



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. There are also additional resources provided related to each topic covered that can be found by searching the web.

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Alcohol and Drug Misuse

What is alcohol and drug misuse:

- Drinking under the age of 21
- Drinking too much
- Driving after drinking
- Not following medication directions, or drinking alcohol when states DO NOT use with alcohol
- Taking illegal drugs

Should I Drink Alcohol?

Talk with your healthcare provider and other people who care about you about your choices:

- Should I drink alcohol ever?
- Can I drink a little bit or once in a while?
- Should I not drink because of some of the medicines I take?

Signs of drinking too much alcohol include:

- Confusion
- Difficulty staying awake
- Vomiting
- Seizures
- Slow breathing
- Clammy skin

How much can you drink?

Check with your doctor to make sure alcohol will not interfere with medications or medical conditions. Men should only have two drinks per day. Women should have only one drink per day.

What is one drink?

One drink equals the following: 12 ounces of beer, 8-9 ounces of malt liquor, 5 ounces of wine, or 1.5 ounces of distilled spirits.



How do I know if I have a drinking problem?

Drinking is a problem if it creates problems with relationships, school, or work. Drinking can also affect how you think or feel. If you feel like you have a drinking problem, talk to your doctor or team.

Are drugs really bad for me?

There are certain “drugs” that your healthcare provider wants you to take called medications or medicines. These medicines are drugs, but they are drugs that are good for you and you should take them!

But there are drugs – called “street drugs” or “illegal drugs” that are bad for you. Do not take these drugs ever. Below is a list of common street drugs; however, there are many more:

- Marijuana – also called “dope,” “weed,” “grass.”
- Cocaine
- Crack
- Meth
- Heroine

Signs of drug overdose include:

- Unsteady walking
- Chest pain
- Blue lips or fingers
- Nausea or vomiting
- Violent behavior
- Unable to wake

When does taking medicines or illegal drugs become a problem?

Some adults who take multiple medicines may have issues with taking so many medicines. This can lead to taking medicines in a way that is not how your doctor would like. This could include, taking too much, mixing with other medicine or alcohol, or mixing with medications bought at a store. It is important to tell your doctor about all medicines, store bought medications, and supplements that you are taking. It is also important to take the medicine exactly as the doctor wants you to.

You should never take illegal drugs. Taking illegal drugs can impact on your health and wellbeing. They can also mix with medicines from your doctor which can be dangerous. Taking illegal drugs can cause blood pressure issues, stroke, heart diseases, and cancer. Taking drugs also can increase your risk of being hurt physically or get you into legal trouble. Taking illegal drugs can impact your brain, which can lead to mental health issues.

How do I know if I have a problem with drugs?





It might be difficult to tell if you have a problem with drugs. You may have a problem if you have cravings, have symptoms like muscle pain, anxiety, or trouble with relationships. You may also find yourself in dangerous situations. Other people may tell you that you have a problem.



Need information on treatment?



Call 211 or 833-944-4673 or visit addictionhelpwi.org to learn about local treatment services for an addiction to alcohol or other drugs.

Tip Sheet

	<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>

Looking for more information?

- American Addiction Centers Resource: <https://drugabuse.com/drug-overdose/>
- Centers for Disease Control and Prevention- Alcohol and Public Health: <https://www.cdc.gov/alcohol/faqs.htm>
- National Institute on Drug Abuse- Health Consequences of Drug Misuse: <https://www.drugabuse.gov/related-topics/health-consequences-drug-misuse>
- National Institute on Drug Abuse- Misuse of Prescription Drugs: <https://www.drugabuse.gov/publications/research-reports/misuse-prescription-drugs/what-scope-prescription-drug-misuse>
- National Institute on Alcohol Abuse and Alcoholism: <https://www.niaaa.nih.gov/publications/brochures-and-fact-sheets/understanding-dangers-of-alcohol-overdose>
- Start Your Recovery: <https://startyourrecovery.org/signs>
- The University of New Mexico- Alcohol 101: <http://cosap.unm.edu/alcohol-and-other-drug-information/alcohol-101.html>
- Wisconsin Department of Health Services- Substance Use: Prevention and Healthy Living: <https://www.dhs.wisconsin.gov/aoda/phlsasindex.htm>

Falls Prevention

According to Burns & Kakara (2018), falls are the leading cause of injury-related death among persons aged 65 and older and the rate of death for this age group increased 31% from 2007 to 2016. In 2016, Wisconsin had the highest rate of death from falling for all states at 142.7 deaths/100,000. As the population aged 65 and older continues to grow, this high-risk population group is getting larger.

Falls may be caused by intrinsic factors such as age and related physiological changes, diseases and medications, or falls may be attributed to extrinsic factors including environmental hazards (e.g. poor lighting, irregular floor surfaces, etc.).

