

# Sunrise Update

AUGUST 29, 2017



**S.A.F.E.R.** is the acronym we use to remind us of the steps that should be taken when we encounter a potential harm or injury:

- S STOP** the line when a potential harm or injury is perceived or observed.
- A ALERT/ASSESS**, tell others! Assess the situation to determine root cause and solutions.
- F FIX** it if you can. Take immediate action.
- E ELIMINATE or ESCALATE** the problem and continue on with care and work tasks.
- R REPORT** to the immediate supervisor or manager, at first opportunity.

## Speak Up! and Stop the Line

Sunrise Health Region is committed to the safety of our clients and staff. Last October, during National Patient Safety Week, the region launched the **Speak Up!** campaign to encourage staff and members of the public to bring forward any concerns they have regarding safety and client care. Over the past year you may have seen posters up around the facilities as a reminder to Speak Up! when something doesn't feel, look, sound, smell, or taste right. It is the right and responsibility of our staff, clients, friends and family members to "**Stop the Line**" and notify someone if you sense that something isn't right.

**If something doesn't *look* right...**



- S** STOP the line when a potential harm or injury is perceived or observed.
- A** ALERT/ASSESS, tell others! Assess the situation to determine root cause and solutions.
- F** FIX it if you can. Take immediate action.
- E** ELIMINATE or ESCALATE the problem and continue on with care and work tasks.
- R** REPORT to the immediate supervisor or manager at first opportunity.

**SPEAK UP!** It is your right and responsibility to "Stop the Line"  
Don't hesitate to Speak Up with anything that you smell, see, feel, taste, hear or know that could prevent an injury or harm.



When our staff members notice something they use the acronym **S.A.F.E.R.** to remind them of the steps that should be taken, and you can too. When a potential harm or injury is perceived or observed we ask that you help us to, **Stop the Line, Alert/Assess, Fix, Eliminate or Escalate and then Report.** When we all follow the S.A.F.E.R. acronym we can stop the potential of injury to yourself or others.

We all play a role in Stopping the Line and Speaking Up. If we don't, the potential for harm increases and someone may be injured. For example, if you enter one of our facilities and notice some loose tiles on the floor that may create a tripping hazard, we want you to **Speak Up!** and let one of our staff members know. You've done your part by speaking up and **Stopping the Line**, it is now up to us to follow the S.A.F.E.R. acronym and ensure that the issue is handled appropriately.

Clients, residents, friends and family members are empowered to Speak Up! without fear of retaliation. We encourage you to **Speak Up! and Stop the Line** if you notice something, such as a care provider forgetting to wash their hands, or if you feel that something is not right.

Sunrise Health Region is working hard to create a trusting culture where everyone feels comfortable reporting hazards, near misses and harm. Doing so increases the safety for you and our staff.

For more information about our **Speak Up!** campaign, visit:  
[www.sunrisehealthregion.sk.ca](http://www.sunrisehealthregion.sk.ca)

**If something doesn't *sound* right...**



- S** STOP the line when a potential harm or injury is perceived or observed.
- A** ALERT/ASSESS, tell others! Assess the situation to determine root cause and solutions.
- F** FIX it if you can. Take immediate action.
- E** ELIMINATE or ESCALATE the problem and continue on with care and work tasks.
- R** REPORT to the immediate supervisor or manager at first opportunity.

**SPEAK UP!** It is your right and responsibility to "Stop the Line"  
Don't hesitate to Speak Up with anything that you smell, see, feel, taste, hear or know that could prevent an injury or harm.

