

Health Care Aides
Competency Profile

November 2001

Acknowledgements

The *Health Care Aides Competency Profile (November 2001)* was developed under the supervision of the Continuing Care Workforce Working Group, a multi-stakeholder group comprised of representatives of the Regional Health Authorities, the Alberta Long Term Care Association, the Home Care and Support Association of Alberta, Alberta Learning and Alberta Health and Wellness.

We hereby acknowledge the health care aides, supervisors, managers and executives of health service organizations in Alberta who provided the substantive body of information contained in this Competency Profile.

With the permission of Calgary Health Region which published the *Competency Profile for the Dementia Care Support Worker* in 2000, specific competencies required for basic dementia care were incorporated into this document. The contribution of the Calgary Regional Health Authority Dementia Care Network is hereby acknowledged.

INTRODUCTION

This document provides a comprehensive inventory of the skills, knowledge, behaviors and attitudes required by health care aides in Alberta.

KEY DEFINITIONS

- (1) “**Health care aides**” is the generic term utilized in this document to describe unregulated, entry-level health workers who provide personal support and basic health services directly to clients of the health system in Alberta. Health care aides are a critical component of the continuing care service delivery system in Alberta and other Canadian jurisdictions, and some research studies indicate that these workers comprise more than 70% of the direct service providers in the continuing care sector. Health care aides are also an important part of the health team in the acute care facilities in Alberta which utilize these workers as assistants for registered nurses.

In the continuing care sector in Alberta, health care aides provide services in the three sub-sectors of the continuing care system: (i) the *home living stream*; (ii) the *supportive living stream* (i.e., home care and other health services delivered in block funding or other methods for congregate settings such as seniors complexes, lodges and enhanced lodges and assisted living); and the *facility-based stream* (i.e., nursing homes, auxiliary hospitals and new models).

- (2) “**Competencies**” are the specific knowledge, skills and attributes required by workers to effectively and successfully fulfill the requirements of a specific job description (¹Parry, 1998).
- (3) “**Basic Competencies**” are the minimal competency requirements for health care aides which are common to all service settings in the health system in Alberta including: (i) acute care facilities and (ii) the three sub-components of the continuing care sector: the facility-based stream, the home living stream and the supportive living stream.
- (4) “**Acute Care Competencies**” are the additional competencies required for health care aides employed in acute care facilities.
- (5) “**Home Care Competencies**” are the additional competencies required for health care aides providing services in the home living stream of the continuing care sector of Alberta.

¹ Parry S. (1998). “Just what is a competency? (And why should you care?)”. Training (June), 58-62.

PURPOSE OF COMPETENCY PROFILES

In July 1995, the Health Workforce Rebalancing Committee established by the Ministers of Labour and Health to address health workforce-related issues and challenges which were barriers to health reform initiatives released their second Discussion Paper. In this report, the Committee emphasized the importance of caregiver competence as follows:

Ensuring the competent and ethical provision of health services remains a priority. Health institutions have developed a network of quality assurance programs (e.g., peer review, accreditation, incident reporting). With the shift from institutional to community-based health services, appropriate standards and processes will be required to promote the continuing competence of caregivers and to protect Albertans. Government, regional health authorities and professional regulatory bodies all have a role in assessing, monitoring, encouraging and enforcing appropriate continuing competency requirements for caregivers. (Health Workforce Rebalancing Committee,² July 1995, p. vii)

A variety of methods are used to protect the public from incompetent health service providers including:

- Standardized educational programs.
- Employer hiring and supervision requirements.
- Accreditation processes for health care institutions.
- Health profession legislation and regulation. (The health occupations regulated by government provide services where there is significant potential for harm resulting from incompetent practice.)

Competency profiles for specific service provider groups are prerequisites for the development of standardized educational programs. They are also an important management tool for ensuring that individual health care aides have the competencies required to provide specific services to health system clients.

METHODS AND PROCESS FOR THE DEVELOPMENT OF THE HEALTH CARE AIDES COMPETENCY PROFILE

The *Health Care Aides Competency Profile (November 2001)* was developed through a consultative process involving care aides, their managers and supervisors, and senior managers and executives of health service organizations in Alberta. Key steps in the process utilized to develop this Competency Profile are as follows:

- (1) The foundational competency profile for health care aides, developed in 1995 – 1996

² Health Workforce Rebalancing Committee. *Discussion Paper II - A Report of the Health Workforce Rebalancing Committee*, July 1995.

through the Support Workers Project, was updated and validated in focus group sessions held from September 2000 to November 2000. These focus group sessions were attended by both community care aides and facility-based care aides. During the focus group sessions, elements of the competencies previously developed by the Alberta Long Term Care Association in 2000 were incorporated into the foundational document.

- (2) The Draft document, *Continuing Care Health Care Aides Competency Profile 2001* was further revised and refined during multistakeholder forums held in December 2000 for middle and senior managers of public, private and volunteer organizations providing continuing care services in the three major service settings.
- (3) In February 2001, specific competencies required for basic dementia care, developed by the Calgary Regional Health Authority Dementia Care Network, were incorporated into this Competency Profile.
- (4) Finally, the Competency Profile Document was reviewed by care aides employed in acute care facilities and their managers, and the additional core competencies required by care aides for employment in acute care facilities were identified and included in the Competency Profile.

A. Function Effectively in Role

Knowledge of Role

Basic

Knowledge of Basic Anatomy, Physiology Normal Development and Behaviour

Basic

Recognize the Importance of Personal Wellness

Basic

Self-Development

B. Function Effectively as Team Member

Demonstrate Basic Time Management Skills

Basic

Demonstrate Conflict Management Skills

Acute Care

Participate in Health Service Quality Programs

Participate in Quality Control Process

C. Communicate Effectively

Read and Comprehend Written Material

Basic

Communicate Information Verbally and/or in Writing

Basic

Demonstrate Effective Listening Skills

Basic

Recognize and Respond to Non-Verbal Cues

Basic

Recognize Barriers to Communication

Demonstrate Problem Solving Skills

D. Safety

Demonstrate Proper Body Mechanics

Basic

Use Equipment Safely

Recognize Dangerous Working Conditions

Basic

Demonstrate Infection Control Practices

Basic

Knowledge of Hazardous Waste Disposal

Basic

Knowledge of Fire and Electrical Safety Guidelines

Demonstrate Ability to Respond to Emergency Situations

Basic

Report Incidents and Accidents

Basic

E. Documentation and Preparation of Reports

Report Preparation

F. Client-Centered Focus

Knowledge of Client

Basic

Awareness and Understanding of Client's Needs

Basic

Recognize and Report Signs of Client Abuse

Basic

Support Emotional, Cultural and Spiritual Needs of Client

Recognize and Respond to Altered Behaviours

G. Dementia Care

Recognize and Respond to Individuals with Dementia

Basic

Establish and Maintain Partnership with Families

Knowledge of the Effect of the Environment on Individuals with Dementia

H. Implement Care Plans

Perform Work Assignments

Basic

Observe and Report Client Status

Basic

Assist with Positioning

Basic

Assist with Restraints

Acute Care

Assist with Lifts and Transfers

Basic

Assist with Ambulation

Basic

H. Implement Care Plans (continued)

Demonstrate Basic Understanding of Ambulation Aids	Demonstrate Assist with Prosthetic/ Orthotic Devices	Assist with Dressing and Undressing Basic	Assist with Grooming and Bathing Basic	Assist with Skin Care Basic	Observe and Report Swellings and Skin Abnormalities Basic
Assist with Mouth Care Basic	Assist with Basic Nail Care	Assist Client with Sitz Bath	Assist with Bowel and Bladder Functions Basic	Assist with Menstrual Care	Assist with Ostomy Care
Applicaation and care of Condom Drainage Systems Acute Care	Care for Indwelling Urinary Drainage Systems Acute Care	Care for the Supra-pubic Catheter	Measure Fluid Intake and Output of Client Acute Care	Insert Rectal/ Vaginal Suppositories	Administer Enemas
Collect/Obtain and Transport Specimens	Make Beds Basic	Change Dressing Acute Care	Assist with Treatment of Wounds Acute Care	Assist with Application of Compression Stockings Acute Care	Monitor Vital Signs Acute Care

H. Implement Care Plans (continued)

<p>Assist Client at Mealtimes</p> <p style="text-align: right;">Basic</p>	<p>Assist with Nasogastric Care (Tube Feedings)</p> <p style="text-align: right;">Acute Care</p>	<p>Assist with Gastrostomy Care (Tube Feedings)</p> <p style="text-align: right;">Acute Care</p>	<p>Assist with Oral Suctioning</p> <p style="text-align: right;">Acute Care</p>	<p>Assist with Respiratory Therapy Equipment</p>	<p>Assist with Chest Physiotherapy</p>
<p>Assist with Range of Motion</p>	<p>Perform Massages</p>	<p>Assist with Medication Administration</p>	<p>Assist with Planned Social Activities</p>	<p>Client Transport</p>	

I. Assist Clients with Household Management Activities

<p>Assist with Planning of Required Activities</p>	<p>Assist with Performance of Household Activities</p>	<p>Assist with Shopping</p>	<p>Assist with Financial Transactions</p>	<p>Cleaning and Maintenance of Clothing/Linens</p>	<p>Demonstrate Basic Knowledge and Understanding of Food and Nutrition</p> <p style="text-align: right;">Home Care</p>
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I. Assist Clients with Household Management Activities (continued)

Plan, Prepare and Serve Meals

Store Food Safely and Monitor Food Supply

Maintain Food Sanitation Practices

Perform Light Housekeeping Activities

Practice Safe Household Waste Disposal

Home Care

J. Assist with Child Care

Assist Family with a Newborn

Assist with Child Care

K. Assist with Palliative Care

Care of the Dying

Basic

Recognize Rights Regarding Palliative Bio-ethical Issues

Basic

Health Care Aides Competency Profile

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Major Competency Area: A

**Function Effectively
In Role**

Priority: 1

Competency: A-1

Knowledge of Role

Date: 30-Nov-01

A Health Care Aide will:

A-1-1 **Perform activities in accordance with role requirements as defined by the employment contract, employer policies and procedures, and applicable legislation:**

- Understand the role and use of employer policies and procedures.
- Understand the role of the job description.
- Understand and demonstrate knowledge of applicable legislation.
- Demonstrate awareness and understanding of the role of unions (when applicable) and collective agreements.
- Demonstrate awareness and understanding of the basic human rights of all employees.
- Understand the purpose and rationale for the establishment of health interdisciplinary teams.
- Refer client and family to appropriate member of the health team for information about issues that exceed the boundaries of the role of the worker.

A-1-2 **Demonstrate attitudes which enhance the role of the care aide including:**

- Respect toward the individual and the family.
- Respect for personhood (the unique individual).
- Patience combined with gentleness.
- Flexibility and resourcefulness
- Compassion for the whole person.
- Optimism for the present.

