



Client Safety Statement 2008

Client Safety is of utmost importance in the services provided at St. Paul's L'Amoreaux Centre.

Safety of the client in health services is usually defined as an organizational process that reduces error and aims at freedom from accidental injury.

St. Paul's takes a holistic view to service provision for each individual and strives to go beyond this definition. Consistent with our Mission, Vision, and Values, St. Paul's is committed to providing services and conducting day-to-day activities in a manner that promotes and respects the safety of our clients in all aspects of their lives:

- medical health,
- physical well-being and security,
- mental and emotional health and well-being,
- safety and security of personal information, finances and possessions

St. Paul's endeavours to ensure the safety of our clients and inspire trust in our services by making client safety the responsibility of everyone who contributes to service provision: employees, volunteers and independent contractors.

Clients of St. Paul's are assured safety through organizational leadership and decision-making that prioritizes addressing client safety needs. As a nationally accredited service provider, clients can be confident that St. Paul's requires staff to meet high standards of qualifications and professionalism. Our volunteers and contractors are also held to organizational standards for safety and quality through written procedures and guidelines. Together, we are committed to ensuring safety in our:

- Health services
- Social and community services
- Physical environment
- Records management

Communication is vital to ensuring the safety of our clients. Our staff exchange information regularly with our clients and their caregivers to ensure they are as safe as possible.

St. Paul's welcomes suggestions and feedback from our clients about how we can better meet their needs and we work with our clients to achieve our goals. In this way, we learn from the experiences of our clients how to better assess and manage risk now and for a safe future.

As a result, we are continually making improvements in delivering safe services that support seniors to lead fulfilling and independent lives.