

# What is Champlain Rehab Solutions?

Champlain Rehab Solutions is the Ottawa arm of VHA Home HealthCare\* and provides rehabilitation services to the greater Ottawa area. VHA Home HealthCare is a not-for-profit, charitable organization founded in 1925. We provide services to people who need help at home, school, work, or long-term care facilities, 24 hours a day, 7 days a week. Provincially, our services include personal support, home care, nursing, occupational therapy, physiotherapy, speech-language therapy, nutrition consultations and social work, delivered by more than 2,500 qualified providers. Champlain Rehab Solutions is committed to giving you the best service and support possible. We will work with you and your family to understand your

needs, help you manage your condition, and support you to achieve more independence. We believe you should be involved in every decision about your care.

Champlain Rehab Solutions is contracted by the Province of Ontario to provide home health care services to eligible clients. If you are receiving government-funded services, a care coordinator with your Local Health Integration Network (LHIN) determined you were eligible for our services and decided which and how many visits you will receive. Champlain Rehab Solutions and your LHIN care coordinator will work together and share information about your progress while you receive care.

## Our Vision

High quality care delivered with great heart  
– for every person, every time,  
everywhere.

## Our Mission

Creating possibilities for more independence, championing the needs of our clients and families and delivering high quality, integrated care.



## Our Core Beliefs

Our care must be:

**Client-driven** because what matters most to clients and families is what counts

**Spectacular** and continuously **focused** on quality improvement and safety

**Inclusive** and **committed** to serving the most vulnerable in our communities

**Inspired** and **creative**, delivered by a skilled team that has tremendous heart

**Integrated** and **collaborative** to unearth innovative answers to complex challenges

\*VHA Home HealthCare is not affiliated with or related to VHA Health & Home Support, also known as VHA Ottawa. [www.vhaottawa.ca](http://www.vhaottawa.ca)



## A Message for You

I wanted to write this note to you because I've walked in your shoes and hope my experiences might help you with yours. My family began receiving home care services many years ago. What I remember most of those early days was feeling completely overwhelmed. There were so many people marching through our front door: who were they and what were they here to do? I was grateful for their support but also wished they'd go away.

Just like anything new, it takes time to learn the process. If there's one thing I learned about successful home care, it's that communication is key. And if you can't take in all the information, perhaps someone who is a caregiver for you can ask those questions and voice what is important to you.

Some days will be difficult—but that's when you lean on your care team for the patience and understanding you need and deserve. Remember, even though the care providers have more experience in the system, **you** have more knowledge about what you need.

Champlain Rehab Solutions is truly committed to creating possibilities for more independence for the clients and families we serve. Today, after being a client, I am the

Client & Family Voice Liaison. I connect with clients and caregivers and look for ways that Champlain Rehab Solutions can partner with you to improve our services. Whether it's providing feedback about an experience with a service, sharing your story to help us gain greater insight into the issues clients face, or providing insights based on your professional knowledge, being a Client and Family Voice Partner can be a powerful experience for everyone involved. I know it was for me.

These are very early days in your journey and there is a lot to take in. When you're ready, I invite you to learn more about Champlain Rehab Solutions' Client and Family Voice partnerships at [www.vha.ca/clientvoice](http://www.vha.ca/clientvoice).

You can help create meaningful changes that will improve our services to you, and hopefully will have a positive impact on the lives of the clients and families that we serve.

I wish you and your family all the best in your home care journey.

Sincerely,

A handwritten signature in blue ink that reads "Stacey Ryan". The signature is fluid and cursive.

Stacey Ryan  
Former Caregiver of a VHA Client  
Current VHA Client & Family Voice Liaison



## As a client, you always have a voice with us.

**Do you have to reschedule your appointment?** Please let us know. When possible, we will reschedule the appointment to suit your needs.

**Do you have a compliment about your care?** Do not hesitate to contact Champlain Rehab Solutions about the quality of service you receive.

**Do you have a complaint about your care provider?** If you contact us about an issue with your service, here's what you can expect:

**ON THE SAME DAY:** Our Customer Service Centre will acknowledge the complaint, document it, and we'll begin discussions with you to solve the issue.

**WITHIN ONE WEEK:** Someone from Champlain Rehab Solutions will write or speak to you about how the issue was resolved, or if it is being moved to a more senior staff member to address it.

**AFTER THE FIRST WEEK:** If your issue is not resolved, it continues to move to more senior staff until it is resolved.

We always want to hear if you think we are doing a great job or if we could do more to

meet your needs. Your feedback and service suggestions help us recognize exceptional service and improve the quality of care we provide. We are committed to responding to your concerns and making sure you're satisfied!



