

Our Zero Harm Goal: **KEEPING YOU SAFE**

What is Zero Harm?

- Zero Harm means we work to prevent harm during your care.
- Your safety is our top goal.
- We want you to feel safe, heard, and respected.

How We Keep You Safe

- We check your name and birth date before care.
- We double-check your medicines and allergies.
- We clean our hands and equipment to stop germs.
- We take steps to help prevent falls.
- We work as a team to avoid mistakes.

It's Okay to Speak Up

- You will not get in trouble for asking questions.
- It is okay to remind us to clean our hands.
- Your voice helps keep everyone safe

How You Can Help

- Ask questions if you do not understand.
- Speak up if something feels wrong.
- Tell us your allergies and medicines.
- Use the call light if you need help.
- Ask for help when getting up or walking.
- Tell us right away if you feel pain, dizzy, or unsafe.

Our Promise to You

- We listen to you.
- We care about your safety.
- We work with you and your family.



YOUR SAFETY MATTERS.
We can keep you safe—together.