

## Your involvement

Your involvement and your full collaboration in the care and services of your child are essential. Make sure you have received the proper instructions and approval from the staff before providing a new treatment, exercise or any manipulation to your child.

Our rehabilitation team care about what you are going through. We invite you to ask your questions and share your concerns with the professionals (e.g.: goals, therapies, recommendations, exercises).

We are here to guide you and answer your questions. Do not hesitate to ask for explanations if the information given to you is not clear. All questions are welcome!



**Thank you for being a part of our safety team!**

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[readaptation.chusj.org](http://readaptation.chusj.org)



**Safety, let's all work at it!**

*Information leaflet for patients and their families*

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At CHU Sainte-Justine's Centre de réadaptation Marie-Enfant (CRME), safety is a shared responsibility.

Each and everyone of us must promote a culture of safety. Since every little bit counts, you contribute towards safe care and services.



## Sharing information, your best bet

Make sure to provide your professional with the following information about your child :

- Updated list of all medication ;
- Weight ;
- Any allergies, intolerances and adverse effects to a specific medication or food ;
- Any information about his current condition that could have an impact on his participation in therapy.

## Infection Control

Hand hygiene is the simplest and the most effective way of controlling the transmission of infections. Wash your hands thoroughly, especially when you enter and leave the building.

Hand washing stations and antibacterial hand gel dispensers are available throughout the rehabilitation centre and we hope you will make the most of them!

## Control of bedbugs and cockroaches

The presence of bedbugs or cockroaches can affect everyone. The important thing is to act quickly to eliminate them.

If there are bedbugs or cockroaches in your home, we ask you to call the clinical coordinator **before your appointment** so that preventive measures adapted to your family's needs are put in place. This is to help prevent an infestation (epidemic) at CRME.

For more information, call 311 or visit the following website :

[ville.montreal.qc.ca/punaises/](http://ville.montreal.qc.ca/punaises/)

## Why fall when you can avoid it ?

In pediatric rehabilitation, it's important, more than ever, to stay alert since falls can happen. Most of our clients have a physical condition and are more likely to fall. Medication and fatigue can also increase the risk of falling.

For any safety questions regarding your child's mobility or when using a technical aid (e.g. : wheelchair, walker, orthosis), please seek advice from your therapists and be sure to follow their recommendations.

## Small efforts make a difference

In order to be able to properly identify your child before any care, service or treatment, we may ask you to give their first name, last name and date of birth or ask you to give us their health insurance card or CRME's green card. Have them with you at all times!

If your child is hospitalized on the 3rd floor at the intensive functional rehabilitation unit (URFI), wearing an identity bracelet is mandatory. If this bracelet breaks, falls or becomes illegible, notify the nursing staff as soon as possible.

Several sources of information are available in the establishment. During your visits, take the time to consult the spaces (e.g. : walls, tables, bulletin boards) and the screens made available to you. We also invite you to consult our website at [readaptation.chusj.org](http://readaptation.chusj.org) where you will find valuable information. You are also welcome to submit any topic of interest.

Enjoy your reading !

## Policy on the promotion of caring, prevention of harassment and violence in the workplace

At CRME, we make sure to maintain a work environment characterized by kindness and civility, free from any form of behavior that undermines a person's respect, dignity and integrity, such as harassment and violence (physical, psychological and sexual).

Consequently, any violent behavior (language or gesture), as described in the establishment's policy, is strictly prohibited and is in no way tolerated towards anyone (children, parent or employee).

## Your collaboration

As a care partner, you contribute actively to the safety of the establishment. We ask you to advise us of any situation that may seem troublesome or may constitute a safety risk.

We also invite you to email us your ideas, comments or questions related to the safety of patients and their families :

[crme-web.hsj@ssss.gouv.qc.ca](mailto:crme-web.hsj@ssss.gouv.qc.ca)

If you wish to inform us of any dissatisfaction, we invite you to contact the department manager. If these steps do not meet your expectations, we invite you to contact the ombudsman - complaints and quality services at 514 345-4749 or to file an official complaint by filling out the *Complaint and Satisfaction Form*.

**For any situation requiring immediate intervention, please alert security at the front desk of the main entrance or a staff member.**