# Your Rights



**As a Champlain Rehab Solutions client, you have the right to...**

## QUALITY CARE

- Receive excellent care from highly skilled care providers.
- Receive fair, equitable and safe service.
- Take part in Champlain Rehab Solutions' routine evaluations of your care provider(s) and your service.

## RESPECT

- Get courteous, quality service that respects you, your dignity, culture, gender identity, and lifestyle.
- Have your information kept confidential.
- Get a timely, courteous investigation into your service complaint(s).

## INFORMATION

- Be informed of your rights in writing.
- Know who is providing your care, what their role is, and the types of services you will receive.
- Know how your information is collected and used.



- Get information about Champlain Rehab Solutions' complaint process and contact Champlain Rehab Solutions with any concerns, complaints or compliments.
- Be informed of any possible costs (e.g., equipment purchase).

## CHOICE

- Accept or refuse our services.
- Play an active role in deciding your care and setting your goals.
- Have a friend, family member or other important person present during service or at any meeting with Champlain Rehab Solutions.

# Your Responsibilities

## This is what we expect from our clients...

### RESPECT

- Treat Champlain Rehab Solutions care providers with respect, courtesy and without discrimination or harassment.
- Be available for the scheduled visit time.
- Be ready for the appointment.

### COLLABORATION

- Work with your Champlain Rehab Solutions care provider to set goals and make progress towards them.
- Give the Champlain Rehab Solutions care provider information that may help with your care and advise Champlain Rehab Solutions of any changes in your condition.
- Purchase or rent any needed equipment/ supplies and make sure they are in good working order.

### SAFETY

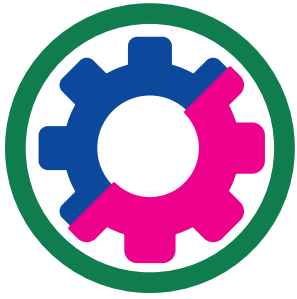
- Provide a safe working environment for the care provider.
- Do not smoke during the visit.
- Remember that pets may be nervous or protective, or care providers may have



allergies. Please relocate pets to another room during care.

### COMMUNICATION

- Give consent before receiving service.
- Give at least 24 hours' notice to cancel or change the appointment.
- Follow Champlain Rehab Solutions' complaint process if you are making a complaint.



# Our Services

Our services are free through your LHIN (Local Health Integration Network). Your LHIN care coordinator should be your first point of contact, but if the LHIN cannot meet all your care needs, you can purchase services directly from Champlain Rehab Solutions. Your personal or employer insurance plans may also cover some home care expenses.

For more information on Champlain Rehab Solutions' private services, please call 613.726.9823.

## Occupational Therapy

Our Occupational Therapists help clients manage daily activities after an illness or disability; provide equipment recommendations for home safety and mobility; support palliative care clients and their families; assess return-to-work suitability; offer strategies to manage anxiety and depression and, in working with infants and children, assess and treat developmental delays, sensory processing problems, feeding difficulties and fine motor problems.

## Physiotherapy

Champlain Rehab Solutions Physiotherapists support clients to recover from surgery, illness or injury, and promote health to reduce pain and prevent injury. They also assess and recommend equipment to promote safe mobility, maximize independence and reduce falls risk; teach caregivers how to safely mobilize and transfer their loved ones; and assess ergonomics and return-to work suitability.

## Social Work

Our Social Workers provide counselling for concerns such as adjustment to illness or disability, family and marital issues as well as palliative care needs and options.

## Ring and Reach Program

Ring and Reach webinars provide family caregivers with free topic-specific support information.

## Virtual Care

Champlain Rehab Solutions is able to offer a variety of services via virtual care depending on the clinical situation. Please speak to your service provider to see if virtual care is right for you.

## Smoke Alarms and CO Detectors



Ontario law requires a homeowner or unit landlord to install and maintain smoke alarms on every storey of the home and outside sleeping areas. If the house contains a fuel-burning appliance, fireplace or an attached garage, a carbon monoxide (CO) detector must be installed outside sleeping areas.

Landlords must ensure that their rental properties comply with the law. If you are a tenant in a rental property, you should contact your landlord if:

- The unit does not have the required number of smoke alarms or CO detectors.
- The smoke alarm(s) or detector(s) are not working.

Tenants may not remove the batteries or tamper with smoke alarms or CO detectors.

