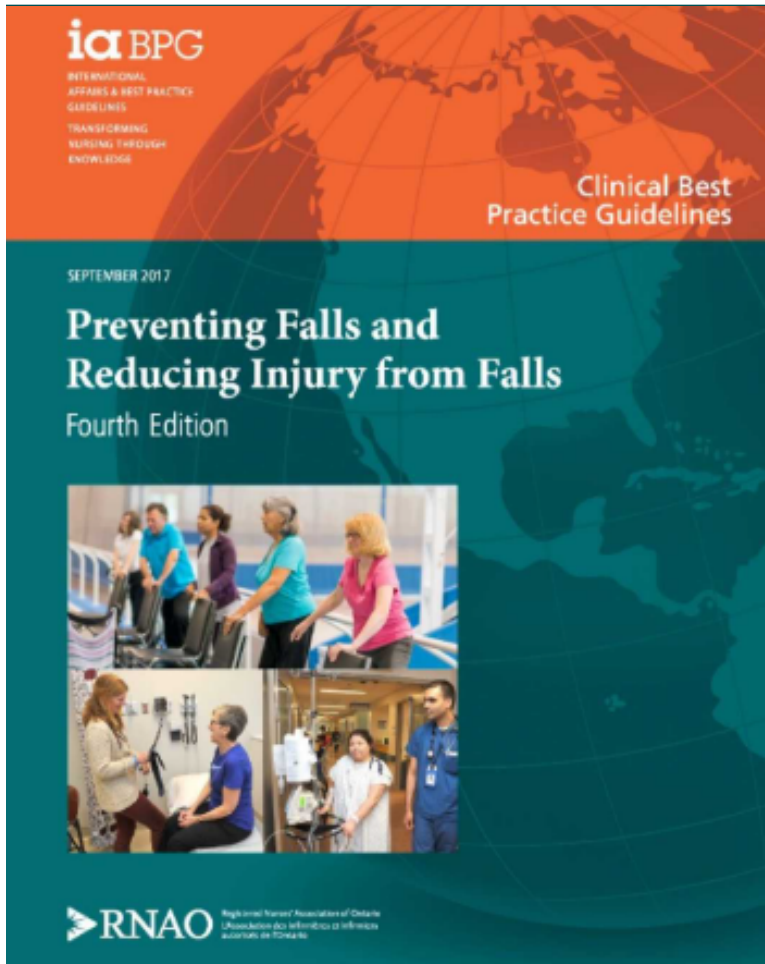


PREVENTING FALLS & REDUCING INJURY FROM FALLS TOOLKIT



A falls prevention & injury reduction toolkit to use with caregivers, clients and non-clinical staff across diverse settings

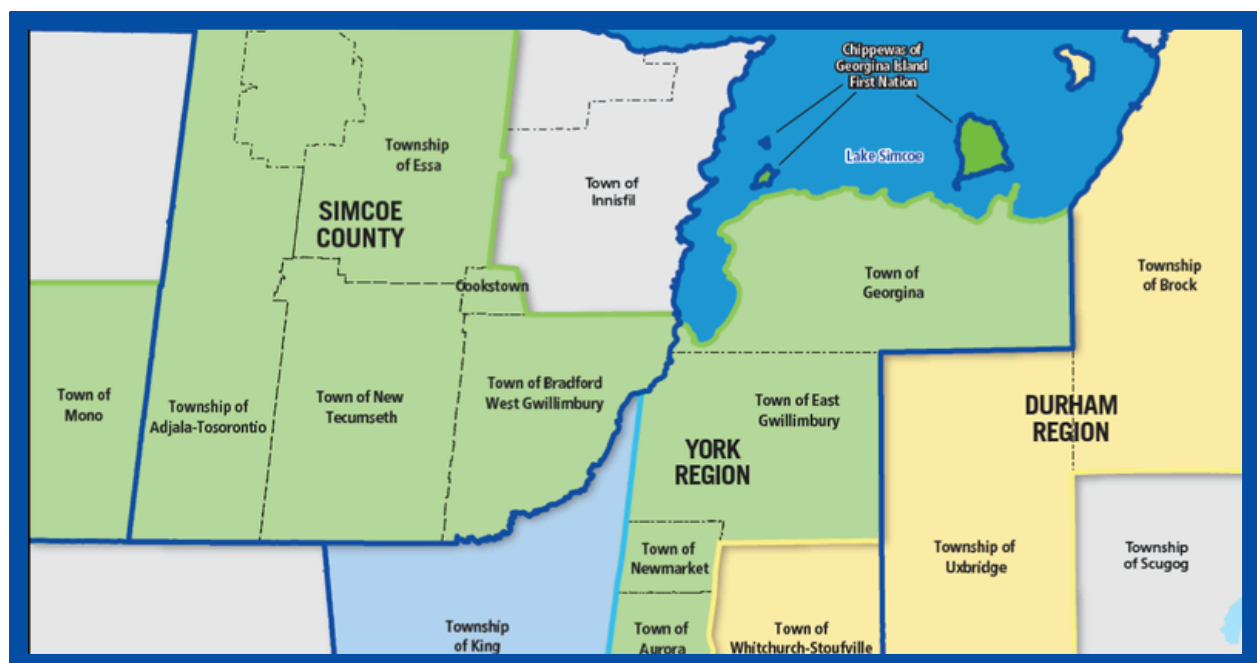
Created by: the Northern York South Simcoe Best Practice Spotlight Organization Ontario Health Team Preventing Falls and Reducing Injury from Falls Working Group (NYSS BPSO OHT PF&RIFF WG)

Acknowledgements

We would like to acknowledge the support and guidance provided by members of the Northern York South Simcoe Best Practice Spotlight Organization Ontario Health Team Steering Committee (NYSS BPSO OHT) and expertise and coaching support provided by the Registered Nurses' Association of Ontario.

