



CLIENT HANDBOOK



1Where is the Right Accord Office?

The Mailing Address for Our Office

**9040 Town Center Parkway
Lakewood Ranch, FL 34202**

The office hours for RIGHT ACCORD are:

Monday to Friday	9:00 am to 5:00 pm
Saturday and Sunday	Closed
Holidays	Closed

However, in the event of an emergency, we can be reached **24/7** at:
941.487.3665

Our Company Mission:

Right Accord is committed to helping the seniors of our community age gracefully in the comfort of their own homes, to assure them dignity, security and social connections that will enhance their lives. We are further committed to assisting the families of seniors by relieving their caregiving burdens so they may enjoy more relaxed and meaningful family time with their senior loved ones. And finally, we are committed to becoming the most reputable in-home care provider in Sarasota and Manatee County.

Our Company Vision:

Right Accord envisions a world in which senior citizens can age gracefully, socialize frequently and live confidently. We reject the idea that seniors have to experience isolation, malnutrition, institutionalization and indignity. We will not allow them to become third-world citizens in a first-world nation.

We choose to make a positive difference in the aging experience. The Right Accord team will perform its collective duties with confidence, concern, commitment, cheerfulness and care. We will treat every contact as a friend, every client as family and perform every task as an honor. Clients and their families will see our professionalism, experience our consistency, appreciate our integrity, feel of our compassion, enjoy our highly trained staff, and feel secure about their safety. This is "The Right Accord Way."

Our Core Aim:

To relentlessly seek ways to improve senior life, to make a positive difference in the aging experience and establish an atmosphere in which seniors can thrive.

Our Core Values:

Right Accord maintains several core values as its guiding principles:

- To Honor Life in All Its Stages
- To Act with Dignity and Respect for All
- To Foster and Encourage Growth in Ourselves and Others
- To Build Value in Our Service to Others

Our Core Beliefs:

Right Accord proclaims the following core beliefs:

- Every person is a unique individual with worth.
- Every person has the need for self-determination.

- Every person has the desire to actualize his/her dreams.
- Every person has individual rights that must be respected and upheld.
- Every person has the right to be treated with dignity and respect.
- Every person has the right to be a valued member within the community.
- Every person must have the opportunity to access all community services appropriate to his/her needs.
- Every person has the right to develop a supportive network of individuals who act as advocates.
- Every person has the right to give of one's self and receive from others in return.

A Right Accord Company Story:

When Cindy first came to work for Right Accord and learned about "The Right Accord Way," she couldn't help but get excited. She had always had a close connection with the elderly, and for the last 12-months had been working at the nursing home near her home. So why did this feel different to her? What was so special about "The Right Accord Way?" After being assigned to her first client, it didn't take long for Cindy to understand how "The Right Accord Way" could change not only the people she took care of, but also herself.

Cindy began her first day by putting on her uniform and Right Accord badge. She felt good in this uniform. Cindy was assigned to an 85-year-old lady by the name of Jessie. When Cindy first arrived at 11am, she found Jessie still in bed. She hadn't even eaten breakfast yet. Cindy instantly picked up on Jessie's depression and lack of motivation to do anything. It was tempting for Cindy just to take over and push Jessie out of bed and start getting her ready for the day. However, Cindy decided on a more sensible approach. She pulled over a nearby chair and sat next to Jessie and began to engage her in conversation. It took only a few minutes before Jessie began to open up and tell Cindy her life story.

Jessie had been a widow for 25-years, never wanting to re-marry. She had 4 children, and 1 had died tragically last year. The 3 living children all lived out of state and Jessie had no one but her neighbor of 40-years to look in on her. Sure her children came around every so often, but that was rare, and when they did come for a visit, it never lasted long enough.

For the first few days, Cindy would show up for her shift at 11am and find Jessie lying in her bed. Cindy would then grab her chair and engage Jessie in conversation for a few minutes and then help her get ready for the rest of the day. With each passing day Cindy wondered if she was making any real progress. However, she did notice slight changes in Jessie's attitude for the better. And so Cindy had hoped that Jessie would begin to come out and live life again.