### Proper Maintenance of Smoke Alarms and CO Detectors

- Test your smoke alarm every month using the test button.
- Test CO detectors annually and after the battery is replaced.
- Landlords must test CO detectors at every tenant change and after any changes are made to an electrical circuit connected to the CO detector.
- Replace smoke alarm batteries at least once a year and whenever the low battery warning chirps.
- Replace smoke alarms with new ones if they are more than 10 years old.

- Move the smoke alarm to a different location if steam or regular cooking causes it to activate -- do not remove the batteries. You can purchase a smoke alarm with a hush feature that temporarily silences the alarm.

**For more information about smoke alarms, contact your Fire Department.**

## Smoke-Free Workplaces



The Smoke Free Ontario Act (2006) completely bans smoking in every workplace in Ontario. That means:

- Your care provider has the right to care for you without being exposed to smoke.
- Your care provider can ask you or anyone in your home to not smoke while he/she is there.
- If you or someone in your home continues to smoke despite the provider's request, the care provider may leave your home without providing further care, unless doing so presents an immediate, serious danger to your health. The care provider will report the problem to the LHIN.
- If you do not comply with this law you may be subject to a fine.
- If you or someone in your home cannot stop smoking during your care, please call the Champlain Rehab Solutions office in advance so we can work out a solution.

**For more about the Smoke Free Ontario Act, see [www.gov.on.ca](http://www.gov.on.ca).**

# Hand Hygiene

## Clean hands are everyone's responsibility

Hand hygiene is the most important and basic way to prevent the spread of infections!

How to perform hand hygiene:

### 1. SOAP AND WATER

Washing with soap and water is the preferred way to clean your hands in everyday situations (such as before food preparation, after using the washroom, etc.). Everyone should—and care providers must—wash their hands with soap and running water when their hands are visibly soiled/dirty.

- a. Wet hands and wrists with warm water.
- b. Apply soap.
- c. Lather soap and rub hands palm to palm, in between fingers, the back of each hand, and the fingertips and thumbs of each hand for at least 15 seconds.
- d. Rinse your hands thoroughly under running water.
- e. Pat your hands dry with paper towel.
- f. Turn off water using paper towel.

### 2. ALCOHOL-BASED HAND SANITIZER

Using alcohol-based hand sanitizer is the best and most effective means of cleaning your hands when you are in clinical situations where sinks or soap and water are not



available. For clients, alcohol-based hand sanitizer should be used as a back-up to regular handwashing with soap and water.

- a. Apply 1 to 2 pumps of the hand sanitizer to the palms of dry hands.
- b. Rub hands together palm to palm, in between and around fingers, the back of each hand, and rub fingertips of each hand for approximately 15 seconds or until the product is dry.
- c. Let hands dry (do not use paper towel).

Your hands are now safe!







# Personal Protective Equipment (PPE)

For your protection, your Champlain Rehab Solutions health care provider may use the following PPE while providing your care:



**GLOVES**



**GOGGLES**



**GOWN**



**MASK**



**FACE SHIELD**

## Infectious Diseases Screening

As part of routine care, Champlain Rehab Solutions staff will ask you at every visit:

- If you have a new or worsening cough, shortness of breath or fever
- If you, or someone you have been in close contact with, have travelled in the last 14 days.

Please inform your Champlain Rehab Solutions staff if you have any of the above symptoms.

## Where can I buy my own PPE such as cloth (non-medical) masks or alcohol-based hand sanitizer?

Alcohol-based hand sanitizer, when in stock, is widely available at many retail locations including pharmacies and grocery stores.

Cloth (non-medical) masks are available through many online retailers including:

[www.walmart.ca](http://www.walmart.ca)

[www.staples.ca](http://www.staples.ca)

[www.amazon.ca](http://www.amazon.ca)

<https://maskcanada.square.site/>

<https://plusguardiancanada.ca/>

<https://ca.shopatshowcase.com/>

Champlain Rehab Solutions has a small number of cloth masks generously donated by members of the community. Clients can reach out to their Champlain Rehab Solutions supervisor to request a cloth mask and can be provided with one if available.

Champlain Rehab Solutions does not endorse any particular vendor of cloth masks, nor can we ensure that any vendor is able to maintain stock of these products. We are not liable if there are any issues related to the vendor or the purchased product.