The Stopping Elderly Accidents, Deaths, & Injuries (STEADI) initiative from the Centers for Disease Control is an evidence-based effort to reduce falls which consists of three core elements:

1. Screen
2. Assess
3. Intervene

Inclusa has a falls risk reduction effort based on similar core elements with a member-centered approach:

1. All members are screened for fall risk
2. All members are assessed for factors that increase their risk of falling
3. Each member's assessment results drive member-centered interventions and education aimed at reducing that member's fall risk

What is a fall?

A fall is defined as a drop down suddenly to a lower position, especially to leave a standing or upright position, whether on purpose or not.

What Conditions Make You More Likely to Fall?

- Home hazards or dangers such as
 - broken or uneven steps, and
 - throw rugs or clutter that can be tripped over.
- Lower body weakness
- Vitamin D deficiency (that is, not enough vitamin D in your system)
- Difficulties with walking and balance
- Use of medicines, such as tranquilizers, sedatives, or antidepressants. Even some over-the-counter medicines can affect balance and how steady you are on your feet.

- Vision problems
- Foot pain or poor footwear

What is the recommended way to fall?

- Tuck your chin in, turn your head, and throw an arm up. It is better to land on your arm than on your head.
- While falling, twist or roll your body to the side.
- Keep your wrists, elbows and knees bent.

How to Get Up From A Sudden Fall

4. Pause and take a few deep breaths. This will help you get over the shock of falling before you attempt to get up.
5. Decide if you are injured. Getting up too fast or moving incorrectly can make an injury worse.
6. If you think you can get up without assistance:
 - Roll over onto your side.
 - Rest for a few moments.
 - Get up onto your hands and knees and crawl to a sturdy chair.
 - Place your hands on the chair's seat and move one foot forward so it is flat on the floor.
 - Keep your other knee bent.
 - From this kneeling position, slowly rise and turn your body so you can sit in the chair.
7. If you need assistance to get up:
 - Ask someone for help
 - If you are alone, call 911 using a phone you can reach or a medical alert button
 - Move into a comfortable position and wait for help to arrive

What to do immediately after a fall?





- It is always best to contact your doctor's office to report a fall. They may want you to be seen at the emergency room or clinic or provide treatment options at home depending what your injuries are. You may feel OK now, but there may be injuries that won't show symptoms right away. If you hit your head, it's especially important to get checked out by a medical professional.
- Apply cold packs/ice immediately to the injured area to decrease swelling
- Continue to apply cold packs/ice for 10-20 minutes at a time, 3 or more times a day
- After the first 3-4 days, switch to heat once the swelling is gone






What can Happen After a Fall?

Falls can lead to serious injuries, decreased ability to function, reduced quality of life, increased fear of falling, and increased health care use. These injuries can make it hard for a person to get around, do everyday activities, go to work or live on their own.

- Falls can cause broken bones, like wrist, arm, ankle, and hip fractures.
- Falls can cause head injuries. These can be very serious, especially if the person is taking certain medicines (like blood thinners).
- Many people who fall, even if they're not injured, become afraid of falling. This fear may cause a person to cut down on their everyday activities. When a person is less active, they become weaker and this increases their chances of falling.
- Falls can cause a financial burden with extra medical costs or lost wages if not able to work.

Tip Sheet

	<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. ○ Install railings or grab bars. ○ 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.



Use storage in a safe manner

- Keep frequently used items on lower shelves or drawers to avoid having to reach
- 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.

Looking for more information?

- Centers for Disease Control and Prevention- Check for Safety:

https://www.cdc.gov/steady/pdf/check_for_safety_brochure-a.pdf

- Centers for Disease Control and Prevention- Check for Safety Checklist:

<https://www.cdc.gov/steady/pdf/STEADI-Brochure-CheckForSafety-508.pdf>

- Centers for Disease Control and Prevention- A CDC Compendium of Effective Fall

Interventions:

<https://www.cdc.gov/homeandrecreationalafety/falls/compendium.html>

- NSW Falls Prevention Program – Home Exercises

http://www.ccc.health.nsw.gov.au/_data/assets/pdf_file/0008/258542/falls-prevention-home-exercises.pdf

- Senior Safety Review- Exercises for Fall Prevention with pictures

<https://www.seniorsafetyreviews.com/the-best-exercises-for-fall-prevention-with-pictures/>

Financial Exploitation

Financial Exploitation occurs when a person misuses or takes the assets of a vulnerable adult for his/her own benefit. This frequently occurs without the knowledge or consent of the vulnerable adult. At times the vulnerable adult may appear to consent to what is happening or agree because of a threat of harm or withholding something needed to survive.

HOW TO SPOT ELDER ABUSE

Elder financial exploitation is the illegal or improper use of an older person's funds, property or assets.

WILLS OR POWERS OF ATTORNEY

A sudden change in beneficiary, especially if involving a caregiver, could be a sign of exploitation.

WITHDRAWALS OR PURCHASES

Large cash withdrawals from banking and investment accounts, as well as using credit cards more frequently, are trouble signs.

