









Member Safety Companion Guide

Introduction



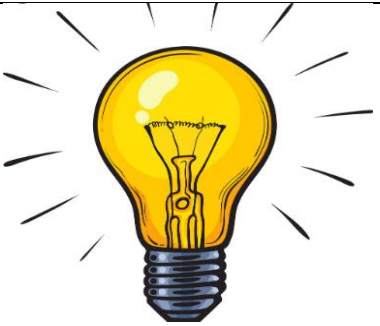

This guide is meant for use with Inclusa Members to provide education on several topics related to safety of their person and property and to prevent incidents that may involve injury, theft, or the need for police contact. Within the guide you will find information for specific types of prevention that can be tailored to meet individual needs.

Alcohol and Drug Misuse


	<p>What is alcohol and drug misuse:</p> <ul style="list-style-type: none"> ○ Drinking under the age of 21 ○ Drinking too much ○ Driving after drinking ○ Not following medication directions, or drinking alcohol when it states DO NOT use with alcohol ○ Taking illegal drugs
	<p>Signs of drinking too much alcohol include:</p> <ul style="list-style-type: none"> ○ Confusion ○ Difficulty staying awake ○ Vomiting ○ Seizures ○ Slow breathing ○ Clammy skin
	<p>How much can I drink?</p> <ul style="list-style-type: none"> ○ Always discuss with your doctor ○ Men should have only two drinks per day ○ Women should have only one drink per day
	<p>What is one drink? The size of the glass matters!</p> <ul style="list-style-type: none"> ○ 12 ounces of beer ○ 8-9 ounces of malt liquor ○ 5 ounces of wine ○ 1.5 ounces of distilled spirits

	<p>Signs of a drug overdose include:</p> <ul style="list-style-type: none"> ○ Unsteady walking ○ Chest pain ○ Blue lips or fingers ○ Nausea or vomiting ○ Violent behavior ○ Unable to wake
<p>Wisconsin Addiction Recovery  Helpline</p> <p>Call 211 or 833-944-4673 or visit addictionhelpwi.org to learn about local treatment services for an addiction to alcohol or other drugs.</p>	<p>What if I have a problem?</p> <p>If you think that you have a problem or have been told by others you trust that they are worried about your alcohol or drug consumption there is help.</p>

Falls Prevention




	<p>Take your time and do not rush</p> <ul style="list-style-type: none"> ○ Ask and wait for help if needed. ○ Get up out of chairs slowly and get your balance before you walk. ○ Make another trip if needed. Do not carry more items than are safe. Do not carry items that are too heavy. ○ Be aware of your surroundings. Know where the exits are for quickest exit if needed. ○ Put on appropriate footwear for the task- non-slip soles, well-fitting shoes, or boots
	<p>Use your equipment if recommended</p> <ul style="list-style-type: none"> ○ Cane, walker, shower chair, grabber/reacher, seat riser/cushion ○ Ask for a physical therapy visit to ensure proper usage ○ Make sure the equipment is the right size for you. ○ Use a non-slip rubber mat in the tub / shower ○ Use a proper step stool / ladder to get items- never use a chair as a step stool
	<p>Lighting</p> <ul style="list-style-type: none"> ○ Increase lighting throughout the home ○ Use nightlights to light the path, especially from bedroom to the bathroom. ○ Have a light or motion light outside to navigate steps and see if something is in the way. ○ Consider using LED lights to decrease frequency of needing to change bulbs ○ Carry a flashlight to see uneven or cracked sidewalks
	<p>Medication</p> <ul style="list-style-type: none"> ○ Talk to your medical provider or pharmacist to make sure side effects are not causing weakness or dizziness. ○ Take medications only as prescribed.





	<p>Clear walkways</p> <ul style="list-style-type: none"> ○ Remove tripping hazards such as clutter from walkways including shoes, clothing, books, boxes, etc. Organize and store these items in a safer spot. ○ Remove throw rugs or only use ones with non-slip backing. ○ Clean up spills immediately- floors can be slippery and dangerous when wet. Keep a hand towel or paper towel within easy reach to dry up. ○ Clear ice and snow from steps and walkways ○ Arrange furniture to have clear paths throughout the home
	<p>Exercise</p> <ul style="list-style-type: none"> ○ Build strength, balance, and flexibility to reduce fall risk. ○ Attend local YMCA, Community Center, or Park and Recreational group for exercise ideas. ○ Access videos of exercise programs
	<p>Get your vision and hearing checked annually</p> <ul style="list-style-type: none"> ○ Update eyeglasses and wear them if needed ○ Get hearing aids checked and adjusted as needed
	<p>Be Prepared</p> <ul style="list-style-type: none"> ○ Keep your cell phone close by ○ Keep a list of emergency contact numbers in an easy to find location or programmed in your phone. ○ Wear a Personal Emergency Response System (PERS) / Medical Alert Button to call for help if needed.
	<p>Stairs</p> <ul style="list-style-type: none"> ○ Turn on the light, have a light switch at the top and bottom of the stairs ○ Do not store items on the stairs ○ Fix loose or uneven steps, make sure carpet is firmly attached ○ Use handrails or have installed if needed.