After a couple weeks of visits, Cindy showed up for her shift and let herself in as usual. She went back to Jessie's room to begin the routine again. But Jessie was not there. Cindy combed the house but found her nowhere. Did she wander off during the night? Where could she be? Wait! What is that humming noise?, she asked herself. It sounds like it is coming from outside. Jessie could not possibly have gone outside...could she? Cindy opened the sliding glass door and went around to the backyard where she found Jessie sitting on the patio humming. Just as Cindy was about to scold her for going out there on her own, Jessie looked up at her with tears in her eyes and said, "Isn't it beautiful out here? Thank you for reminding me that there is more to life than a bed and a blanket."

Cindy left Jessie's house that day with a sense of pride. She had made a difference, and the feeling that came from that was indescribable. By following "The Right Accord Way," Cindy had given herself and Jessie, the true "Right Accord Experience."

Right Accord's Services

Right Accord is a licensed Home Health Agency which provides different types of services. All services are individualized and provide support to people with age-related issues and chronic disabilities. These services are:

- **Home Health Care Services**

Right Accord specializes in providing in-home personal care for the elderly. We offer many in-home services including companionship, light housekeeping, laundry, meal planning and preparation, incidental transportation, errand running, and personal care such as... bathing, toileting, grooming assistance and so forth. We also have an Registered Nurse (RN) available 24/7.

- **Transport Services**

Right Accord Transport provides Non-Emergency wheelchair and stretcher transportation to seniors with mobility problems.

- **Training, Education and Resources**

Right Accord is dedicated to education on senior's issues in our local community. We are available for public speaking engagements to local organizations. Topics include: Fall Prevention and Recovery, Care Planning, Memory Loss, Seniors Housing and much more. The **Right Accord Training Center** provides certification programs and training for Certified Nursing Assistants (CNA), Home Health Aides (HHA), and Companions.

What Can I Expect?

First Day

First days are nerve-racking for many people. You want to be liked and your caregiver wants to do a good job. Your caregiver will:

1. Introduce themselves, let you know they are there for you and will ask about your interests, hobbies, and what assistance you need and how you like tasks done.
2. Review the Care Plan Book information with you.
3. Work with you to develop a task schedule based on your normal routine.
4. Will make a list of your food preferences. You can show them favorite recipes you would like included in your meal plans.
5. Will begin performing tasks as scheduled and do them your way.

Remember that part of your function is to stay active and involved. If you like to cook but your eyesight is failing; break up the lettuce for your salad. If you like to garden but your hands shake, help plan the garden and teach the caregiver how to plant the seeds for you. Find ways to be involved. You will find that the companionship of sharing tasks makes you very happy and gives you a sense of purpose.



Billing

You will receive an invoice by mail every week once you are on our regular billing cycle. On the bottom right of the invoice, you will see your total owing for service. You can make payment by placing a check in the mail or by credit card.

Visits

Your Client Relations Manager will make regular visits bi-monthly during service. These visits may last only 5 minutes; they may be scheduled or spontaneous. During a visit, you can expect the Client Relations Manager to look through the care plan book for any updates or information, as well as speaking with you regarding the service that Right Accord provides. If you have any concerns, questions or need some resources, this is a great opportunity for you.

Holidays

When statutory holidays come up, you will receive a call/email to confirm whether you would like service or not about two weeks prior. You have the choice to have service (at 1.5 times the rate), choose an alternate day during the week or cancel service on that day.

If you have plans to go away on holidays or have family visit, please call the office to let them know as soon as you are able.

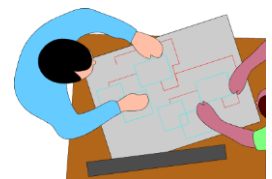
Satisfaction Surveys

Each quarter we take the opportunity to send out service satisfaction surveys. We truly appreciate all the feedback we receive and use it to create quality systems within Right Accord. If you are dissatisfied in some area, we will contact you so that we can make sure you are 100% satisfied.

Who Will I Be Working With?