Major Competency Area: A

**Function Effectively
In Role**

Priority: 1

Competency: A-2

Knowledge of Basic Anatomy,
Physiology, Normal
Development
And Behaviour

Date: 30-Nov-01

A Health Care Aide will:

- A-2-1 **Have knowledge of basic anatomy, physiology, normal development and behaviour:**
- Understand basic normal anatomy and physiology of all systems (circulation, skin, muskeletal, genitourinary).
 - Understand deviations in anatomy and physiology due to surgery, developmental alterations, aging, illness and trauma.
- A-2-2 • Understand normal development.
- Understand how deviations in normal development affect behavioural, emotional and mental health i.e. Downs Syndrome, Fetal Alcohol Syndrome, Cerebral Palsy.
 - Understand normal mental health.
- A-2-3 • Understand deviations in mental health i.e. Depression, Schizophrenia, Autism.

Major Competency Area: A

**Function Effectively
In Role**

Priority: 1

Competency: A-3

**Recognize the Importance
Of Personal Wellness**

Date: 30-Nov-01

A Health Care Aide will:

Recognize the importance of personal wellness:

A-3-1

- Understand health promotion and wellness concepts and their application to the activities of the workplace.
- Understand the importance of an adequate physical fitness level.
- Recognize personal needs for well-being.
- Recognize personal strengths and limitations.
- Recognize the impact of shift work on wellness.
- Develop and implement strategies for maintaining personal wellness (e.g., nutrition, exercise, social activities and positive relationships).

Understand stress management techniques:

A-3-2

- Identify potential sources and types of stress (including caregiving, isolation and bereavement).
- Identify signs of stress (e.g., fatigue, mood swings, anxiety, etc.)
- Describe techniques used to manage stress.
- Utilize workplace and community resources available to deal with stress.

Major Competency Area: **A**

**Function Effectively
In Role**

Priority: **2**

Competency: **A-4**

Self Development

Date: 30-Nov-01

A Health Care Aide will:

Engage in life-long learning and continuing education:

A-4-1

- Recognize the need to continually maintain/upgrade skills and knowledge due to technological, health system and societal changes.
- Identify skill deficits and take steps to obtain required competencies.
- Identify employer programs for staff development and community programs which provide support for training activities.

Major Competency Area: **B**

**Function Effectively as a
Member of a Health Team**

Priority: **1**

Competency **B-1**

**Demonstrate Basic
Time Management Skills**

Date: 30-Nov-01

A Health Care Aide will:

Apply time management skills:

B-1-1

- Knowledge of basic principles of time management techniques.
- Identify job priorities.
- Use time management skills to balance multiple demands on time.
- Set safe priorities.
- Recognize when duties required exceed time constraints or are too complex for the time allocated, and work with supervisor to resolve the issue.

Major Competency Area: **B**

**Function Effectively as a
Member of a Health Team**

Priority: **1**

Competency: **B-2**

**Demonstrate
Conflict Management Skills**

Date: 30-Nov-01

A Health Care Aide will:

Demonstrate appropriate conflict management skills:

B-2-1

- Identify conflict which may occur in the workplace.
- Identify the common causes of conflicts.
- Identify basic conflict resolution principles.
- Identify mechanisms established by the employer for the discussion and resolution of conflicts.
- Utilize appropriate conflict management techniques.

Major Competency Area: **B**

**Function Effectively as a
Member of a Health Team**

Priority: **2**

Competency: **B-3**

**Participate in Health Service
Quality Programs**

Date: 30-Nov-01

A Health Care Aide will:

Participate in health service quality programs:

B-3-1

- Demonstrate awareness and understanding of quality improvement programs.
- Describe quality improvement strategies which involve workers.
- Identify quality improvement programs designed to measure various dimensions of health service quality (e.g., appropriateness, continuity of care, safety, efficiency, respect for the client, etc.)
- Comply with quality improvement requirements as defined by the employer.
- Demonstrate awareness of effective use of organizational materials and supplies.
- Comply with risk management requirements as defined by the employer.

Major Competency Area: **B**

**Function Effectively as a
Member of a Health Team**

Priority: 2

Competency **B-4**

**Participate in a Quality
Control Process**

Date: 30-Nov-01

A Health Care Aide will:

Participate in a quality control process for equipment and supplies:

B-4-1

- Demonstrate awareness of the need for a quality control process.
- Demonstrate the ability to perform quality control tests on specified pieces of equipment/instrumentation/supplies according to policies and procedures (e.g. hemochron, hemo-dialysis machines, etc.)
- Record and report deficiencies in equipment.

Major Competency Area: **C**

Communicate Effectively

Priority: **1**

Competency: **C-1**

Read and Comprehend

Date: 30-Nov-01

Written Material

A Health Care Aide will:

Read and comprehend written material relevant to the position:

C-1-1

- Read and understand care plan, shift reports, written memos, referrals, reports (e.g., incident and service).
- Demonstrate ability to locate policy and procedure manuals, and find applicable policy/procedures.
- Demonstrate ability to apply the relevant policy or procedure to the specific task or assigned activities.

Major Competency Area: **C**

Communicate Effectively

Priority: **1**

Competency: **C-2**

**Communicate Information
Verbally and/or in Writing**

Date: 30-Nov-01

A Health Care Aide will:

Communicate information verbally and / or in writing:

C-2-1

- Follow established lines of communication.
- Communicate pleasantly, courteously, factually and tactfully.
- Use appropriate pacing, cuing, phrasing and amount of content in communication to facilitate understanding.
- Use appropriate body language (e.g., eye contact and personal space).
- Observe and report on changes in the client's environment, health status and/or performances which relate to the health care plan to supervisor or other designated member of the health team in a timely manner.
- Confirm recipient's understanding of the message.
- Describe guidelines for the preparation of basic documentation.
- Record information in accordance with employer policies and procedures, and legal requirements.
- Report facts objectively and in a timely manner (e.g., without analysis, assessment or interpretation).
- Present reports in an organized manner.
- Demonstrate appropriate English language skills.

Major Competency Area: **C**

Communicate Effectively

Priority: **1**

Competency: **C-3**

Demonstrate Effective Listening Skills

Date: 30-Nov-01

A Health Care Aide will:

Demonstrate effective listening skills:

C-3-1

- Effective use of:
 - Positioning
 - Attending
 - Responding
 - Providing feedback
- Allow others to speak without interruptions.
- Seek clarification and feedback as required.
- Demonstrate empathy, respect and encouragement.
- Demonstrate a non-judgmental attitude.

Major Competency Area: **C**

Communicate Effectively

Priority: **1**

Competency: **C-4**

**Recognize and Respond
To Non-verbal Cues**

Date: 30-Nov-01

A Health Care Aide will:

Recognize, interpret and respond to non-verbal cues:

C-4-1

- Recognize the components of non-verbal communication such as facial expression, voice tone, posture and movements.
- Recognize cultural differences and its impact on non-verbal communication cues.
- Demonstrate awareness of and sensitivity to the impact of non-verbal cues.
- Recognize non-verbal behaviour and clarify meaning.

Major Competency Area: **C**

Communicate Effectively

Priority: 1

Competency: **C-5**

**Recognize Barriers
To Communication**

Date: 30-Nov-01

A Health Care Aide will:

Recognize barriers to communication:

C-5-1

- Identify vision, hearing, speech and language disorders which affect ability to communicate.
- Identify and demonstrate use of various types of communication aids (e.g., sign boards, picture boards, communication cards) and other adaptive techniques.
- Demonstrate understanding of the communication problems experienced by others with specific vision, hearing, speech and language disorders.

Major Competency Area: **C**

Communicate Effectively

Priority: **2**

Competency: **C-6**

Demonstrate Problem Solving Skills

Date: 30-Nov-01

A Health Care Aide will:

Demonstrate appropriate problem solving skills:

C-6-1

- Identify basic principles and steps in the problem solving process.
- Identify common difficulties in problem solving (e.g., individuals not understanding the needs of other persons nor the issues which need resolution).
- Recognize common work situations which require problem solving.
- Recognize types of problems which require reporting to the supervisor or other designated individual/staff member.
- Demonstrate effective problem-solving skills in daily work activities.

Major Competency Area: **D**

Safety

Priority: **1**

Competency: **D-1**

Demonstrate Proper Body Mechanics

Date: 30-Nov-01

A Health Care Aide will:

Demonstrate proper body mechanics:

D-1-1

- Understand the meaning of the term body mechanics.
- Understand the principles of proper body mechanics.
- Demonstrate use of proper body mechanics.
- Recognize situations in which risk of personal injury may occur.

Major Competency Area: **D**

Safety

Priority: **1**

Competency: **D-2**

Use Equipment Safely

Date: 30-Nov-01

A Health Care Aide will:

Use equipment safely:

D-2-1

- Identify equipment commonly utilized by workers, describe the purpose and operating procedures (e.g., bed alarms).
- Follow manufacturer's guidelines for the use and operation of required equipment.
- Check equipment for defects and report defective equipment to supervisor or other designated individual.
- Follow established procedures for the cleaning, maintenance and storage of equipment.

Major Competency Area: **D**

Safety

Priority: **1**

Competency: **D-3**

**Dangerous Working
Conditions**

Date: 30-Nov-01

A Health Care Aide will:

Recognize safety hazards and dangerous conditions in the work environment:

D-3-1

- Describe and follow safety guidelines for storage, handling, and use of sharp objects, electrical cords, and appliances.
- Identify unsafe situations which may endanger the worker/client (e.g., personal assault/injury, firearms, unrestrained pets, structural problems in houses, extreme weather conditions and contamination).
- Identify personal limitations and environmental factors which may increase risk of injuries (e.g., overconfidence, worker fatigue and drug/alcohol abuse).
- Identify and comply with requirements of the Occupational Health and Safety Act, which are applicable to workers in various service delivery settings.
- Demonstrate appropriate responses to unsafe situations.
- Report unsafe situations to designated individual/staff member.

Major Competency Area: **D**

Safety

Priority: **1**

Competency: **D-4**

**Demonstrate Infection
Control Practices**

Date: 30-Nov-01

A Health Care Aide will:

Comply with infection control practices:

D-4-1

- Understand the meaning of common terms used in infection control.
- Describe ideal conditions for growth of infectious organisms and microbes.
- Describe how communicable diseases are transmitted from one person to another.
- Describe infection control methods.
- Describe blood and body fluid precautions (Standard Practice), and how they are used in health facilities and in the home to reduce the spread of specific communicable diseases.
- Describe why handwashing is the single most important method of controlling the spread of disease.
- Demonstrate effective handwashing techniques.
- Demonstrate clean technique.
- Follow infection control procedures established by employer.
- Demonstrate methods to clean and disinfect equipment.