	<p>Use storage is a safe manner</p> <ul style="list-style-type: none"> ○ Keep frequently used items on lower shelves or drawers ○ Use a ledge or table by the doorway to set down bags or items while finding keys, putting on or removing a jacket or shoes.
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Financial Exploitation

Tip Sheet

	<p>Financial Exploitation is when a person misuses or takes your money or other item of value for their benefit. This often occurs without you knowing. It could be done by a family member, friend, neighbor, or a stranger. Exploitation may seem like you are agreeing with what is happening because a person may be threatening you of harm or keeping you from something you like or need to survive.</p>
<p>Common types of Financial Exploitation:</p>	
 <p>gg79078803 www.gograph.com</p>	<p>Theft- taking money or items without permission or knowledge and can include:</p> <ul style="list-style-type: none"> ○ Cash ○ Valuables ○ Medications ○ Other personal property.
	<p>Fraud- when a person who is in charge of another person's money or other property uses the money or property for their benefit. This includes:</p> <ul style="list-style-type: none"> ○ Falsification of records ○ Forgeries ○ Writing out checks ○ Agreeing to other schemes

	<p>Too Good to Be True- urgent demands that you must act now or ask you for your bank account because you won money. If it seems too good to be true it probably is.</p>
	<p>Healthcare scams- includes threats to your need for care and medication</p> <ul style="list-style-type: none"> ○ Threats to put you in a nursing home or other assisted living or not provide care ○ Withhold food or medication if you do not give them money.
	<p>Threat or scare- when someone uses threats of harm to scare you into giving money or possessions to them. This is used to get:</p> <ul style="list-style-type: none"> ○ Social security number ○ Credit card number ○ Banking information <p>You may feel ashamed or have been told not to tell anyone. It is important to contact a trusted person such as the police.</p>
	<p>Real Estate- involves the sale or transfer of property title, or changes to documents.</p>

	<p>Contractor- when payment for repairs are made but the contractor or handyman fails to complete the work. Examples include:</p> <ul style="list-style-type: none"> ○ You may pay someone to complete a job and they never complete it. ○ Give money to someone for a job and they later say you did not pay them. ○ You may give money to have a job completed and the individual asks for more money to finish the job, but it never gets finished.
	<p>Lottery scams- payments or transfer of funds to collect unclaimed money from lotteries or sweepstakes. They ask for your banking information.</p>
	<p>Electronic- emails to you that try and trick you into giving banking passwords. Can also include faxes, wire transfers, and telephone communication.</p>
	<p>Mortgage- when someone tries to provide you with products that are unaffordable or not compliant with regulation requirements. May include loans issued against property.</p>



Investment- investments made without you knowing or giving permission. May include:

- High-fee funds
- Excessive trading to generate commissions for the financial advisor
- Credit cards that you did not sign up for or balance is higher than expected, or items that you did not purchase



Insurance- Sale of products such as a thirty-year annuity for a very elderly person or trading of life insurance policies.

Protect Yourself:

PROTECT YOURSELF


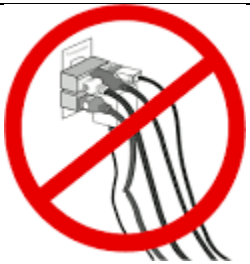

- Know who you are allowing in your home (Only let those you know into your home)
- Don't give out your Social Security, Credit Card, or Bank Account numbers to other either in person, phone, or email.
- Don't be afraid to talk to someone you trust about your concerns, maybe someone at your church or when you go to a doctor's appointment. Fear is a common feeling when it comes financial exploitation.
- Too good to be true: just hang up the phone, delete the email, or walk away.