Our staff comes with a wide range of backgrounds, but the most important characteristic about all of them is that they TRULY CARE!

We do our best to match our clients and caregivers based on whom we think would work well together. If you feel that you do not have a good match or you have concerns, please contact us immediately.



We want to know that our staff is doing a good job, so please do not hesitate to contact us and tell us how well the two of you are getting on.

Sometimes our staff does have to move on to other opportunities, or their schedules change. In these cases, we will make arrangements to have a new team member out to train in advance. We like to have as smooth a transition as possible. In the unfortunate circumstance that we do not have this opportunity or if your companion aide is sick, another staff member will be there to fill in.

How Do I Phone The Right Accord Office?

If you have to cancel or reschedule an appointment, you should phone the office and let someone know as soon as possible. The phone number of the office is 941-366-0801 or if you prefer, our email address is admin@rightaccordhealth.com

If you leave a message in a voice mailbox, we will call you back as soon as we can. Anyone can leave a message for us whenever they want. We do check our messages after hours and on weekends; let us know if you need us to call immediately.

If you are looking for services and want to find out about what Right Accord does, you can talk to Dana, Fritzie, or Rose. They will give you information and help plan services for you.

The People You Will Meet at Right Accord

You will meet new people when Right Accord comes to you! This is a list of office staff, their names and what they do. You will receive notice of changes/additions to our office staff, what they do and when you should contact them.

If Right Accord is coming to you:

Director

Rosemarie Tamunday is the Director. Rose is in charge of all the people who are at Right Accord. This includes overseeing all client activities and the staff. She makes sure that everything is okay with the care plans and programs. Rose is always happy to answer any of your questions.

Office Manager

Dana Rogers is the Office Manager at the office. She is most likely the first person you will talk with when you call the office. She answers the phone and makes sure the office runs smoothly. If you have any questions, Dana can probably answer them or tell you who to talk to.

Client Relations and Human Resources Manager

Fritzie Fisher is the Client Relations and Human Resources Manager. She will decide who will help support you in your home during your scheduled care. Fritzie conducts Caregiver Quality Assurance (CQA) Assessments to ensure you have “top notch” caregivers as well as carefully screen each and every caregiver through background checks, driver license checks and medical license checks.

Her job is to help ensure your care plan needs are being met. The Client Relations and Human

Resource Manager will always listen to you and to what you want. If you have any questions or problems you can talk to your Client Relations Manager.

CNA/Home Health Aide/Companion/Homemaker

When Right Accord comes to you, your Client Relations Manager will match someone to work with you. Your Client Relations Manager will visit you bi-monthly to make sure everything is okay.

CNA's/Home Health Aides/Companions will assist you in your daily living activities and personal care. They will focus on getting to know you: what you like, what things you are good at, and how you would like things done in your home. They will plan and execute household chores and fun activities to do together. If there is anything you feel you cannot do alone, your home health aide will help you.

If you are not feeling well, your home health aide may take you to the doctor. They will also help you keep in touch with your family and friends.

Some Policies You Should Know About

A policy is a rule that staff has to follow when they work at Right Accord. All of the rules are in a handbook. You can ask anyone at the office to see this book. Some of the rules are about how staff should treat you and your family.

Employment

Right Accord fully employs our employees. We take care of payroll taxes and related withholding, and Workers Compensation and employment insurance. Our caregivers are bonded and are covered by professional liability insurance.

List of Services

The following is a list of services that Home Health aides may routinely perform; however, it is not exclusive of other reasonable requests. Ours is a service business. Always check with the office if you are unsure about whether or not we can perform a service.

Light Housekeeping

- Dust
- Vacuum
- Clean kitchen
- Organize closets
- Change the linen
- Light laundry
- Light ironing

Miscellaneous

- Companionship
- Conversation
- Play board games
- Read
- Watch TV
- Do crossword puzzles
- Arts and crafts projects
- Cook together
- Pet care
- Supervise home maintenance
such as housecleaning, etc.
- Medication reminders
- Monitor bathing for safety
- Mend clothes
- Answer the phone
- Sort bills for paying/read Mail

Errands & Transportation

- Grocery and clothes shopping
- Pick up prescriptions
- Make bank deposits
- Theater and movie events
- Dine out for lunch or dinner
- Drive to family gatherings
- Handle dry-cleaning
- Buy stamps, mail packages
- Attend church services

Sleep Over Services

- Sleep or stay awake overnight
- Prepare breakfast in a.m.