D-4-2

Recognize preventative initiatives and follow-up procedures of occupational hazards:

- Describe measures to prevent and avoid needle sticks and other occupational hazards.
- Describe process for follow-up and documentation for needle sticks and other occupational hazards.

D-4-3

Comply with isolation procedures and precautions:

- Describe different methods to isolate patients.
- Describe the process for application and removal of isolation apparel (e.g. gloves, masks, gowns, etc.)

Major Competency Area: **D**

Safety

Priority: **1**

Competency: **D-5**

**Knowledge of
Hazardous Waste Disposal**

Date: 30-Nov-01

A Health Care Aide will:

Dispose of hazardous wastes safely:

D-5-1

- Identify hazardous products/wastes found in the health care setting.
- Identify purpose and scope of WHMIS (Workplace Hazardous Materials Information System).
- Recognize and describe common symbols used in WHMIS.
- Describe and follow safety guidelines for storage, handling and use of hazardous/poisonous materials.

Major Competency Area: **D**

Safety

Priority: 1

Competency: **D-6**

**Knowledge of Fire and Electrical
Safety Guidelines**

Date: 30-Nov-01

A Health Care Aide will:

Follow guidelines for the prevention of fire and electrical accidents:

D-6-1

- Understand causes of fire and fire evacuation procedures for the workplace.
- Recognize potential fire/electrical hazards in the workplace (e.g., smoking and disposal of ashes, equipment related to cooking and laundry).
- Demonstrate knowledge of fire policies and procedures.
- Follow procedures for fire drills and evacuation.
- Follow employer procedures for the use of emergency equipment (e.g., fire alarms, fire extinguisher, and smoke detectors).

Major Competency Area: **D**

Safety

Priority: **1**

Competency: **D-7**

**Demonstrate Ability to Respond to
Emergency Situations**

Date: 30-Nov-01

A Health Care Aide will:

Respond appropriately to emergency situations:

D-7-1

- Identify emergency situations (e.g., missing client, falls, choking, fire, etc.).
- Understand and follow emergency procedures established by employer policy.
- Respond appropriately to emergency situations as established by employer policy.
- Understand and follow procedures for accessing emergency medical services.
- Provide basic First Aid, as required by employer policy.
- Follow CPR procedures, as required by employer policy.
- Understand and comply with reporting requirements for emergency situations, as per employer policy.

Major Competency Area: **D**

Safety

Priority: **1**

Competency: **D-8**

Report Incidents and Accidents

Date: 30-Nov-01

A Health Care Aide will:

Report incidents and accidents:

D-8-1

- Recognize unusual occurrences including “near misses”..
- Identify which incidents (for patient and self) must be reported.
- Prepare clear and factual reports (without assessment/interpretations).
- Submit reports in accordance with employer policy.

Major Competency Area: E

**Documentation and Preparation
Of Reports**

Priority: 2

Competency: E-1

Report Preparation

Date: 30-Nov-01

A Health Care Aide will:

Preparation of various types of reports:

E-1-1

- Describe basic principles for the preparation of written reports.
- Comply with reporting requirements in accordance with employer policy
- Follow instructions and prescribed formats.
- Verify that data is accurate and complete.
- Demonstrate appropriate use of technology (e.g., cell phone, voice mail, and computer).

Major Competency Area: **F**

Client Centred Focus

Priority: **1**

Competency: **F-1**

Knowledge of the Client

Date: 30-Nov-01

A Health Care Aide will:

F-1-1 Become acquainted with the client:

- Understand client includes family members or significant individuals.
- Utilize appropriate methods for obtaining pertinent information about the client, including: health condition/needs, personal characteristics, preferences, family contacts, socio-cultural requirements and special circumstances.
- Describe appropriate techniques for introducing oneself to the client.
- Understand the factors which affect client's ability and willingness to participate in therapeutic activities.
- Demonstrate understanding of client condition, needs, preferences, expectations, willingness and ability to participate in care.
- Demonstrate understanding of client's care plan.

Major Competency Area: **F**

Client-Centred Focus

Priority: **1**

Competency: **F-2**

**Awareness and Understanding
of Client's Needs**

Date: 30-Nov-01

A Health Care Aide will:

Demonstrate awareness and understanding of client's needs:

F-2-1

- Understand and be sensitive to the unique physical, social, cultural, spiritual and psychological effects of development and aging.
- Identify major cultural/religious factors when providing services to specific clients.
- Identify factors which have an effect on various types of health conditions (e.g., glucose control for the diabetic).

F-2-2

Encourage and support client's efforts to maintain/enhance their health and wellness:

- Understand disease and injury prevention, health promotion and wellness concepts.
- Assist the client to identify factors and develop strategies for maintaining personal wellness (e.g., good nutrition, exercise, social activities, emotional and social support).
- Understand that the client has a leading role in the development, implementation, maintenance, and enhancement of his/her care plan.
- Assist the client to identify methods by which self-esteem and sense of purpose may be enhanced.
- Assist the client to positively address barriers to functioning in accordance with the care plan.
- Provide positive reinforcement for client.

Competency: F-2

**Awareness and Understanding
of Client's Needs
(Continued)**

Page 2

A Health Care Aide will:

Recognize aging and health conditions when providing client care:

F-2-3

- Understand the aging process and health conditions as it relates to client.
- Demonstrate the knowledge of the aging and health conditions when providing safe client care.
- Review care plan for special needs of client related to the aging and health conditions.

Respect client's rights to confidentiality, privacy, independence, well-being and choice:

F-2-4

- Maintain confidentiality of information about client/family and co-workers by:
 - Following employer policies and guidelines (e.g., disclosure, access, release of information).
- Identify actions and be aware of implications of a breach of confidentiality.
- Understand the need to balance the legal requirements of confidentiality with the responsibility to disclose information.
- Respect and support client's right to privacy and to be treated with dignity.
- Employ various techniques to support client's independence. Examples include:
 - involve client in decisions about scheduling of therapeutic or household management activities and their participation in such activities
 - assist clients to maintain roles and activities of interest
 - adapt activities to enable client to function as independently as possible
- Respect and support client's right to make choices, take risks and have control over her/his life.
- Respect client's rights to refuse assistance or treatment.

Major Competency Area: **F**

Client-Centred Focus

Priority: **1**

Competency: **F-3**

**Recognize and Report
Signs of Client Abuse**

Date: 30-Nov-01

A Health Care Aide will:

Recognize and report signs of client abuse:

F-3-1

- Identify signs of possible, physical, sexual, psychological and/or financial abuse, including neglect.
- Be aware and follow employer guidelines for responding to suspected or observed abuse.
- Understand the legal requirements for reporting child and elder abuse.
- Demonstrate appropriate responses to individuals who have disclosed abuse and/or requested assistance.

Major Competency Area: **F**

Client Centred Focus

Priority: **1**

Competency: **F-4**

**Support Emotional,
Cultural and Spiritual Needs of Client**

Date: 30-Nov-01

A Health Care Aide will:

Help to meet emotional, cultural and spiritual needs of the client and family:

F-4-1

- Identify common reactions experienced in response to disabilities/ loss (e.g., anger, despair, fear, frustration, denial, acceptance, and hope).
- Identify responses to loss which are characteristic of various cultural groups.
- Demonstrate recognition of the significance of the loss to all persons involved.
- Recognize and respond to the grief of the family and friends (e.g., active listening skills, genuine concern, acceptance and understanding, providing, emotional support and reassurance).
- Record and report observations.

Major Competency Area: **F**

Client Centred Focus

Priority: **1**

Competency: **F-5**

**Recognize and Respond to
Altered Behaviours**

Date: 30-Nov-01

A Health Care Aide will:

Recognize and respond to altered behaviours:

F-5-1

- Describe and demonstrate awareness of the range of behaviour that may be exhibited by clients with certain illnesses and health conditions (e.g., psychiatric illness, substance abuse; brain injuries; chronic pain and grieving process.)
- Identify restrictions on certified patients in accordance with the *Mental Health Act*.
- Demonstrate willingness to try to understand the meaning of the client's behaviour and the message the client is trying to convey.
- Understand that all behaviour has meaning and is a form of communication.
- Recognize environments in which the client appears to function better (e.g., quiet lack of clutter, familiar persons and surroundings).
- Identify environmental and physical factors that affect client's ability to function and which may affect behaviour (e.g., noise, heat, lights and various distractions).
- Understand that the behaviour of the caregiver can have an effect on the client's behaviour.
- Demonstrate simple adaptations which can improve client functioning (e.g., reducing stimulation, calm approach, reassurance and positive non-verbal communication).
- Identify and demonstrate use of techniques that are designed to reduce aggressive and/or inappropriate behaviour.
- Identify situations when unexpected client behaviour requires an immediate response.
- Recognize signs of distress and identify appropriate actions.
- Demonstrate knowledge and appropriate application of employer policies and restraint procedures.
- Demonstrate methods which maximize client and worker safety in responding to aggressive and/or inappropriate behaviour of clients.
- Demonstrate accuracy and objectivity when reporting altered behaviours.

Major Competency Area: **G**

Dementia Care

Priority: **1**

Competency: **G-1**

**Recognize and Respond to
Individuals with Dementia**

Date: 30-Nov-01

A Health Care Aide will:

Recognize and respond to individuals with dementia:

G-1-1

- Understand and describe stages of dementia.
- Understand and describe behaviours that are common to individuals with dementia (e.g., wandering, hallucinations, delusions, agitation and restlessness, aggression and combativeness, screaming, abnormal sexual behaviours and repetitive behaviours).
- Understand the importance of the care plan to determine appropriate client care.
- Understand that each person has unique needs which can be met only through an individualized approach.
- Understand the importance of human contact through verbal and nonverbal communication.
- Demonstrate empathy and encouragement
- Encourage daily activities that are meaningful to the individual.
- Record and report observations.

Competency: **G-1**

**Recognize and Respond to
Individuals with Dementia**

Page Two

A Health Care Aide will:

G-1-2 Communicate effectively with individuals with dementia

- **Demonstrate effective verbal communication skills:**

These might include:

- Conversing away from the distraction and noise.
- Facing the person and encouraging them to talk.
- Calling the person by their preferred name.
- Using tone and language that show the person is an adult, not a child, regardless of the level of functioning.
- Slowing the pace and repeating as necessary: using the same words and trying different words to say the same thing.
- Giving clear directions, simplifying the steps, using fewer words
- Avoiding arguing

- **Demonstrate personal nonverbal communication skills:**

These might include:

- Trying to interpret the person's body language
- Being aware of own body language and tone of voice
- Making eye contact: avoiding sustained contact if inappropriate (cultural and individual preferences)
- Using touch appropriately and observing responses
- Listening to the emotion being expressed
- Showing patience in waiting for the person to find the words and complete the sentence, if possible

Competency: **G-1**

**Recognize and Respond to
Individuals with Dementia**

Page Three

A Health Care Aide will:

G-1-2 Communicate effectively with individuals with dementia (continued)

- **Demonstrate additional communication skills including:**
 - Use of symbols, pictures and writing. Identify important issues such as checking that the person can read and understand the message, or can understand the symbol or picture, and using symbols that are not too abstract.
 - Learning who the person is by using family and close friends as resources.
 - Showing sensitivity (avoid embarrassment/avoid criticism)
 - Giving praise frequently and appropriately.

