

COMPLEMENTARY AND ALTERNATIVE THERAPIES INFORMATION SHEET FOR RESIDENTS & ALTERNATE DECISION-MAKERS

Complementary therapies are treatments used together with regular health care practices to address your needs. Alternative therapies are treatments used in place of regular health care practices.

From time to time, residents may wish to receive complementary or alternative therapies from external service providers. These services are not provided by Southern Health-Santé and all costs are your responsibility.

We support residents having freedom of choice and dignity of risk. This means you have the right to make decisions that affect your life, and have those decisions respected, even if there is some risk, subject always to reasonable limits based on impacts to the safety of other residents or third parties, or harm to Southern Health-Santé Sud facilities.

If you wish to hire an external service provider, we recommend you complete the following:

- √ Verify that that the provider has the license and credentials to perform the service, along with security checks. Recommended security checks include a current Criminal Record Check including Vulnerable Sector Search and Adult Abuse Registry Check obtained not more than 6 months prior to hire. The screening is your responsibility and cannot be completed by facility staff.
- √ Confirm that the service provider carries valid liability insurance. This is not a requirement to provide care and services to you, but Southern Health-Santé Sud insurance coverage does not extend to external providers.
- √ Verify that the service provider carries their own Worker's Compensation coverage.

- √ Make sure that therapeutic equipment and supplies used by the service provider are compliant with CSA Standards.

Once you are ready to hire the external service provider, the following steps are required:

- √ Notify the site leadership or designate of your intent;
- √ Have the service provider review and/or sign the following documents and return to site leadership or Charge Nurse before any treatments are provided:
 - Confidentiality of Personal Health Information (read only)
 - Supporting Document Information and Agreement for Persons Associated with Southern Health-Santé Sud (document to sign)
 - Request to Access Personal Health Information Form (read and sign if requesting resident personal health information)
 - Indemnification and Hold Harmless Agreement (document to sign)
- √ Schedule services with the facility staff and the service provider to prevent any conflicts between parties. The facility is not responsible for providing dedicated space for external service providers, however efforts will be taken to accommodate requests.
- √ Provide the service provider with the External Healthcare Provider Treatment Notes and Plan of Care Form to document the nature of your treatment, your response to the treatment and continued plan of care. This form is to be completed immediately following each treatment and provided to the nurse who will file it in your health record.
- √ Inform the service provider that services may be restricted, withdrawn or denied for the following reasons:
 - The degree or coordination and communication required to provide the complementary or alternative therapies prevents facility staff from fulfilling their roles; and/or
 - The inability of the service provider to follow conditions in the policy such as not working within the plan of care, failure to document sessions; failure to communicate issues and/or creation of issues that affect your safety or well-being.

**If you have any questions,
please contact the leadership at the personal care home.**