Personal Care

- Assistance with toileting
- Incontinent care
- Assistance with grooming and
bathing
- Assistance with ambulation and
transfers
- Assistance with physical
therapy exercises
- Medication Reminders

Emergency Procedures

- ◆ The area will be secured
- ◆ Caregiver will call 911 (and/or Hospice if applicable)
- ◆ Caregiver will call Right Accord
- ◆ Right Accord will call the family with status and disposition of the emergency
- ◆ Licensed personnel, such as Registered Nurses (RN) and Licensed Practical Nurses (LPN, LVN) working in this caregiving capacity may fulfill the dictates of their license to perform CPR, etc.; however, they do so under the authority of their license and not under the authority of Right Accord

NOTE: DNR (Do Not Resuscitate) orders should be prominently displayed and will be made available to emergency and hospice personnel immediately upon their arrival.

Start and End of Shift

At the beginning of each shift, the caregiver will call the office to report in and that they have arrived on time. They will then check the documentation log in the care plan for any notes from family or other staff.

At the end of the shift, the caregiver will document in the care plan what the two of you did during the shift and any notes for family, or other staff. The caregiver will then call the office to report the time of departure and any mileage for outings that day.

Client Abuse/Mistreatment

Rules are in place to help us provide a safe service. Telling us about your concerns is always welcomed. The manner in which you are treated by all staff is important to us and your rights and safety are supported at all times.

What does abuse mean? Abuse means many different things. It is a situation in which someone who has more power hurts someone with less power.

Verbal abuse is saying mean or cruel things to you.

Physical abuse is when someone hurts your body.

Emotional abuse is hurting your feelings on purpose. It can also be scaring you or trying to make you feel bad about yourself.

Sexual abuse includes touching you or looking at you in a sexual way when you do not want that. Sexual abuse can also be talking to you about sex when you do not want to.

Neglect is not giving you the things that you need, like food and clothes. It can also be not taking you to the doctor when you need to go.

Taking advantage (exploiting) is telling you to do something that is against the law or bad for you. It can be taking your money or things. It is when people use you for their own good and not yours. Any kind of abuse is wrong. Right Accord does not want a staff member to abuse you **EVER**. The Right Accord staff must follow a set of rules about abuse.

Abuse is a crime. Deciding if an action is abuse is not always easy. All reports of abuse will be looked at seriously and carefully.

Stopping abuse before it happens:

Right Accord will:

- ◆ Teach you about abuse and how to be safe;
- ◆ Assist you to make your own decisions;

- ◆ Make Right Accord a safe place by teaching staff rules about abuse;
- ◆ Help you do more social activities;
- ◆ Teach staff to recognize abuse;
- ◆ Conduct background checks on all staff;
- ◆ Right Accord will make sure that staff and clients continue to learn more about safety.

What staff must do when they learn or think that abuse is happening:

Staff can learn that there is abuse if:

- ◆ They see any form of abuse;
- ◆ They see bruises or marks;
- ◆ Someone tells them;
- ◆ You tell them.

Staff must stop the abuse if they see it happen. Staff must make sure you are safe; they are here to help you. Then they must tell your guardian. If your guardian is the person who abused you, staff will protect you from that person. Remember, if you tell a staff person that you are being abused, that staff person is there to help you.

You might need to go to the doctor or hospital. You can ask a staff member to go with you. The doctor will explain what is going to be done. You can ask questions. Right Accord has rules that the people who assist you must follow.

Confidentiality—What is Private?

What is confidentiality?

Right Accord knows that your life is private. Employees at Right Accord have to know some things about you to give you good services. Right Accord has a rule that says that staff have to be very careful about the things that we know about you or that you tell us privately. This usually means that staff cannot tell other people about things that you do or say, unless it is okay with you.