We would also like to acknowledge the contributions of Keshan Ramdeo of the NYSS OHT, and Brooke North from CHATS (Community and Home Assistance to Seniors) for their enthusiasm and graphic design support for this project.

A special thank you to the East Toronto Health Partners BPSO OHT for leading the way with the creation and sharing of their Falls Prevention Toolkit, which served as the inspiration for this highly collaborative joint venture from BPSO partnering organizations including the York Region Community & Health Services Department, SE Health, Southlake Health, LOFT, the Canadian Mental Health Association and Patient/Family Partners.



Acknowledgements

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Disclaimer

The contents of this toolkit represent the collaborative efforts of PF & RIFF WG members of the NYSS BPSO OHT collective's intent to share and standardize falls prevention strategies across organizations.

The toolkit is intended to provide a menu of falls prevention and injury reduction strategies for caregivers, clients, and staff and is flexible based on client/caregiver needs and specific circumstances.

Using this toolkit neither constitutes a liability nor discharge from liability. While considerable effort has been made to ensure accuracy of the contents at the time of publication, neither the authors nor the members of the NYSS BPSO OHT PF&RIFF WG gives any guarantee as to the accuracy of the information contained in the toolkit or accepts any liability with respect to loss, damage, injury, or expense arising from any such errors or omission in the contents of this work.

The contents of this toolkit are intended for use by members of the Northern York South Simcoe Ontario Health Team organizations to inform their fall prevention programs.

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How to Cite This Toolkit:

Northern York South Simcoe Ontario Health Team (NYSS OHT). (2025). NYSS OHT Falls Prevention Toolkit. [Northern York South Simcoe OHT - Best Practice Spotlight Organizations \(BPSO\)](#).

Organizations using this toolkit or associated resources to inform their programs, research, or presentations are expected to reference the original authors as per the citation above. Should organizations wish to adapt any portions of this toolkit for their organization, the original toolkit and any original authors/organizations must be attributed. Any examples, reference documents, or tools provided within this toolkit remain the express intellectual property of their respective owners.

This toolkit was developed as part of NYSS BPSO OHT initiative to continue our work to maintain our Registered Nurses' Association of Ontario (RNAO)'s Best Practice Spotlight Organization designation.

We would like to recognize the support, guidance and input from the NYSS BPSO OHT Steering Committee members and assistance of Keshan Ramdeo and Brooke North who supported the graphic design elements of this toolkit.



Your feedback is important to us. Please take a moment to share your thoughts on the Preventing Falls and Reducing Injury from Falls Toolkit. Thank you for your time and support!



Table of Contents

- 8** The Impact of Falls
- 9** Dementia, Depression & Falls Risk
- 10** Past Medical History & Risks for Falls
- 11** Postural Hypotension (Feeling Dizzy When Changing Positions)
- 12** Medication Considerations
- 14** Alcohol & Substance Use Considerations
- 16** Tips for Preventing Falls
- 17** Screening for Falls
- 18** Hearing Considerations & Falls Risk
- 19** Vision Considerations & Falls Risk
- 20** Exercises for Strength & Flexibility
- 21** Nutrition & Hydration
- 23** Foot Health & Footwear
- 25** Getting Up After a Fall & Managing After a Fall
- 27** Concerned About Falling
- 29** Environmental Risk Factors
- 30** Walking & Mobility Aids
- 32** Communication Tips for Healthcare Professionals or Providers
- 35** Community Resources
- 41** References

How to Use this Toolkit

This toolkit is comprised of infographics, fact sheets, scripts, screening tools and information intended to be used across a variety of settings with diverse staff, clients and caregivers to prevent falls and reduce injury from falls.

Though the target audience for using this toolkit is primarily informal caregivers, clients and non-clinical staff, regulated staff can benefit from using this toolkit in combination with other falls prevention resources from their respective organization(s)/regulatory bodies.

The Impact of Falls

Falls among older adults is a **worldwide** public health concern.



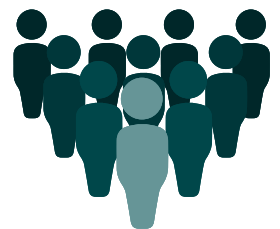
According to the World Health Organization, about a third of older adults fall each year. The percentage ranges from **32% to 42%** for those 70 years or older.

In Canada, falls are the leading cause of injury-related hospitalizations and injury deaths among people aged 65 or older.



Injuries from falls reduce older adults' quality of life, increase caregiver demands, and cause admissions into long-term care. The cost of treating fall-related injuries is high.

As the baby boom generation ages, by 2040 older adults are going to make up close to one-fourth of Canada's population. The pace of growth of the group aged 85 or older is expected to be steep.



This is why it is important to support falls prevention and injury reduction in this population and beyond.

Dementia, Depression & Risk for Falls

- Dementia increases the risk for falling, and falling increases the risk for dementia
- Each year, 60–80% of adults with dementia experience a fall, making them 2-3 times more likely to fall than adults without
- Depression significantly increases the risk of falls in older adults
- Increased falls are due to changes in the body and behaviour

These Changes Can Include:



Disorientation



Memory Loss



Vision problems



Low motivation



Poor balance & coordination

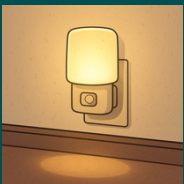


Impaired judgement

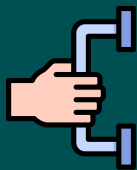


Wandering or sleep disturbances

Reduce Your Risk:



Adequate lighting



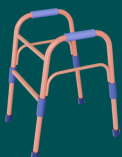
Safety supports



Medication management



Visual cues & remove clutter



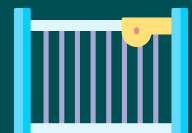
Use mobility aids correctly



Familiar environment



Gentle exercise



Prevent wandering

Past Medical History & Risks for Falls

Certain medical conditions, medications, and medical equipment/devices (e.g. IV lines, catheter bags) can increase your risk for falls.