WARNING SIGNS



UNPAID BILLS OR LACK OF FOOD IN HOUSE

If a person is not paying bills or isn't buying food or other necessities, it's time to investigate.

MISSING POSSESSIONS

If you notice that belongings seem to be missing, ask where the items went.

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A FINANCIAL SAFETY SERIES

If you or someone you know has been scammed or financially exploited, CALL 911.






Any adult can be at risk. Reports of elder financial abuse are likely under-reported but estimates report it costs older Americans a range of \$2.9 billion to \$36.5 billion annually (ncoa.org).





What if you are not sure: What if you just have a “feeling” about a situation but cannot verify the details? APS workers are professional social workers trained to handle just such a situation. Based on your report, the agency will assess the situation and determine how best to respond. Since laws and regulations vary widely across the United States, only your local Adult Protective Service agency can determine the best course of action in any given situation.





- <https://www.dhs.wisconsin.gov/aps/index.htm>

Sharing what you know, stops scams. You may even know someone who has been scammed. They may not talk about it but the statistics do. Sharing what you know can help protect someone you know from a scam (<https://www.consumer.ftc.gov/features/feature-0030-pass-it>).



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.</p> <p>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.</p> <p>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.</p> <p>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>
	<p>Investment- investments made without you knowing or giving permission. May include:</p> <ul style="list-style-type: none"> ○ 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
	<p>Insurance- Sale of products such as a thirty-year annuity for a very elderly person or trading of life insurance policies.</p>

Protect Yourself:

	<ul style="list-style-type: none"> ○ 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.
	<ul style="list-style-type: none"> ○ 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. <ul style="list-style-type: none"> ○ Talk to your care team ○ Call local Adult Protective Services (APS) agency in your community. ○ Call the police 911 and talk to a police officer.

Looking for more information?

- Article: Criminals get creative when swindling elderly out of their money, By Veleka Finch, March 13, 2019:
<https://alabamane.wscenter.com/2019/03/13/criminals-get-creative-when-swindling-elderly-out-of-their-money/>
- Financial Exploitation (DHS Wisconsin):
<https://www.dhs.wisconsin.gov/aps/financial.htm>
- Money Smart for Older Adults:
<https://www.fdic.gov/consumers/consumer/moneysmart/olderadult.html>
- National Adult Protective Services Association (NAPSA):
<http://www.napsa-now.org/get-informed/what-is-financial-exploitation/>
- National Credit Union Association - My Credit Union.gov:
<https://www.mycreditunion.gov/life-events/aging-managing-finances/elder-financial-abuse>
- Protect your pocketbook Tips to Avoid Financial Exploitation:
http://www.iaaaa.org/assets/documents/n4a_Financial_Exploitation_Brochure_for_508.pdf
- Too Good to Be True Checklist:
<https://www.wiserwomen.org/resources/financial-fraud-and-scams/too-good-to-be-true-checklist/>

Fire Safety

The number one cause of home fires is cooking—something we have to do each and every day. The cause of these fires is unattended cooking. Other common causes of fires include heating and electrical issues, smoking and candle use. See below for tips on how to reduce these fires.

Cooking

- Be on alert! If you are sleepy or have consumed alcohol don't use the stove or stovetop.
- Stay in the kitchen while you are frying, boiling, grilling, or broiling food. If you leave the kitchen for even a short period of time, turn off the stove.
- If you are simmering, baking, or roasting food, check it regularly, remain in the home while food is cooking, and use a timer to remind you that you are cooking.
- Keep anything that can catch fire — oven mitts, wooden utensils, food packaging, towels or curtains — away from your stovetop.

Heating

- Keep anything that can burn at least three-feet (one metre) away from heating equipment, like the furnace, fireplace, wood stove, or portable space heater.
- Have a three-foot (one metre) “kid-free zone” around open fires and space heaters.
- Never use your oven to heat your home.
- Have a qualified professional install stationary space heating equipment, water heaters or central heating equipment according to the local codes and manufacturer's instructions.
- Have heating equipment and chimneys cleaned and inspected every year by a qualified professional.
- Remember to turn portable heaters off when leaving the room or going to bed.
- Always use the right kind of fuel, specified by the manufacturer, for fuel burning space heaters.
- Make sure the fireplace has a sturdy screen to stop sparks from flying into the room. Ashes should be cool before putting them in a metal container. Keep the container a safe distance away from your home.
- Test smoke alarms at least once a month.


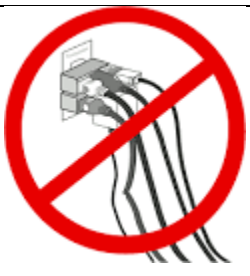



Electrical



- Have all electrical work done by a qualified electrician.
- When you are buying or remodeling a home, have it inspected by a qualified private inspector or in accordance with local requirements.
- Only use one heat-producing appliance (such as a coffee maker, toaster, space heater, etc.) plugged into a receptacle outlet at a time.
- Major appliances (refrigerators, dryers, washers, stoves, air conditioners, microwave ovens, etc.) should be plugged directly into a wall receptacle outlet. Extension cords and plug strips should not be used.

