



Prevent Infections

Help prevent the spread of infections by staying home or cancelling your appointment if you are ill.

Some spreadable infections include a cold, cough, fever, diarrhea, and vomiting. Handwashing is the best way to stop the spread of germs.

Remember To Clean Your Hands

- With the hand sanitizer when entering or exiting Rosedale Hospice, Children's Grief Centre, and Living with Advanced Illness Centre. Hand sanitizers are located at each centre.
- Before and after entering patient rooms.
- Before and after preparing or eating food.
- After using the washroom.
- After sneezing, coughing, or blowing your nose.
- Before and after contact with bodily fluids.
- More frequently when you are sick.
- Look for signs in the washrooms on how to effectively clean your hands.

Hospice Calgary's Mission

To help families and individuals achieve support, hope and well-being through compassionate end-of-life and grief care.

Our Promise

We promise to journey with you through end-of-life and grief for as long as you need us.

We promise to have the difficult conversations with you about death, dying and grief; hearing your unique story and responding with compassion.

Children's Grief Centre Living with Advanced Illness Centre

1245 70th Avenue SE
Calgary, AB T2H 2X8
403.263.4525

For more information contact:
Senior Director of Operations
403.263.4525 ext. 249

Rosedale Hospice

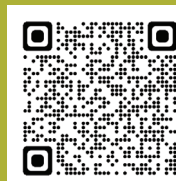
920 7A Street NW
Calgary, AB T2M 3J3
403.284.5195

For more information contact:
Director of Clinical Care
403.284.5195 ext. 335



hospicecalgary.ca
info@hospicecalgary.ca

Charitable Registration # 118963669 RR0001



Safety Matters



Hospice Calgary

*Compassionate Support
When Life Changes*





At Hospice Calgary your safety is our priority. We are committed to working together with you to provide quality care.

Communicate

- A safe environment starts with good communication.
- Talk about your concerns, needs, and goals with your counsellor or care team.
- Discuss any questions you have about what you can expect.
- Ask for more information at any time.
- Sign in at reception on your arrival.
- Entrances are locked after hours at both Hospice Calgary locations for your safety.
- If you or your family member require a translator please advise the staff. Where possible a translator will be contacted to assist with communication.

Everyone has a role in promoting safety and we encourage you to be active in your own care.

Prevent Falls

Falling can result in serious injury, but most falls are preventable. You can be at greater risk of falling if you are:

- Taking medication.
- Unfamiliar with the environment.
- Experiencing a change in physical and mental status.

To Prevent Falls

- Be aware of your surroundings.
- Report any potential hazards to a staff member or volunteer.
- Tell staff or a volunteer if you feel unsteady on your feet.
- Use your mobility aid (e.g. cane or walker), if you have been advised to do so. If you require an assessment or assistance, please ask for help.
- Take your time.
- Wait for assistance with mobilizing if you've been asked to do so by staff, a volunteer or your family.
- In the event of a fall, call for help and wait for a staff member or volunteer to assist.



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Potential Risks and Hazards

- Wet floors (use caution when the “wet floor” sign is present).
- Cords and oxygen tubing.
- Uneven surfaces or obstructed pathways.
- Cluttered environments.
- Improper use and maintenance of mobility aids.
- Night time or poor lighting.

Verify Your Personal Information

- As a Hospice Calgary client you will be asked to verify your identity. Your identification may include your name and date of birth.
- As a safety precaution, when there is a change of staff your identity will be verified.

Did You Know?

- Falls are the second leading cause of hospital admissions due to injury for all age groups.
- Hospice Calgary staff are trained annually on safety and emergency procedures.
- In the event of a fire alarm, staff will instruct you on the appropriate protocol.
- Staff are required to report to management any safety risks or incidents. Action is taken to prevent reoccurrence.
- *The Protection of Persons in Care Act* and *The Child, Youth & Family Enhancement Act* promote and regulate the prevention and reporting of abuse.
- Coughing or sneezing into a tissue or your elbow rather than your hands helps to prevent the spread of germs.