



**Quinte & District  
Rehabilitation Inc.**

**Your Complete Home/Community Based  
Multi-Disciplinary Therapy Team**



**If at any time you have questions, please call our office.**

**613-966-5015 (Local Calls)  
or 1-800-829-7076 (Toll Free)**

250 Sidney St.

Belleville, Ontario K8P 3Z3

Email: [info@quinterehab.com](mailto:info@quinterehab.com) [www.quinterehab.com](http://www.quinterehab.com)

*\*services are available in French upon request*

# Services ...provided through Quinte Rehab

Our goal is to assist you to become as independent as possible with one or more of the following services:

## **Dietetics:**

Our dietitian will assist you and your family to understand and apply the principles of food, nutrition and healthy eating.

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## **Occupational Therapy:**

Following a functional and environmental assessment, the Occupation therapist will make practical recommendations to assist you to safely participate in daily activities including self-care, productivity and leisure. Occupational therapists also work with children to promote independence with activities required at school.

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## **Physiotherapy:**

The Physiotherapist will assess mobility and physical function in the home setting. Through the use of exercise and modalities, our physiotherapists will help you return or adapt to regular daily activities.

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## **Social Work:**

Counseling and support are available to assist in coping with illness, long term planning and/or accessing useful community resources.

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## **Speech-Language Pathology:**

Our speech-language pathologists can provide you with an assessment and skilled treatment in the areas of communication, speech, language, voice or swallowing difficulties. Our Speech-language pathologists also work with children who have fluency, articulation or voice difficulties.

# **Consent for Electronic Communication / Email / Video Virtual Care**

We will do our best to make sure that information shared via email will be kept private and secure. However, there are inherent risks and Quinte Rehab cannot guarantee the security and confidentiality of client electronic communication.

## **A) Risks related to electronic communication may include:**

- Information may be misdirected or sent to unintended recipients
- Information can be printed, forwarded, intercepted and circulated
- Information may be viewed by others
- Information may be accessed, backed up and stored by third parties
- Malware may be introduced into a computer system

## **B) What you can do to help protect your privacy during virtual communication:**

- Attend your session from a private setting
- Use your own device (computer, tablet, phone)
- Use a secure Internet connection
- Use a password to access your device and keep all passwords safe & private

## Client Responsibilities

1. If you have cold or flu like symptoms or are feeling unwell call to reschedule your appointment.
2. Provide a safe working environment for the therapist.
3. Keep your pets leashed or in another room while the therapist is in your home.
4. Do not smoke before (within one hour) or during the visit with your therapist.
5. Abstain from consuming alcohol or other substances before or during the visit.
6. Respect cultural diversity.
7. Be ready for your appointment.
8. Provide information that will help us help you.
9. Help set your goals and work toward them.
10. Tell your therapist of any changes in your condition.
11. Give at least 24 hours' notice if you need to cancel or change your appointment.
12. Let us know if your contact information changes.

# Client's Bill of Rights

A service provider shall ensure that the following rights of persons receiving community services from the service provider are fully respected and promoted:

- A person receiving a community service has the right to be dealt with by the service provider in a courteous and respectful manner and to be free from mental, physical and financial abuse by the service provider.
- A person receiving a community service has the right to be dealt with by the service provider in a manner that respects the person's dignity and privacy and that promotes the person's autonomy.
- A person receiving a community service has the right to be dealt with by the service provider in a manner that recognizes the person's individuality and that is sensitive to and responds to the person's needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
- A person receiving a community service has the right to information about the community services provided to him or her and to be told who will be providing the community services.
- A person applying for a community service has the right to participate in the service provider's assessment of his or her requirements and a person who is determined under this Act to be eligible for a community service has the right to participate in the service provider's development of the person's plan of service, the service provider's review of the person's requirements and the service provider's evaluation and revision of the person's plan of service.
- A person has the right to give or refuse consent to the provision of any community service.
- A person receiving a community service has the right to raise concerns or recommend changes in connection with the community service provided to him or her and in connection with policies and decisions that affect his or her interests, to the service provider, government officials or any other person, without fear of interference, coercion, discrimination or reprisal.
- A person receiving a community service has the right to be informed of the laws, rules and policies affecting the operation of the service provider and to be informed in writing of the procedures for initiating complaints about the service provider.

# Privacy of Personal Information

We are committed to collecting, using and disclosing personal information responsibly and only to the extent necessary for the services we provide

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**Your Medical record** is a communication tool between your therapist and the referring agency. The information that we gather becomes part of your medical chart which must be retained for a period of 10 years after the date of the final entry or 10 years after a person has reached the age of 18 years. All medical charts are held electronically in a secured environment. All staff members and therapists that come in contact with your personal information are aware of the sensitive nature of the information that you have disclosed to us and have been trained in the appropriate use and protection of your information.