Smoking and Candles

- If you smoke, use only fire-safe cigarettes.
- If you smoke, smoke outside. Most deaths result from fires that started in living rooms, family rooms and dens or in bedrooms.
- Keep cigarettes, lighters, matches, and other smoking materials up high out of the reach of children, in a locked cabinet.
- Blow out all candles when you leave the room or go to bed. Avoid the use of candles in the bedroom and other areas where people may fall asleep.
- Keep candles at least 1 foot (30 centimeters) away from anything that can burn.

Tip Sheet

		<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.

Looking for more information?




- National Fire Protection Association: <https://www.nfpa.org/>
- National Fire Protection Association- Safety Tip Sheets: <https://www.nfpa.org/Public-Education/Teaching-tools/Safety-tip-sheets>
- Prevention 1st- Be Fire Safe in the Kitchen: http://prevention1st.org/wp-content/uploads/2017/01/Cooking_Matters_Be-Fire-Safe-in-Kitchen.pdf

Harm to or by Others

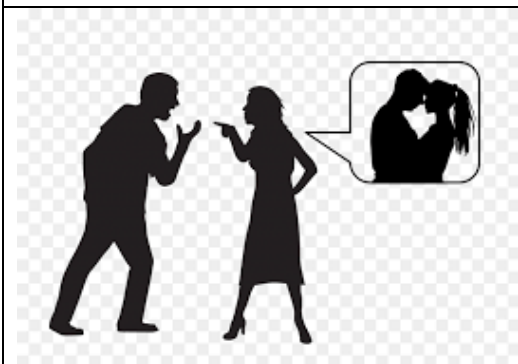
WHAT YOU SHOULD DO:

- Talk to your doctor about your health and seek medical attention for any injuries.
- Keep a journal of incidents specified with dates and times. Keep copies of medical and police reports, take photographs of your injuries, and keep your journal and documents in a safe place.
- Seek and accept legal advice.
- Insist on a police report. Be sure the report is accurate.
- Do not remain silent.
- Seek out counseling, contact official domestic violence and survivors' advocate offices, or tell a friend.
- Plan for the worst. Have a safe and secret place to go to and have emergency money ready.
- Do not make excuses for the abuser's violence – get help and leave.
- Never retaliate with physical or verbal abuse yourself.

Tip Sheet

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 ○ 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

Are You Hurting Someone?



gg101211835 GoGraph.com

Do you...

- 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?
- Express your anger by threatening or hurting your partner?
- Express your anger verbally through raising your voice, name calling, or using put-downs?
- Forbid your 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?

Looking for more information?

- Abuse Adult Resource Center: <https://www.abusedadultresourcecenter.com/get-help/how-to-stay-safe/>



Home Safety



Get to know your neighbors. When neighbors look out for each other it is a good defense against neighborhood crime.

Leave a spare key with a trusted neighbor. Keep a list of people you give a key to. Never hide a key on the property.




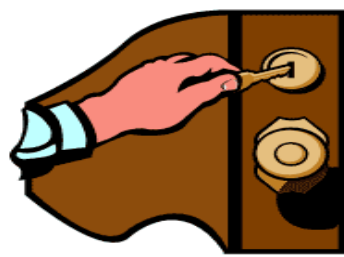



Stop mail and paper deliveries when you are away from home for extended periods of time.



Securing your home is important to prevent theft and burglaries. Practice these tips for safety while at or away from home.

- Get to know your neighbors. This is a great way to build friendships and to have someone looking out for you.
 - Lock your door. Do this even when you are home to prevent others from being able to enter without permission.
 - Invite only people you know and trust into your home. If you did not call for a repair person, do not let them in without calling your landlord or the company that they work for first.
 - Hide or lock up any valuables when others are visiting your home.
 - Keep your bushes and hedges trimmed. High bushes around windows allows for easy hiding for burglars.
 - Ensure all outside entrances have good lighting so burglars cannot hide easily.
 - Stop mail deliveries. When your mail piles up in your mailbox thieves are aware that you may not be home.
 - Do not leave boxes from large purchases, such as a television, on the side of the road. Break the box down as thieves look for large purchase items to burglarize homes.
 - When you are away from home, leave a light on or a radio playing, to make it look like someone is home.
 - Leave a spare key with a trusted neighbor instead of hiding one outside your home.
- Keep a list of all people who have a spare key.

Tip Sheet

	<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
	<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
	<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.
	<p>Prevent burglars from hiding:</p> <ul style="list-style-type: none"> ○ Keep bushes and hedges trimmed ○ Ensure entrances have good lighting
	<ul style="list-style-type: none"> ○ 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.

Looking for more information?