Confidentiality is about:

- ◆ Things that are written in your file, and
- ◆ Things that you tell staff, and
- ◆ Things you say at meetings/appointments that staff attend with you.

Client Files

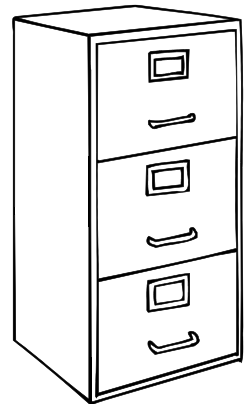
Right Accord has to write things down about you, including what you want to do, and what you do. This is in your file. It has things like:

- ◆ Your name, address and phone number;
- ◆ Addresses and phone numbers of people important in your life, emergency contact names and numbers;
- ◆ The service you are getting from Right Accord;
- ◆ Copy of your care plan;
- ◆ Notes about things that happen to you or that you do when you are with Right Accord.

Your files are kept in a safe place. Right Accord has a rule that only staff that need to see your file can look at it.

If you want to know what is in your file, just ask.

If you want to see your file, you can ask a staff member whom you trust to help you.



How to Tell Someone If You Are Not Happy with Right Accord (Making a Complaint)

If you go to a restaurant and the food is bad, you can tell the people at the restaurant that it was bad. If you did that, you would be making a complaint. Just like at a restaurant, if you think that the staff at Right Accord are giving you bad service or are not being fair, you can tell someone. This is called making a complaint.

If your caregiver does not listen to you or you cannot get along with them, you can talk to your Client Relations Manager about them. Your Client Relations Manager will try to help you work things out. If that does not fix your problem, you can talk to the director.

Also, if there is anything beyond staff members that displeases you about Right Accord please let your Client Relations Manager know.

After you submit your complaint, some things will happen.

- ◆ The person you asked for help will try to find out the best way to help you. She may want to talk with you. If your complaint is about another person, she may want to talk with that person too.
- ◆ If the staff person you asked to help you cannot fix the problem, she will ask her supervisor for help.
- ◆ Sometimes you might need more people to help to fix the complaint.

As soon as the people you asked for help figure out what to do, they will let you know. If you are not happy with the help you get, you can ask someone else for help.



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CLIENT COMPLAINT FORM

Date: _____

Client Name: _____

Caregiver Name: _____

Reason(s) for this complaint: (Please provide as much information as possible. Feel free to attach additional information to this form regarding the situation).

Have you confronted the caregiver regarding the situation?

Y N

Client Signature: _____ Date: _____

Office Use Only

Received By: _____ Date: _____

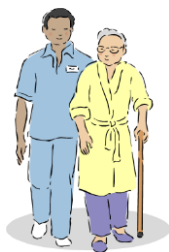
Follow-Up with Patient: Y N

Follow-Up with Caregiver: Y N

Notes Regarding Situation: _____

GENERAL SAFETY TIPS

- Avoid wearing only socks, smooth-soled shoes, or slippers on uncarpeted floors.
- Avoid wet floors – wipe all spills up immediately.
- Keep kitchen floors free of grease and scraps.
- Adequate lighting will help prevent accidents.
- Keep a lamp near the bed so you will not have to get up in the dark.
- Keep a night light in the bathroom.
- Keep hallways and steps well lighted.
- Keep a flashlight handy in case of a power failure.
- Household pets should be kept under control and out of pathways.
- Be sure mats are nonskid and there are treads in the tub/shower to prevent slips.
- Install “grab bars.” Towel racks should not be used as grab bars as they are not secure enough to support the body weight.



- Post emergency numbers by your telephone. **(911)**
- If you live alone, ask a neighbor, friend, or family member to check on you each day.
- Take your time and do things slowly. Be safe. Don't hurry and increase your chance of an accident.
- To avoid dizziness, get out of bed or your chair slowly.
- Because of our frequent Florida power outages, keep a flashlight and portable radio handy. Keep extra batteries on hand.
- Keep an updated list of your medications in your Vial-of-Life for emergency situations.
- Have a hurricane plan.