REPORT

- If you witness or experience a life-threatening situation, **dial 911**
- If you suspect that your or someone you know is a victim of financial exploitation. Tell someone about your concern. It is okay to be wrong. If there is no exploitation, then no one will get in trouble.
 - Talk to your care team
 - Call local Adult Protective Services (APS) agency in your community.


	<ul style="list-style-type: none"> ○ Call the police 911 and talk to a police officer.
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Fire Safety

	<ul style="list-style-type: none"> ○ Always watch what you are cooking ○ Use a timer to remind you that you are cooking ○ Wear short sleeves so your clothes don't start on fire ○ Make sure dishtowels, bags, boxes, paper, and curtains are away from the stove ○ Turn pot handles towards the back of stove
	<ul style="list-style-type: none"> ○ Plug only one heat-producing appliance into a wall outlet at a time (coffee maker, microwave) ○ Do not use extension cords with heat-producing appliances. ○ Have an electrician install extra wall outlet where you need them.
	<ul style="list-style-type: none"> ○ Check your electrical cords. If damaged, replace them. ○ Use light bulbs that match the recommended wattage. ○ Electrician work should only be done by a qualified electrician.



	<ul style="list-style-type: none"> ○ It is always safest to smoke outside ○ Do not walk away from a lit cigarette or other smoking material ○ Make sure all cigarettes are put all the way out ○ Put water on ashes before throwing away ○ Do not smoke after taking medicine that makes you tired ○ Never smoke in bed ○ Never smoke around medical oxygen
	<ul style="list-style-type: none"> ○ Have a fire escape plan and discuss with family and neighbors (see plan in binder) ○ Practice your plan at least two times per year ○ Check batteries monthly, and replace yearly ○ Never go back into a building that is on fire ○ Lighters and matches should be stored in a safe area
	<ul style="list-style-type: none"> ○ Build a fire safety plan around your abilities ○ If you live in an apartment building know the fire safety rules. If you are unsure ask the landlord. ○ Being on a ground floor near an exit will make your escape easier ○ Know at least two exits from every room ○ If you use a walker or wheelchair, check all exits to be sure you can get through ○ Contact your local fire department's non-emergency line and they can help suggest and escape plan for you.
	<ul style="list-style-type: none"> ○ Choose a smoke alarm that is right for you. ○ Vibrating pad or flashing light- for deaf or hard of hearing ○ Strobe light for outside the home to catch a neighbor's attention ○ Ask the manager of your building, if in an apartment, or a friend or family member to install at least one smoke alarm on each level of your home. ○ Test the batteries every month and replace batteries at least every year.


Harm to or by Others

Is Someone Hurting You?	
	
	<p>Do you have a relationship where your friend, caregiver, partner, family member ever...</p> <ul style="list-style-type: none">○ Tells you that you can never do anything right○ Shows extreme jealousy of your friends and time spent away○ Keeps you from seeing friends or family members○ Insults, demeans, or shames you with put-downs○ Takes your money or refuses to give you money for necessary expenses○ Looks at you or acts in ways that scare you○ Controls who you see, where you go, or what you do○ Prevents you from making your own decisions


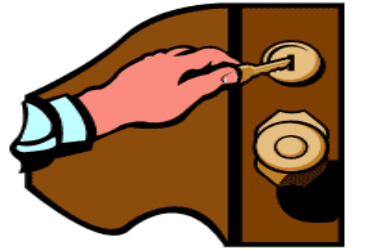


 	<ul style="list-style-type: none"> ○ Tells you that you are a bad person or threatens to take your children away ○ Prevents you from working or attending school ○ Destroys your property or threatens to hurt or kill your pets ○ Scares you with guns, knives, or other weapons ○ Pressures to have sex when you do not want to or does things sexually that you are not comfortable with ○ Pressures you to use drugs or alcohol ○ Does anything else that makes you scared or uncomfortable
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Are You Hurting Someone?

 	<p>Do you...</p> <ul style="list-style-type: none"> ○ Get angry or jealous about your partner's relationships with others (friends, family, coworkers) and feel possessive? ○ Frequently call and text to check up on your partner, or have them check in with you? ○ Feel like your partner needs to ask your permission to go out, get a job, go to school or spend time with others? ○ Get angry when your partner does not act or do what you want them to? ○ Blame your anger on drugs, alcohol, or your partner's actions? ○ Find it very difficult to control your anger and calm down?
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 <p>gg101211835 GoGraph.com</p>	<ul style="list-style-type: none">○ Express your anger by threatening or hurting your partner?○ Express your anger verbally through raising your voice, name calling, or using put-downs?○ Forbid you partner from spending money, or require that they have an allowance and keep receipts of their spending?○ Force or attempt to force your partner to be intimate with you?
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Home Safety