Risk Factors Include:



Increased age



Previous medical history



Mobility status



Loss of bladder control & urgency



Dehydration & malnutrition



Certain medications



Drug or Alcohol Use

Reduce Your Risk:

Health Maintenance

- Exercise
- Eat a balanced diet
- Stay hydrated
- Check eyesight & hearing
- Get up slowly from bed
- Speak to your Healthcare Professional about loss of bladder control and urgency

Medications

- Review all medications with your Healthcare Professional and/or Pharmacist
- Avoid mixing medications with alcohol/cannabis
- Monitor for dizziness



Postural Hypotension

A condition where blood pressure drops when changing positions from lying down to sitting or standing.

Symptoms include:



Dizziness



Blurred vision



Feeling faint

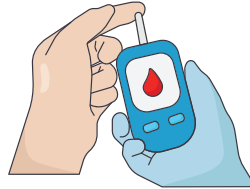
Causes may include:



Medications



Dehydration



Diabetes



Anemia



Heart conditions



Prolonged bed rest



Excessive alcohol use

How to Reduce Your Risk

- ✓ **Move slowly:** Get up slowly from your bed or a seated position.
- ✓ **Use support:** Hold onto something stable when standing
- ✓ **Exercise:** Move feet and hands before getting up
- ✓ **Stay hydrated:** Drink plenty of fluids throughout the day to prevent dehydration and dizziness (unless restricted)
- ✓ **Make posture adjustments:** Avoid prolonged standing and sleep with extra pillows to elevate the head
- ✓ **Consult with a Healthcare Professional:** If you are experiencing symptoms

Medication Considerations

Older adults are at an increased risk for falls and fall-related injuries if they are:

- Taking multiple medications daily, either prescribed and/or over the counter
- Taking medications to help with sleep or to calm nerves, such as sedatives
- Taking heart, blood thinner or blood pressure medications

Medications both prescribed and over the counter that contribute to the risk of falls include:



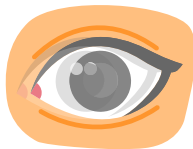
- Pain relief
- Muscle relaxants
- Antidepressants
- Diuretics
- Anti-allergy
- Anti-vomiting
- Incontinence
- Eye ointments, gels and drops

Increased risk may be caused by a greater sensitivity to medication side effects, interactions between medications, reduced metabolism and slow medication clearance from the body.

Common medication side effects that might increase fall risk include:



Confusion



Blurred Vision



Dizziness
Lightheadedness



Changes in walking
and/or balance



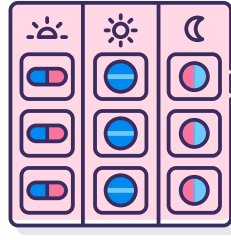
Drowsiness

Medication Considerations

Ways to Reduce Your Risk:



Review medications
with your doctor
annually



Use an organizer
or blister pack



Take your
medications as
indicated



Avoid drinking
alcohol/consuming
cannabis



Keep a medication
list on you at all
times



Return all expired
medication



Never share
medications



Use 1
pharmacy



Consider alternatives
to sleep medication



Talk to your Healthcare
Professional if you are dizzy

Alcohol & Substance Use Considerations

As you age, consider reducing your alcohol below these guidelines, especially if you have a health condition.

The Risks of Drinking Alcohol as an Older Adult

- Your body processes alcohol more slowly
- Alcohol makes it harder to balance and move safely, increasing the chance of falling
- Alcohol can negatively affect memory and cognitive abilities
- Alcohol can interact badly with some medications

What is my relationship to alcohol and/or substances?



0 drinks Per Week

Not drinking has benefits, such as better health, and better sleep.



1 to 2 standard drinks Per Week

You will likely avoid alcohol-related consequences for yourself and others.



3 to 6 standard drinks Per Week

Your risk of developing cancer (e.g. breast and colon cancer) increases.



7 or more standard drinks Per Week

Your risk of heart disease or stroke increases.

EACH ADDITIONAL STANDARD DRINK

Increases your risk of these alcohol-related consequences.

One Standard Drink Means:



Beer

341 mL (12 oz.)
5% alcohol



Cider/Cooler

341 mL (12 oz.)
5% alcohol



Wine

142 mL (5 oz.)
12% alcohol



Distilled Alcohol

43 mL (1.5 oz)
40% alcohol
(rye, gin, rum, etc.)

Alcohol & Substance Use Considerations

Questioning Your Relationship with Alcohol or Other Substances?

Answering these screening questions can help*

- | | Yes or No | |
|--|--------------------------|--------------------------|
| 1. Have you ever felt that you ought to cut down on your drinking or drug use? | ☐ | ☐ |
| 2. Have people annoyed you by criticizing your drinking or drug use? | ☐ | ☐ |
| 3. Have you ever felt bad or guilty about your drinking or drug use? | ☐ | ☐ |
| 4. Have you ever had a drink or used drugs first thing in the morning to steady your nerves or to get rid of a hangover? | ☐ | ☐ |

***A "Yes" answer to any of the above questions, speak to your Healthcare Professional**

Questions are based on the CAGEAID screening tool.
Please discuss results with your Healthcare Professional.

Tips for Preventing Falls

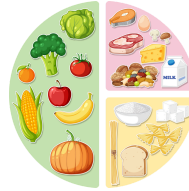
Preventing falls before they happen is critical.
Here's how you can prevent falls before they occur:



Mention foot pain
to your Healthcare
Professional



Regular
exercise



Eat balanced
meals



Stay connected
to others



Plan ahead &
avoid rushing



Schedule regular
health checkups



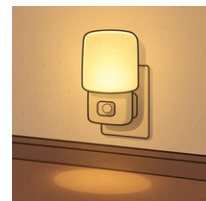
Use medication
safely



Use mobility
aids correctly



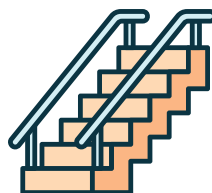
Proper foot
care



Use proper
lighting



Remove loose
carpets



Remove clutter in
walkways & stairs



Do a home
safety check

Screening for Falls

Complete this checklist to assess your fall risk

Am I at Risk of Falling?