- **Demonstrate use of different approaches; for example:**
 - *Validation* (e.g., accept the timeframe of the person's reality; listen to the emotional message and provide support if the person feels lost, lonely or confused)
 - *Reality Orientation* (e.g., introduce self: provide reminders and explanations of the environment and events that are occurring)
 - *Reminiscence* (e.g., remind the person of happy, past events).

Major Competency Area: **G**

Priority: **2**

Dementia Care

Competency: **G-2**

**Establish and Maintain
Partnership with Families**

Date: 30-Nov-01

A Health Care Aide will:

Establish and maintain partnership with families:

G-2-1

- Understand the impact of dementia on the families of individuals with dementia.
- Understand that families cope in different ways.
- Understand the importance of family involvement within their capabilities.
- Recognize families' and friends' ability/role in helping staff to understand who the person is and what their interests were/are.
- Demonstrate acceptance of family members' feelings.
- Demonstrate respect for families' need for privacy.

Major Competency Area: **G**

Dementia Care

Priority: **3**

Competency: **G-3**

**Knowledge of the Effect
of the Environment on
Individuals with Dementia**

Date: 30-Nov-01

A Health Care Aide will:

G-3-1 Demonstrate understanding of the effect of the environment on individuals with dementia

- Understand the importance of safety and security in the physical environment (for example a simple environment without clutter and free of hazards).
- Understand how the environment can affect behaviour.
- Understand that a stable, consistent environment is supportive.
- Understand how to observe the environment for factors that affect behaviour (e.g., Is it safe, secure? Does it support functional ability? Provide personal control? Appropriate lighting? Comfortable noise levels? Appropriate level of stimuli?)
- Understand how to determine the person's ability to cope with the physical environment.
- Demonstrate use of environmental cues and labels.
- Recognize the use of all the senses to keep the person in touch with the environment.
- Identify adaptations to the environment to meet the person's needs (e.g., reducing noise).

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **1**

Competency: **H-1**

Perform Work Assignments

Date: 30-Nov-01

A Health Care Aide will:

H-1-1 Perform activities as outlined in work assignment:

- Demonstrate knowledge and understanding of the purpose and key components of the care plan including expected client outcomes.
- Describe the variety of activities, which fall within the scope of the work.
- Describe methods which could be used to organize work assignments.
- Perform assigned activities in accordance with the care plan, employer policies and procedures, and other relevant standards.
- Meet established performance standards.
- Promote and facilitate client self-care.
- Identify and report client concerns/problems that may require changes in work assignment within specified time limits.
- Demonstrate understanding of the role of all members of the health team in the delivery of required health services, and the relationship between the worker and team members (including client and family).
- Participate in case/ team conferencing.
- Consult with supervisor/other team members to clarify changes made to the work assignments by supervisor.
- Adjust work schedule to incorporate and accommodate changes made by supervisor in work assignment.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: 1

Competency: **H-2**

Observe and Report Client Status

Date: 30-Nov-01

A Health Care Aide will:

H-2-1

Observe and report client status:

- Describe the general signs and symptoms of health problems commonly seen in health service settings.
- Observe and report discrepancies with equipment attached to patients (e.g. I.V.S., oxygen).
- Have a basic knowledge of client's normal baseline condition, and record and report changes.
- Have a basic knowledge of anatomy, physiology and body systems (e.g., circulatory and respiratory systems).
- Understand and follow the documentation process used to describe client health status.
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: 1

Competency: **H-3**

Assist with Positioning

Date: 30-Nov-01

A Health Care Aide will:

H-3-1 Assist with positioning:

- Understand and describe the standard positions for clients when in bed (e.g., Fowler's position, Supine (flat on back), Prone (flat on stomach), Lateral (side lying), Sim's Position (nearly prone with the hips in the side lying position and the upper leg raised sharply etc.).
- Describe precautions and contra-indications to positioning.
- Understand the rationale for good positioning and regular changes of position (e.g., prevention of skin breakdown, pain reduction, general body health and comfort).
- Position client as specified in the care plan.
- Inform client of steps in the procedure.
- Encourage client independence in positioning.
- Use positioning aids safely and appropriately.
- Ensure client is in a safe position to achieve optimum function and comfort.
- Ensure that client achieves optimum body alignment possible.
- Take relevant safety precautions to minimize risks to client, self and other staff members (e.g., apply principles of good body mechanics).
- Report positioning problems to supervisor or other designated member of the health team.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **1**

Competency: **H-4**

Restraints

Date: 30-Nov-01

A Health Care Aide will:

H-4-1

Assist with restraints:

- Understand and describe rationale for the use of different types of restraints.
- Demonstrate proper applications in accordance with employer policy.
- Describe precautions and contra-indications with use of restraints.
- Understand the rationale for good positioning and regular changes of position for clients in restraints (e.g., checking tension, skin integrity, general body health and comfort).
- Take relevant safety precautions to minimize risks to client, self and others (e.g. have security personnel in attendance when applicable).
- Understand the importance of regular observation of restrained clients.
- Report and record observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **1**

Competency: **H-5**

Assist with Lifts and Transfers

Date: 30-Nov-01

A Health Care Aide will:

H-5-1 Assist client with lifts and transfers:

- Have a basic knowledge of functional anatomy as it relates to ability to move.
- Understand and demonstrate the principles of good body mechanics.
- Identify and understand different types of lifts and transfers, their sequences and assistive devices utilized.
- Describe how proper lifts and transfers can minimize risk of injury to the client and self.
- Identify precautions and contra-indications to the use of lifts and transfers.
- Demonstrate appropriate technique for the performance of lifts and transfers as specified in the care plan in a manner which respects the client's right to privacy and to be treated with dignity, and in accordance with employer policy.
- Inform client of steps in the procedure.
- Encourage client independence as appropriate.
- Demonstrate safe and appropriate use of assistive devices.
- Take safety precautions to protect the client during lifts and transfers, including:
 - ensuring that the environment is safe (maintenance and protection of airway and all other therapeutic lines and tubes)
 - checking equipment for defects.
- Take safety precautions to protect self during lifts and transfers, including:
 - applying principles of good body mechanics
 - requesting assistance when activity required is beyond one's ability or job description.
- Ensure that client is comfortable and well positioned during and after lift or transfer.
- Report any problems with suggested lifts/transfers to the supervisor, or other designated member of the health team.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **1**

Competency: **H-6**

Assist with Ambulation

Date: 30-Nov-01

A Health Care Aide will:

H-6-1 Assist client with ambulation:

- Understand the functional sequences of ambulating activities.
- Demonstrate proper use of ambulation.
- Perform activities specified in the care plan in accordance with employer policy/procedure.
- Encourage client independence in walking with or without aids and assistive devices as specified in the care.
- Identify client needs (i.e. O₂) ambulatory aids, levels of weight bearing, and environmental and architectural risk factors to ambulating.
- Demonstrate safe and appropriate use of assistive devices. (e.g. transfer belts)
- Check client for readiness to ambulate, strength, balance, environment, range of motion and other indicators as outlined by the supervisor, or other designated member of the health team.
- Clean and maintain equipment and assistive devices, as required.
- Report unusual client reactions or problems encountered to supervisor, or designated member of the health team in a timely manner.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **1**

Competency: **H-7**

**Demonstrate Basic Understanding
of Ambulation Aids**

Date: 30-Nov-01

A Health Care Aide will:

H-7-1 Demonstrate functional sequences and safe techniques for the operation of ambulation aids:

- Identify different types of mobility devices (e.g., manual and power wheelchairs, canes, crutches, walkers).
- Have basic understanding of how ambulation aids are fitted to individual clients.
- Describe and demonstrate the operation of wheelchairs, and their major parts and adaptive accessories (e.g., wheelchair cushions and seating aids).
- Reinforce client knowledge in the operation of wheelchairs, and their major parts and adaptive accessories (e.g., wheelchair cushions and seating aids).
- Adjust wheelchairs and adaptive accessories.
- Check the mechanical soundness of wheelchairs and other power mobility aids and devices, and request repairs as required.
- Ensure cleanliness and labeling of ambulation aids owned by clients.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **1**

Competency: **H-8**

**Assist with
Prosthetic/Orthotic Devices**

Date: 30-Nov-01

A Health Care Aide will:

H-8-1 Assist client with prosthetic/orthotic devices:

- Describe the purpose of prosthetic/orthotic devices.
- Describe standard techniques for applying and removing prosthetic/orthotic devices.
- Describe appropriate skin care procedures.
- Perform activities specified in the care plan.
- Follow approved procedures for various devices including artificial limbs, dentures, hearing aids, contact lenses, artificial eyes, etc.
- Explain procedure to client.
- Reinforce client knowledge of the use and application of prosthetic and orthotic devices.
- Observe client for:
 - changes in fit of prosthetic/orthotic devices
 - changes in skin condition (e.g., pressure areas) and provide skin care as directed.
- Report any client problems or device problems to supervisor or designated member of the health team in a timely manner.
- Demonstrate appropriate techniques for assisting client with the application and removal of orthotic devices or prosthesis.
- Demonstrate techniques for cleaning and caring for prosthetic and orthotic devices.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **1**

Competency: **H-9**

Assist with

Date: 30-Nov-01

Dressing and Undressing

A Health Care Aide will:

H-9-1 Assist client with dressing and undressing:

- Describe and demonstrate techniques, which could be used to dress and undress clients with physical or cognitive limitations (e.g., decreased range of motion, dementia) or clients with special equipment (e.g., prostheses, intravenous lines and tubes, etc.).
- Identify constricting versus non-constricting clothing and adaptive clothing.
- Perform activities specified in the care plan in accordance with employer policy/procedure.
- Explain procedure to client and gain his/her agreement to proceed with the activity.
- Demonstrate sensitivity towards client's need for privacy, personal dignity, preferences and comfort.
- Encourage client self-care.
- Use appropriate safety precautions and techniques including:
 - applying principles of good body mechanics
 - checking for pins, jewelry, etc.
- Refer problems encountered to other members of the health team as required.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **1**

Competency: **H-10**

Date: 30-Nov-01

Assist with Grooming and Bathing

A Health Care Aide will:

H-10-1 Assist client with grooming:

- Demonstrate standard procedures for assisting with shampooing client's hair in tub, shower or sink.
- Demonstrate procedures for shampooing hair.
- Demonstrate appropriate methods for assisting client with brushing or combing hair.
- Demonstrate appropriate methods for assisting client with brushing or combing hair, according to client's choice.
- Describe and demonstrate standard procedures for assisting male client's with shaving.