- Start of Care Home Health- 100 Senior Safety Tips-A Comprehensive Guide:
<https://startofcare.com/100-senior-safety-tips/>
- Home Security Checklist: <https://www.ncpc.org/wp-content/uploads/2017/11/homechk2.pdf>
- National Crime Prevention Council: <https://www.ncpc.org/resources/home-neighborhood-safety/>

Medication Error Prevention

Have you ever had a problem with taking your medications? You are not alone. And if not, that is great! But managing medications can be complicated. However, please know that there are tools to help. Some questions you might ask:

- When exactly should I take my medications?
- How much should I take and how often?
- Is it safe to take vitamins or supplements with my prescription medication?
- Can I drink alcohol with my medicine?
- Can I take my medications together, at the same time?
- Now that I feel better, can I stop taking this medicine?





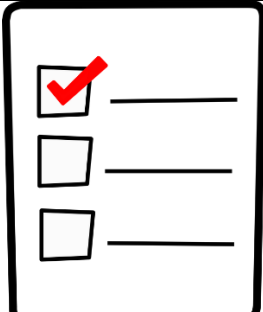
Medicine is used to help you. But it can also hurt if you take too much, don't take the medication as prescribed, mix medicines that do not go together, or drink alcohol with certain medications. Many people make simple medication mistakes each year; some mistakes can be serious. You can help yourself get the best results from your medication by being an active participant in your health care team. Your health care team includes:

- Your doctor, physician assistant, nurse practitioner, or other professionals who prescribe your medicine and help you stay healthy.
- A nurse who helps you at home, a doctor's office, or a hospital.
- The pharmacist who fills your prescription and can answer questions about your medicines.
- Your Inclusa team – Community Resource Coordinator and Health and Wellness Coordinator – can help you with questions and managing your health care.

The good news is many medication errors or mistakes can be prevented. It is important to:




- Give your healthcare team information about your health and a list of all the medications you are taking.
- Learn about your medications and why you are taking them.
- Take your medications as prescribed or listed on the side of the bottle.
- Talk to your health care team before making any changes or stopping any medications.
- Keep a record or a list of your medications.

Tip Sheet

	<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 style="text-align: center;">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 style="text-align: center;">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 style="text-align: center;">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 style="text-align: center;">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 style="text-align: center;">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 style="text-align: center;">Be Honest</p> <p>Again, we all make mistakes! Talk to your Inclusa HWC and Medical Provider regarding what happened. They can help you come up with a plan to stop mistakes from happening again.</p>

Looking for more information?

- Agency for Healthcare Research and Quality - Your Medicine: Be Smart. Be Safe (with wallet card): <https://www.ahrq.gov/patients-consumers/patient-involvement/ask-your-doctor/tips-and-tools/yourmeds.html>
- SingleCare - Medication Management for People With Disabilities: <https://www.singlecare.com/blog/medication-management-for-people-with-disabilities/>
- Medline Plus - Drugs, Herbs, and Supplements: <https://medlineplus.gov/druginformation.html>
- National Coordinating Council for Medication Error Reporting and Prevention: <https://www.nccmerp.org/about-medication-errors>

Mental Health

Eight Dimensions of Wellness




Good mental health can start with having good health in all areas of wellness. Wellness is more than physical health. Wellness includes your physical, social, emotional, intellectual, spiritual, occupational, financial, and environmental health. Each of these interact in a way that affects your life.


1. **Social Wellness** is our ability to have relationships with people such as friends or family.
2. **Emotional Wellness** is being able to handle changes in life. It also is the ability to handle feelings like hope, fear, sadness, or stress in a healthy way.
3. **Spiritual Wellness** is the ability to have peace in our lives. This can come from many areas including our faith.
4. **Environmental Wellness** is how water, air, and land that surrounds us affects us.
5. **Financial Wellness** is the ability to learn to successfully manager financial expenses and gain financial satisfaction.
6. **Occupational Wellness** is the ability to enjoy our jobs and make a positive impact where we work.
7. **Intellectual Wellness** is the ability to open our minds to new ideas and experiences.
8. **Physical Wellness** is the ability to maintain our daily activities without undue fatigue or physical stress.



Tip Sheet

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><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

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

Looking for more information?

- The National Alliance on Mental Illness: <https://www.nami.org/>
- Prevent Suicide Wisconsin: <https://www.preventsuicidewi.org/county-crisis-lines>

National Suicide Prevention Lifeline: 1-800-273-8255

- Resilient Wisconsin- A Guide to Sources of Support During COVID-19:
<https://www.dhs.wisconsin.gov/publications/p02670.pdf>

Security When Traveling Away from Home

When you are traveling away from your home it is important to be aware of safety not only for your home, but for yourself. Read these tips to help ensure your safety while you travel.

Home

- Set at least two lights on timers to turn the lights on and off in a logical sequence when you are away from home for an extended time.
- Stop mail and newspaper deliveries or plan for a neighbor/friend to pick them up.
- Ask a trusted neighbor to tend the yard and watch your home if you will be gone for a long time.