# Household Safety Tips

To keep you and our care providers safe

## GENERAL HOUSEHOLD

- Keep it well lit. Turn on lights and use night lights to move around safely.
- Avoid slipping hazards. Don't use waxy finishes on floors or walk on wet surfaces. Keep walkways clear of clutter and cords. If you have rugs, tape the ends or use non-slip mats.
- Store weapons in locked cabinet. If you have weapons in the home, let your care provider know about them.
- If someone is being violent or abusive to you, call the police or tell your care provider right away.
- Have a plan. Prepare for emergency situations before one happens.
- Cover electrical sockets for children's safety.
- Attach large furniture/TVs to wall.
- Keep blinds/curtain cords out of kids' reach.

## ENTRANCE

- Secure doors to outdoors with child-proof locks or door handle covers.
- Keep walkways free of snow, ice and leaves. Repair damaged surfaces.
- Have your mailbox at an easy-to-reach height.



## KITCHEN

- Store items in cupboards where you can reach them easily.
- Keep cleaning supplies, sharp utensils and hot liquids out of children's reach.
- Use child-proof locks on cabinets.
- Keep heavier items in lower cupboards.
- Sit when preparing meals, if possible.

## BEDROOM

- Place mobiles out of baby's reach over crib.
- Remove crib bumper pads, and when baby can stand, lower the mattress.
- Adjust your bed so it's the right height for you to get on and off safely.

- Use a bedrail or floor-to-ceiling pole to help you get in and out of bed.
- Keep a commode or urinal by your bedside if you tend to rush to the bathroom in the middle of the night.
- Keep your phone or emergency call button in an easy place to reach.

### STAIRS

- Put children's safety gates on stairwells.
- Install railings on both sides of staircase.
- Highlight stair edges with coloured tape.
- Close in the back of steps.

### BATHROOM

- Use a toilet lid lock for children's safety. Always close bathroom doors and/or use door handle covers.
- Keep medications out of kids' reach.
- Consider using a bath chair in the tub.
- Drain the tub before getting out.
- Install grab bars and use a non-slip mat in the tub. Do not use towel racks for support!
- Avoid bath oils, which make tubs slippery.
- Install a raised toilet seat and/or grab bar if your seat is low.

### FIRE

- Do not overload plugs or power bars.
- Replace frayed, cracked or damaged electrical cords.
- Make sure smoke and carbon monoxide alarms are working. Change batteries at least once a year.

- Do not smoke when using oxygen.

### PREVENTING FALLS

- Stay healthy and keep fit. Eat regularly, keep hydrated and stay physically active.
- Get regular eye and ear exams. Wear glasses and hearing aids as recommended.
- Take medications as prescribed. Report side effects to your health care provider.
- Use handrails along pathways and stairs. Avoid carrying items on stairs.
- Stay grounded. Keep off step stools and ladders. Ask for help instead.
- Avoid rushing and pace yourself. Move slowly when getting up or turning. Break tasks into smaller parts and alternate activity with periods of rest.
- Use nightlights in household walkways. Remove obstacles, secure electrical cords and tape down the ends of rugs and mats or remove where possible.
- Take a seat. Sit down when putting on or taking off clothes and shoes.
- Get a grip. Wear closed-toe and closed-heel, slip resistant slippers and shoes.
- Use walking aids properly. Talk with your health care provider about using canes or walkers.
- Have a plan if you fall. Learn how to use emergency call button, get up on your own or to call for help and wait safely until help arrives.



Champlain Rehab Solutions'

# Information Practices

Champlain Rehab Solutions needs to collect, use and share your personal health information to provide you with quality health care services.

Keeping your personal information private is very important to us. Unless sharing your personal information with others is necessary to provide you with service and/or is authorized by law, we won't share it without your consent.

We may collect, use and disclose your information to:

- Assess your health needs and provide safe and effective service.
- Monitor the quality of service provided to you, evaluate your goal achievement and satisfaction with your service.
- Communicate with other service providers involved in your care (e.g., family doctor).
- Manage, plan, evaluate and allocate resources within Champlain Rehab Solutions.
- Meet contractual, legal and regulatory requirements, including Accreditation Canada and professional college audits.

At any time, you may withdraw your consent for Champlain Rehab Solutions to collect, use and/or disclose your personal health



information. You have the right to access and request a copy of your health record (contact our Records Management team: 613.726.9823 or 1.888.314.6622, ext 4699).

If you have any questions about your personal health information or want to make corrections to your health record, call our Privacy Officer at 613.726.9823 or 1.888.314.6622.

If you are dissatisfied with how Champlain Rehab Solutions has handled your health information or addressed your requests for access, you may contact our Privacy Officer and/or the Office of the Privacy Commissioner of Ontario at 1.800.387.0073 or 416.326.3333; [info@ipc.on.ca](mailto:info@ipc.on.ca).