Circle "YES" or "NO"

I have fallen in the past year.	YES (2)	NO (0)
I use or have been advised to use a cane or walker.	YES (2)	NO (0)
Sometimes I feel unsteady.	YES (1)	NO (0)
I steady myself by holding onto furniture at home.	YES (1)	NO (0)
I am concerned about falling.	YES (1)	NO (0)
I push with my hands to stand up from a chair.	YES (1)	NO (0)
I have some trouble stepping up onto a curb.	YES (1)	NO (0)
I often have to rush to the toilet.	YES (1)	NO (0)
I have lost some feeling in my feet.	YES (1)	NO (0)
My medication makes me light-headed or tired.	YES (1)	NO (0)
I take medication for sleep or mood.	YES (1)	NO (0)
I often feel sad or depressed.	YES (1)	NO (0)

Add up the number of points for each "YES" answer & enter your total Score

Total Score:

If you scored 4 POINTS or more, you may be at risk. Discuss your results with a Healthcare Professional.

***If you said "Yes" to any of the above questions, speak with your Healthcare Professional to learn more about what you can do to reduce your risk**

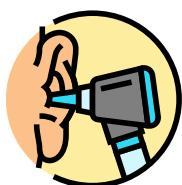
Helpful Tips

- Learning fall prevention builds confidence and safety
- Do balance exercises. Strengthening your muscles reduces fall and injury risk
- Have a home safety assessment. Remove hazards from home

Hearing Considerations & Falls Risk

- People with hearing loss may be less aware of their surroundings and have difficulty with spatial awareness
- The effort required to listen may reduce focus on walking, balance, and other activities
- As hearing loss worsens, the risk of falls increases, even with a small increase in hearing loss

To Help Prevent Falls:



Consult an audiologist if you suspect hearing loss or balance issues



Use hearing aids and recommended hearing technologies



Check vision and wear prescribed eyeglasses



Monitor foot and leg sensations for any changes



Improve home safety



Manage health

What Does an Audiologist do?



- Assesses hearing and balance to identify fall risks
- Recommends hearing aids and technologies to improve hearing and communication
- Provide vestibular rehabilitation (balance exercises) to reduce fall risk
- Make referrals for additional medical review (e.g., ENT specialist)

Vision Considerations & Falls Risk

Changes in vision often happen gradually, making them hard to notice.

These vision changes may include:



More sensitive
to glare



Decrease in depth
perception



Difficulty reading
small print

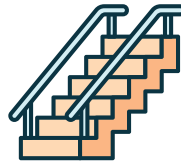


Dry eyes

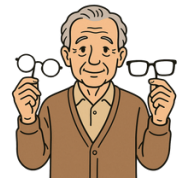
Tips to Improve Vision & Prevent Falls:



Allow your eyes to
adjust when going
from light to dark areas



Remove clutter
in walkways &
stairs

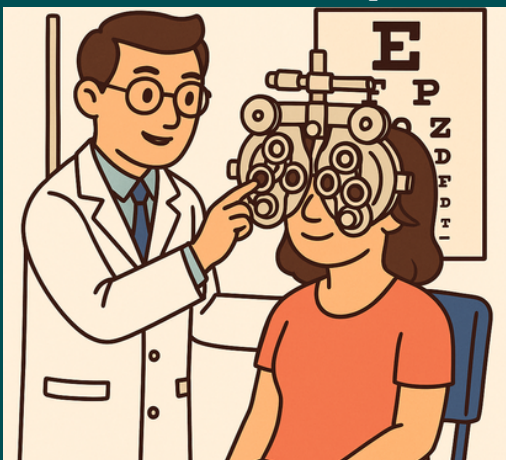


Wear the right
glasses for the
right activity

See an Eye Care Professional if you have any of the following symptoms:

- Any loss of vision
- Blurred or less detailed vision
- Blind spots, halos around lights
- Greater sensitivity to glare
- Watering of the eyes
- Difficulty judging distance and depth

What does an Optometrist do?



- Prescribes glasses or contact lenses to improve vision and depth perception
- Checks your vision and screens for eye conditions (e.g., cataracts, glaucoma) that can affect balance and mobility
- Refers to ophthalmologists or other specialists for further care, if needed

Exercises for Strength & Flexibility

Living a physically active lifestyle can help reduce your risk for falls. When adding more activity into your routine, please check with your Healthcare Professional first.

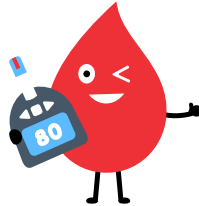
By adopting an active lifestyle, you can have:



Increased flexibility



Better heart & lung function



Reduced risk of diabetes



Improved balance



Better sleep



Less anxiety & depression



Stronger bones & muscles



Increased energy



More independence

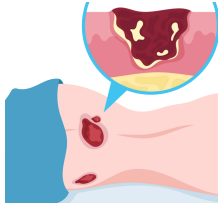
Tips to adopt an active lifestyle include:

- ✓ **Doing everyday activities:** walking, gardening, shopping, etc.
- ✓ **Participate in balance, exercise classes & recreational activities:** swimming, golfing, Tai Chi, dance, yoga, etc.
- ✓ **Taking part in at least 2.5 hours of moderate to vigorous-intensity aerobic activity each week.** You should only be able to speak one full sentence while doing the activity
- ✓ **Specific exercises to maintain strength and mobility in your feet** including toe raises, ankle circles, changing position frequently, flexing your foot muscles and walking

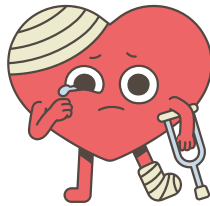
Nutrition & Hydration

Make sure you have enough nutritious food, vitamins, minerals, and hydration for health & energy.

