

Patient Safety

Five Counties Children's Centre is vitally interested in the health and safety of our families, employees, volunteers and visitors and is actively committed to protecting you by providing a safe environment within each of the Centre's sites of service delivery.

OUR FAMILIES:

The Centre confirmed that a strategic priority is to ensure that patient safety is a focus throughout the organization. Protection of clients from injury and occupational disease is a major continuing objective and a responsibility, which the Centre takes very seriously.

Families can be involved in their Health Care in the following ways:

1. Ask Questions. Families are asked to speak up if they have any questions or concerns about their children's treatment and / or services



- Families are encouraged to ask questions so that they understand what is being recommended for their child and why.
- Families are encouraged to ask questions to make sure they know how to follow through with activities and treatment at home that will benefit their child.

2. Tell our staff about any health care or other issues that we should know about your child.

Let us know if your child is not feeling well.

Let us know about your child's healthcare history or any changes in their healthcare.



3. Tell us about any allergies to food or medicine that your child may have.
Let us know if they have a reaction and what the reaction is.

4. Let the therapist or a receptionist know immediately if you are aware of any health and safety risks relating to our services or within our premises.