Luggage

- When traveling, do not over pack. This allows you to keep your luggage under your control.
- If you need to have someone else to watch your luggage, make sure you ask an authorized person or close traveling mate.

Money

- Carry only the credit cards and ATM cards you absolutely need.
- Do not carry large amounts of cash.






Hotel Room

- Never leave your room key out somewhere where it could be picked up by a stranger, such as at a restaurant or pool.
- Do not leave your hotel room unlocked, carry your key when outside the room.

Vehicle

- Always lock your vehicle, especially at gas stations, rest areas, or other public facilities.

Tip Sheet

	<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.



- Never leave valuable items in plain sight in your car.
- Always lock your vehicle, especially at:
 - Gas stations
 - Rest areas
 - Other public facilities

Looking for more information?

- National Crime Prevention Council- Travel Safety Tips: <https://www.ncpc.org/wp-content/uploads/2017/11/Travel-Safety-Tips-Flier-July-2013.pdf>

Traffic Incidents

Traffic Incidents and Pedestrian Safety:

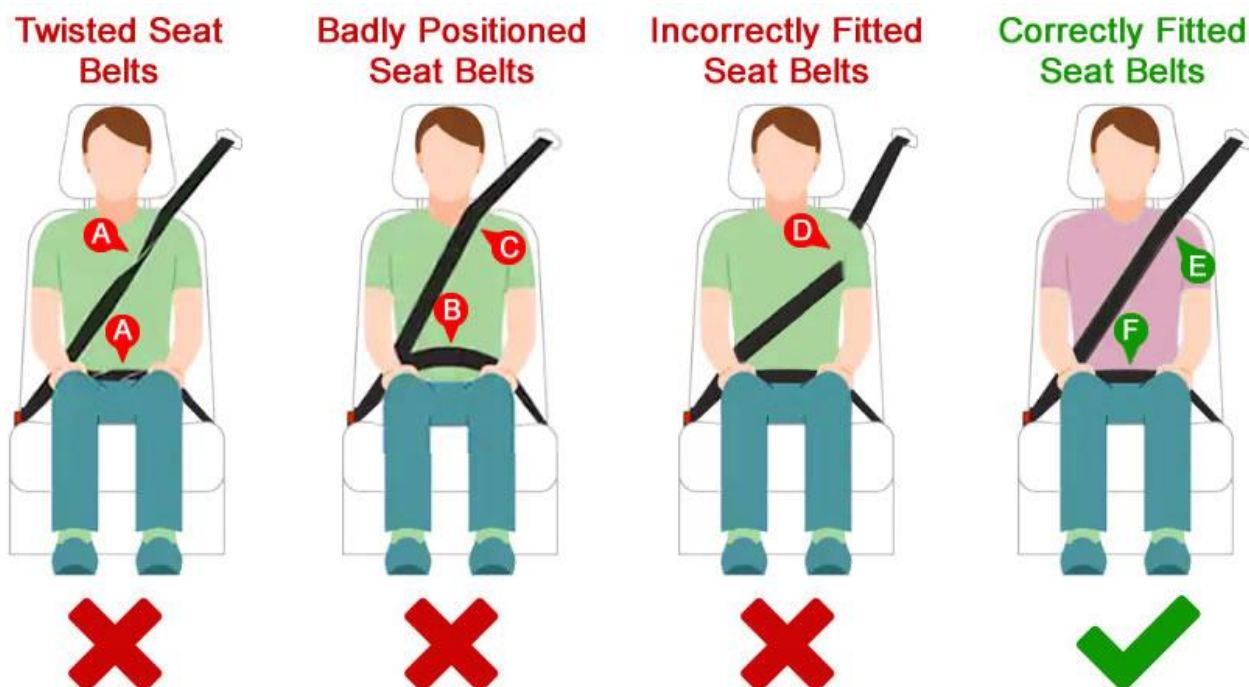
Motor vehicle crashes are the leading cause of death for Americans for people 0-30 years old. Males are more than two times as likely to die by car crash. The easiest way to decrease crashes is to use seat belts, car seats, and booster seats for people who have children.

Seat Belt Safety:

Seat belts help people who are involved in car crashes from being ejected from the car. Seat belts also help to manage forces and impact on the body during car crashes. People who do not wear seat belts and are involved in a crash, may also make impact with other people in the car and cause injury to others. Wearing a seat belt in the state of Wisconsin is the law and it is illegal not to wear a seatbelt.

How should a seat belt fit?

- Fit snugly across the center of the chest and shoulder
- Belts should not lie on the neck or face or be falling off the shoulder
- Lap belts should lie snugly across the upper thighs or low on the hips
- Lap belts should not sit across the belly
- If your seat belt is not long enough, seat belt extenders can be purchased
- A properly fitting seat belt can protect you, but any seat belt is better than none



Pedestrian Safety:

Distracted walking accidents are occurring more often. Roughly 15% of all traffic deaths are pedestrians every year. The easiest way to avoid these accidents is to be aware of your surrounds and pay attention while walking.