Unhealthy Eating Can Lead To:



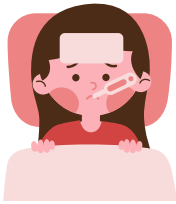
Slow wound healing



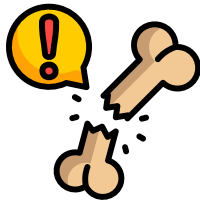
Heart disease



Diabetes



Poor recovery from infection



Bone Loss

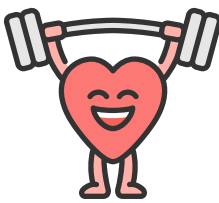


Sudden Confusion



Dizziness

Healthy Eating Can Lead To:



Healthy heart



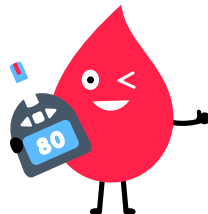
Strong muscles and bones



Good resistance to infection



Improved digestion



Stable blood sugar



Lower risk of constipation



Better sleep

Healthy eating can look different for each person. To find out what works best for you, discuss with your Healthcare Professional.

Nutrition & Hydration

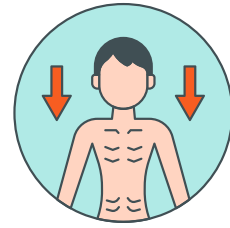
Common Nutritional Challenges for Seniors Include:



Swallowing difficulties



Loss of appetite



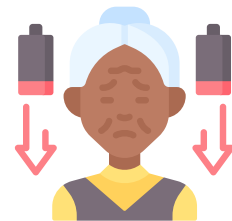
Poor nutrition that isn't noticed



Financial & transportation barriers

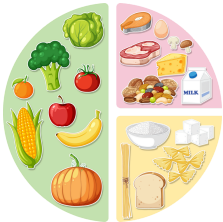


Loneliness, depression, lack of motivation



Low vitamin D & calcium levels

Recommendations For Good Nutrition:



Follow Canada's Food Guide



Eat Regularly



Maintain a healthy weight



Drink plenty of fluids



Take time to eat with friends



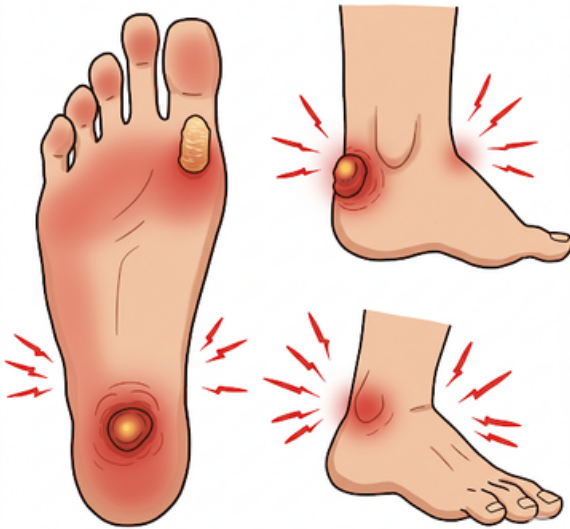
Use community resources such as food banks or Meals on Wheels



Discuss vitamins & supplements with your Healthcare Professional

Foot Health & Footwear

Examine your feet for (use a mirror, if needed):



- Corns
- Blisters
- Redness, dry skin or swelling
- Ingrown toenails
- Sores that don't heal
- Cramps, numbness, tingling or pins and needles
- Pain or discomfort

Let your Healthcare Professional know if you notice any of the above

Foot Care

- Wash your feet daily and dry in-between your toes
- Use moisturizing cream to prevent dry skin but do not apply between your toes, as extra moisture can lead to infection
- When cutting toenails, do so after bathing (water will soften them). Use proper nail clippers, cut nails straight across and not too short
- If you have diabetes, inspect your feet and toenails daily. Make sure you wear appropriate footwear (avoid going barefoot), avoid socks with seams or tight elastics, and see a foot care specialist for regular exams
- If your eyesight is poor, you have difficulty reaching your feet, have diabetes, or notice ingrown or infected toenails seek help with footcare from a Healthcare Professional

Foot Health & Footwear

Footwear



- Avoid bare feet, socks, or floppy slippers with an open heel when walking



- Your risk for a fall may be decreased if you wear footwear that's in good condition, has good support, and fits properly



- Whether you are inside or outside the home, ensure that you are wearing supportive footwear.



- In the winter, consider adding ice grips to your footwear

When Buying Shoes...

- Bring padding, insoles, orthotics or whatever special footwear you are prescribed
- Purchase new shoes later in the day when your feet are at their largest size
- Try both shoes on and walk around to ensure comfort (your heel should not slip)
- If your feet are prone to swelling, wear shoes with laces or velcro as there is more room to accommodate swollen feet

Visit the website “**Rate My Treads**” which rates tread quality for winter brand boots before you buy them!

Getting Up & Managing After a Fall

Getting up after a fall can be tricky.

There are steps you can take when you have fallen!

What to Do AFTER a Fall

If you **CAN** get up, follow these 6 steps for getting up:



1) Roll onto your side



2) Bend the leg that is on top and get onto your elbows or hands



3) Pull yourself toward an armchair or other sturdy object, then kneel while placing both hands on object



4) Place your stronger leg in front, holding on to the object



5) Lean forward onto the chair or object and stand up

6) Slowly, turn and sit down

If you **CANNOT** get up, and are hurt, try to get help:



1) Shout for help if you think someone can hear you



2) If you have an emergency call device or telephone in reach, use it to call for help

If you don't, try to slide yourself towards a telephone or a place where you will be heard



3) Make noise, use your cane or any object to bang and attract attention



4) Wait for help in the most comfortable position for you. Place a pillow under your head and to stay warm, cover yourself with a blanket (if available)

Getting Up & Managing After a Fall

If you **WITNESS** someone fall:

- ✓ First check if the person is awake or not, or showing any signs of injury
- ✓ Provide reassurance to the person who fell

If the person CANNOT get up, call for help. Assist the person by helping them find a comfortable position, and keep them warm with a cover.

