Visiting Angels Las Vegas
Client / Caregiver SAFETY 2022

INTRODUCTION

At Visiting Angels, we are committed to providing the best care and companionship for our clients so they can remain safe and comfortable in their own home, helping clients cope with the challenges of daily living that can often come with age or disability.

Visiting Angels has established a strong commitment to Client / Caregiver Safety and Quality. Our safety plan is designed to align and support our mission, vision and values and serve their needs of our clients, and allow them to remain in the comfort of their own home. Appropriate policies and procedures have been developed and implemented. The primary focus of this policy is on preventing harm and promoting the safety of all clients and caregivers.

SAFETY

It is the company's policy to constantly strive for the highest level of safety in all services. The safety of employees and others on company premises is of utmost importance to us. The company is firmly committed to complying with applicable safety and health standards and will do its best to ensure that all work areas are free of hazardous conditions. We make every effort to provide working conditions that are as safe as possible, and we ask our employees to be just as careful. It is each employee's responsibility to know and comply with all health and safety rules, and to act in a safe manner.

GUIDING PRINCIPLES

-All staff, caregivers, clients, client's families are accountable and have a role to play in providing a safe and secure environment.

-Safety is promoted with the goal of developing an environment that is trusting and just for all, free from reprisal or recrimination.

-A safe and secure work environment for caregivers that contributes to safe client care.

-Reporting all incidents, no matter how minor

OVERVIEW

Visiting Angels promotes a safety culture that:

-Encourages reporting of any client / caregiver safety events.

-Educates caregivers to ensure safe practices are being deployed

-Ensures that all clients, family members or appropriate authorities are informed about the results of an incident

KEY OUTCOMES

1. A culture of client / caregiver safety

2. Caregiver working in a safe environment and safe manner

3. Caregiver reporting safety incidents immediately to supervisor

CONTINUE TO MONITOR / EDUCATE:

-Daily Covid Symptom Self-Assessment checker

-Hand Hygiene and Mask Compliance

-Initial Spot Check Worksheet

-Client Quality Care Satisfaction Surveys

PRIORITY GOALS:

As part of the company's commitment to client and caregiver safety, the following goals will be the focus

-Ensure all caregivers receive their annual retraining, with an emphasis on safety

-Ensure any negative surveys are followed up on

-Ensure new client initial spot check worksheet is completed

Measuring our Success

-Determining the success of the Goal will be measured through ensuring all active caregivers have participated in their annual training session.

-Ensuring all new client initial spot check worksheets compliancy 100%

-Ensuring all completed and return surveys are addressed appropriately