Pedestrian Safety Tips:

- Walk on the sidewalk
- If there is no sidewalk, walk facing the traffic
- Follow all traffic signs and signals
- Cross street at crosswalks
- Avoid using your cell phone
- Avoid wearing earbuds
- Watch for cars

How to cross the road safely:

1. Think first- plan where the safest place to cross is. Always try to cross in a crosswalk.
2. Stop-stand back from the pavement and away from the edge of the road.
3. Watch and listen- look for traffic in all directions and listen for oncoming traffic.
4. Wait until it is safe- wait and let traffic pass. Do not cross if you are unsure.
5. Watch and listen-when it is safe, walk directly across the road. Never run across the road.

HOW TO NOT GET HIT BY A CAR



7 COMMON WAYS IT HAPPENS & 7 EASY TIPS TO KEEP IT FROM HAPPENING TO YOU.



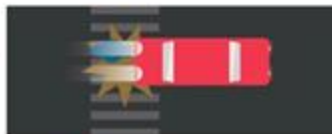
- 1 1 in 4 high school students crosses the street while distracted.
- 2 Crossing someplace other than an intersection accounts for more than 70% of child pedestrian deaths.
- 3 3/4 of teen pedestrian deaths occur between 7 p.m. and 7 a.m., when it's dark out.
- 4 About 1 in 6 pedestrian deaths of children happen at an intersection.
- 5 Sidewalks can reduce pedestrian crashes by almost 90%.
- 6 Every month 7 kids under 5 years old are killed from a car backing up.
- 7 More than 80% of pedestrians die when hit by vehicles traveling at 40 mph or faster. Less than 10% die when hit at 20 mph or less.



PHONES DOWN, HEADS UP WHEN WALKING.



Tempted to cross mid-block?
DON'T DO IT. TAKE THE EXTRA TIME TO CROSS AT THE CORNER.



BE ESPECIALLY ALERT WHEN IT'S DARK OUT, AND MAKE SURE DRIVERS CAN SEE YOU.



LOOK LEFT, RIGHT, LEFT BEFORE CROSSING AND CONTINUE LOOKING IN ALL DIRECTIONS WHILE CROSSING.



It's always best to walk on sidewalks or paths.
NO SIDEWALK? WALK FACING TRAFFIC AS FAR AWAY FROM VEHICLES AS POSSIBLE.










WATCH OUT FOR CARS BACKING UP IN PARKING LOTS AND DRIVEWAYS.



PAUSE AT EACH LANE OF TRAFFIC AND MAKE EYE CONTACT WITH THE DRIVERS.

Tip Sheet

	<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
<div style="display: flex; justify-content: space-around; text-align: center;"> <div> <p>Twisted Seat Belts</p>  </div> <div> <p>Badly Positioned Seat Belts</p>  </div> <div> <p>Incorrectly Fitted Seat Belts</p>  </div> <div> <p>Correctly Fitted Seat Belts</p>  </div> </div>	<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

Looking for more information?

- Buckle Up: Restraint Use in Wisconsin:
[https://www.cdc.gov/motorvehiclesafety/pdf/seatbelts/Restraint Use in WI custom.pdf](https://www.cdc.gov/motorvehiclesafety/pdf/seatbelts/Restraint%20Use%20in%20WI%20custom.pdf)
- City of Jacksonville, Florida- Pedestrian Safety Tips: <https://www.coj.net/departments/public-affairs/all-in-duval/pedestrian-safety>
- Insurance Institute for Highway Safety- Seat Belts: <https://www.iihs.org/topics/seat-belts>
- Learn Drive: <https://learndriving.tips/learning-to-drive/proper-way-to-wear-seat-belt/>
- National Safety Council: <https://www.nsc.org/home>
- Safe Driving:
http://safedriving.gr/index.php?option=com_content&view=article&id=56&Itemid=57&lang=en
- State of Wisconsin Department of Transportation- Seat Belt
Law: <https://wisconsindot.gov/Pages/safety/education/seat-belt/law.aspx>

Glossary

- **Alcohol:** liquid substance that can include beer, wine, or other ‘hard’ alcohols such as whiskey.
- **Crosswalk:** a marked part of a road where persons have right of way to cross
- **Dose:** how much of a medicine to take at one time. This is usually in milligrams (mg) or grams (g). To get the right dose, you may need to take more than 1 pill. Read the directions carefully located on the pill bottle and talk to your doctor or pharmacist if you don’t understand the amount, time or how to take the medication.
- **Drugs:** Medication or other substances which has a physiological effect when ingested or otherwise introduced into the body.
- **Fall:** To drop down suddenly to a lower position, especially from a standing or upright position suddenly, on purpose or not and with or without injuries.
- **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.
- **Healthcare Provider:** A licensed person or organization that provides healthcare services. Some examples are doctor, nurse practitioner, clinic, dentist, chiropractor, eye doctor, nurse midwife.
- **Herbal Medicine:** A type of medicine that uses roots, stems, leaves, flowers, or seeds of plants to improve health, prevent disease, and treat illness.
- **Illegal:** Forbidden by law.
- **LED Lights:** LED stands for **light emitting diode**. LED lighting products produce light up to 90% more efficiently than incandescent light bulbs and last longer.
- **Medication (other names: medicine, pill, drug):** A legal drug that is used to prevent, treat, cure or relieve the symptoms of a disease or abnormal condition.