MEDICATIONS ARE MEANT TO HELP TAKE THEM SAFELY

Use caution and be aware of what you are taking.

Tell your physician, pharmacist, and nurse about all the medications you are taking (prescription and over-the-counter) to prevent dangerous combinations or duplication.

Take a list to the doctor on each visit so he can check to see if they are still needed. Read your medication labels and take as directed.



- Always take the exact dosage prescribed. Never skip or stop taking a medication without checking with your doctor. It is dangerous to stop some drugs suddenly.
- If you miss a dose, don't double your next dose. Ask your doctor, pharmacist or nurse what to do.
- Always keep medication in the original container and out of the reach of children.
- Organize your containers in one area.
- Discard any expired medications or those that have been discontinued by your doctor. They should be flushed down the toilet.
- Never take another person's medication.
- Be aware of the precautions on the label. Some drugs do not mix with alcohol, certain food, or other medications.

Know the name of each drug you are taking, what each drug is for and how to take it, and the side effects you need to be aware of.

Your nurse will assist you with setting up a sage system for taking your medications. You can use a chart or container system to help you remember what medication to take, how much to take and when to take it.

*****REMEMBER*****

**ALWAYS READ THE LABEL
BEFORE TAKING ANY DRUG!**

Plan ahead so you don't run out of medication. Mark a renewal schedule on the calendar so you don't run out of medication.

Don't crush or break long-acting tablets. It can change the way the drug works. If you have a problem swallowing a medication, ask the pharmacist. He can tell

you what to do. Don't take the medication while lying down.



FIRE

Protect yourself, your family, and your home against fire or burns.

BE PREPARED!

- Make a fire escape plan and practice it.
- Make sure exits are free of clutter.
- Keep a fire extinguisher charged and handy. Know how to use it.
- Install smoke detectors and keep them in working order.



FIRE SAFETY MEANS...

- Don't smoke in bed or when sleepy.
- Use space heaters according to manufacturer's instructions. Keep them free from clutter, papers, curtains, etc.
- Keep flammable liquids outside of the home in approved safety containers.
- Have your home electrical system checked if there are signs of a wiring problem.
- Keep all electrical appliances in good working order.
- Use extension cords properly. Do not overload them and keep them away from sinks or water.

TO PREVENT BURNS...

- Always check hot water temperature. Experts suggest setting hot water heaters at 120 degrees or below.
- Wear tight fitting short sleeves when cooking.
- Keep pot handles away from the front of the stove.
- Keep towels, curtains, and other flammables a safe distance from the stove.



PREVENTING INFECTION

HANDWASHING

Why wash your hands?

Hand washing is the easiest and most effective way of preventing infection.

When should you wash your hands?

- Before you provide care for your loved one.
- After caring for your loved one (even if you used gloves).
- Before meals, including preparation.
- After toileting.



How?

- Place your hands under running water.
- Rub soap on your hands and wrists to loosen skin oils and surface dirt.
- Point your hands downwards and rinse off soap under running water.
- Dry your hands with a clean towel.
- May use alcohol based hand rub to cleanse hands.

SHARP OBJECT DISPOSAL

You can help prevent injury, illness, and pollution by following some simple steps when you dispose of the sharp objects and contaminated materials you use in administering health care in the home. You should place needles, syringes, lancets and other sharp objects in a hard plastic or metal container with a screw-on or tightly secured lid. Many containers found in household will do, or you may purchase containers specifically designed for the disposal of medical waste

sharps. Before discarding a container, be sure to reinforce the lid with heavy duty tape. **Make sure that you keep all containers with sharp objects out of reach of children and pets.**

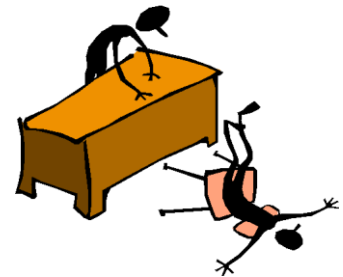
We also recommend that soiled bandages, disposable sheets and medical gloves be placed in two securely fastened plastic bags before you put them in the garbage can with your other trash. Your state of community environment programs may have other requirements for disposing of your medical waste. Please ask your nurse if you have any questions about disposal of the sharp objects and contaminated materials used in your health care at home.