If the individual appears able to get up, proceed with care and follow the six steps on the previous page to get them up.

If you fall or see someone fall, think about whether there was any:

- Dizziness or feeling lightheaded?
- Chest pain?
- Tripping or stumbling?
- Problems with the walker or other equipment?

Next steps: Tell a Healthcare Professional and a family member what happened.

When to see a Healthcare Professional:

Never ignore a fall, as it can have serious effects. Get medical help if there was injury to the head. Symptoms may appear in the days after a fall.

What to watch for after a fall:

- Any loss of consciousness just before or after
- Injuries or pain
- Dizziness, drowsiness, or nausea
- Overall weakness or unsteadiness
- Headaches or vision problems



A fall can be due to medication or illness. Always tell your Healthcare Professional about a fall for further assessment.

Concerned About Falling?

A person who is concerned about falling is **50%** more likely to fall.

Due to this concern, they are less likely to keep active, leading to poor muscle strength and balance, increasing the risk of falling.

Factors associated with concerns about falling include:



Older age



Female gender



Stiff joints



Impaired gait



History of falls



Taking 3 or more medications daily



Functional limitations



Perception of poor health



Multiple chronic health conditions



Social isolation, anxiety & depression



Vision challenges

Concerns About Falling

Speak to your Healthcare Professional:

If you, your friend or loved one is concerned about falling. This is especially important if you experience one or more of the following:

- Increased concern
- Changes to gait (manner of walking)- slow, cautious, or shuffling
- Avoidance of formerly enjoyed activities
- Reduced head movement when walking

Concerns about falling can be managed by maintaining a sense of control and building confidence through:



Increasing
physical
activity



Working with a
physiotherapist



Engaging in
activities with a
lower risk of falling

A Healthcare Professional can help address your concern and work towards a solution. Sessions with a physiotherapist (PT) or occupational therapist (OT) may be recommended.

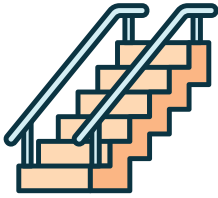
- **Physiotherapists** can help with movement dysfunction, balance and gait retraining
- **Occupational therapists** can provide additional therapeutic supports to reduce concerns about falling

Environmental Risk Factors

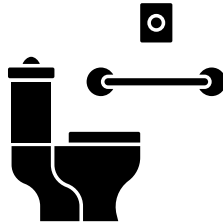
Navigating environmental risk factors for falls is important!



What to do



Remove clutter in walkways & stairs



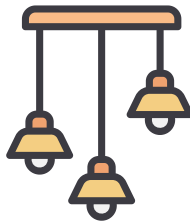
Ensure bathroom safety



Install Personal Response Unit



Install a bath seat



Adequate lighting



Mobility aids



Adequate footwear



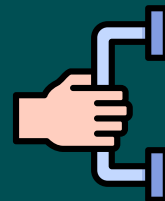
What NOT to do



Unfamiliar environment



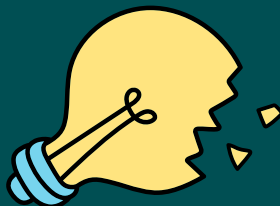
Inadequate footwear



Lack of safety equipment



Hot shower/bath



Poor lighting



Trip hazards



Slip hazards

Walking & Mobility Aids

Individuals with balance and mobility issues are encouraged to use mobility devices. Ensure a Healthcare Professional properly fits all your mobility devices and provides demonstrations. Keep walking aids within reach.

Using a Cane Safely

- Hold your cane on your stronger side, opposite to your weak or painful leg
- To go up the stairs:
 - Take the first step with your strong leg
 - Then move the cane and your weak leg onto the same step
 - Repeat until you reach the top
- To go down the stairs:
 - Take the first step down with your cane and your weak leg
 - Then lower your strong leg to the same step
 - Repeat until you reach the bottom
- Replace worn rubber tip(s) at the bottom of the cane, and don't forget to attach an icepick in the winter



Is your cane the correct height for you?

- Check by turning the cane upside down with the handle on the floor
- Stand with your arms at your sides. The tip of the cane should be at the level of your wrist

Speak to a Healthcare Professional if your cane needs to be adjusted!



Walking & Mobility Aids



Using a Walker Safely

- **A Healthcare Professional will teach you how to use and adjust the walker to your height**
- **Stand between the handles and move the walker forward slowly**
- **With rollators, always lock the brakes when standing still and practice using them before walking**

Standing Up

1. **Place the walker in front of you, flat on the ground**
2. **Lock brakes (if present)**
3. **Push up from the bed/chair using the armrest - not the walker**
4. **Once balanced, unlock brakes and begin walking**

Sitting Down

1. **Walk to the chair/bed, turn around using small steps**
2. **Back up until the back of your legs touch the bed/chair**
3. **Lock brakes (if present)**
4. **For a chair: Hold armrest and sit slowly**
5. **For a bed: Steady yourself on the surface and sit slowly**

Sitting Down on a Rollator Walker

Only sit on the rollator when it is on a flat, stable surface

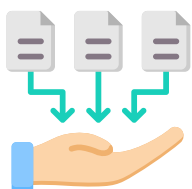
1. **Firmly lock the brakes on the handles**
2. **Slowly turn around, keeping one hand on the walker, using small steps until the back of your legs touch the seat**
3. **Once the back of your legs touch the seat, place both hands on the handles and sit down slowly**

If you have any questions or concerns about walker safety including brakes, speak to a Healthcare Professional about a referral to an Occupational Therapist.

