



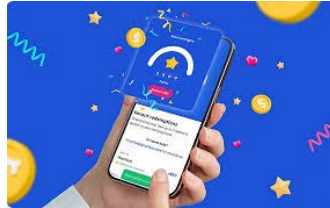
ACCREDITATION FOR “YOU” THE EMPLOYEE

Accreditation is an important milestone for our company because it ensures that we meet the national standards of safety, quality and care for our employees and clients. This means as an organization, we value best practice and provide ongoing training all in a supportive, safe environment. Accreditation isn't just about Total Care, it is about also allowing each of us to be part of a trusted, respected, and quality-driven workplace.

Don't miss out on Caribou Rewards!

Have you signed up yet? This program is our way of saying Thank You with opportunities to earn rewards and access exclusive perks/gift cards just for being a part of the Total Care Team! Employees have redeemed over \$950 in gift cards in the last quarter! If you haven't signed up, you are missing out!

- Employee of the Month
- Years of Service
- Birthday Surprise
- And More!



Build Your Future with RRSP Contributions

We're excited to share that Total Care now offers employees the opportunity to contribute to a Registered Retirement Savings Plan (RRSP). It's a great way to plan and invest in your future while you work today. Ask us for more information!



EMPLOYEES OF THE MONTH



MAY 2025
DONNA AVERY



JUNE 2025
JEANETTE STREET



JULY 2025
NIKITA BREWER

Our Mission: "...to provide "hands on" care to the elderly, convalescent and disabled clients by encouraging, supporting and assisting these clients to achieve and maintain a state of well-being in their own environment".



Medication Safety for the Employee in the Workplace

Following the 10 Rights of Medication provide a foundation of safe medication practices for employees to follow. These rights are essential to protect from errors, ensure health and well-being, and maintain trust in the care we provide. Consistently applying these steps also supports our Accreditation Standards and show the commitment of Total Care to deliver safe, professional and client-centered care.

The 10 Rights of Medication are:

- ➡ Right Client - Using two identifiers (e.g., name and date of birth).
- ➡ Right Medication – Compare medication pack/bottle to medication record
- ➡ Right Dose - Ensure the correct dose (mg, mcg, ml, units), especially if medication is required to be split
- ➡ Right Time - Administer at scheduled time or checking when the last “as needed” medication was given
- ➡ Right Route – Examples include oral, sublingual (under the tongue), inhaled and subcutaneous
- ➡ Right Education – Know why your client is taking this medication
- ➡ Right to Refuse – Ensure your client knows the consequences that could arise if not taking the prescribed medication.
- ➡ Right Assessment – An example would be checking a glucose level before administering insulin.
- ➡ Right Evaluation – Did the medication help or correct what it was intended to do?
- ➡ Right Documentation – Sign the medication record after a medication has been administered, never before. Also document if the medication was not given and why.

In the coming months, you will be required to complete the Medication Basics course that will be made available on the employee portal.

Resource: Cobbett, S. (Ed.). (2025), *Perry & Potter's Canadian Clinical Nursing Skills and Techniques* (2nd ed.). Elsevier.



The Importance of an Up-to-Date Medication List for your clients

Keeping an accurate and up-to-date list of medications is one of the most important ways for your client to ensure their health and safety. Whether they are going to a medical appointment, going to a long-term care facility or the emergency department, having this list ensures that doctors, nurses, and caregivers know exactly what medications they are taking and serves as a second source. This helps prevent errors, avoids harmful drug interactions, and ensures they receive the right treatment. At Total Care, we encourage all clients to keep their medication list current, so it is ready whenever needed.

As a support worker, you should remind your client of the importance of having a medication list readily available. This can be obtained from their local pharmacy. Remember to add over-the-counter medication to their list if not documented.



Our “Code of Ethics”

At Total Care, we are dedicated to helping clients remain safely and comfortably in their own homes for as long as possible. Below is our commitment to both you and your client:

- Respect for Dignity and Individual Rights
- Choice, Autonomy, and Consent
- Confidentiality and Privacy
- Safety and Quality of Care
- Accountability and Professional Conduct
- Equity and Non-Discrimination
- Collaboration and Teamwork
- Integrity and Transparency
- Continuous Improvement



Our Commitment

By following these principles, we demonstrate our dedication to:

- Meet the Operational Standards for Home Supports in Newfoundland and Labrador
- Uphold the expectations of Accreditation Canada
- Ensure that clients receive, and employees are able to provide safe, compassionate, respectful, and people-centered care at all times.

Transportation of Clients

Total Care is implementing a new policy for employees who transport clients to appointments, grocery shopping, or other outings. This helps ensure safety and protection for you and your client. If this applies to you, we will require:

- Proof of valid driver’s license
- Proof of current vehicle insurance

Please contact the office as soon as possible if you are responsible for client transportation, so we can update your file accordingly. Thank you for helping us ensure safe and reliable service for our clients.



Transition of Care

As a Home Support Worker, you play a key part of the care team. When your client moves between care settings, such as emergency visits, sharing accurate information is essential for continuity of care. Clear communication can prevent incidents and ensure that your client receives the care they need. Total Care has developed a “Transition of Care” form that can be found in your client’s binder. Your role in documenting and sharing this information to the appropriate team member makes a difference in the care your client will receive.



Father's Day

Congratulations to our Father's Day winners, John-Ross Vic from the Bonavista area and Donny Butt from the Clarendville area! Each took home a beautiful camping chair! We extend our best wishes and hope that they enjoy many comfortable and relaxing moments with their prize!



Crispy Potato Skins

Ingredients

2 medium russet potatoes
1 tbsp minced fresh rosemary

Butter-flavoured cooking spray
1/8 tsp freshly ground black pepper

Directions

- Heat the oven to 375 F.
- Wash the potatoes and pierce with a fork.
- Place in the oven and bake until the skins are crisp, about 1 hour.
- Carefully — potatoes will be very hot — cut the potatoes in half and scoop out the pulp, leaving about 1/8 inch of the potato flesh attached to the skin. Save the pulp for another use.
- Spray the inside of each potato skin with butter-flavored cooking spray. Press in the rosemary and pepper. Return the skins to the oven for 5 to 10 minutes. Serve immediately.



We were proud to support the Bonavista Relay for Life!



"DO NOT USE" List of Abbreviations

Word Scramble

OAFNCRTSI _____

URDG AEIIVATBBRONS _____

RNITAGLI OEZR _____

CAKL OF LAIGDEN ZERO _____

CDMAIEL NETOMYGIOR _____

TUCSBU _____