Your consent is required for us to collect your personal information. By consenting to receive an assessment and or treatment from a Quinte Rehab therapist, you are consenting to have your personal information collected and used as part of your treatment plan. If we need to use your personal information to communicate with a third party we will obtain additional consent from you.

You have the right to access your medical chart and personal information. If you would like more information about how your personal information is collected, used and disclosed you can contact our Privacy Officer at **613-966-5015**

## Consent to Exchange of Information

1. Information will be exchanged between the therapist and other members of your health care team which may include the care coordinator, physician, nurse and/or other members of your circle of care.
2. Client information will be shared with the Home and Community Care Support Services (HCCSS) as part of your treatment plan.

# You can reduce your risk for falls

- D Pay close attention to footcare and footwear. e.g. seek treatment for corns and callouses and wear good fitting walking shoes.
- D Have regular vision examinations.
- D Use a cane or walker. Ice-picks for winter use are easily attached to a straight cane.
- D Ensure proper lighting especially in hallways and stairways, and in the entrances to the home. Install night-lights in the hallway and bathroom.
- D Remove scatter rugs, plastic runners and other potential trip hazards such as electrical cords and phone cords.
- D Leave generous space to move safely around furniture.
- D Install handrails on stairways, both inside and out. Avoid clutter on the stairs.
- D Keep your steps/walkways free of snow, ice, wet leaves, and newspapers.
- D Install grab bars in the bathroom. Bathrooms are high-risk areas for falls. Use a bath seat, hand-held shower and non-slip mats for extra safety.
- D Ensure toilet, chairs and bed are the proper height. Use a raised toilet seat and blocks for bed / couch / chair if needed.
- Use a sturdy chair to help you get dressed and put on and remove your shoes.
- Exercise regularly to increase muscle strength, bone density and balance but seek professional advice before starting an exercise program.
- Discuss side effects of medication with your family doctor - these could be the cause of an increased risk for falls.

## Be Prepared

- Stand up slowly and take a moment to steady yourself before you start to walk
- Keep a phone at table level for easier access.
- Consider getting a personal alarm system

## What to do if you fall

*Stay calm, rest and if you are able to get up:*



- Roll onto your side.
- Push up into a sitting position.



- Turn onto your hands and knees.
- Crawl to the nearest stable furniture, e.g. bed, chair, stool, toilet.



- Place your hands on the seat.



- Place one foot flat on the floor.



- Lean forward and push up with your other foot.



- Sit, rest, and then tell someone you have fallen.

## If you are injured or unable to get up

- **Get Help** - Call 911 and stay on the line until help arrives.
- **Keep Warm** - Use anything that is close; a coat, tablecloth, linens.
- **Gently move** your arms and legs to help your circulation, and reduce pressure areas.
- **Seek medical advice** if you have ongoing concerns as a result of your fall.



# Preventing the Spread of Infection

The most important step in preventing the spread of germs and infection is hand washing.

## Sanitize your hands:

- Apply a dime size amount of hand sanitizer to the palm of your hand.
- Rub your hands together – back and front and in between fingers.
- Rub around each thumb and your fingertips. Continue rubbing until dry

## Wash your hands:

- Wet your hands and wrists with warm running water.
- Apply soap to hands.
- Rub for 10 – 20 seconds to remove 80% of germs.
- Rinse away germs, Towel or air dry hands well.
- Turn off taps with towel.

## ALWAYS WASH YOUR HANDS

### Before & After You:

- Prepare or Eat food
- Touch a cut or open sore

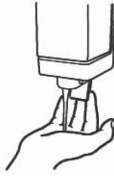
### After You:

- Sneeze, Cough or blow your nose
- Use the washroom or change diapers
- Handle garbage
- Pet animals

# Hand Washing



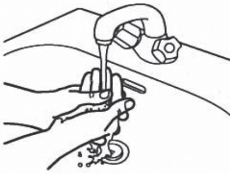
1) Wet Hands



2) Use liquid soap



3) Lather, rub and count to 15



4) Rinse



5) Towel or air dry hands



6) Turn off taps with towel

## Routine Practices:

Home Care Workers may wear masks, gloves, gowns, or eye protection during your home visit to prevent the spread of infection.

For more information call the  
Hastings & Prince Edward Counties Health Unit at 613-966-5500 ext 349  
Toll Free 1-800-267-2803 TTY 613-966-3036  
Or visit the website at [www.hpechu.on.ca](http://www.hpechu.on.ca)

## **OUR VISION**

Quinte Rehab will be the leading provider of client centred multidisciplinary therapy services

## **Our Mission**

The Quinte Rehab team provides quality, professional, client centered multidisciplinary services including assessment, treatment, consultation and education to clients of all ages in Eastern Ontario

## **Our Values**

Client centred service, committed to family engagement,  
Caring, Professional, leading practices with a  
commitment to quality and safety Promotion of a healthy  
and safe work environment  
Committed to community partnerships  
Multidisciplinary team, managed by therapists