Competency: **H-10**

Assist with Grooming and Bathing

Page Two

A Health Care Aide will:

H-10-2 Assist client with bed bath:

- Demonstrate an understanding of bed bath procedures.
- Demonstrate method for giving a bed bath, which considers cleanliness, relaxation and comfort needs of the client.
- Demonstrate appropriate methods for removing tangles from hair and for brushing and combing an unconscious client's hair in bed.
- Use appropriate safety techniques (e.g., checking water temperature, Standard Precautions, etc.).
- Explain procedure to client and gain his/her agreement to proceed with the activity.
- Demonstrate sensitivity and appropriate techniques for meeting client's needs for privacy, personal dignity, choice and comfort.
- Perform activities specified in the care plan in accordance with employer policy/procedure.
- Encourage and facilitate client independence and self-care to the greatest extent possible.
- Identify signs and symptoms of client conditions observed during the bed bath and reported.
- Observe and report changes in client condition (verbally and/or in writing).

H-10-3 Assist client with bath (basin, tub and shower):

- Describe standard procedure for assisting with client bath.
- Describe appropriateness of procedures (e.g., when to use basin, bath, shower, etc.).
- Identify the various types of safety equipment available.
- Recognize hazardous situations (e.g., slippery floors, hot water, client unsteadiness/dizziness).
- Describe appropriate methods for fostering client privacy, personal dignity, choice and comfort.

Competency: **H-10**

Assist with Grooming and Bathing

Page: Three

A Health Care Aide will:

H-10-3

Assist client with bath (basin, tub and shower) (continued):

- Describe methods for cleaning and disinfecting bathtub, shower, bath chairs and safety equipment.
- Identify signs and symptoms of client conditions, which should be monitored during the bath and reported.
- Demonstrate appropriate methods for assisting with total bath in a tub, shower or whirlpool.
- Perform activities specified in the care plan in accordance with employer policy/procedure.
- Explain procedure to client and gain his/her agreement to proceed with the activity.
- Encourage client self-care.
- Use appropriate methods for shampooing hair in a shower, or tub.
- Describe and demonstrate appropriate methods of shaving male or female client (based on client choice)
- Use appropriate transfer techniques.
- Use appropriate safety equipment and techniques to minimize risks to client and self.
- Observe and report (verbally and/or in writing) changes in client status and condition (e.g., changes in skin condition).

H-10-4

Assist with Perineal Care

- *Demonstrate understanding of perineal care for male or female clients.*
- *Demonstrate appropriate techniques for completing perineal care for male or female clients.*
- *Perform activities specified in care plan.*
- *Explain procedure to client.*
- *Encourage client self care.*
- *Use appropriate safety techniques to minimize risk to client and self.*
- *Record and report observations.*

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **1**

Competency: **H-11**

Assist with Skin Care

Date: 30-Nov-01

A Health Care Aide will:

H-11-1 Assist client with skin care to enhance/ preserve skin integrity:

- Describe basic structures and function of skin.
- Describe changes to skin which occur during the lifecycle.
- Identify the major causes and symptoms of skin breakdown (e.g., diabetic condition, pressure sores and shearing).
- Describe and reinforce appropriate skin care techniques that can be used by the client to prevent skin problems; including appropriate use of specialty beds.
- Demonstrate sensitivity to client condition, needs, preferences, expectations, willingness and ability to participate in care.
- Demonstrate appropriate techniques including: proper positioning, prevention of shearing injuries, frequency of position changes, use of lotions and hygiene practices.
- Perform activities specified in the care plan in accordance with employer policy.
- Observe and report skin conditions such as rashes, bruises, abrasions, open areas, skin over bony prominence, redness (verbally and/or in writing).
- Identify appropriate application of specialty beds.
- Observe and report environmental causes of skin breakdown.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: 1

Competency: **H-12**

**Observe and Report
Swellings and Skin Abnormalities**

Date: 30-Nov-01

A Health Care Aide will:

H-12-1

Observe and report swellings and skin abnormalities:

- Understand and describe common causes of swellings and skin abnormalities.
- Recognize and report new swellings and skin abnormalities (e.g., skin temperature, clammy, swellings, bruises, abrasions, discoloration) to the designated member of the health team in a timely manner.
- Monitor and report on existing swellings and skin abnormalities in accordance with the care plan.
- Identify appropriate application of specialty beds.
- Observe and report environmental causes of skin breakdown.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **1**

Competency: **H-13**

Date: 30-Nov-01

Assist with Mouth Care

A Health Care Aide will:

H-13-1

Assist client with mouth care:

- Describe the importance of good mouth care.
- Recognize the degree of assistance required for mouth care.
- Describe appropriate techniques for assisting client with the cleaning of teeth, dentures and gums (e.g., flossing and brushing).
- Demonstrate appropriate methods for the careful handling, removal, cleaning, insertion and storage of dentures.
- Recognize patients for whom mouth care is prohibited.
- Demonstrate special techniques for caring for sensitive mouths, gums, and teeth.
- Demonstrate relevant safety precautions for both client and self (e.g., Standard Precautions).
- Perform activities specified in the care plan in accordance with employer policy/procedure.
- Explain procedure to client and gain his/her agreement to proceed with the activity.
- Encourage client self-care.
- Observe any sores, bleeding, discoloration, or ill-fitting dentures and report to supervisor.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: 2

Competency: **H-14**

Date: 30-Nov-01

Assist with Basic Nail Care

A Health Care Aide will:

H-14-1 Assist client with basic nail care:

- Describe risks associated with the provision of nail care (e.g. clients who are at high risk for skin breakdown, diabetics).
- Recognize the difference between healthy and unhealthy nails.
- Recognize foot problems and circulation disorders.
- Describe appropriate procedures for the provision of nail care.
- Describe relevant safety measures.
- Describe methods for cleaning and storing of equipment.
- Demonstrate safe and appropriate nail care techniques.
- Perform activities specified in the care plan.
- Follow approved procedures for trimming nails and dealing with nail problems.
- Explain procedure to client.
- Observe the condition of client's nails, hands and feet, and report to supervisor or other designated member of the health team.
- Observe client's foot wear for suitability and safety, and report concerns.
- Clean, maintain and store equipment used.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **2**

Competency: **H-15**
Assist Client With Sitz Bath

Date: 30-Nov-01

A Health Care Aide will:

H-15-1

Assist client with sitz bath:

- Describe the purpose of the sitz bath.
- Describe the methods for cleaning, disinfecting and storing sitz baths.
 - Clean and disinfect the sitz bath prior to each use.
- Perform activities specified in the care plan in accordance with employer policy/procedure.
- Explain procedure to client and gain his/her agreement to proceed with the activity.
- Demonstrate sensitivity towards client's need for privacy, personal dignity, choice and comfort.
- Encourage client self-care.
- Fill with water/solution of appropriate temperature.
- Use appropriate transfer techniques.
- Position client appropriately.
- Support and supervise client as required.
- Observe and report on client status or reaction.
- Clean, disinfect and store portable sitz baths.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **1**

Competency: **H-16**

**Assist with
Bowel and Bladder Functions**

Date: 30-Nov-01

A Health Care Aide will:

H-16-1 Assist client with bowel and bladder functions:

- Describe the basic structure and function of the kidneys and urinary bladder, which affect toileting, and the maintenance of continence.
- Recognize the importance of adequate nutrition, fluid intake and physical activity for proper bowel and bladder functioning.
- Describe common causes of incontinence, diarrhea and constipation (e.g., medications).
- Describe measures to maintain or increase continence (e.g., regular toileting, appropriate toileting facility and positioning).
- Describe and demonstrate Standard Practice and demonstrate appropriate body mechanics.
- Describe the importance of peri-care as it relates to bladder and bowel function.
- Demonstrate appropriate techniques for clients requiring assistance with toiletry (e.g., bedside commode).
- Describe and demonstrate appropriate and safe positioning techniques.
- Demonstrate appropriate techniques for cleansing the perineal area.
- Demonstrate appropriate use and disposal of incontinence products.
- Perform activities specified in the care plan.
- Demonstrate sensitivity towards client's need for privacy, personal dignity, choice and comfort.
- Explain procedure to client and gain his/her agreement to proceed with the activity.
- Encourage client self-care and respond appropriately to client concerns.

Competency: **H-16**

**Assist with Bowel
and Bladder Functions**

Page: 2

A Health Care Aide will:

H-16-1

Assist client with bowel and bladder functions: (continued)

- Observe client response to the procedure and report as necessary.
- Record and report on the colour, consistency, odor and amount of urine or feces as required by the care plan.
- Record and report frequency of urination and defecation as required by the care plan.
- Record and report skin condition of perineal area as required by the care plan.
- Knowledge of use of suppositories and enemas to relieve constipation.
- Describe and demonstrate safe techniques for the administration of enemas or suppositories as per employer policy.
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **3**

Competency: **H-17**

Assist with Menstrual Care

Date: 30-Nov-01

A Health Care Aide will:

H-17-1 Assist with menstrual care:

- Have a basic knowledge of the anatomy and physiology of the reproductive system.
- Describe and demonstrate appropriate use of products and techniques for assisting client with menstrual care.
- Describe and use Standard Precautions and clean technique.
- Explain procedure to client and gain agreement to proceed with the activity.
- Encourage client self-care.
- Perform activities specified in the care plan.
- Demonstrate sensitivity towards client's need for privacy, personal dignity, preferences and comfort.
- Reinforce client knowledge of good hygiene practices during menstruation.
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **2**

Competency: **H-18**

Assist with Ostomy Care

Date: 30-Nov-01

A Health Care Aide will:

H-18-1

Assist with ostomy care:

- Have basic knowledge of different types of established ostomies.
- Describe guidelines for ostomy care and use of required safety precautions (e.g., Standard Precautions).
- Explain procedure to client and gain his/her agreement to proceed with the activity.
- Demonstrate sensitivity to client's needs for privacy, personal dignity preferences and comfort.
- Demonstrate proper technique and safe and appropriate use of required equipment as specified in the care plan.
- Check for signs of skin irritation or breakdown, leakage, and redness around the stoma and surrounding skin.
- Control odor as necessary.
- Clean and maintain equipment.
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: 1

Competency: **H-19**

**Application and Care of
Condom Drainage Systems**

Date: 30-Nov-01

A Health Care Aide will:

H-19-1

Apply and care for condom drainage systems:

