



SOCIAL WORK NEWSLETTER

October 2018

RMS Survey Starting Again

RMS is an outside contracted agency that we hire to gather information for quality assurance and improvement. They never report your name or personal information to us the dialysis center. They complete this survey every 6 months. We use this information to improve our service to you. Please look for a mailed out survey or direct telephone call from RMS surveys.

Low Vision and Blindness Services

There are many programs available for persons with limited vision.

- 1) Blindness Support Services (BSS). This program offers training for 1) orientation and mobility 2) travelling 3) independent living 3) computers 4) employment and job development 5) parenting and 6) peer support. Call them if you or a loved one have limited vision (951) 341-9244.
- 2) The Braille Institute for blind training, equipment and services including books on tape with equipment and books sent to your home at no charge. (800) 808-2555.
- 3) Vocational Rehabilitation also offers free blind services, training and equipment for those looking to rejoin the work force but have visual impairments. They also provide training and education for other disabilities to join the work force. Call them at (760) 243-0830.

Renal Support Network

HOPEline Peer Support Phone Line
(800) 579-1970 or log onto
:www.rsnhope.org for events, online support and coffee chats.

No Sexual Comments or Gestures

It is not permitted at all for staff or patients to engage in sexual joking, flirting, or advances in anyway. Patients can be discharged from dialysis care and staff can be terminated from employment.

Update Your Information

In case of emergency, changes in schedule, transplant center calls, etc. We need your most recent telephone number and address. Please keep us up to date, bring in your current address and phone.

DMV Placards or Plates

If you are having difficulty walking from the parking lot to the store, talk to your doctor or social worker at the dialysis unit about completing the REG 195 form which is an application signed by your doctor verifying a medical condition that limits your mobility. We have the forms on hand, or you can find them at dmv.ca.gov

Low Income Housing

If your housing is getting difficult to afford, check out the low income housing opportunities at www.hacsb.com and click on future residents to see housing is available. They have senior housing, veteran housing, and general low income housing available in locations throughout the county. Unfortunately, the housing voucher program (section 8) waiting list is currently closed.

Humor: “My Kidneys are so lazy they make others clean up after them.”





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Our Pledge to You, Our Patients.....We Will Always

**Always Listen Carefully to You and Your Concerns
Always Explain What We Are Doing and Answer Your
Questions**

Always Show You We Care About and Respect You

Always Respect Your Privacy and Confidentiality

Always Spend as Much Time as We Are Able To

Always Make You as Comfortable as Possible

Always Insert Needles as Painless as Possible

Always Monitor Your Safety During Dialysis Treatments

**Always Respect Your Time and Try Our Best to Start Dialysis
Promptly**

Always Keep a Clean and Sanitary Center

Always Dress and Behave in a Professional Manner

Always Involve You in Care Decisions and Treatment Options

Always Ensure You Know Your Rights and Respect Them

Always Try Our Best to Communicate With Your Doctors

Always Address any Concerns You May Have

**PLEASE LET US KNOW IF WE ARE IN ANY WAY NOT
MEETING OUR PLEDGE**

