

Client Lift

Purpose:

To provide a process for Community Support Team members to follow if a client experiences a fall or needs physical assistance while with this community Member.

Under no circumstances is a team member allowed to lift a client off the floor, assist them with stairs, or into a vehicle

Process

1. If a client has fallen
 - a. Team members should contact dispatch via the Community Support Team cell phone
 - b. Inform dispatch of the situation and request Police, Fire/EMS, Public Library Department response.
 - c. Team members should wait on-scene for firefighters to arrive.
 2. If a client needs assistance
 - a. Explore if Durable Medical Equipment is needed
 - i. Work with Primary Care to obtain a prescription
 - ii. Purchase if Primary Care a barrier
 3. At no time should community support staff need to make physical contact with clients
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