- Understand the purpose and the use of condom drainage.
- Identify and observe appropriate safety techniques (e.g., Standard Practice and Clean Technique).
- Describe and demonstrate standard procedure for the use of condom catheters (e.g., ensure that there are no kinks in the tubing, no irritation on skin or constriction of circulation, use of leg straps).
- Explain procedure to client and gain his/her agreement to proceed with the activity.
- Demonstrate sensitivity to client's needs for privacy, personal dignity, preferences and comfort.
- Follow approved procedure specified in the care plan which may include:
 - sequence of required activities,
 - proper positioning of client,
 - equipment to be utilized,
 - use of clean technique,
 - reporting and/or recording requirements and procedures,
 - procedures for cleaning/disposing of equipment utilized.
- Reinforce client knowledge of relevant techniques.
- Check bag, tubing and condom to ensure that there are no kinks in the tubing, no irritation on skin or constriction of circulation, use of leg straps).
- Check genital area and leg for irritation or broken skin, and report to the designated member of the health team.
- Perform perineal care as directed by care plan.
- Describe client symptoms or client reactions which should be reported.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: 1

Competency: **H-20**

**Care for Indwelling
Urinary Drainage Systems**

Date: 30-Nov-01

A Health Care Aide will:

H-20-1

Care for indwelling urinary drainage systems:

- Understand the purpose of indwelling catheters.
- Describe the color, consistency, appearance and smell of normal urine.
- Understand that the urinary tract normally is sterile.
- Identify and observe appropriate safety techniques (e.g., Standard Practice and Clean Technique).
- Describe standard procedure for maintaining urinary drainage bag.
- Understand the importance of preventing the leg straps from irritating the skin and constricting circulation, proper positioning of catheter.
- Explain procedure to client and gain his/her agreement to proceed with the activity.
- Demonstrate sensitivity to client's needs for privacy, personal dignity and comfort.
- Follow approved procedures specified in the care plan which may include:
 - sequence of required activities
 - proper positioning of client
 - equipment to be utilized
 - use of clean technique
 - reporting and/or recording requirements and procedures
 - procedures for cleaning/disposing of equipment utilized.
- Observe and record colour, appearance, odor and amount of urine.
- Demonstrate appropriate technique for cleaning the perineum bag and tubing.
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: 1

Competency: **H-21**

Date: 30-Nov-01

Care for the Supra-pubic Catheter

A Health Care Aide will:

H-21-1

Care for the established supra-pubic catheter:

- Understand the purpose of supra-pubic catheters.
- Identify and observe relevant safety techniques (e.g. Standard Practice).
- Demonstrate appropriate technique.
- Explain procedure to client and gain his/her agreement to proceed with the activity.
- Demonstrate sensitivity to client's needs for privacy, personal dignity, preferences and comfort.
- Follow approved procedures specified in the care plan which may include:
 - sequence of required activities
 - proper positioning of client
 - equipment to be utilized
 - reporting and/ or recording requirements and procedures
 - procedures for cleaning/disposing of equipment utilized.
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: 1

Competency: **H-22**

**Measure Fluid Intake
And Output of Client**

Date: 30-Nov-01

A Health Care Aide will:

H-22-1 Measure fluid intake and output of client:

- Understand the importance of measuring intake and output for some clients.
- Identify and observe Standard Practice.
- Describe and follow standard procedure for measuring intake and output.
- Explain procedure to client and gain his/her agreement to proceed with the activity.
- Demonstrate sensitivity to client's needs for privacy, personal dignity, preferences and comfort.
- Perform activities specified in the care plan in accordance with employer policy/procedure.
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **2**

Competency: **H-23**

Insert Rectal / Vaginal Suppositories

Date: 30-Nov-01

A Health Care Aide will:

H-23-1 Insert rectal/vaginal suppositories:

- Understand the rationale for the use of various types of rectal/vaginal suppositories (e.g., relief of pain, vomiting, local irritation, fever reduction, and to stimulate peristalsis and defecation).
- Identify and observe relevant safety techniques (e.g., Standard Practice).
- Demonstrate awareness of precautions and contra-indications to the use of rectal/vaginal suppositories.
- Explain procedure to client and gain his/her agreement to proceed with the activity.
- Demonstrate sensitivity and appropriate techniques for meeting client's needs for privacy, personal dignity, choice and comfort.
- Follow approved procedures specified in the care plan which may include:
 - sequence of required activities
 - proper position of client
 - use of required equipment
 - use of clean technique
 - reporting and/or recording requirements and procedures
 - procedures for cleaning/disposing of equipment utilized.
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **2**

Competency: **H-24**

Administer Enemas

Date: 30-Nov-01

A Health Care Aide will:

H-24-1

Administer enemas:

- Understand the purpose of enemas.
- Identify different types of enemas.
- Identify and observe relevant safety techniques (e.g. Standard Practice).
- Demonstrate awareness of precautions and contra-indications to the use of enemas.
- Demonstrate appropriate technique to administer different enemas.
- Explain procedure to client and gain his/her agreement to proceed with the activity.
- Demonstrate sensitivity to client's needs for privacy, personal dignity, preferences and comfort.
- Follow approved procedures specified in the care plan which may include:
 - sequence of required activities including retention period
 - proper position of client
 - proper angle of insertion
 - use of required equipment
 - reporting and/or recording requirements and procedures.
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: 1

Competency: **H-25**

Collect/Obtain and Transport Specimens

Date: 30-Nov-01

A Health Care Aide will:

H-25-1 Collect/obtain and transport specimens:

- Understand changes in clients' condition that may require collection of specimens.
- Identify different types of specimens (e.g. sputum, urine and stool specimens, and culture specimens from wounds).
- Identify and observe relevant safety techniques (e.g. Standard Practice).
- Demonstrate appropriate technique (e.g., clean and sterile) for obtaining and/or assisting with obtaining specimens.
- Explain procedure to client and gain his/her agreement to proceed with the activity.
- Demonstrate sensitivity to client's needs for privacy, personal dignity, preferences and comfort.
- Follow approved procedures specified in the care plan which may include:
 - sequence of required activities
 - proper position of client
 - use of required equipment
 - use of clean/or sterile technique
 - procedures for handling and processing specimens
 - reporting and/or recording requirements and procedures
 - requirements and procedures regarding cleaning and reuse of supplies/equipment
 - requirements and procedures regarding disposal of supplies/equipment.
- Describe and demonstrate appropriate procedure for handling, processing and transporting specimens.

Competency: **H-25**

**Collect/Obtain and
Transport Specimens**

Page Two

A Health Care Aide will:

H-25-1 Collect/obtain and transport specimens: (continued)

- Observe client for physical discomfort during procedure and report to supervisor.
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **3**

Competency: **H-26**

Make Beds

Date: 30-Nov-01

A Health Care Aide will:

H-26-1 Make unoccupied beds:

- Describe and follow appropriate procedures and safety techniques for making unoccupied beds.
- Describe and demonstrate the principles of good body mechanics.
- Perform activities specified in the care plan.
- Demonstrate sensitivity to client preferences and requests.
- Check bed for personal items (e.g., glasses, hearing aids, dentures).
- Use accessory bed devices as specified in the care plan.
- Take relevant safety precautions:
 - examine soiled linens before disposal in accordance with employer policy and report findings
 - observe Standard Precautions when dealing with soiled linen.
 - dispose of soiled linens appropriately.

H-26-2 Make occupied beds:

- Describe and follow appropriate procedures for making occupied beds.
- Describe and demonstrate safety techniques for minimizing risks to client and self.
- Describe and demonstrate principles of good body mechanics.
- Demonstrate sensitivity towards client's need for privacy, personal dignity, preferences and comfort.
- Check bed for personal items.
- Position client appropriately.
- Use accessory bed devices during and after procedure.
- Take relevant safety precautions, for example:
 - dispose of soiled linens appropriately.
 - observe Standard Precautions when dealing with soiled linens.
- Position client appropriately.
- Use accessory bed devices, as specified in the care plan.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: 1

Competency: **H-27**

Date: 30-Nov-01

Change Dressings

A Health Care Aide will:

H-27-1

Change dressings using clean (non-sterile) technique:

- Use Standard Practice.
- Understand basic treatment of wounds, burns and frostbite, and limitations as specified by employer policy.
- Identify different types of dressings commonly utilized.
- Describe standard procedures and safety precaution for changing dressings (e.g., infection control).
- Explain procedure to client.
- Demonstrate proper technique for changing dressings as specified in the care plan.
- Clean, store and maintain equipment.
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **1**

Competency: **H-28**

Assist with Treatment of Wounds

Date: 30-Nov-01

A Health Care Aide will:

H-28-1 Assist with treatment of wounds:

- Have a basic knowledge of the circulation system.
- Have a basic knowledge of pain management techniques during wound treatments.
- Describe the function of the skin.
- Describe basic sequences in the wound healing process.
- Identify the causes of skin breakdown.
- Describe and demonstrate procedures for clean and sterile technique.
- Explain procedure to client.
- Perform activities required by the care plan and/or specific protocols
- Reinforce client knowledge of self-care techniques (e.g., pressure reduction, wound healing, nutrition etc.).
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: 1

Competency: **H-29**

**Assist with Application of
Compression Stockings**

Date: 30-Nov-01

A Health Care Aide will:

H-29-1

Assist with application of compression stockings:

- Understand the rationale for the use of different types of compression stockings.
- Understand the importance of proper fit and care of different types of compression stockings.
- Describe complications and contraindications with use of different types of compression stockings.
- Explain procedure to client.
- Demonstrate proper application, care and cleaning of different types of compression stockings as specified in the care plan.
- Record and report observations.

Major Competency Area: **H**
Implement Care Plan(s)

Priority: **1**

Competency: **H-30**

Date: 30-Nov-01

Monitor Vital Signs

A Health Care Aide will:

H-30-1

Measure and record client height and weight:

- Describe and demonstrate appropriate use and maintenance of equipment (as specified by manufacturers' guidelines and/or employer policy).
- Describe and demonstrate standard procedures for measuring height and/or weight.
- Explain procedure to client.
- Record and report observations.

H-30-2

Take and record temperature:

- Describe various methods for taking, reporting and recording body temperature, including oral, axillary and tympanic.
- Have knowledge of normal temperatures and baseline vital signs.
- Explain procedure to client.
- Demonstrate the proper procedure for taking body temperature as specified in the care plan.
- Demonstrate appropriate use of equipment, cleaning, storage and maintenance of instruments/equipment.
- Record and report observations.

A Health Care Aide will:

H-30-3 Take and record pulse and respiration:

- Describe and demonstrate standard procedures for taking and recording respiratory rate and pulses including radial, brachial, carotid, and pedal.
- Identify rhythm and sound of regular and irregular breathing.
- Describe the rate, strength and regularity of a normal pulse.
- Have knowledge of normal, baseline and abnormal pulse rates.
- Demonstrate proper techniques for taking and recording pulse and/or respiratory rate.
- Explain procedure to client.
- Follow established procedure for taking pulse and/or respiratory rate.
- Recognize and report abnormal rates and irregular breathing patterns.
- Record and report observations.