HOME SAFETY

PREVENTING FALLS

Check that pets are not in your way!
Check yourself for dizziness before you start to move!
Stand up slowly and walk carefully!



Check clutter to prevent slipping or tripping

- Keep clutter out of pathways
- Keep electrical cords out of the flow of traffic.

Check all rugs, runners and mats to prevent slipping or tripping

- Rugs and runners tend to slide. Double faced adhesive carpet tape or rubber mats can be used to prevent rugs from sliding. Tack down carpet edges to avoid tripping or remove throw rugs.
- Watch your steps as you move to different surfaces.

Check the telephone so you can get help

- Organize cupboards and closets. Place frequently used items on shelves between waist and shoulder level. Then you don't have to climb or stoop and risk a fall.
- If you need to reach a high shelf, use a sturdy step stool.

- Avoid hyper-extending (arching back) your neck to reach high items. You may become dizzy or fall.

Check the bathroom to prevent slips and falls

- Equip bathtubs and showers with non-skid mats and adhesive strips to prevent slipping.
- Install grab bars. They help you get in and out of the tub or shower safely. They also help prevent falls.
- Locate a light switch (a glowing switch that can be seen in the dark) near the entrance of the bathroom. Night lights are helpful too.
- Try sitting on a shower bench to bathe.

Check the bedroom to prevent tripping hazards

- Locate lamps, switches, or night lights close to each bed and use them when getting up at night.
- Keep the telephone beside the bed.

Check stairs and passageway to prevent trips and falls

- Be sure that stairs and hallways are well lighted and free of clutter to reduce the risk of tripping.
- Handrails should be both sides of the stairways for support.
- Avoid wearing only socks or smooth-soled shoes or slippers to avoid slipping and falling; wear well-fitting shoes with low heels instead.
- To prevent stumbling, carry small loads that do not block your vision and allow you a free hand.

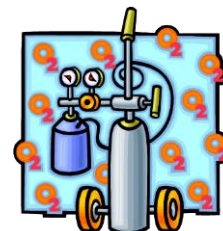


OXYGEN SAFETY

If your doctor has ordered Oxygen, the spare tanks should not be stored in a confined space such as small closet, trunk of a car, or a small bathroom. They should not be stored near radiators, heat ducts, steam pipes, or other sources of heat such as a stove. They should be secured in a stand or with a belt, cord, or chain to prevent falling. Small oxygen tanks can be stored on their sides but secure them so they do not roll.

Other important safety tips

- Use grounded electrical devices.
- Call the company if the equipment is not working right.
- Do not smoke when oxygen is in use.
- Do not use an electric razor or electric blanket when using oxygen.



PREVENTING SEASONAL ILLNESSES

The elderly, infirmed, and children are most at risk for seasonal illnesses such as the flu or heat stroke. Be prepared for changes in the season. Take precautions to prevent these illnesses.

PREVENTING HEAT ILLNESSES

What is heat illness?

- A collection of conditions including heat cramps, heat exhaustion, and heat stroke.
- As the heat and humidity rises, so does the number of case of heat illness.
- Heat cramps are muscle spasms in the stomach, arms or legs which may begin during or after heavy activity and may cause mild discomfort or severe pain.
- Heat exhaustion causes feelings of extreme weakness, nausea, vomiting, dizziness, and fainting and the person's skin turns pale, cold, and moist with sweat.
- Heat stroke is a life threatening emergency which causes the person to lose consciousness, their skin become red, hot and dry. The body does not produce sweat.



Who is at risk for heat illness?

