

Stay Healthy!

Here are some simple steps you and members of your household can take to prevent the spread of infections:

1. Wash your hands with soap and water for 15 seconds:
 - Before providing any health care
 - After handling bodily fluids
 - Before and after preparing food especially raw meat, poultry or seafood
 - After using the washroom
 - After playing with pets
 - After blowing your nose

Using alcohol based hand rub is also appropriate if it contains more than 60% alcohol.

2. Remember to cover your cough:
 - Cover your mouth and nose with a tissue when you cough or sneeze
 - If you don't have a tissue, cough or sneeze into your upper sleeve, not into your hands
 - Put your used tissue in the waste basket
 - Wash your hands or use alcohol based hand rub when you are done

In order to provide high quality care for you, we need your help:

- 1) Please make your phone available to the health care worker at the beginning and end of each nursing visit or shift. The health care worker will dial a toll-free number and then press numbers on the keypad. Each call takes about 30 seconds. These phone calls tell our computer that the health care worker has arrived at your home and is leaving your home.
- 2) Do not smoke when the health care worker is in your home. If you or someone else smokes during the health care worker's visit or shift, the health care worker will leave immediately.
- 3) If your pet is loose in the yard, make sure you restrain your pet when the health care worker walks from the car to your house. If your pet is loose in your house, put your pet in another room with the door closed during the health care worker's visit. Although your pets may be friendly, your illness may be upsetting to them and they may see the health care worker as a threat to you.
- 4) If the health care worker is visiting you in the evening or at night, make sure all walkways, stairs and hallways are well lit.

5) Have paper towels (or a clean towel) and liquid soap available so the health care worker can wash her/his hands. Sometimes the health care worker will use waterless hand cleaner - this hand cleaner is as effective as hand washing.

6) The health care worker is not allowed to deliver your medications or to remove unused medications from your home.

7) The health care worker will tell you the date of your next visit. Usually the health care worker will tell you if your next visit will be in the morning, afternoon or evening. The health care worker will not be able to give you an exact time because the needs of our clients vary from day to day. Please be at home when the health care worker arrives. If you cannot be at home, contact CarePartners well before the visit to arrange a new time using the information provided on the separate contact sheet.

Thank you!

Your local CarePartners office:



Our Mission

CarePartners provides high quality, client driven care in our communities. We support and encourage creativity, innovation, collaboration and cost-effectiveness in our approach to deliver safe integrated health care. Client, employee and contractor satisfaction and empowerment are an integral part of the health care services provided.

We take great pride in the high quality of health care we deliver. If you have a comment or complaint about the care we provide please call the CCAC or the phone number on the back of this pamphlet and ask for the Manager.

All our professionals have the required education and certification. We provide ongoing education and training to ensure we have the knowledge and skills to meet your health care needs.

Our nurses are available 24 hours a day so you can always reach someone if you have a health care problem or question. Your nurse will give you a pager number to call to reach the nursing team.

Our therapists are available during daytime hours and your therapist will provide you with her/his contact information.

Our Services

The Community Care Access Centre pays for nursing and therapy services for eligible clients. Clients may also purchase additional services directly from CarePartners.

Our nurses provide visiting and shift nursing in the community including homes, schools and clinics. We provide a variety of nursing services including:

- Health care teaching
- Wound management
- Ostomy management and teaching
- Continence nursing
- Palliative care
- Medication management
- Chronic disease management
- IV therapy
- Pain management
- Care of medically fragile children
- Ventilator management

Our therapists provide services in homes, workplaces and schools. Our therapy services include physiotherapy, occupational therapy, speech language pathology and dietetics.

Our physiotherapists provide:

- Rehabilitation services
- Pain management
- Falls prevention
- Teaching on the use of walking aids
- Teaching on exercise
- Teaching on safe transferring
- Chronic disease management

Our occupational therapists provide assessment/intervention related to:

- Activities of daily living (ADL)
- Instrumental ADL
- Environment/home
- Safety/transfers
- Seating/mobility
- Accessibility
- Cognition
- Mental health
- Energy conservation
- Fine motor skills

Our speech-language pathologists provide:

- Education and counselling services for people experiencing communication and/or swallowing difficulties

Our dietitians provide:

- Nutrition assessment and counselling for a variety of medical conditions including diabetes management and weight management
- Monitoring of feeding and growth of infants and children
- Support for clients on enteral feeding and total parenteral nutrition
- Nutrition education/support for implications associated with cancer therapy, assisting with food security concerns

Your Safety

The safety of our clients is important to us. There are actions you can take to keep yourself safe:

- Talk to our staff if you have any questions or concerns about your care
- Show our staff all the medications you take, including ones you buy without a doctor's prescription
- Tell our staff about your past illnesses and your current condition
- Tell our staff if you have ever had an allergic reaction to a food or to a medicine
- Make sure you know how to care for yourself when the health care worker is not there

Your Privacy

CarePartners takes the privacy of your personal information very seriously. We only collect the information we need to provide your care. We only share your information with members of your health care team, people with whom you tell us to share information and other organizations as required by law.

Talk to your health care worker or call our office if you would like to see the information we have collected about you or if you would like to correct the information we have collected. If you have a concern about our privacy practices, call our Privacy Officer at 1-705-321-6681.