

HEMOCARE INCIDENT RATES

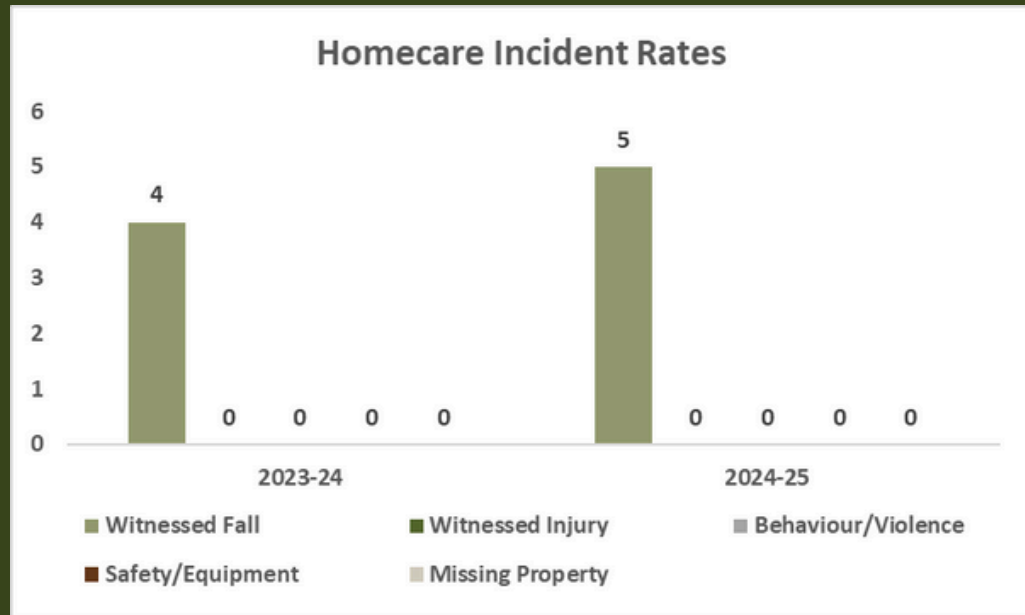
Incidents are any unplanned events that affect or could affect clients safety, such as:

- **Witnessed Falls** – Slips, trips, or balance-related accidents that were witnessed
- **Witnessed Injury** – Accidents resulting in physical harm that were witnessed
- **Behaviour/Violence** - Incidents involving aggressive, disruptive, or unsafe behavior (verbal or physical)
- **Safety/Equipment** - Hazards or malfunctions related to safety protocols or equipment.
- **Missing Property** - Reports of lost, misplaced, or stolen items, including personal belongings or workplace assets.

Incidents are presented as an annual count. For the 2024-25 fiscal year (April 1, 2024, to March 31, 2025), Northwood Homecare reported the following:

- Witnessed Falls: 5
- Witnessed Injuries: 0
- Behaviour/Violence: 0
- Safety/Equipment Issues: 0
- Missing Property: 0

The only type of incident reported in both the 2023-24 and 2024-25 fiscal years was witnessed falls, indicating a low occurrence of other incident types.



Why Client Safety Monitoring Matters

Client safety monitoring helps us identify risks early, strengthen safety protocols, and target staff training where it is most needed. By analyzing trends and investigating root causes, we can prevent future harm and continuously improve the quality of care. Engaging clients and families in these efforts ensures that safety improvements are meaningful and responsive to their needs, while enhancements to the care environment further reduce risks. Although challenges such as underreporting and data limitations exist, our commitment to safety and ongoing improvement remains strong.