Effective Communication Tips for Healthcare Professionals or Providers

Use the following tips when planning, during and after your interactions for a better experience.

Before the Interaction:



Gather all necessary information



Select a quiet/private space



Get mentally prepared

During the Interaction:



Use clear, concise and inclusive language



Employ active listening skills



Encourage shared decision making



Seek clarity in dialogue



Be mindful of non-verbal communication



Ensure cultural sensitivity

After the Interaction:



Arrange Follow Up / Referral



Link to additional supports



Reflect on experience



Debrief with others

Effective Communication Tips for Healthcare Professionals or Providers

When healthcare professionals and/or caregivers are navigating conversations, scripts or prompts can help guide discussions.

- **Acknowledge and validate** – Show understanding and belief in the person's experience
- **Explain the “why”** – Builds trust through consistency and predictability
- **Be clear and direct** – Share complete information to support understanding and reduce confusion
- **Offer options and choice** – Encourages shared power and mutual respect

Examples

“Your reaction is understandable. There are a lot of program options to choose from. This “Walking with a Buddy” program starts next week and again in June. If you would like to enroll for this Monday, we need to decide by Thursday or we miss the registration window. Is this program something you would like to participate in? If so, when would you prefer to enroll?”



“When there is a lot going on, it’s hard to keep track of everything. It makes sense that you are feeling the way you do. It’s important to review your mobility aid with your healthcare professional because we want to ensure your cane fits you properly. Would you like to pick an appointment date and time together? Now you’ve confirmed your appointment for 10am tomorrow.”

Motivational Interviewing

It can be hard to discuss sensitive topics. Use the following tasks to support the desire to change and try new behaviours.

Task One: Listen Reflectively:

Ask open ended questions. Avoid “yes” or “no” answers.

Affirmations. Give credit or acknowledge efforts toward well-being.

Reflections. Paraphrase to check your understanding and/or reflect on what you think they may be thinking or feeling.

Summarize. State key points and check in for confirmation.

What benefits do you get from not taking your medication?

You have met your goal of taking your medication the last two weeks. What have you done to make this happen?

It sounds like it has been hard to remember to take medication routinely.

You have been finding that using your pill organizer has been helpful. How can we work together to make this part of your routine for you?

Task Two: Elicit Change Talk:

- Change talk reflects the person's motivation for healthy behaviour change
- Watch for expressions of:
 - Desire – “I’d like to stay more organized with my meds”
 - Ability – “I used the pill organizer last week”
 - Reasons – “I want to stay independent”
 - Need – “I need to stay healthy to live on my own”
 - Commitment – “I want to make this work”
 - Action – “What can I do when I forget to fill it?”
 - Steps – “I’ll call for help when it’s empty”

Task Three: Offer Advice and Sharing Information:

- Always invite the person's ideas first
- Share your knowledge only when asked or with permission
- Advice and feedback are supportive, not directive—aim to collaborate, not impose

Community Resources

Disclaimer:

The community resources listed in this toolkit are provided as examples and may be specific to York Region.

They do not represent a complete list of available programs. Readers are encouraged to explore and connect with organizations and services in their own community to find local resources that best meet their needs.



Community Resources

Name of Resource	Summary						
Adult Day Programs within the York Region Visit the Central Healthline website for more information: https://www.centralhealthline.ca/ o be referred to our Adult Day Programs, contact Ontario Health atHome Support Services at 1-888-470-2222.	Over 40 Adult Day Programs in our area: York Region options* <table><thead><tr><th>Northern York Region and South Simcoe</th><th>Eastern York Region</th><th>Western York Region</th></tr></thead><tbody><tr><td>AURORA - Alzheimer's Society - CHATS BRADFORD - CHATS NEWMARKET - Mackenzie Health YSBIS ABI - March of Dimes KESWICK - Region of York-Keswick Gardens </td><td>MARKHAM/UNIONVILLE - Carefirst - Social Service Network - Unionville Home Society - Yee Hong STOUFFVILLE - Alzheimer's Society - March of Dimes THORNHILL - Alzheimer's Society </td><td>RICHMOND HILL - Alzheimer's Society - Carefirst - CHATS - Memory Lane THORNHILL - Alzheimer's Society - North York Seniors (Hesperus) VAUGHAN/MAPLE - CHATS-Friuli - Circle of Care - Lumacare - Mackenzie Health-YS ABI - March of Dimes - Maple Health Centre-Club & Meeting Place </td></tr></tbody></table> *Other ADPs may be available  Our Adult Day Programs provide meaningful and stimulating daily activities and exercises to meet the social, physical, emotional, intellectual and spiritual needs of our clients in a secure environment. They give participants the opportunity to socialize and offer caregivers support and respite. Trained, professional staff work closely with our clients and their caregivers to ensure the goals of the participants are met. Referrals can be made for adults over the age of 18 who are frail, socially isolated, or diagnosed with Alzheimer's, dementia, an acquired brain injury or Aphasia, or other age-related illnesses and could benefit from some support and supervision.	Northern York Region and South Simcoe	Eastern York Region	Western York Region	AURORA - Alzheimer's Society - CHATS BRADFORD - CHATS NEWMARKET - Mackenzie Health YSBIS ABI - March of Dimes KESWICK - Region of York-Keswick Gardens	MARKHAM/UNIONVILLE - Carefirst - Social Service Network - Unionville Home Society - Yee Hong STOUFFVILLE - Alzheimer's Society - March of Dimes THORNHILL - Alzheimer's Society	RICHMOND HILL - Alzheimer's Society - Carefirst - CHATS - Memory Lane THORNHILL - Alzheimer's Society - North York Seniors (Hesperus) VAUGHAN/MAPLE - CHATS-Friuli - Circle of Care - Lumacare - Mackenzie Health-YS ABI - March of Dimes - Maple Health Centre-Club & Meeting Place
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AMBULATORY GERIATRIC SERVICES COMMON REFERRAL FORM Retrieved from: https://www.rgptoronto.ca/wp-content/uploads/2018/04/AmbulatoryGeriatricServicesCommonReferralForm.pdf Link includes a list of contacts for your specific area	Referral form for older adults to be referred to outreach services, outpatient clinics/services, and day hospitals. Referral reasons are physical, cognitive, psychosocial, functional or other. Includes a chart of hospitals and their geriatric programs in Toronto.						

