



**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 Street
Belleville Ontario K8P 3Z3
Email: info@quinterehab.com 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.

Occupational Therapy:

Following a functional and environmental assessment, the Occupational 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.

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.

Social Work:

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

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.

Our Vision

Quinte Rehab will be the leading provider of client centered multidisciplinary home care 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

Quinte Rehab is committed to the values of:

- Client-centered service, with family engagement as a priority
- Caring, professional therapy dedicated to quality and safety
- Equity, Diversity, Inclusion and Indigeneity (EDI) integrated throughout the company
- A healthy, safe and accessible work environment
- Strong community partnerships
- Collaborative, multidisciplinary teams

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.

Quinte & District Rehabilitation (Quinte Rehab) is required to protect your personal health information under the Personal Health Information Protection Act and its Regulations (PHIPA 2004).

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 Ontario Health atHome as part of your treatment plan. Should you need to reach your care coordinator regarding your treatment plan, please call **310-2222** (no area code required).

Consent for Electronic Communication / Email / Video Virtual Care

We will do our best to make sure that information shared during electronic communication will be kept private and secure. However, there are inherent risks when using any electronic communication. Quinte Rehab cannot guarantee the security and confidentiality of client electronic communication. Email communications may be treated as part of your client record.

A) Risks related to electronic communication may include:

- Information may be misdirected and sent to unintended and unknown 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 party vendors
- 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

Consent to Treat

The treatment plan will be determined with your therapist based on your goals, including risks and benefits of treatment. You can withdraw your consent at anytime, thus cancel your service.

Complaints

If you have concerns regarding your therapy services, please inform your therapist or call our office and request to speak with a manager.

We are committed to addressing your concerns in a respectful and timely manner. Your feedback and satisfaction with services is important to us.

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:

1. To be dealt with in a respectful manner and to be free from physical, sexual, mental, emotional, verbal and financial abuse.
2. To be dealt with in a manner that respects your dignity and privacy, and that promotes your autonomy and participation in decision-making.
3. To be dealt with in a manner that recognizes your individuality and that is sensitive to and responds to your needs and preferences, including preferences based on ethnic, spiritual, linguistic, familial and cultural factors.
4. To receive home and community care services free from discrimination as per the Human Rights Code or the Canadian Charter of Rights and Freedoms.
5. A patient who is First Nations, Métis or Inuk has the right to receive home and community care services in a culturally safe manner.
6. To receive clear information about your home and community care services in a format that is accessible to you.
7. To participate in the assessment and reassessment of your needs, as well as the development and revision of your care plan.
8. To designate a person to be present with you during assessments, and to participate in the development, evaluation and revisions to your care plan.
9. To receive assistance in coordinating your services.
10. To give or refuse consent to the provision of any home and community care service.
11. To raise concerns or recommend changes related to the services that you receive, and with policies and decisions that affect your interests, without fear of interference, coercion, discrimination or reprisal.
12. To be informed of the laws, rules and policies affecting the delivery of the home and community care services, including this Patient Bill of Rights, and to be informed, in writing, of the procedures for initiating complaints about the services you are receiving.

You can reduce your risk for falls

- Pay close attention to footcare and footwear. e.g. seek treatment for corns and callouses and wear good fitting walking shoes.
- Have regular vision examinations.
- Use a cane or walker. Ice-picks for winter use are easily attached to a straight cane.
- Ensure proper lighting especially in hallways and stairways, and in the entrances to the home. Install night-lights in the hallway and bathroom.
- Remove scatter rugs, plastic runners and other potential trip hazards such as electrical cords and phone cords.
- Leave generous space to move safely around furniture.
- Install handrails on stairways, both inside and out. Avoid clutter on the stairs.
- Keep your steps/walkways free of snow, ice, wet leaves, and newspapers.
- 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.
- 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

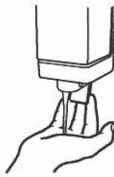
After You:

- 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



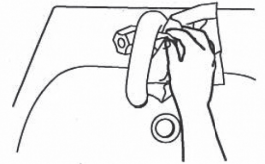
3) Lather, rub and count to 15



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 Public Health at 613-966-5500
Toll Free 1-800-267-2803
Or visit the website at www.hpepublichealth.ca

Quinte Rehab Team

Providing quality, professional, client centred rehabilitation services

Quinte Rehab 613-966-5015		
Type of Service	Therapist Name	Ext.
Dietitian		
Occupational Therapist		
Physiotherapist		
Social Worker		
Speech Language Pathologist		
Rehab Assistant		

Your Next Appointment Is:

Therapist	Visit Dates

***Please provide 24 hrs notice if you need to reschedule or cancel.**



We value your feedback. Please scan this QR Code to complete a survey online about the therapy services you received. If you prefer a printed copy or wish to provide verbal feedback, please contact our office and someone can mail you a paper copy or receive your feedback by phone.