

# Standards of Practice

## Safety

### Standard

The physiotherapist promotes and maintains a safe environment for **clients**, health-care providers, her/himself, and others to support **quality** services.

### Expected outcome

Clients can expect to be safe in the care of the physiotherapist and in the practice environment.

### Performance expectations

The physiotherapist:

- Adheres to safety best practices and applicable legislation to promote a safe practice environment.
- Maintains **competency** in safety protocols by participating in appropriate training related to safe environments, including adherence to occupational health and workplace safety legislation.
- Maintains a clean, accessible, and safe environment which promotes the safety of clients through all aspects of **physiotherapy service delivery**.
- Uses **routine practices** relevant to her/his practice context (e.g., **personal protective equipment**).
- Verifies clients' identities to confirm that the intended services are provided to the appropriate individuals.
- Informs clients about how to call for assistance if help is required during services.
- Incorporates appropriate measures to maintain the health and safety of clients, her/himself, and colleagues during the provision of **physiotherapy services**.
- Complies with reporting procedures related to **near misses** and incidents occurring in the workplace.
- Applies the appropriate safety procedures when using equipment in physiotherapy practice.

### Related Standards

- Client-Centered Care
- Communication
- Consent
- Infection Control
- Quality Improvement
- Risk Management

**Clients** are recipients of physiotherapy services, and may be individuals, families, groups, organizations, communities, or populations. An individual client may also be referred to as a patient. In some circumstances, clients/patients may be represented by their substitute decision-makers.

**Competence** is the degree to which an individual can use the knowledge, skills, and judgments associated with the profession to perform effectively within the domain of professional encounters defining the scope of professional practice. Competence is developmental, impermanent, and context-specific.

- Competency is the ability to perform a practice task with a specified level of proficiency.

**Near misses** refer to "a patient safety incident that did not reach the patient. Replaces 'close call.'"

**Personal protective equipment** refers to the use of items such as gloves, gowns and goggles to protect the physiotherapist during client treatment.

**Physiotherapy services** are "services provided by or under the direction of a physiotherapist. This includes client assessment and intervention, and related communication with and reporting to various parties for the purposes of delivering patient care."

**Physiotherapy service delivery** refers to the period from the initial client assessment to discharge from services provided by the physiotherapist.

**Routine practices** are a comprehensive set of infection prevention and control measures that have been developed for use in the routine care of all patients at all times in all health-care settings. Routine practices aim to minimize or prevent health-care acquired infections in all individuals in the health-care setting, including patients, health-care workers, other staff, visitors and contractors. These include hand hygiene, point-of-care risk assessment and indications for and appropriate application of aseptic technique, handling client equipment, cleaning environment waste and sharps handling, etc.