 An illustration of two young boys standing behind a wooden picket fence. The boy on the left is wearing a blue shirt and dark pants, holding a green garden hose. The boy on the right is wearing a blue shirt and dark pants, waving his hand. The background shows green grass and a blue sky.	<p>Get to know your neighbors</p> <ul style="list-style-type: none">○ Let your neighbors know when you will be gone for extended periods of time so they can be on the lookout○ Leave an extra key with your trusted neighbor or friend○ Keep a list of anyone you give a key to
 An illustration of a hand turning a door handle. The hand is pink and wearing a blue sleeve. The door is brown and has a gold handle and a gold lock. The background is white.	<p>Use locks</p> <ul style="list-style-type: none">○ Lock your door even when you are home○ Lock up any valuables when others are visiting
 An illustration of a repairman in a green uniform and cap, carrying a toolbox. He is walking towards the right. The background is white.	<ul style="list-style-type: none">○ Invite only people you know into your home.○ If you did not call for a repair person do not let them in without calling your landlord or the company, they work for.
 An illustration of a small, single-story house with a brown roof, a brown door, and a window. There are green bushes in front of the house. The background is white.	<p>Prevent burglars from hiding:</p> <ul style="list-style-type: none">○ Keep bushes and hedges trimmed○ Ensure entrances have good lighting




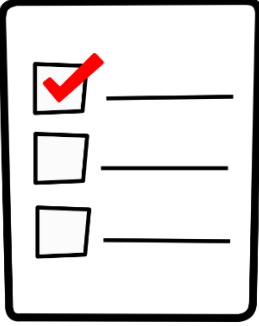



- Stop mail deliveries when you will be away from home as thieves look for mail piling up to know you are not home.
- Do not leave boxes from large purchases on the side of road, such as from televisions. Break these down and place in recycle bin.






- When away from home, leave a light or radio on to make it look like someone is home.

Medication Error Prevention


	<p>Pill Planner</p> <p>Use a pill planner or box to setup your pills weekly. This is a great way to remind you to take pills and to know when you forget to take a pill. If you think this will help, talk with your Inclusa team.</p>
	<p>Alarm</p> <p>Use an alarm if you have a lot of doses. Alarms on your phone or near your pill planner can help you to remember to take your pills. An alarm can also help remind you to use a cream or take a shot.</p>
	<p>Prepackaged Medicines</p> <p>Some pharmacies will set up or “prepackage” your medications for you. Talk to your Inclusa team if you think this might help.</p>
	<p>Safe Place</p> <p>Keep your medications in a safe place that will be easy to remember to take them. If you are going to be away from home, be sure to take any medications that you need with you. **Make sure that medications are out of reach of children and pets. **</p>




	<p>Safety</p> <p>Only tell people that help you with your medical care about what medications you take. Some people might try to steal medications like some pain medications. Locking up your medications helps, too.</p>
	<p>Medication List</p> <p>If you have many medications it can be hard to remember what they are for and what to do if there are changes. Ask for an updated copy of your medication list after appointments to help better manage your medications. Write down what each medication is for on those lists.</p>
	<p>Refills</p> <p>Make sure to order and pick up refills before you run out of your medication. Talk to your pharmacy about setting up refills so that all medications can be picked up at the same time or be mailed.</p>
	<p>Get Rid of Old Medications</p> <p>If your doctor stops or changes a medication, it is important to remove your old medication bottle so that you do not confuse it with medications that you are supposed to be taking. Contact your pharmacy on how to dispose of unused medications. When storing medications, keep them in their labeled bottle. Never mix medications in a different bottle.</p>
	<p>Never take a medication that is not prescribed for you.</p> <p>If you accidentally took a medication that was not prescribed to you contact your doctor, Pharmacy and/or local hospital to talk to Triage nurse.</p>

What should I do if I have a medication Error?