- **Medication Error:** Any preventable event that may cause or lead to inappropriate medication use or patient harm while the medication is in the control of the health care professional, patient, or consumer.
- **Mental Health:** State of well-being where you can- realize abilities, cope with normal stress of life, work productively, contribute to community, enjoy life, control thoughts, feelings, and behaviors.
- **Mental Illness:** diagnosed mental disorders or health conditions that change thinking, mood or behavior. Linked with distress or impaired functioning.
- **Opioids (other names: narcotics):** A substance used to treat moderate to severe pain. Some are legal and you can get from your doctor. Some are illegal drugs that people buy on the street. All opioids must be used with caution and taken as ordered by your doctor. If you have some from your doctor, don't tell anyone except those helping you with your health care know that you have them.
- **Overdose:** taking too much of a substance, either accidentally or intentionally. Substances can include alcohol and drugs.
- **Over the Counter Medicine (OTC):** Refers to a medicine that can be bought without a prescription (doctor's order). Examples include analgesics (mild pain relievers), such as aspirin and acetaminophen. Also called nonprescription.
- **Pattern of falls:** Is defined as more than one fall within a year and all falls have similar factors leading to the falls. If a member falls three different times in a year and the factors are all related that would be a pattern of falls. When a member falls three different times in a month and the factors are all different, those falls should be looked at as three separate falls and may not represent a pattern of falls. A single fall may have multiple causes and repeated falls may each have a different etiology or cause. A pattern of falls has the same/or similar factors present.
- **Pavement:** the hard surface of a road or street
- **Pedestrian:** a person walking along a road or in a developed area.
- **PERS – Personal Emergency Response System:** An electronic device typically worn as a pendant necklace or on the wrist with a call button to summon help if needed. When emergency help (medical, fire, or police) is needed, the PERS user presses the button, this sends a radio signal to the console and automatically dials one or more pre-selected emergency telephone numbers.

-
- **Pharmacist:** a person who has gone to school to learn about drugs, how they work, how to use them, and their side effects. They teach people about medicines and must dispense (give out) prescription drugs, so you understand what you are taking.
- **Pharmacy:** a place that has experts on medications. They prepare and hand out prescription medicines and teach about medicines.
- **Physical Therapy:** The treatment or management of physical disability, malfunction, or pain by exercise, massage, hydrotherapy, etc., without the use of medicines, surgery, or radiation by a health professional.
- **Prepackaged Medications (other names: bubblepack, blisterpack):** medicines that come in a package already set up for the correct amounts, times, and days. Often a nurse or pharmacy will set these up.
- **Prescribe/Prescription:** A doctor's order for medicine, treatment or another intervention.
- **Prescription Medicine:** In order to get this medicine, you must have permission in writing form from your health care provider (doctor). They may send this by a computer or on a piece of paper to the pharmacy.
- **Refill:** Getting another bottle of medications before you run out of them. It's important to ask your pharmacy or doctor to refill a medication before you are all out.

Self-Assessment

Score 4	I feel I fully understand the information and could teach another person.
Score 3	I feel I have successfully learned the content and will remember it in the future.
Score 2	I feel I am progressing, and developing understanding, but need support sometimes.
Score 1	I feel I am struggling with some or all of the content.

Use the Self-Assessment Rubric to express your confidence in the education topics discussed.

Name: Click or tap here to enter text.

Date: Click or tap here to

enter text.

Education Topics Discussed: Click or tap here to enter text.

After assessing current score for each education topic discussed, create SMART goals to help decrease associated incidents. SMART goals should be:

- **Specific** (simple, sensible, significant).
- **Measurable** (meaningful, motivating).
- **Achievable** (agreed, attainable).
- **Relevant** (reasonable, realistic and resourced, results-based).

- Time bound (time-based, time limited, time/cost limited, timely, time-sensitive).

Initial Goal	Write the goal you have in mind:
Specific	What do you want to accomplish? Who needs to be included? When do you want to do this? Why is this a goal?
Measurable	How can you measure progress and know if you've successfully met your goal?
Achievable	Do you have the skills required to achieve the goal? If not, can you obtain them? What is the motivation for this goal? Is the amount of effort required on par with what the goal will achieve?
Relevant	Why am I setting this goal now? Is it aligned with overall objectives?

Time-Bound	What's the deadline and is it realistic?
Smart Goal	Review what you have written, and craft a new goal statement based on what the answers to the questions above have revealed.



building vibrant and inclusive communities

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