- Anybody is at risk for heat illness if exposed to the effect of heat and humidity for prolonged periods of time without taking proper precautions.
- People who are at greater risk and should take greater precaution include:
 - 1) Children
 - 2) Obese persons
 - 3) Elderly persons
 - 4) Persons who work outdoors
 - 5) Persons with chronic illnesses, such as heart or breathing problems
 - 6) Persons taking certain medications (check with your nurse or pharmacist)
 - 7) Persons with vomiting or diarrhea

How can I prevent heat illness?

- Drink plenty of cool water on hot summer days but check with your doctor for any fluid restrictions.
- Reduce your physical activity and plan to do needed activities at cooler times during the day while taking breaks and periods of rest between activities.



- Always wear a hat when exposed to direct sunlight.
- Wear light-colored and porous clothing, preferably cotton.
- Report any signs or symptoms of heat illness to your doctor immediately.
- Avoid alcoholic beverages.
- Avoid taking salt tablets unless ordered by your doctor.
- If you do not have air-conditioning, keep your house well ventilated by keeping windows open and using fans to keep air circulating.

PREVENTING FLU



Protect yourself

You can protect yourself from getting the flu during the winter season by getting a flu shot. Contact your local health department to determine when your community offers flu shots.

What is the flu?

- A respiratory infection caused by a virus.
- Commonly occurring from November to April.
- Usual symptoms are fever, chills, cough and muscle aches which can last from a few days to week.
- Recovery is usual but complications such as pneumonia or death could develop.

What is flu vaccine?

- It is made from killed viruses.
- It does not give you the flu.
- The viruses included in the vaccine change from year to year.
- Flu shots are given to adults by injecting into the muscle of the upper arm.
- The protective effects of the vaccine begin after about 1 to 2 weeks and last an average of several months.

Who should not get the vaccine?

- People who have serious and dangerous allergic reactions to eggs.
- Women who are pregnant.
- People who are presently acutely ill and have a fever.
- People who have had previous attack of Guillian-Barre syndrome.

What are some possible side effects of a vaccine?

- Soreness at the injection sites for up to 48 hours.
- Slight fever or achiness 1-2 days after injections.



- As with any other drug or vaccine, serious reactions can occur.

COLD WEATHER TIPS

How can you have a warm and worry free winter?

You can stay warm and safe by following the following safety tips.

Furnace safety

- Have a qualified serviceman check your furnace and clean it.
- Remove trash, papers, and paint from the area around the furnace.
- Use metal containers for ashes.

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Fireplace safety



- Cover the fireplace opening with sturdy metal screen or heat-tempered glass door.
- Never leave a fire unattended.
- Before and after heating season, have a qualified serviceman clean chimney and check it for crumbling bricks, loose mortar, obstructions, and creosote buildup.
- Burn only dry, well-seasoned hardwoods like oak and birch, avoid pinned, spruce and wood that is green and moist.

Woodstove safety

- Recommend cast iron or heavy steel stoves with a damper or draft control.
- There should be a minimum clearance of 36 inches between stove and walls and ceiling.
- Should be positioned on a base such as metal or brick which extends 18 inches beyond stove in all directions.

Portable space heaters

- Be sure heater shuts off if tipped over.
- Never leave children unattended with heater.
- Be careful around kerosene heaters, with canister vacuum cleaners which can spread flames onto carpets, drapes, etc.
- Do not use around explosive fumes or materials.

Cold weather fire safety

- Make certain curtains and blankets do not touch heaters.
- Never let vaporizers run dry.
- Plug equipment into separate outlets or use heavy duty extension cords.

- Never fold or roll an electric blanket, heat builds up and the wires break. Store flat and unplugged.

Smoke detectors save lives

- Install a smoke detector on each level of your home; especially outside of bedrooms.
- Keep smoke detectors dust free; change batteries in the spring and fall when the clock changes.
- Test smoke detectors once a month.



Escape planning

- Establish a fire escape plan.
- Every room should have two ways out; make sure windows open and are not painted shut.
- Try to find an exit that does not require opening the bedroom door.
- Determine a meeting place for all household members away from the house.
- If you suspect fire, get out and call the fire department from a neighbor's house.
- Never re-enter your home, it could cost you your life.

NOTES: