A Safe Work Environment is one that enables you to provide care to our clients without causing injury to yourself or your client while you carry out your tasks. For example, where a client is "at risk for falls", and one of your Care Plan tasks is to assist with bathing, there needs to be assistive devices, like a grab bar for the client, for you to safely assist the client while in the shower or bath. Failure to have all relevant assistive devices available for you to care for your clients puts you at risk for injury. You need to be aware of that.

As a CHW at Drake Medox, you are part of a larger team of CHW's who share many clients. You will have noticed over the past few years that client care has become significantly more complex.

It involves more Section II Tasks, more transfers, and thus demands more skill and critical thinking. This includes REPORTING to your Scheduler or other office staff when you feel you may be at risk, because if you are at risk, all other CHW's providing service in that home are also at risk. You are helping your team when you identify potential risk situations for our review.

We urge you to continue to report all work safe issues and/or questions you have about work place safety, how to identify risks, who to report to, and what our commitment is to resolve your issues. We are ALL working towards safe work places, for you and your clients.

## First Aid Kits

We are giving out Personal First Aid Kits that you have to keep with you all the time. If you use them for personal use then make sure you top them up yourself. If your kit needs to be topped up with any of the supplies that you use while at work please phone Sian to arrange for replacement.

The supplies that should be in your Personal First Aid Kit are as follows:

- 6 Wipes
- 6 Assorted Band Aids
- 1 Pressure Bandage
- 1 Safety Card

If you or your client has an accident at work please report it to the office immediately. In an emergency please phone 911 the contact the office.

## **INSIDE THIS ISSUE**

- 1** Work Place Safety
- 2** A Message from a Community Health Worker
- 3** Nurse's Corner / Important Information
- 4** A True Story

## A Message from a Drake Medox Community Health Worker

### Dignity – A Reminder By Fe F

Most of our clients have the same feelings that we do about personal privacy. As Community Care Workers, “We see it all the time,” so a client being undressed is no big deal to us. It is a “big deal” to the majority of clients though.

I recently needed to get a small procedure done at my doctor’s office. I knew that the problem was only a minor thing but it did involve me having to remove my underclothes and expose my private area of my body. For no other reason than me being “silly” the thoughts of embarrassment were on my mind for a week before the scheduled procedure. Silly or not, I still had those feelings.

With that in mind I could not help but think of the people that we assist. Many of them need help with bathing and changing and assistance with application of medications. I am sure that they must feel the same way that I did. Often to our clients we are strangers, not a long-term trusted family doctor.

I think that we need to be careful to remember that the people we are helping deserve to be treated with the same dignity and empathy, as we would want to be treated.

## Drake Medox College

We only have **4** places left for our July enrollment for Drake Medox College. Also we have **8** places available for our September enrollment.

Please help Drake Medox College fill those places. The more you refer the more money you get.

## Expectation Issues

- Please don’t forget that you should always be calling your clients prior to going for your first visit with them and not the day of the service but at least the night before. This continues to be a complaint from the clients, they are not being told of changes and who is coming. They need to be reassured so please make these calls.
- ALWAYS look for the Client Care Plan in the home, and if it's not there, ALWAYS report to the office so one can either be completed, or sent out.
- PRIOR to accompanying a client on a Dr's appointment, etc, CALL THE OFFICE to see if it has been authorized.
- NEVER provide service in a client's home if the client is not home, even if the spouse, or other person living there, asks you to, or says it's OKAY.
- ALWAYS report safety issues, e.g. no bath mat in tub, no grab bars, etc. when you assist a client in personal care that includes a bath, and the client is 'at risk for falls'
- We at Drake Medox Health Services have an open door policy. If any of you have suggestions, issues, complaints etc. Please write them down and pass them to me (Sian) or come in to discuss freely.
- DO NOT submit timesheets for time you did not actually provide, particularly in cases where you leave early or arrive late, i.e. the times when it's YOUR actions that cause service shortage, NOT the client's (e.g., client tells you to leave because he has to go out, or having company, etc.) When these situations are brought to our attention, it is considered fraudulent, and shall be dealt with in a disciplinary manner.
- Please remember NOT to park outside at the back of Drake Medox. We have Nurses coming in and out all the time, who need parking spaces.
- We expect you to make sure your schedule matches your timesheets please. All changes to your schedule must be discussed with the office. Sian can take these calls.

## Nurses Corner

### Courses

Drake Medox is pleased to offer the following education opportunities:

Date	Time	Course
April 21 <sup>st</sup> Caring and Learning	1-4pm	Responding to Verbal and Physical Aggression
April 23 <sup>rd</sup> and 24 <sup>th</sup>	2-4pm	Advanced Palliative Care
April 25 <sup>th</sup> , May 2 <sup>nd</sup> , 9 <sup>th</sup> & 16 <sup>th</sup>	1 – 4pm	Basic Caring and Learning

### CONTINUING EDUCATION

Learning is a lifelong process for everyone. It is your responsibility to keep up to date, and make the effort to continue to learn.

Continuing education helps you to become better caregivers, prepares and helps you to deal with problems, also benefits you in your personal life. To help you with these goals I will be offering short courses on a monthly basis. If you are interested in gaining knowledge and learning new skills please sign up or call the office to register.

If you have any special interests or topics you would like covered, please let Trudy know so I can prepare them.

### ADVANCED PALLIATIVE CARE COURSE

For those interested and who enjoy Palliative Care, an Advanced Palliative Care Course will be offered in April.

You must sign up for both classes to complete the course. Please sign up or call the office to register ASAP to get a seat. Bring your pen and paper, a big smile and meet me in class.

Trudy RN CHN - Clinical Nurse Specialist

## Attention Regular Community Health Workers!

Vacation forms will be sent out on April 23, 2008 with your paystubs.

You are required to submit your vacation requests from July 1, 2008 up to June 30, 2009 by May 15, 2008 for the vacation time you wish to take during this period.

Vacation leave will be granted to Regular Community Health Workers, in accordance with seniority rules, as per the collective agreement. Please return your requests to Shannon, by May 16, 2008.

This policy was designed in an effort to ensure that by seniority, each employee may secure the Vacation time of his/her choice. Otherwise, failure to submit your Vacation Requests may result in your requests being denied later in the year, due to operational requirements.

### Are you interested in being part of the Drake Medox Health & Safety Committee?

- Being part of monthly meetings?
- Being a part of a team?
- Being a part of the decision process regarding safety issues?

If this sounds like something you are interested in, please inform Shannon or Vikki.



## *Happy Birthday to:*

Emelia A, Mariadona A, Violeta C, ramandip D, Lea E, Anastasia F, Marlene G, Daljeet J, Marzena K, Antonia L, Rosemarie R, Eden S, Elizabeth T, Nolito V, Rajni V,

## **IMPORTANT NOTICE TO ALL STAFF**

There have been more reports of bed bugs in the community and it is becoming a problem for everyone.

If you suspect or find out your client has them **YOU MUST NOTIFY THE OFFICE IMMEDIATELY.**

It is very important to report it immediately to prevent further spread of the bugs, because you can take them home. There is treatment available to get rid of these pesky problems.

Trudy RN CHN - Clinical Nurse Specialist

## **BED BUGS**

### **The Bed Bug:**

The common bed bug is a small, reddish-brown insect. Bed Bugs are oval-shaped with flattened bodies. The size of a bed bug is 4-5 mm long or ¼ -1/5 of an inch.

Bed bugs feed on the blood of humans and animals to survive. Unlike some parasites, such as fleas or lice, bed bugs do not live on their hosts but only visit them to feed. Bed bugs are most active at night. Their bite is similar to being bitten by a mosquito; it is painless and may result in a small, red, itchy bump. However, many people have no reaction at all.

Bed Bugs cannot fly and prefer to hide close to their hosts when not feeding. Bed bugs can live for up to a year without feeding. They can be found in apartments, hotels, homes, shelters, and student dormitories. Bed bugs can also hide on clothing or in luggage when you travel and can be brought to places like your home or hotel.

### **How do I know if My Client has Bed Bugs?**

Although bed bugs can move quickly, if you can find them it should be fairly easy to collect one for identification.

Trudy RN CHN - Clinical Nurse Specialist

## **A True Story from one of our Students at Drake Medox College.**

In the afternoon on Friday February 22<sup>nd</sup> Anne our Student, observed a petite lady walking around her home area at Oak Street. It was getting dark and was rather windy. Anne noticed that the lady only had on a light sweater. She approached the Lady, and there was a bit of difficulty understanding one another at first. The woman was Taiwanese and Anne speaks Korean and English. However, while trying to obtain information from the Lady, Anne found that the lady could speak Korean also. Anne had also just finished studying our module of Alzheimer's Disease and Dementia, and she suspected that the woman was lost.

Indeed, she was lost. Anne was able to deduce that the woman had an identification necklace inside her blouse and Anne immediately called the number. At this time, she was told that the police and the woman's family were looking for her. She had been missing from her long-term care facility for about 6 hours. She was also a diabetic and walked 23 blocks from her home. The family and the RN were very relieved that Anne helped assist this Lady. Anne had learned in class how to look for ways to identify an individual; she provided her with a warm sweater and got her safely back to the facility. Anne had used her new knowledge to help a lady with stage I Dementia.

Congratulations Anne, keep up the good work. We at Drake Medox are very proud of Anne, especially her teacher Heather.

## **Punjabi speaking CHW needed**

Drake Medox is looking for Punjabi speaking CHW's to promote our RCA/CHW program to the Sikh temples in Surrey, Burnaby and Vancouver. We are looking for someone to speak to the Gianni's about placing our Drake Medox College posters in the kitchen area of the temples to promote our program. If you are able to help us out please contact Barbara Try at 604 877 0690.