	<p>Have a Plan</p> <p>Take a deep breath. Mistakes happen to everyone! Make sure you have a plan ahead of time. You will know what to do and will be okay!</p>
	<p>Get Help</p> <p>If you took too many of a medication, or you are concerned about your health and safety after an error, contact your Medical Provider. Especially if your medication is for your heart, a blood thinner, antiseizure medication or for diabetes</p>
	<p>Be Honest</p> <p>Again, we all make mistakes! Talk to your Inclusive HWC and Medical Provider regarding what happened. They can help you come up with a plan to stop mistakes from happening again.</p>



Mental Health





<p>The term mental health is commonly used about mental illness. However, knowledge in the field has progressed to a level that appropriately differentiates the two.</p>	
	<p><u>Mental Health</u>- state of well-being where you can</p> <ul style="list-style-type: none"> ○ Realize abilities ○ Cope with normal stress of life ○ Work productively ○ Contribute to community ○ Enjoy life ○ Control thoughts, feelings, and behaviors

	<p><u>Mental Illness-</u> diagnosed mental disorders or health conditions that</p> <ul style="list-style-type: none"> ○ Change thinking, mood, or behavior ○ Linked with distress or impaired functioning
	<p><u>Examples of Symptoms</u></p> <ul style="list-style-type: none"> ○ Feeling sad or down ○ Confused thinking or difficulty concentrating ○ Fear or worries ○ Extreme mood changes ○ Not enjoying friends and activities ○ Tiredness, low energy, problems sleeping ○ Difficulty dealing with problems or stress ○ Feelings of guilt ○ Alcohol or drug abuse ○ Major changes in eating habits ○ Excessive anger or violence ○ Sex drive changes ○ Suicidal thinking
	<p><u>Prevention</u></p> <p>Many areas of your life can be affected by mental health.</p> <ul style="list-style-type: none"> ○ Relationships ○ Money ○ Choices ○ Ability to choose where you want to live ○ Physical health <p>There is no sure way to prevent changes with mental health. If you are feeling like you are down, stressed, or other emotions make sure you:</p> <ul style="list-style-type: none"> ○ Pay attention to your feelings


	<ul style="list-style-type: none"> ○ Visit your doctor regularly ○ Get help when you need it ○ Take good care of yourself ○ Be open with your Includa team if you are not feeling well ○ Taking Charge of your Mental Health: Find the Right Specialist, Make Your First Appointment, Ask Questions, Stay Involved, and Live Well
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Security When Traveling Away from Home

	<ul style="list-style-type: none"> ○ Set at least two lights on timers to turn the lights on and off with your routine when away from home for a long period of time. ○ Ask a trusted neighbor to tend the yard and watch your home while you are away.
	<ul style="list-style-type: none"> ○ Stop mail and newspaper deliveries or plan for a trusted neighbor or friend to pick them up. ○ Newspaper and mail build up allows thieves to know when you are not home for extended periods of time.

	<ul style="list-style-type: none"> ○ Carry only credit cards and ATM cards you will need. ○ Do not carry large amounts of cash.
	<ul style="list-style-type: none"> ○ When traveling, pack the least amount possible. ○ Be sure your luggage always stays with you or authorized personnel.
	<ul style="list-style-type: none"> ○ Never leave your room key out where it could be picked up by a stranger, such as a restaurant or a pool. ○ Do not leave your hotel room unlocked, carry your key when you go outside the room.
	<ul style="list-style-type: none"> ○ Never leave valuable items in plain sight in your car. ○ Always lock your vehicle, especially at: <ul style="list-style-type: none"> • Gas stations • Rest areas • Other public facilities

Traffic Incidents

			<ul style="list-style-type: none">○ Always wear a seatbelt○ Wearing a seatbelt is a law in the state of Wisconsin○ When you do not wear a seatbelt, you put others at risk of getting hurt
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<p>Twisted Seat Belts</p>  <p>Badly Positioned Seat Belts</p>  <p>Incorrectly Fitted Seat Belts</p>  <p>Correctly Fitted Seat Belts</p> 	<ul style="list-style-type: none"> ○ Wear seatbelts correctly ○ The belt should fit snugly across the center of your chest and shoulder ○ The belt should not lie on the neck or face ○ Lap belts should lie snugly across the upper thigh or low on the hips ○ Lap belts should not sit across the belly
	<ul style="list-style-type: none"> ○ If your seatbelt is not long enough, you can purchase a seatbelt extender ○ Any seatbelt is better than none
	<ul style="list-style-type: none"> ○ Walk on the sidewalk ○ If there is not sidewalk, walk facing traffic ○ Cross at crosswalks ○ Follow all traffic signs and signals ○ Avoid using your cell phone ○ Avoid wearing earbuds ○ Watch for cars
	<ul style="list-style-type: none"> ○ Plan where the safest place to cross is ○ Stay back from the pavement and away from the edge of the road ○ Watch and listen- look for traffic ○ Wait until it is safe ○ Walk directly across the road and never run

