

Receiving care - expectations and limitations

We provide care, in a variety of settings, to seniors whose health has in one way or another been compromised, or who otherwise require assistance with aspects of daily living.

We do not claim to have definitive answers to all of our client's healthcare needs nor can we eliminate all risks associated with receiving care. The care and advice we provide is based on the formal education and training of our Nurses and caregivers, their years of experience, and their knowledge and understanding of our client's needs.

Acknowledgment of risks and limitation of responsibility

Our ability to provide care can be affected by a number of factors beyond our control which can negatively impact our ability to provide care to our clients. It is therefore important that you are aware of the ongoing risk of injury and the limitations to our responsibility. These risk factors include but are not limited to:

- A client's pre-existing and/or unrecognized conditions; physical, cognitive and psychological.
- Restrictions imposed on Eldercare Home Health and our employees by various parties including but not limited to; the client(s) receiving care, family members and legal representatives of the client(s), other healthcare professionals and or employees of facilities where we are providing care.
- The actions of the client.
- The actions of others, who may be unknown, but who threaten to, or do cause harm to our employees and/or our clients directly or indirectly.
- Circumstances including but not limited to: the physical environment in which the client is receiving care, and/or procedures and protocols in place at the residence or facility in which we are providing care.
- Incidents or circumstances such as; power outages, severe weather, gas leaks, flooding, labour interruptions, etc.
- Impaired or deficient service by third parties providing nursing and related services, transportation, delivery services, installation of equipment etc.
- Faulty technology or defects in equipment or products such as: pumps, lines, lifts, mobility devices, grab bars etc.

While we endeavour to take precautions reasonable in the circumstances to minimize the risk of injury to clients receiving care, it is possible that injury may occur to clients receiving care.

Falls in particular are a significant source of injury for seniors, particularly if they are in frail health. Falls can occur for a myriad of reasons, including as a result of their medical condition, physical weakness, change in medication, and change in cognition. For example a client with dementia can become startled and disoriented and lose their balance, a client with Parkinson's may "freeze" and not be able to prevent their own fall. A client may also try to get up from a chair or a commode and lose his or her balance.

If in the course of providing care to our clients some aspect of care is not provided in a manner that is consistent with the high standards that we expect, we will consider what steps can be taken to prevent further occurrences and where it is reasonable to do so we will implement strategies to minimize risk of further injury. There may however be circumstances where the situation simply cannot be remedied to everyone's satisfaction, and the risk of possible injury continues to exist.

We encourage you to discuss any concerns you may have and to explore options with other healthcare professionals.

Although rare, circumstances may arise where we feel we must terminate service. In such situations we will, to the extent possible, work with you to help facilitate a smooth transition to a new care provider.

I have received and reviewed this document.

Signature Date: _____

Print Name: _____

Relationship to client: _____

Witness: Date: _____