H-30-4 Take and record blood pressure:

- Describe the rationale and standard procedure for taking blood pressure.
- Have knowledge of normal, baseline and abnormal blood pressures for different age groups.
- Demonstrate appropriate use and maintenance of equipment.
- Explain procedure to client.
- Using proper technique take, record and report blood pressure as specified in the care plan.
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: 1

Competency: **H-31**

Assist Client at Mealtimes

Date: 30-Nov-01

A Health Care Aide will:

H-31-1 Assist client at mealtimes:

- Understand and describe appropriate feeding techniques and various diets of clients.
- Understand when the Heimlich maneuver should be used.
- Understand when the suction equipment should be used.
- Understand basic CPR.
- Review care plan for diet and special needs of client which may include food likes and dislikes.
- Perform activities specified in the care plan.
- Encourage and facilitate client independence during mealtimes and with snacks (this may involve use of assistive devices).
- Demonstrate safe feeding and positioning techniques while assisting client during meals and with snack which:
 - help client to enjoy mealtimes and motivate them to eat
 - help client to obtain a balanced meal
 - address physical deficits arising from various health conditions (e.g., swallowing or vision problems).
- Provide appropriate hygiene for client before and after the meal.
- Demonstrate appropriate safety techniques, for example:
 - the Heimlich maneuver
 - suctioning (as indicated in the care plan).
- Observe the amount eaten by client, changes in appetite or thirst, and swallowing difficulties.
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **1**

Competency: **H-32**

**Assist with Nasogastric Care
(Tube Feedings)**

Date: 30-Nov-01

A Health Care Aide will:

H-32-1 Assist with nasogastric care (tube feeding):

NOTE: Nasogastric tubes are generally only inserted and removed by a nurse or physician. Workers who provide services for clients receiving nasogastric care assist with skin care, oral care, and may also monitor weight and elimination. These workers need to understand the basic principles of nasogastric care.

- Understand the health conditions requiring nasogastric feeding.
- Describe purpose of nasogastric tube.
- Describe signs and symptoms of client distress, which must be reported to the supervisor immediately (coughing, gurgling, spitting up feeding, difficulty breathing and fever).
- Describe guidelines for nasogastric care.
- Explain procedure to client.
- Perform activities in accordance with employer policy, and as specified in the care plan including:
 - Ensure that the head of the bed is elevated
 - Provide skin care around the site
 - Provide frequent oral hygiene
 - Monitor client for nausea, diarrhea, constipation and distention; and report symptoms to the supervisor/health professional
 - Monitor client for signs of aspiration, (coughing, gurgling, spitting up feeding, difficulty breathing and fever).
 - Monitor weight and elimination of client.
- Ensure proper functioning of intermittent gastric suctioning.
- Observe and report swellings and skin abnormalities (e.g., swellings, bruises, abrasions, and discoloration).
- Follow specific instructions provided by supervisor.
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **1**

Competency: **H-33**

**Assist with Gastrostomy Care
(Tube Feeding)**

Date: 30-Nov-01

A Health Care Aide will:

H-33-1

Assist with gastrostomy care (tube feeding):

- Understand the health conditions requiring gastrostomy feeding.
- Describe purpose of gastrostomy.
- Describe guidelines for gastrostomy care.
- Describe signs and symptoms of client distress (e.g., abdominal distention, regurgitation, gastric reflux, epigastric pain etc.) which must be reported to the supervisor immediately.
- Notify appropriate supervisor if gastrostomy tube comes out.
- Explain procedure to client.
- Perform activities in accordance with employer policy and as specified in the care plan:
 - Ensure that the head of the bed is elevated.
 - Provide skin care around the insertion site.
 - Monitor client for signs of aspiration, (coughing, gurgling, spitting up feeding, difficulty breathing and fever).
 - Monitor client weight and elimination.
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **1**

Competency: **H-34**

Assist with Oral Suctioning

Date: 30-Nov-01

A Health Care Aide will:

H -34-1 Assist with oral suctioning of client:

NOTE: Care aides providing oral suctioning are taught how to perform these activities for specific clients.

- Have basic knowledge of respiratory system.
- Understand the purpose of oral suctioning.
- Describe and demonstrate standard procedures for oral suctioning (including the major types of equipment used and proper positions).
- Recognize signs of distress that may occur during the procedure. Take immediate action (including the use of CPR) where necessary, and report accordingly.
- Describe and demonstrate required safety procedures (e.g., Standard Practice, CPR, First Aid).
- Demonstrate appropriate technique, and safe use of required equipment.
- Explain procedure to client.
- Perform activities and follow approved procedure in accordance with employer policy and as specified in the care plan:
 - proper position (Fowler's or Semi-Fowler's).
 - use of required equipment.
 - use of clean or sterile technique.
 - disposal of secretions.
 - procedures for cleaning/disposing of equipment utilized.
- Observe and record the amount and characteristics of secretions (e.g. colour, consistency, odor),
- Observe and record client's respiratory status before, during and after suctioning.
- Report unusual client reactions immediately.
- Report and record observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **2**

Competency: **H-35**

**Assist with Respiratory
Therapy Equipment**

Date: 30-Nov-01

A Health Care Aide will:

H-35-1 Assist with preparation, use, cleaning and maintenance of equipment used in respiratory therapy:

- Have basic knowledge of respiratory system.
- Understand the basic principles of respiratory therapy (oxygen therapy, spirometer, nebulizers).
- Identify and observe relevant safety techniques (e.g., Standard Practice).
- Recognize signs of respiratory distress.
- Understand relevant emergency procedures and First Aid.
- Explain procedure to client.
- Demonstrate sensitivity to client's needs for privacy, personal dignity, preferences and comfort.
- Perform activities and follow specific approved procedures as specified in the care plan:
 - Ensure prescribed flow rate of oxygen, function of nebulizers, etc.
 - Clean and maintain oxygen delivery apparatus, and other types of equipment used for respiratory therapy.
 - Check of equipment regularly.
- Observe and report signs of respiratory distress or accelerated heart rate to the supervisor as soon as possible.
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **2**

Competency: **H-36**

Assist with Chest Physiotherapy

Date: 30-Nov-01

A Health Care Aide will:

H-36-1 Assist with Chest Physiotherapy

- Have basic knowledge of respiratory system.
- Understand basic principles of chest physiotherapy.
- Identify and observe relevant safety techniques (e.g., Standard Practice).
- Recognize signs of respiratory distress.
- Understand relevant emergency procedures and First Aid.
- Demonstrate safe and appropriate use of techniques/equipment:
 - postural draining
 - percussion
 - breathing exercise
 - assisted coughing
 - proper positioning
 - vibrations
 - oral suctioning
 - incentive spirometry
- Explain specific procedure to client, and ask the client to describe discomfort or pain felt during the procedure. (Note: special attention should be paid to clients who cannot communicate easily).
- Encourage client independence in the performance of breathing exercises, proper positioning, relaxation techniques, and other specified chest care procedures.
- Recognize and report changes in sputum (e.g., production, colour, consistency etc.).
- Demonstrate ability to collect sputum samples.
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **2**

Competency: **H-37**

Assist with Range of Motion

Date: 30-Nov-01

A Health Care Aide will:

H-37-1 Assist with range of motion exercises:

- Have basic knowledge of musculo-skeletal system.
- Understand the purpose of range-of-motion exercises, terms, precautions and contra-indications.
- Identify normal range of joint motion (e.g., to preserve integrity of the joints and supporting structures).
- Understand why an appropriate range of joint motion should not be exceeded, and the need to preserve the integrity of the joints and the supporting structures.
- Describe and practice appropriate safety precautions (e.g., protection of the joints, adequate support of the limb, appropriate handling and support of client).
- Demonstrate sensitivity to client condition, needs, preferences, expectations, willingness and ability to participate in care.
- Perform activities specified in the care plan and follow approved procedure for different types of range of motion exercises, for example:
 - ensuring proper positioning of client and self to begin the exercise.
 - exercising slowly and gently without jerky motions
- Explain each activity to client and gain his/her agreement to proceed.
- Encourage client independence in the performance of each activity.
- Observe client carefully for signs of pain and fatigue.
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: 3

Competency: **H-38**

Date: 30-Nov-01

Perform Messages

A Health Care Aide will:

H-38-1

Perform massages:

- Understand the purpose of massage.
- Describe and demonstrate appropriate techniques.
- Describe precautions and contra-indications to specific massage techniques.
- Explain procedure to client and gain his/her agreement to proceed with the activity.
- Demonstrate sensitivity towards client's need for privacy, personal dignity, choice and comfort.
- Perform activities specified in the care plan (e.g., position client appropriately).
- Monitor client responses (e.g., signs of skin irritation).
- Follow specific instructions of supervisor, or other member of the health team.
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: **1**

Competency: **H-39**

**Assist with Medication
Administration**

Date: 30-Nov-01

A Health Care Aide will:

H-39-1 Assist client with the taking medications:

- Describe and use appropriate techniques for assisting clients with the administration of medication oral tablets, capsules and liquids, ointments, transdermal patches, eye, ear and nose drops, medicated suppositories, and inhalation medication.
- Describe and practice appropriate safety precautions (e.g., Standard Practice).
- Understand common adverse and/or allergic reactions to medication and report immediately.
- Explain procedure to client.
- Demonstrate sensitivity to client's needs for privacy, personal dignity, preferences and comfort.
- Perform activities specified in the care plan.
- Utilize medication organizer (Dosette/bubble pack) for safe administration of medication when preloaded by nurse or pharmacist.
- Record and report observations.

Major Competency Area: H

Implement Care Plan(s)

Priority: **3**

Competency: **H-40**

**Assist with
Planned Social Activities**

Date: 30-Nov-01

A Health Care Aide will:

H-40-1 Assist client with planned social activities:

- Understand the therapeutic value of planned social activities.
- Encourage client to participate in planned social activities in accordance with the care plan.
- Coordinate activities with other health team members who are responsible for the planning of therapeutic social activities.
- Supervise and/or participate in client social activities in accordance with employer policy.
- Be aware and demonstrate sensitivity to client condition, needs, preferences, expectations, willingness and ability to participate in care (e.g. cues for clients).
- Promote and facilitate client independence and choice.
- Record and report observations.

Major Competency Area: **H**

Implement Care Plan(s)

Priority: 1

Competency: **H-41**

Client Transport

Date: 30-Nov-01

A Health Care Aide will:

H-41-1 Assist or provide client transport by:

- Having general knowledge of organizational systems or community programs, which provide client transport and how they can be accessed.
- Demonstrating appropriate procedures for client transport (inside and outside facilities).
- Demonstrating safe use of assistive devices, lifts, etc. according to manufacturer's guidelines.
- Following directions provided in the care plan.
- Taking required safety precautions to ensure safe transport of client according to employer policy and procedures (e.g. intravenous lines, tubes, oxygen, etc.)
- Record and report observations.