Community Resources

Name of Resource	Summary
Access York 1-877-464-9675 TTY: +1-866-512-6228 or +1-905-895-4293 (for deaf and hard of hearing) Email: accessyork@york.ca	The Access York Contact and Service Counters responds to inquiries about a variety of requests for York Region residents. Services include, but are not limited to information about: • Social assistance including Ontario Works, rent and utility assistance, etc. • Subsidized Housing updates and applications • Housing York Inc inquiries • Healthy Living inquiries (Public Health) • Vaccination bookings • General Public Health inquiries – For example, water testing, food safety, vaccines • Homelessness Community Programs • York Region Forest Walks and Events - registration and self-serve support
CHATS (Community & Home Assistance to Seniors). Retrieved from www.chats.on.ca To book a service, or for more information, please call <u>905-713-6596</u>. or toll-free <u>1-877-452-4287</u> Email: seniorshelp@chats.on.ca	CHATS (Community & Home Assistance to Seniors) is a not-for-profit organization serving older adults and caregivers in York Region and South Simcoe, Ontario. Its mission is to deliver high-quality, person-centered services that enable aging with dignity and choice at home and in the community. CHATS offers key services such as social and wellness programs, in-home support for personal care and household tasks, Meals on Wheels, and home safety adaptations. Additional offerings include transportation, Lifeline emergency response, caregiver support, and interpretation services in over 200 languages. Specialized programs like Home at Last and Hospital to Home ensure safe transitions from hospital care, while caregiver support services provide free counselling, workshops, and respite care to prevent burnout. Volunteering opportunities range from friendly visits and meal delivery to administrative support and event assistance, offering flexible schedules and skill-building benefits.

Community Resources

Name of Resource	Summary
Remote Care Monitoring Program Toronto Grace Health Centre. Remote Care Monitoring Program. https://www.torontograce.org/programs-services/remote-care-monitoring-rcm/ Email: rcmteam@torontograce.org Phone Number (non-emergency): (647)-660-8233.	The Remote Care Monitoring (RCM) program, operated by Toronto Grace Health Centre, leverages technology to help clients live safely and independently at home while supporting caregivers and reducing hospitalizations. Through a 24/7 call center, the program monitors alerts from devices like fall-alert pendants, medication dispensers, and in-home passive sensors to address emergencies, ensure medication adherence, and detect unusual activities. Eligible clients are assessed by Healthcare Professionals and may access devices such as fall-alert pendants, medication dispensers, and in-home sensors, which are supported by a 24/7 call center. The program is publicly funded, and clients can stay enrolled while awaiting long-term care placement or as long as the technology is needed. Referrals are made by Healthcare Professionals, and medication costs remain the client's responsibility, though they may be covered by insurance or the Ontario Drug Benefit Plan. Ambulance fees, if required, are also the client's responsibility.
Ontario Caregiver Organization Programs and Services Ontario Caregiver Organization. Free caregiver programs and services. Retrieved from https://ontariocaregiver.ca/	The Ontario Caregiver Organization (OCO) provides free programs and services to support caregivers across Ontario. Key resources include the Ontario Caregiver Helpline, offering 24/7 information and referrals in over 150 languages; the 1:1 Peer Support Program and online support groups for emotional support; and the SCALE Program, which focuses on caregiver mental health through webinars, tools, and counselling. Specialized resources such as the Caregiver Coaching Program, toolkits for working caregivers, and the Young Caregivers Connect platform address specific caregiver needs. OCO also produces the Time to Talk Podcast to explore caregiver challenges and wellness topics.

Community Resources

Name of Resource	Summary
Senior Helpline. Community service programs for seniors and caregivers. https://torontoseniorshelpline.ca/ Phone: 416-217-2077	The Senior Helpline provides information about a wide range of services for seniors (60+) and caregivers in Toronto, designed to enhance quality of life and support independent living. Key services include adult day programs, caregiver relief, case management, crisis support, community dining, and home help. Additional offerings include personal care, friendly visiting, transportation, respite care, exercise and falls prevention, social and recreational activities, and home maintenance like snow removal. Subsidies are available for some fee-based services, and many programs have no waitlists. The helpline also provides support for specialized needs like hospice care, shopping assistance, and supportive housing for seniors.
PERS - Personal Emergency Response System https://www.centralhealthline.ca/listservices	A Personal Emergency Response System (PERS) is a medical alert technology that allows individuals to quickly call for help during emergencies, providing peace of mind and safety, especially for older adults or those with health concerns. There are many technologies available; please consult with your Healthcare Provider.
211 Ontario Website: https://211ontario.ca/search/ Email: gethelp@211ontario.ca Dial: 2-1-1 Toll-free: 1-877-330-3213 Text: 2-1-1	211 quickly and confidentially connects people to social services and community programs across Ontario. The helpline is answered by real people 24/7. Service is available in 150+ languages. Text is also available 24/7. Live chat service is available Monday to Friday from 7am-9pm ET. 211 Provides information about a variety of topics including: · Local community programs · Financial assistance · Food · Health Care · Housing · Older Adults



Your feedback is important to us. Please take a moment to share your thoughts on the Preventing Falls and Reducing Injury from Falls Toolkit. Thank you for your time and support!



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Below is a list of the documents/resources used to inform the content of the toolkit.

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