

## Managing Client Falls Safe Work Procedure

Issue Date: May 1, 2026

Last Review Date: \_\_\_\_\_

Reviewed By: \_\_\_\_\_

### Risk Factors:

- The full weight of a client is not to be lifted manually by workers, except in exceptional circumstances, as this poses risk of overexertion to workers and risk of injury.

### Client Considerations:

- If a client requires hands-on assistance from workers for transfers or to mobilize, a transfer belt is to be used for client and worker safety, and to decrease client falls risk.

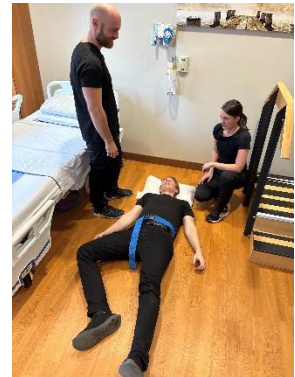
**Number of Workers:** 2 workers minimum to use a mechanical lift to move a client who has fallen.

**Equipment Needed:** Mechanical lift and transfer sling. Any other equipment (i.e. maxi slide sheets, transfer belts, etc.) needed to move the client if repositioning is needed prior to mechanical lift use.

### Procedure:

#### 1. Assisting a falling client

- If a client begins to fall while a worker or workers are assisting them to transfer or mobilize, the workers should **not** try to stop the fall or manually lift the client.
  - If a chair or bed is directly behind the client, the worker(s) can guide the client to a seated position by using the transfer belt positioned on the client.
  - If there is no surface behind the client to guide them to, the worker(s) will need to guide the client to the floor using the transfer belt while prioritizing protecting the client's head.
- Remember safe body mechanics of the powerful posture when guiding a client who is falling to a surface or the floor.
  - **Steady Stance:** Widen your base of support for stability.
  - **Neutral Spine:** Ears, shoulders and hips are aligned.
  - **Bend at the Hips and Knees:** Try to avoid awkward postures and maintain a neutral spine when guiding the client.
  - **Strong Grip:** Use a palm's up grip on the transfer belt.
  - **Load Stays Close:** Position yourself close to the client.
  - **Keep the Core Strong:** Engage the abdominal muscles.
  - **Minimize twisting:** Pivot your feet.



*If the client has fallen to the floor, follow the remaining steps of this procedure.*

**2. Client assessment**

- Follow your site or program’s guidelines for assessing a client after a fall.

**3. Determine an appropriate option for transferring the client up off the floor**

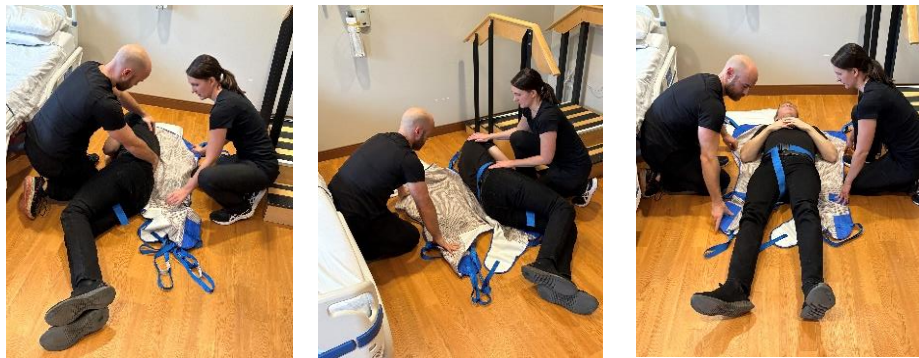
- Position a pillow under the client’s head for comfort, while assessing options and planning to transfer the client from the floor.
- If the client can get up on their own, try providing a chair or stool for the client to lean on for support. Have the client position themselves on their knees, then to standing.
- If the client is unable to get up on their own, they will need to be moved using a mechanical lift (*follow the remaining steps of this procedure*).
- If there is a ceiling lift in the area where the client has fallen, its spreader bar can be lowered to the floor to transfer the client.
- If there is no ceiling lift in the area, a floor lift/portable lift can be sourced to transfer the client from the floor.

**4. Assess if any client repositioning is needed prior to mechanical lifting**

- If no repositioning of the client is needed, proceed with the next step.
- If client repositioning is required, use equipment (maxi slides, transfer belts, etc.) to assist with moving the client to an area where a ceiling lift or a floor lift can be safely used, if needed.
- Maxi slides can be positioned under the client, then transfer belts attached to the black handles so that two or more workers can pull the client using safe body mechanics. Workers should use a weight shift technique of their legs to power pulling the client safely.

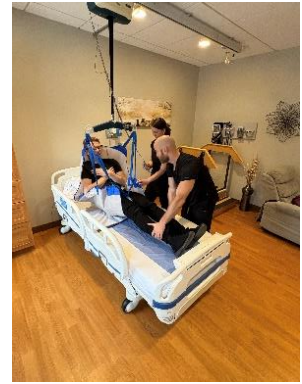
**5. Position a transfer sling under the client**

- Obtain an appropriate transfer sling of the appropriate size for the client and visually inspect that it is safe to use.
- Position the sling under the client.



**6. Transfer the client from the floor using a mechanical lift**

- Attach the transfer sling to the mechanical lift's spreader bar.
- Transfer the client from the floor to a bed or chair.



**Resources:**

- Using a Ceiling Lift to Transfer a Client
- Using a Floor Lift/Portable Lift to Transfer a Client
- Positioning a Quick Fit Sling under a Client
- Positioning a Hammock Sling under a Client
- Positioning a Sling under a Client using Removable Slider Sheets