Major Competency Area: **I**

**Assist with
Household Management Activities**

Priority: **3**

Competency: **I-1**

**Assist with Planning
of Required Activities**

Date: 30-Nov-01

A Health Care Aide will:

Assist the client with planning of required activities:

I-1-1

- Knowledge of basic household management principles.
- Identify client preferences, resources and time frames.
- Assist with the organization of daily activities as specified in the care plan.
- Provide “cuing” for clients to maximize independence (e.g., verbal, physical, visual).
- Reinforce client knowledge and skill needed for the performance of essential household management activities.
- Report and record observations.

Major Competency Area: **I**

**Assist with
Household Management Activities**

Priority: **2**

Competency: **I-2**

**Assist with Performance
of Household Activities**

Date: 30-Nov-01

A Health Care Aide will:

I-2-1 Assist client with the maintenance of a clean, healthy and safe home environment:

- Identify safety hazards and precautions.
- Demonstrate basic household management tasks.
- Encourage client independence in performance of tasks. Supervise as necessary.
- Follow proper operation and care of standard household equipment.
- Report malfunctioning equipment.
- Follow infection control and safety guidelines.
- Maintain a neat work environment.
- Report unsafe and unsanitary conditions to supervisor.
- Record and report observations.

Major Competency Area: **I**

**Assist with
Household Management Activities**

Priority: **3**

Competency: **I-3**

Assist with Shopping

Date: 30-Nov-01

A Health Care Aide will:

Assist client with shopping:

I-3-1

- Understand and describe key principles of a nutritious well-balanced diet (Canada's Food Guide)
- Assist with the development of a shopping list that meets client's needs, preferences and budget.
- Demonstrate understanding of client needs, expectations and ability to participate.
- Encourage client independence.
- Record and report observations.

Major Competency Area: **I**

**Assist with
Household Management Activities**

Priority: **3**

Competency: **I-4**

Assist with Financial Transactions

Date: 30-Nov-01

A Health Care Aide will:

Assist client with financial transactions:

I-4-1

- Understand procedures for keeping receipts and records as per client preferences.
- Respect confidentiality and the privacy rights of the client.
- Follow instructions as per care plan.
- Assist with financial transactions accurately and efficiently.
- Record and report observations.

Major Competency Area: **I**

**Assist with
Household Management Activities**

Priority: **2**

Competency: **I-5**

**Cleaning and Maintenance
of Clothing/Linens**

Date: 30-Nov-01

A Health Care Aide will:

Assist client with the cleaning and maintenance of clothing and linens:

I-5-1

- Use appropriate techniques for laundering.
- Describe and comply with WHMIS guidelines.
- Demonstrate basic sewing and mending skills (e.g., sewing on buttons).
- Respect client's needs and preferences.
- Encourage client independence.
- Record and report observations.

Major Competency Area: I

**Assist with
Household Management Activities**

Priority: 1

Competency: I-6

**Demonstrate Basic Knowledge and
Understanding of Food and Nutrition**

Date: 30-Nov-01

A Health Care Aide will:

I-6-1 Demonstrate knowledge and understanding of the contribution of food and nutrition to health and well-being:

- Understand and describe key principles for the development of a nutritious, well-balanced diet (Canada's Food Guide).
- Identify and respect various types of food which are important to different cultural groups.
- Encourage good nutritional practices and a balanced diet in accordance with age and health status of clients as per care plan.
- Demonstrate awareness of the psycho-social and cultural aspects of food.
- Respect client's needs and preferences.
- Record and report observations.

Major Competency Area: **I**

**Assist with
Household Management Activities**

Priority: 2

Competency: **I-7**

Plan, Prepare and Serve Meals

Date: 30-Nov-01

A Health Care Aide will:

Plan, prepare and serve meals for clients:

I-7-1

- Know and understand Canada's Food Guide.
- Describe how the normal aging process affects food preferences, nutrition needs, and gastrointestinal functions.
- Describe and demonstrate techniques and strategies that help to make mealtimes a pleasant and enjoyable social occasion.
- Describe and demonstrate safe food handling techniques.
- Plan and prepare meals as per care plan:
 - Diet specific
 - Allergies
 - Fluid intake
- Respect client preferences, diet needs and allergies.
- Understand demonstrated safe operating and maintenance of equipment.
- Record and report observations.

Major Competency Area: **I**

**Assist with
Household Management Activities**

Priority: 2

Competency: **I-8**

**Store Food Safely and
Monitor Food Supply**

Date: 30-Nov-01

A Health Care Aide will:

Store food safely and monitor food supply:

I-8-1

- Describe appropriate food storage procedures.
- Label, date and store food appropriately.
- Check refrigerator for outdated foods and discard appropriately.
- Advise supervisor if food supplies are inadequate.
- Check for expiration date and rotate food stock as necessary.
- Record and report observations.

Major Competency Area: **I**

**Assist with
Household Management Activities**

Priority: **1**

Competency: **I-9**

Maintain Food Sanitation Practices

Date: 30-Nov-01

A Health Care Aide will:

Clean food preparation equipment, utensils and work station, as required:

I-9-1

- Describe and comply with WHMIS guidelines.
- Identify the different types of commonly utilized cleaning products.
- Wash and clean utensils, appliances and equipment.
- Wash, clean and disinfect working areas.
- Record and report observations..

Major Competency Area: **I**

**Assist with
Household Management Activities**

Priority: **3**

Competency: **I-10**

Perform Light Housekeeping Activities

Date: 30-Nov-01

A Health Care Aide will:

Perform light housekeeping activities:

I-10-1

- Describe basic hygiene/sanitizing techniques.
- Describe and comply with WHMIS guidelines.
- Demonstrate appropriate procedures for household cleaning.
- Identify appropriate cleaning products.
- Perform light housekeeping activities specified in the care plan:
 - Clean, wash, sanitize, disinfect and/or polish appropriate areas.
 - Clean transport/lifting devices/special equipment (e.g., high-rise toilet seats, tub chairs, mechanical lift chairs, mobility aids etc.).
 - Sweep/Vacuum and damp mop/wash floors.
- Operate and ensure maintenance of standard household equipment.
- Respect client's needs and preferences.
- Encourage client independence.
- Report and record observations.

Major Competency Area: **I**

**Assist with
Household Management Activities**

Priority: **1**

Competency: **I-11**

Practice Safe Household Waste Disposal

Date: 30-Nov-01

A Health Care Aide will:

Practice safe household waste disposal:

I-11-1

- Describe and demonstrate safe procedures for disposal of general household wastes.
- Describe and demonstrate safe procedures for disposal of contaminated wastes.
- Identify and observe relevant safety techniques (e.g., WHMIS & Standard Practice).

Major Competency Area: **J**

Assist with Child Care

Priority: 2

Competency: **J-1**

Assist the Family with a Newborn

Date: 30-Nov-01

A Health Care Aide will:

Assist the Family with a newborn:

J-1-1

- Demonstrate awareness of economic, cultural, emotional, physical and social issues faced by families with a new baby.
- Demonstrate awareness of concerns associated with a new baby (e.g., motivational status of the mother and general environmental concerns).
- Describe and observe newborn for signs of normal growth and development.
- Describe and demonstrate procedures for care for newborns.
- Observe the newborn for signs of health conditions, abnormalities, illness and response to stimuli.
- Describe the need to preserve skin integrity of the newborn.
- Reinforce parent knowledge of availability of health and other supportive community services (e.g. immunization, postnatal care).
- Record and report observations.

Major Competency Area: **J**

Assist with Child Care

Priority: **3**

Competency: **J-2**

Assist With Child Care

Date: 30-Nov-01

A Health Care Aide will:

Assist with child care:

J-2-1

- Understand the nature and implications of family dynamics.
- Understand the major cognitive, language, physical, emotional and social changes which occur during the major developmental stages of childhood (e.g.. infancy, toddler, preschool, school age and teenage).
- Respect and be sensitive to cultural dynamics and differences.
- Understand the physical, psychological and emotional needs of children.
- Understand the legal liabilities associated with the disciplining of children.
- Understand issues which should be referred by the worker to other health workers.
- Assist and support parents/significant caregivers, as per care plan.
- Demonstrate appropriate childcare practices.
- Observe and report signs of potential abuse.
- Record and report observations.

Major Competency Area: **K**

Assist with Palliative Care

Priority: **1**

Competency: **K-1**

Care of the Dying

Date: 30-Nov-01

A Health Care Aide will:

Demonstrate Knowledge of Loss and Bereavement

K-1-1

- Demonstrates empathy towards the sense of loss client experiences related to physical, mental and other losses
- Understands the stages of the dying process experienced by the client and those close to them (e.g., denial, anger, bargaining, depression and acceptance).

Assist with comfort measures as specified in the service plan

K-1-2

- Describe basic knowledge and principles of pain management and comfort measures.
- Identify common discomforts experienced by persons needing palliative care (e.g., constipation, nausea, hunger, thirst, weakness, diminished sensation).
- Identify basic comfort measures (e.g., cleanliness, mouth care, positioning, grooming).
- Identify factors that affect acknowledgement and/or response to pain (e.g., culture, previous experiences, personality, gender, age).
- Recognize signs of pain and report changes in a timely manner.
- Apply comfort measures to assist the client, as outlined in the care plan and observe and report client response.

Competency: **K-1**

Care of the Dying

Page Two

A Health Care Aide will:

K-1-3 Perform Duties Prior to Death

- Identify signs of impending death.
- Demonstrate basic comfort measures (e.g. cleanliness, positioning, grooming).
- Understand that there are varying cultural traditions related to death and the dying process.
- Demonstrate understanding of the needs, preferences and cultural traditions of the family.
- Demonstrate positive, supportive communication skills with client and family. (Hearing is the last sense which the client loses. The client may hear even if they appear to be unconscious.)
- Follow the care plan as it relates to the plans and cultural practices that the family wish to follow and notification procedures required.

K-1-4 Carry out the activities required at the time of death

- Identify physical signs of death.
- Recognize signs that death may have occurred.
- Accurately note time that respirations appear to have ceased.
- Maintain standard precautions and special precautions after death.
- Recognize the need for privacy by family and significant others.
- Demonstrate understanding of the plans and cultural practices that the family wish to follow at the time of death and following.
- Follow proper policy and procedures for transfer of deceased to the morgue.
- Follow notification procedures outlined in the care plan.
- Record and report observations.

Major Competency Area: **K**

Assist with Palliative Care

Priority: **1**

Competency: **K-2**

**Recognize Rights Regarding
Palliative Bio-ethical Issues**

Date: 30-Nov-01

A Health Care Aide will:

K-2-1

Recognize the rights of the client, family member and other designated individuals regarding various bio-ethical issues:

- Understand the key elements of common bio-ethical issues:
 - Right to refuse treatment
 - Right to die
 - Informed consent
 - Personal directives
 - Do not resuscitate orders
- Understand the importance of cultural traditions related to death and the dying process.
- Comply with relevant legislation.
- Respect decisions made by the client/family and follow instructions as outlined in the service plan.
- Record and report observations.