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Canada • Ontario PSW

PSW

Study Guide

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Contents

01	VLO 1: Work Within the Personal Support Worker Role	1
02	VLO 11: Support Family and Child Care	3
03	VLO 1: Work within the PSW role in various care settings	4
04	VLO 11: Family and Child Care Support (Elements D-E)	6
05	VLO 12: Identify, Respond to and Report Abuse and Neglect	7
06	VLO 2: Practice Professionally and Be Accountable	10
07	VLO 2: Practice professionally and be accountable for one's own actions	12
08	VLO 13: Palliative and End-of-Life Care	14
09	VLO 3: Practice as an Engaged Interprofessional Team Member	20
10	VLO 3: Practice as an engaged member of the interprofessional team	22
11	VLO 4: Provide Person-Centred Care Based on Ethical Principles	24
12	VLO 14: Mental Health, Cognitive Impairment and Responsive Behaviours	26
13	VLO 4: Provide person-centred care based on ethical principles	34
14	VLO 5: Establish and Maintain Therapeutic Relationships	36
15	Essential Employability Skills	38
16	VLO 5: Establish and maintain therapeutic relationships	40
17	Glossary	42
18	VLO 6: Identify, Report and Document Client Information	43
19	VLO 6: Identify relevant client information and document findings	45
20	VLO 7: Create and Maintain a Safe and Comfortable Environment	47
21	VLO 7: Create and maintain a safe environment	49
22	General Education Requirement	51
23	VLO 8: Assist Clients Across the Lifespan with Activities of Daily Living	52
24	VLO 8: Assist clients across the lifespan with activities of daily living	55
25	VLO 9: Assist the Client with Medication	58
26	VLO 9: Assist the client with medication	60

Contents (cont.)

27 VLO 10: Assist with Household Management and Instrumental ADLs 62

28 VLO 10: Assist with household management and instrumental ADLs 65

29 VLO 11: Assist and Support Clients Who Are Caregivers 68

30 VLO 11: Assist and support clients who are caregivers 69

CHAPTER 1

VLO 1: Work Within the Personal Support Worker Role

1.1 Role of PSW in Person-Centred and Person-Directed Care

Identifying the personal support worker's role in the workplace setting in providing person-centred and person-directed care.

- ✓ Identify and discuss the concepts and skills related to person-centred and person-directed care
- ✓ Discuss the concept of reflection and quality improvement as it relates to the personal support worker role

1.2 Roles of Unregulated Care Providers vs Regulated Professionals

Comparing roles and responsibilities between unregulated care providers and regulated health professionals.

- ✓ Identify and discuss the roles and responsibilities of regulated/unregulated health providers as outlined by the Regulated Health Professions Act, 1991 and the Long-Term Care Homes Act, 2007
- ✓ Describe their own role as a personal support worker and discuss how they may interact with the tasks and responsibilities of other regulated/unregulated health providers

1.3 Perform PSW Skills Safely per Legislation

Performing PSW skills proficiently and safely as set by applicable legislation, employer job descriptions and policies.

- ✓ Identify and comply with legislation relevant to care settings including the Occupational Health and Safety Act, R.S.O. 1990; Retirement Homes Act, 2010; Mental Health Act, R.S.O 1990; Long-Term Care Homes Act, 2007; the Regulated Health Professions Act, 1991 and Home Care and Community Services Act, 1994

1.4 Risks of Performing Tasks Outside Scope

Identifying possible risks and consequences of performing tasks other than in accordance with employer job description, policies, guidelines and legislation.

- ✓ Locate and follow information, policies and guidance related to tasks performed as a personal support worker
- ✓ Perform all tasks based on identifying and discussing potential risks to clients including the performance of any controlled acts in specified circumstances

1.5 Adapt Skill Set to Different Care Settings

Adapting the PSW skill set to meet varied role expectations in different facility-based and community-based care settings.

- ✓ Identify and compare the skills and level of care required in a variety of care settings where personal support workers work
- ✓ Discuss the impact of different care settings on the role expectations of a personal support worker

1.6 Follow Employer Policies and Procedures

Locating, identifying and following employer's policies and procedures that apply to the PSW role.

- ✓ Discuss a variety of employer policies and procedures, including the job description, that apply to the personal support worker role

CHAPTER 2

VLO 11: Support Family and Child Care

2.1 Identify and resolve interpersonal conflicts in care setting

The topic covers recognizing conflicts among clients, family members and support workers, attempting resolution with appropriate resources, and reporting to the interprofessional team.

- ✓ Identify conflicts between clients, other family members and support workers, attempt to resolve using appropriate resources, and report to the interprofessional team
- ✓ Identify and respond appropriately to the potential emotional impact on the client of the personal support worker's presence and duties, and report to the interprofessional team

2.2 Assist families with provision of child care

The topic addresses supporting clients and families with child care in accordance with the established plan of care.

- ✓ Identify and support basic child development and normal developmental milestones
- ✓ Identify the role of the personal support worker in the provision of support to the family with children
- ✓ Complete care of children including assisting with IADLs and ADLs

2.3 Support family caregivers to balance care and rest

The topic covers assisting family members with strategies to balance caregiving and rest in accordance with the plan of care.

- ✓ Describe common challenges associated with family caregiving including caregiver strain and/or altered family roles, and apply this knowledge to interactions with family members

CHAPTER 3

VLO 1: Work within the PSW role in various care settings

3.1 Identify the PSW role in providing person-centred care

Covers understanding the personal support worker's role in the workplace setting when providing person-centred and person-directed care.

- ✓ Identify and discuss the concepts and skills related to person-centred and person-directed care
- ✓ Discuss the concept of reflection and quality improvement as it relates to the personal support worker role

3.2 Compare roles of unregulated and regulated providers

Covers identifying and comparing roles and responsibilities between unregulated care providers and regulated health professionals.

- ✓ Identify and discuss the roles and responsibilities of regulated/unregulated health providers as outlined by the Regulated Health Professions Act, 1991 and the Long-Term Care Homes Act, 2007
- ✓ Describe their own role as a personal support worker and how they may interact with tasks and responsibilities of other regulated/unregulated health providers

3.3 Perform PSW skills proficiently and safely per legislation

Covers performing PSW skills proficiently and safely as set by applicable legislation and employer job descriptions and policies.

- ✓ Identify and comply with legislation relevant to care settings including the Occupational Health and Safety Act, R.S.O. 1990; Retirement Homes Act, 2010; Mental Health Act, R.S.O 1990; Long-Term Care Homes Act, 2007; Regulated Health Professions Act, 1991 and Home Care and Community Services Act, 1994

3.4 Identify risks of performing tasks outside role

Covers identifying possible risks and consequences of performing tasks other than in accordance with employer job description, policies, guidelines or legislation.

- ✓ Locate and follow information, policies and guidance related to tasks performed as a personal support worker
- ✓ Perform all tasks based on identifying potential risks to clients including controlled acts in specified circumstances following legislation, employer policies, worker's competence and supervision from

regulated health professionals

3.5 Adapt PSW skill set to different care settings

Covers adapting the PSW skill set to meet a variety of role expectations in facility-based and community-based care settings within personal competence.

- ✓ Identify and compare the skills and level of care required in a variety of care settings
- ✓ Discuss the impact of different care settings on the role expectations of a personal support worker

3.6 Locate and follow employer policies and procedures

Covers locating, identifying and following employer's policies and procedures that apply to the PSW role.

- ✓ Discuss a variety of employer policies and procedures, including the job description, that apply to the personal support worker role

CHAPTER 4

VLO 11: Family and Child Care Support (Elements D-E)

4.1 Assist with provision of child care

Covers supporting clients and families with child care in accordance with the established plan of care.

- ✓ Identify and support basic child development and normal developmental milestones
- ✓ Identify the role of the personal support worker in the provision of support to the family with children
- ✓ Complete care of children including assisting with IADLs and ADLs

4.2 Support family members balancing caregiving and rest

Covers assisting family members as they follow strategies to balance caregiving and rest per the plan of care.

- ✓ Describe common challenges associated with family caregiving including caregiver strain and/or altered family roles, and apply this knowledge to interactions with family members

CHAPTER 5

VLO 12: Identify, Respond to and Report Abuse and Neglect

5.1 Identify clients at risk for or experiencing abuse or neglect

The topic addresses recognizing clients at risk for or experiencing various forms of abuse and neglect and reporting observations promptly to supervisor.

- ✓ Define abuse and family violence
- ✓ Discuss and comprehend the concept of abuse as an issue of power and control applying to infants, children, spouses/partners, older adults, persons with disabilities, individuals with mental illnesses, cognitive impairment and their caregivers
- ✓ Identify factors associated with abuse and family violence and report observations promptly to supervisor
- ✓ Identify the indicators of various forms of abuse and report observations promptly to supervisor

5.2 Actions and legal obligations for reporting abuse

The topic covers actions taken when clients are at risk of or have experienced abuse or neglect, including legal reporting obligations under applicable legislation.

- ✓ Identify the role of the personal support worker if neglect and/or abuse are alleged or suspected, including the requirement to report to one's supervisor and to provide thorough documentation
- ✓ Discuss and comprehend the legal obligation to report where clients are at risk of, or alleged/suspected to be victims of, or where neglect/abuse are witnessed
- ✓ Discuss the practice of zero tolerance, the policies and legislation ensuring compliance, and whistle blowing protection
- ✓ Identify appropriate resources and course of action if neglect and/or abuse are suspected in all settings where personal support workers are employed

5.3 Identify risks of abuse or harm to the worker

The topic addresses identifying risks of abuse or personal harm to the personal support worker and reporting observations promptly to supervisors.

- ✓ Identify relevant legislative provisions and requirements concerning safe working environments
- ✓ Describe the personal support worker's right to a safe working environment free from verbal, emotional and physical violence
- ✓ Identify situations where the personal support worker may be at risk for abuse or personal harm, including client refusal of treatment
- ✓ Discuss and comprehend workplace bullying, sexual abuse and harassment, reporting mechanisms and policies including whistle-blowing protection
- ✓ Discuss the implications and appropriateness of work refusal, its impact on the client, and required steps

5.4 Report situations of neglect and abuse per legislation

The topic covers identifying and reporting situations of neglect and abuse involving client, family or caregiver following applicable legislation and employer policies.

- ✓ Locate and adhere to agency policies related to the documentation and reporting of neglect and/or abuse
- ✓ Adhere to legislation and employer practices and policies which promote zero tolerance of neglect and abuse and a violence free environment

5.5 Identify clients at risk for or experiencing abuse

Covers identifying clients at risk for or experiencing neglect and various forms of abuse and reporting observations promptly to the supervisor.

- ✓ Define abuse and family violence
- ✓ Discuss and comprehend the concept of abuse as an issue of power and control applying to infants, children, spouses/partners, older adults, persons with disabilities, individuals with mental illnesses, cognitive impairment and their caregivers
- ✓ Identify factors associated with abuse and family violence and report observations promptly to supervisor
- ✓ Identify the indicators of various forms of abuse and report observations promptly to supervisor

5.6 Identify risks of abuse or harm to the PSW

Covers identifying risks of abuse or personal harm to the personal support worker and reporting observations promptly to supervisors.

- ✓ Identify relevant legislative provisions and requirements concerning safe working environments
- ✓ Describe the PSW's right to a safe working environment free from verbal, emotional and physical violence
- ✓ Identify situations where the PSW may be at risk for abuse or personal harm, including where the client refuses treatment
- ✓ Discuss workplace bullying, sexual abuse and harassment, reporting mechanisms and policies including whistle-blowing protection
- ✓ Discuss the implications and appropriateness of work refusal, its impact on the client, and required steps

CHAPTER 6

VLO 2: Practice Professionally and Be Accountable

6.1 Practice Independently and as Team Member

Practicing within the PSW role both independently and as a member of the interprofessional team.

- ✓ Assume responsibility for one's own actions; acknowledge and report mistakes, take corrective action, and reflect and implement strategies to prevent repetition of mistakes
- ✓ Recognize when actions and/or approaches exceed one's knowledge, skills and abilities and seek appropriate guidance

6.2 Apply Critical Thinking and Problem Solving

Applying principles of critical thinking to make decisions and solve problems as an individual and as a team member.

- ✓ Use a systematic approach to problem-solving and critical thinking both as an individual care provider and as a member of the interprofessional team
- ✓ Select and implement the most appropriate strategies based on care setting policies and consultation, as necessary

6.3 Reflective Practice for the PSW

Identifying components and relevance of reflective practice for the personal support worker.

- ✓ Identify gaps in knowledge and skills to support clients and take ownership and responsibility to find resources to address them
- ✓ Identify personal strengths, needs, and areas of improvement
- ✓ Refer issues beyond one's role to the appropriate member of the interprofessional team
- ✓ Take initiative in pursuing lifelong learning

6.4 Identify When Additional Training Is Required

Identifying when additional training is required, seeking guidance, and taking actions to attain required knowledge and skills.

- ✓ Identify procedures that are not included in educational or training curriculum and thus require additional training, recognizing these additional skills may be taught in a specific work situation and may be specific to a client

6.5 Exhibit Professional Success Behaviours

Exhibiting behaviours that contribute to professional success such as reliability, attendance, punctuality and appropriate appearance.

- ✓ Give reasonable notice if changes need to be made in the work schedule
- ✓ Treat the belongings of clients with respect and care
- ✓ Complete work as assigned and notify appropriate person if unable to do so
- ✓ Dress appropriately for safety and according to employer dress code guidelines

6.6 Apply Time Management Skills

Identifying and applying time management skills in day-to-day work.

- ✓ Balance multiple demands within an assigned time frame
- ✓ Set priorities in keeping with safe work practices
- ✓ Use organizational skills to enhance work efficiency
- ✓ Recognize when time constraints and complexity of duties requires extra time and notify client and/or appropriate person

6.7 Manage Stress in the PSW Role

Identifying and using resources and techniques to manage stress in the personal support worker role.

- ✓ Identify signs of stress in themselves, coworkers, clients and primary caregivers
- ✓ Discuss potential sources of stress and physiological and behavioural manifestations of prolonged stress
- ✓ Identify and apply appropriate techniques to manage personal stress
- ✓ Identify and make use of workplace resources to achieve work-life balance
- ✓ Encourage peer support opportunities

CHAPTER 7

VLO 2: Practice professionally and be accountable for one's own actions

7.1 Practice within PSW role independently and as team member

Covers practising within the PSW role both independently and as a member of the interprofessional team while being accountable.

- ✓ Assume responsibility for one's own actions; acknowledge and report mistakes, take corrective action, and implement strategies to prevent repetition
- ✓ Recognize when actions or approaches exceed one's knowledge, skills and abilities and seek appropriate guidance

7.2 Apply critical thinking to decisions and problem-solving

Covers applying principles of critical thinking to make decisions and solve problems as an individual and as a team member.

- ✓ Use a systematic approach to problem-solving and critical thinking
- ✓ Select and implement the most appropriate strategies based on care setting policies and consultation

7.3 Identify components and relevance of reflective practice

Covers identifying components and relevance of reflective practice for the personal support worker.

- ✓ Identify gaps in knowledge and skills and take ownership to find resources
- ✓ Identify personal strengths, needs, and areas of improvement
- ✓ Refer issues beyond one's role to the appropriate team member
- ✓ Take initiative in pursuing lifelong learning

7.4 Identify when additional training is required

Covers identifying when additional training is required, seeking guidance and taking actions to attain required knowledge and skills.

- ✓ Identify procedures not included in curriculum that require additional training, recognizing these may be taught in a specific work situation or be client-specific

7.5 Exhibit behaviours contributing to professional success

Covers exhibiting behaviours such as reliability, attendance, punctuality, time management, and appropriate appearance that reflect positively on the role.

- ✓ Give reasonable notice if changes need to be made in the work schedule
- ✓ Treat the belongings of clients with respect and care
- ✓ Complete work as assigned and notify appropriate person if unable
- ✓ Dress appropriately for safety and according to employer dress code

7.6 Identify and apply time management skills

Covers identifying and applying time management skills in day-to-day work.

- ✓ Balance multiple demands within an assigned time frame
- ✓ Set priorities in keeping with safe work practices
- ✓ Use organizational skills to enhance work efficiency
- ✓ Recognize when time constraints require extra time and notify appropriate person

7.7 Identify resources and techniques to manage stress

Covers identifying and using resources and techniques to manage stress in the PSW role.

- ✓ Identify signs of stress in themselves, coworkers, clients and primary caregivers
- ✓ Discuss potential sources of stress and manifestations of prolonged stress
- ✓ Identify and apply techniques to manage personal stress
- ✓ Make use of workplace resources for work-life balance
- ✓ Encourage peer support opportunities

CHAPTER 8

VLO 13: Palliative and End-of-Life Care

8.1 Apply terms and principles of palliative care

The topic covers identifying and applying terms, principles and practices related to a palliative approach to care, palliative care, hospice care and end-of-life care.

- ✓ Discuss the role of the interprofessional team and individual members in palliative care delivery
- ✓ Describe common patterns of decline associated with dying
- ✓ Define and discuss the principles, practices and benefits of a palliative approach to care, palliative care, hospice care, and end-of-life care

8.2 Identify grief and strategies to support grieving

The topic addresses recognizing grief as a natural, adaptive, individual response to loss and identifying strategies to support clients and families in grieving.

- ✓ Reflect on personal attitudes and experiences related to loss, grief, dying and death
- ✓ Discuss how personal beliefs and attitudes can impact clients' care
- ✓ Describe grief as an expected, natural, adaptive, whole person response to loss experienced uniquely by each person
- ✓ Discuss grief as occurring from time of diagnosis through death and bereavement
- ✓ Identify and discuss the impact of historical trauma and other factors that increase the risk of complicated grief
- ✓ Discuss the impact of life-limiting/life-threatening illnesses and associated patterns of decline and dying
- ✓ Reflect on the many dimensions and feelings associated with grief and dying

8.3 Support clients and families with dying and death preparation

The topic covers supporting clients and families with the process of dying and preparation for death within the personal support worker role.

- ✓ Develop and maintain supportive and therapeutic relationships through connecting, communicating, and establishing professional boundaries
- ✓ Provide emotional support by considering every person as worthy of respect, connecting, listening, offering empathy, asking open-ended questions and being compassionate
- ✓ Identify strategies to advocate for clients and families in collaboration with the interprofessional team
- ✓ Identify and discuss the personal support worker's role when clients die suddenly
- ✓ Identify the role of the coroner in situations of sudden and unexpected death

8.4 Enable clients to direct care and maintain relationships

The topic addresses providing clients opportunities to direct their own care and maintain relationships with their families.

- ✓ Identify clients' needs and right to maintain choices while living with life-limiting/life-threatening illnesses
- ✓ Identify clients' and family needs by observing, listening, asking questions and seeking to understand unique perspectives
- ✓ Support family relationships, help maintain roles, and support desire/plans for rituals and cultural practices
- ✓ Support clients who wish to express wishes and concerns and discuss goals of care with the most appropriate health care professional
- ✓ Respond to clients' inquiries about Medical Assistance In Dying (MAID) in accordance with legislation and employer policies, and respect client's rights

8.5 Observe, record and report pain and symptoms

The topic covers observing, recording and reporting clients' signs and expressions of pain and other symptoms in accordance with the plan of care.

- ✓ Observe, record and report on clients' level of ambulation, activity, self-care, intake, and level of consciousness using standardized and communication tools (e.g., flow sheets, graphs, SBAR)
- ✓ Identify common symptoms experienced by the dying person
- ✓ Use standardized tools to gather information, record and report clients' condition, pain, difficulty with breathing, and other symptoms

8.6 Identify rights related to advance care planning and consent

The topic addresses identifying the rights of clients, family, substitute decision-makers or powers of attorney regarding advance care planning, goals of care discussions and consent in alignment with legislation.

- ✓ Support individual and family choices pertaining to end-of-life care in alignment with the Health Care Consent Act and Substitute Decisions Act
- ✓ Discuss the role of family members and substitute decision-makers in end-of-life care
- ✓ Identify applicable legislation relating to substitute decision-makers or powers of attorney regarding consent to treatment
- ✓ Discuss the ethical issues that may arise and bring them to the interprofessional team if beyond the scope of the personal support worker

8.7 Support clients and families in last days and hours

The topic covers supporting clients and families in the last days and hours, including respect for spiritual and cultural practices related to dying, death and the afterlife.

- ✓ Identify and report physical changes experienced in the last days and hours and signs of imminent death
- ✓ Support clients and families by being present, and providing care and comfort measures during the last days and hours of life
- ✓ Provide care for the body after death according to family direction/cultural practices, employer policy or plan of care
- ✓ Provide support to families at the time of clients' death and following
- ✓ Provide opportunities for the person and family to exercise religious, cultural and spiritual rituals throughout the illness trajectory and bereavement

8.8 Terms, principles and practices of palliative care

Covers identifying and applying terms, principles and practices related to a palliative approach to care, palliative care, hospice care, and end-of-life care.

- ✓ Discuss the role of the interprofessional team and its individual members in palliative care delivery
- ✓ Describe common patterns of decline associated with dying
- ✓ Define and discuss the principles, practices and benefits of a palliative approach to care, palliative care, hospice care, and end-of-life care

8.9 Grief as a natural response and grieving support

Covers identifying grief as a natural, adaptive, individual response to loss and strategies to support clients and families in grieving.

- ✓ Reflect on personal attitudes and experiences related to loss, grief, dying and death
- ✓ Discuss how personal beliefs and attitudes can impact clients' care
- ✓ Describe grief as an expected, natural, adaptive, whole person response to loss experienced uniquely by each person
- ✓ Discuss grief as occurring from diagnosis through death and bereavement
- ✓ Identify and discuss impact of historical trauma and factors increasing risk of complicated grief
- ✓ Discuss impact of life-limiting/life-threatening illnesses and patterns of decline on clients, families and the PSW
- ✓ Reflect on the many dimensions and feelings associated with grief and dying

8.10 Support clients and families with the dying process

Covers supporting clients and families with the process of dying and preparation for death within the PSW role.

- ✓ Develop and maintain supportive and therapeutic relationships through connecting, communicating and establishing professional boundaries
- ✓ Provide emotional support by respecting every person, connecting, listening, offering empathy and being compassionate
- ✓ Identify strategies to advocate for clients and families in collaboration with the interprofessional team
- ✓ Identify and discuss the PSW's role when clients die suddenly
- ✓ Identify the role of the coroner in situations of sudden and unexpected death

8.11 Clients directing their own care and relationships

Covers providing clients opportunities to direct their own care and maintain relationships with their families.

- ✓ Identify clients' needs and right to maintain choices while living with life-limiting/life-threatening illnesses
- ✓ Identify clients' and family needs by observing, listening, asking questions and understanding unique perspectives
- ✓ Support family relationships, help maintain roles, and support desire/plans for rituals and cultural practices
- ✓ Support clients who wish to express wishes, ask questions and discuss goals of care with appropriate professionals
- ✓ Respond to clients' inquiries about Medical Assistance In Dying (MAID) per legislation and employer policies

8.12 Rights related to advance care planning and consent

Covers identifying the rights of clients, family members, substitute decision-makers or POAPC in relation to advance care planning, goals of care discussions and consent to treatment.

- ✓ Support individual and family choices pertaining to end-of-life care in alignment with relevant legislation
- ✓ Discuss the role of family members and substitute decision-makers in end-of-life care
- ✓ Identify applicable legislation relating to substitute decision-makers or POA for personal care regarding consent
- ✓ Discuss ethical issues that may arise and bring them to the interprofessional team if beyond the PSW scope

8.13 Provide non-pharmacological comfort measures

The topic addresses providing non-pharmacological comfort measures to clients experiencing symptoms as directed by the plan of care.

- ✓ Identify and provide a range of non-pharmacological comfort measures (e.g., application of heat and cold, positioning, imagery, meditation/silence, music)
- ✓ Seek input from clients for their comfort needs and preferences for comfort measures

8.14 Report and record responses to comfort measures

The topic covers reporting and recording clients' responses to comfort measures.

- ✓ Seek and record feedback from clients as to their responses to comfort measures and communicate concerns to the team immediately when symptoms are not settling

8.15 Integrate self-care practices into daily routines

The topic addresses integrating self-care practices into daily routines when caring for dying clients and their families.

- ✓ Explore the rationale for self-care practices, especially when caring for dying clients and their family members
- ✓ Describe emotions, thoughts and behaviours associated with compassion fatigue
- ✓ Identify self-care strategies that prevent compassion fatigue
- ✓ Develop a self-care plan to support health and wellness

8.16 Provide culturally safe palliative care for diverse populations

The topic covers providing culturally safe palliative care for Indigenous people and minority and underserved populations throughout the illness trajectory and bereavement.

- ✓ Discuss cultural humility, cultural sensitivity, cultural awareness and cultural competence in providing culturally safe palliative care
- ✓ Incorporate First Nations, Inuit and Metis community specific protocols and practices into the provision of palliative care

8.17 Culturally safe palliative care for diverse populations

Covers providing culturally safe palliative care for Indigenous people and people from minority and underserved populations throughout the illness trajectory and bereavement.

- ✓ Discuss cultural humility, cultural sensitivity, cultural awareness and cultural competence in culturally safe palliative care
- ✓ Incorporate First Nations, Inuit and Metis community specific protocols and practices into palliative care

CHAPTER 9

VLO 3: Practice as an Engaged Interprofessional Team Member

9.1 Identify Roles of Interprofessional Team Members

Identifying the roles that interprofessional team members have in the provision of optimal support and care.

- ✓ Describe the roles and responsibilities of employers, supervisors and other care/service providers
- ✓ Describe the personal support worker role and responsibilities within the interprofessional team
- ✓ Describe clients' and family members' roles and responsibilities within the interprofessional team

9.2 Develop Respectful Work Relationships

Developing and maintaining respectful working relationships with other interprofessional team members.

- ✓ Identify and describe the characteristics of respectful, effective interprofessional working relationships
- ✓ Work interdependently with team members, communicating regularly, responding to requests, clarifying information and accepting direction
- ✓ Identify and discuss the value of participation in advisory or other groups
- ✓ Work collaboratively with the interprofessional team to meet clients' needs

9.3 Communicate Client Information to the Team

Communicating relevant client information to interprofessional team members in an ongoing and timely manner.

- ✓ Communicate with supervisors, registered staff and other professionals on the ongoing condition of clients and care provided
- ✓ Assist the interprofessional team by contributing suggestions regarding clients' plan of care

9.4 Work and Learn as Participating Team Member

Working and learning as a participating member of the interprofessional team.

- ✓ Seek out information and request support and guidance from the supervisor or other team members
- ✓ Work together with others to ensure the best client outcomes
- ✓ Assist and provide help to other team members within one's level of knowledge and skill

9.5 Accept and Act on Constructive Feedback

Accepting and acting upon constructive feedback from clients, families, supervisors and team members.

- ✓ Differentiate between constructive and destructive feedback
- ✓ Seek out feedback when appropriate to enhance skills and professionalism
- ✓ Reflect on received feedback and implement into one's own practice

9.6 Promote Quality and Efficiency of Care

Assisting in promoting the quality, effectiveness and efficiency of care delivered by the interprofessional team.

- ✓ Assist and participate in the development of clients' plan of care
- ✓ Identify ways to improve care through debriefing and other activities
- ✓ Discuss how the PSW can contribute to quality of care and workplace wellness
- ✓ Identify opportunities to participate in committees and groups

CHAPTER 10

VLO 3: Practice as an engaged member of the interprofessional team

10.1 Identify roles of interprofessional team members

Covers identifying the roles that interprofessional team members have in providing optimal support and care.

- ✓ Describe roles and responsibilities of employers, supervisors and other care/service providers
- ✓ Describe the personal support worker role within the interprofessional team
- ✓ Describe clients' and family members' roles within the interprofessional team

10.2 Develop and maintain respectful work relationships

Covers developing and maintaining respectful work relationships with other interprofessional team members.

- ✓ Identify characteristics of respectful, effective working relationships
- ✓ Work interdependently, communicating regularly and accepting direction
- ✓ Discuss the value of participation in advisory or other groups
- ✓ Work collaboratively to meet clients' needs

10.3 Communicate relevant client information to the team

Covers communicating relevant client information to interprofessional team members in an ongoing and timely manner.

- ✓ Communicate with supervisors, registered staff and other professionals on client condition and care
- ✓ Assist the team by contributing suggestions regarding clients' plan of care

10.4 Work and learn as a participating team member

Covers working and learning as a participating member of the interprofessional team.

- ✓ Seek out information and request support and guidance where appropriate
- ✓ Work together to ensure the best client outcomes
- ✓ Assist other team members within one's level of knowledge and skill

10.5 Accept and act upon constructive feedback

Covers accepting and acting upon constructive feedback from clients, families, supervisors and team members.

- ✓ Differentiate between constructive and destructive feedback
- ✓ Seek out feedback when appropriate
- ✓ Reflect on feedback and implement into practice

10.6 Promote quality, effectiveness and efficiency of care

Covers assisting in promoting the quality, effectiveness and efficiency of care delivered by the team.

- ✓ Assist and participate in the development of clients' plan of care
- ✓ Identify ways to improve care through debriefing and other activities
- ✓ Discuss how the PSW can contribute to quality of care and workplace wellness
- ✓ Identify opportunities to participate in committees and groups

CHAPTER 11

VLO 4: Provide Person-Centred Care Based on Ethical Principles

11.1 Respect Autonomy, Dignity, Privacy and Confidentiality

Respecting the person's right to autonomy, dignity, privacy, preferences, safety, independence and confidentiality at all times.

- ✓ Identify and describe PSW ethics including justice, honesty, integrity, and compassionate caring as found in relevant codes of ethics
- ✓ Identify and describe basic principles of health care ethics including autonomy, justice, beneficence and nonmaleficence
- ✓ Discuss how ethical principles are applied in the PSW role
- ✓ Identify and discuss legislated rights to privacy and confidentiality including PIPEDA, PHIPA 2004, Retirement Homes Act 2010, and Long-Term Care Homes Act 2007
- ✓ Identify implications of using electronic communication and social media

11.2 Promote the Person's Independence

Promoting the person's independence in a variety of care settings.

- ✓ Differentiate among dependence, independence and interdependence
- ✓ Identify and implement strategies to promote clients' independence in a variety of care settings

11.3 Treat Each Client as a Unique Individual

Treating each client as an individual with a unique personality and physical, emotional, mental, spiritual, social, sexual and cultural needs.

- ✓ Incorporate into care the understanding that clients have unique life experiences and methods of meeting needs
- ✓ Discuss the importance of various needs with clients and apply to care
- ✓ Encourage maintenance of clients' community relationships
- ✓ Discuss significance of changes to condition and report as necessary
- ✓ Respect clients' dignity and right to privacy according to Human Rights Codes
- ✓ Support clients in maintaining activities of interest

11.4 Respect Right to Make Choices and Direct Care

Providing care that respects the person's right to make choices, decisions and direct supportive care according to their abilities.

- ✓ Differentiate between person-centred and person-directed care
- ✓ Identify applicable legislation including Ontario Human Rights Code, Health Care Consent Act 1996, Substitute Decisions Act 1992, Long-Term Care Homes Act 2007
- ✓ Differentiate between reasonable risk-taking and unsafe activities
- ✓ Relate the person's right to make choices to sense of self and dignity
- ✓ Discuss strategies to respond to refusal of care or deviation from plan of care
- ✓ Clarify when a substitute decision-maker is appropriate
- ✓ Seek supervisor direction in conflicts with family and substitute decision-makers
- ✓ Support the person in communicating wants and needs

11.5 Provide Culturally Sensitive and Anti-Bias Care

Providing supportive care that respects unique characteristics including race, ethnicity, culture, religion, gender, sexual orientation and social class.

- ✓ Recognize the PSW's own values and personal attitudes toward other groups
- ✓ Identify cultural significance of clients' health, illness or impending death
- ✓ Identify and respect ways culture may influence communication
- ✓ Identify resources for cultural/spiritual information
- ✓ Recognize impact of discriminatory behaviours and take measures to modify them
- ✓ Explore sources of personal and systemic bias and racism
- ✓ Identify personal strategies to address racism and bias

11.6 Respect Client Definitions of Family Structure

Identifying and respecting clients' definitions of family structure and the roles and responsibilities of clients, families and significant others.

- ✓ Identify the role(s) of family and friends and their significance to clients
- ✓ Identify clients' personal expectations about the role of friends and family
- ✓ Identify factors that might affect clients' and family members' acceptance of support

CHAPTER 12

VLO 14: Mental Health, Cognitive Impairment and Responsive Behaviours

12.1 Identify changes associated with mental health illnesses

The topic covers identifying signs of change in clients' perception, memory, judgement, organization, language and motor skills associated with mental health challenges and illnesses and how effects vary with severity.

- ✓ Discuss challenges related to stress, coping and mental health challenges and illnesses
- ✓ Discuss the impact of social media on mental health across the lifespan
- ✓ Discuss the stigma associated with mental illness and how it may impact self-perception, functioning and care
- ✓ Observe and identify changes in behaviour related to mental health, follow the plan of care and advocate for revisions
- ✓ Identify care, intervention and community resources related to mental health conditions including anxiety and affective disorders
- ✓ Support recovery-oriented approaches through which clients regain control, meaning and purpose
- ✓ Discuss misconceptions and stigma and how they impact clients, families and worker perception and functioning
- ✓ Discuss the role of the personal support worker and identify when care and intervention is beyond the role
- ✓ Discuss the impacts of trauma and colonization for Indigenous peoples and the relationships between trauma, addictions and mental health

12.2 Identify changes associated with cognitive impairment and dementia

The topic covers identifying signs of change in clients' perception, memory, judgement, organization, language and motor skills associated with cognitive and intellectual impairments, delirium and/or dementia.

- ✓ Describe how symptoms/presentation may impact clients' behaviour, personality, self-perception and interactions
- ✓ Observe and identify changes in behaviour and advocate for revisions to the plan of care with the interprofessional team
- ✓ Identify impairments caused by reversible (treatable) and irreversible conditions
- ✓ Identify factors such as illness, fatigue, stress, sensory overload, pain, fear, frustration and depression that further affect functioning

✓

Discuss the role of the personal support worker and identify when care and intervention is beyond the role

12.3 Use behavioural strategies to de-escalate responsive behaviours

The topic addresses using basic behavioural strategies to mitigate or de-escalate clients' responsive behaviours as directed by the plan of care and applicable legislation.

- ✓ Discuss protective and/or responsive behaviours from the clients' and caregivers' perspectives
- ✓ Identify causes and triggers for responsive behaviours and discuss possible solutions
- ✓ Use best practice strategies and person-centred approaches for all clients (e.g. Gentle Persuasive Approaches)
- ✓ Apply basic principles of crisis prevention as directed by the plan of care
- ✓ Report clients' responses to behavioural strategies and share effective strategies with the interprofessional team
- ✓ Identify, report and record clients' behaviours that are a potential risk to the safety of others

12.4 Identify changes associated with addictions and substance use

The topic covers identifying changes in clients' behaviour and functioning associated with addictions to substances, gambling or other behaviours.

- ✓ Discuss challenges related to stress, coping and substance use
- ✓ Identify changes in behaviour related to substance use and addiction
- ✓ Identify resources, supports and strategies for clients using or addicted to substances
- ✓ Discuss strategies related to overdose management and prevention within the role of the personal support worker
- ✓ Recognize and support care, intervention and treatment plans of individuals with substance use and addiction behaviours
- ✓ Observe and report client responses to strategies to the appropriate supervisor
- ✓ Discuss the role of the personal support worker and identify when support and intervention is beyond the role
- ✓ Identify, report and record clients' behaviours that are a potential risk to the safety of others

12.5 Role of the worker with suicidal ideation and behaviour

The topic addresses identifying the personal support worker's role in providing client-centred care for individuals exhibiting suicidal ideation and behaviour.

- ✓ Discuss challenges related to stress, coping and suicidal behaviour
- ✓ Identify factors which can cause suicidal behaviour or self-harm across the life span
- ✓ Describe warning signs and behaviours suggesting risk of suicide or self-harm
- ✓ Identify personal views about suicide and examine how they may affect support provided
- ✓ Recognize possible indicators of suicidal ideations or behaviours and inform the interprofessional team
- ✓ Contact community supports and compile resources as indicated in the plan of care
- ✓ Observe clients' responses to behavioural strategies and share strategies with the interprofessional team
- ✓ Identify, report and record behaviours of clients experiencing suicidal ideation, including risks to others

12.6 Signs of change associated with mental health challenges

Covers identifying signs of change in clients' perception, memory, judgement, organization, language and motor skills associated with mental health illnesses and how effects vary with severity.

- ✓ Discuss challenges related to stress, coping and mental health challenges and illnesses
- ✓ Discuss the impact of social media on mental health across the lifespan
- ✓ Discuss the stigma associated with mental illness and its impact on self-perception, functioning and quality of care
- ✓ Observe and identify behaviour changes related to mental health and follow the plan of care
- ✓ Identify care, intervention and community resources related to mental health conditions including anxiety and affective disorders
- ✓ Support recovery-oriented approaches
- ✓ Discuss misconceptions and stigma and impact on clients, families and PSWs
- ✓ Discuss the PSW role and when care is beyond the role
- ✓ Discuss impacts of trauma and colonization for Indigenous peoples and relationships between trauma, addictions and mental health

12.7 Signs of change associated with cognitive impairment, delirium, dementia

Covers identifying signs of change associated with cognitive and intellectual impairments, delirium and/or dementia and how effects vary with severity.

- ✓ Describe how symptoms may impact behaviour, personality, self-perception and interactions
- ✓ Observe and identify behaviour changes and advocate for revisions to the plan of care
- ✓ Identify impairments caused by reversible (treatable) and irreversible conditions
- ✓ Identify factors such as illness, fatigue, stress, sensory overload, pain, fear, frustration and depression affecting functioning
- ✓ Discuss the PSW role and when care is beyond the role

12.8 Signs of change associated with acquired brain injuries

Covers identifying signs of change associated with acquired brain injuries including strokes and how effects vary with severity.

- ✓ Identify definitions and corresponding symptoms of acquired brain injury including strokes
- ✓ Relate symptoms of acquired brain injury to the function and area of brain injured
- ✓ Identify signs of behaviour change related to acquired brain injuries including strokes
- ✓ Identify management and rehabilitation services
- ✓ Discuss the PSW role and when care is beyond the role

12.9 Behavioural strategies to de-escalate responsive behaviours

Covers using basic behavioural strategies to mitigate or de-escalate clients' responsive behaviours as directed by the plan of care and applicable legislation.

- ✓ Discuss protective and/or responsive behaviours from clients' and caregivers' perspectives
- ✓ Identify causes and triggers for responsive behaviours and discuss possible solutions
- ✓ Use best practice strategies and person-centred approaches (e.g. Gentle Persuasive Approaches)
- ✓ Apply basic principles of crisis prevention as directed by the plan of care
- ✓ Report clients' responses and share effective strategies with the interprofessional team
- ✓ Identify, report and record clients' behaviours that are a potential risk to the safety of others

12.10 Changes associated with addictions and substance use

Covers identifying changes in behaviour, perception, memory, judgement, organization, language and motor skills associated with addictions to substances, gambling or other behaviours.

- ✓ Discuss challenges related to stress, coping and substance use
- ✓ Identify behaviour changes related to substance use and addiction
- ✓ Identify resources, supports and strategies for clients using or addicted to substances
- ✓ Discuss overdose management and prevention within the PSW role
- ✓ Recognize and support care, intervention and treatment plans
- ✓ Observe and report client responses to strategies to the supervisor
- ✓ Discuss the PSW role and when support is beyond the role
- ✓ Identify, report and record behaviours that are a potential risk to the safety of others

12.11 PSW role in caring for suicidal ideation and behaviour

Covers identifying the PSW role in the provision of client-centred care for an individual exhibiting suicidal ideation and behaviour.

- ✓ Discuss challenges related to stress, coping and suicidal behaviour
- ✓ Identify factors that can cause suicidal behaviour or self-harm across the lifespan
- ✓ Describe warning signs and behaviours suggesting risk of suicide or self-harm
- ✓ Identify personal views about suicide and how they may affect support
- ✓ Recognize possible indicators and inform the interprofessional team
- ✓ Contact community supports and compile resources per the plan of care
- ✓ Observe responses and share strategies with the interprofessional team
- ✓ Identify, report and record behaviours including risks to the safety of others

12.12 Identify changes associated with acquired brain injuries

The topic addresses identifying signs of change associated with acquired brain injuries including strokes and how effects vary with severity.

- ✓ Identify the definitions and corresponding symptoms of acquired brain injury, including strokes
- ✓ Relate the symptoms of acquired brain injury to the function and area of the brain injured
- ✓ Identify signs of change in behaviour related to acquired brain injuries, including strokes
- ✓ Identify management and rehabilitation services for clients with acquired brain injury
- ✓ Discuss the role of the personal support worker and identify when care and intervention is beyond the role

12.13 Use encouragement and stimulation techniques in activities

The topic covers using encouragement and stimulation techniques and providing clients opportunity to participate in activities per the plan of care.

- ✓ Identify resources and tools used for stimulation techniques
- ✓ Identify clients' preferences and previous experiences to propose appropriate activities

12.14 Observe and report responses to prescribed approaches

The topic addresses observing and reporting responses to prescribed approaches and noting changes in clients' behaviour.

- ✓ Identify what would be a usual or typical response for individual clients
- ✓ Report clients' responses to prescribed approaches to an appropriate member of the interprofessional team

12.15 Provide consistency in approach to caregiving tasks

The topic covers providing consistency in approach to caregiving tasks for clients experiencing cognitive impairments, mental health illnesses and/or responsive behaviours.

- ✓ Describe the benefits to clients in providing consistency in caregivers and approach
- ✓ Respect routines as described in the plan of care

12.16 Identify when suicidal ideation requires immediate response

The topic covers identifying when unexpected client behaviour such as suicidal ideation requires immediate response and a report to supervisor.

- ✓ Identify factors which can increase risk of life or bodily harm in adults
- ✓ Recognize possible indicators of suicidal behaviour
- ✓ Identify the personal support worker's own views about suicide and examine how these views may affect service provided

12.17 Use encouragement and stimulation techniques

Covers using encouragement and stimulation techniques and providing clients opportunities to participate in activities per the plan of care.

- ✓ Identify resources and tools used for stimulation techniques
- ✓ Identify clients' preferences and previous experiences to propose appropriate activities

12.18 Provide consistency in approach to caregiving

Covers providing consistency in approach to caregiving tasks for clients experiencing cognitive impairments, mental health illnesses and/or responsive behaviours.

- ✓ Describe the benefits to clients of consistency in caregivers and approach
- ✓ Respect routines as described in the plan of care

12.19 Recognizing when behaviour requires immediate response

Covers identifying when unexpected client behaviour, such as suicidal ideation, requires immediate response and a report to the supervisor.

- ✓ Identify factors that can increase risk of life or bodily harm in adults
- ✓ Recognize possible indicators of suicidal behaviour
- ✓ Identify the PSW's own views about suicide and how they may affect service

CHAPTER 13

VLO 4: Provide person-centred care based on ethical principles

13.1 Respect the person's rights to autonomy and confidentiality

Covers respecting the person's right to autonomy, dignity, privacy, preferences, safety, independence and confidentiality at all times.

- ✓ Identify PSW ethics including justice, honesty, integrity and compassionate caring from relevant codes of ethics
- ✓ Identify basic principles of health care ethics: autonomy, justice, beneficence and nonmaleficence
- ✓ Discuss how ethical principles are applied in the PSW role
- ✓ Identify legislated rights to privacy including PIPEDA 2000, PHIPA 2004, Retirement Homes Act 2010, and Long-Term Care Homes Act 2007
- ✓ Discuss implications of electronic communication and social media on privacy and confidentiality

13.2 Promote the person's independence

Covers promoting the person's independence in a variety of care settings.

- ✓ Differentiate among dependence, independence and interdependence
- ✓ Identify and implement strategies to promote clients' independence

13.3 Treat each client as a unique individual

Covers treating each client as an individual with unique personality, interests, abilities and diverse needs.

- ✓ Incorporate into care the understanding that clients have unique life experiences
- ✓ Discuss the importance of physical, emotional, mental, intellectual, spiritual, recreational, social, sexual and cultural needs
- ✓ Encourage maintenance of clients' community relationships
- ✓ Discuss significance of changes to condition and report when necessary
- ✓ Respect dignity and right to privacy according to Human Rights Codes
- ✓ Support clients in maintaining activities of interest

13.4 Respect the person's right to make choices and direct care

Covers providing care that respects the person's right to make choices, decisions and direct supportive care while maintaining independence.

- ✓ Differentiate between person-centred and person-directed care
- ✓ Identify applicable legislation including Ontario Human Rights Code, Health Care Consent Act 1996, Substitute Decisions Act 1992, Long-Term Care Homes Act 2007
- ✓ Differentiate between reasonable risk-taking and unsafe activities
- ✓ Relate the person's right to make choices to their sense of self and dignity
- ✓ Respond to the person's refusal to accept care or deviation from plan of care
- ✓ Clarify when a substitute decision-maker may act
- ✓ Seek supervisor direction for conflicts involving family and substitute decision-makers
- ✓ Support the person in communicating wants and needs

13.5 Provide care respecting unique cultural and personal characteristics

Covers providing supportive care that respects unique characteristics including race, ethnicity, culture, religion, age, ability, gender, sexual orientation and family structure.

- ✓ Recognize PSW's own values and personal attitudes toward other groups
- ✓ Identify cultural significance of clients' health, conditions, illness or impending death
- ✓ Identify and respect ways culture influences communication
- ✓ Identify resources for cultural/spiritual information
- ✓ Recognize impact of discriminatory behaviours and modify them
- ✓ Explore sources of personal and systemic bias and racism
- ✓ Identify personal strategies to address racism and bias

13.6 Respect clients' definitions of family structure and roles

Covers identifying and respecting clients' definitions of family structure and the roles of clients, families and significant others.

- ✓ Identify the role(s) of family and friends and their significance to clients
- ✓ Identify clients' personal expectations about roles of friends and family
- ✓ Identify factors affecting clients' and family members' acceptance of support

CHAPTER 14

VLO 5: Establish and Maintain Therapeutic Relationships

14.1 Use Basic Principles of Therapeutic Relationships

Using basic principles of therapeutic relationships when providing care.

- ✓ Explain the concept of the therapeutic relationship and its importance
- ✓ Identify and describe the characteristics of the therapeutic relationship
- ✓ Describe how these relationships establish and maintain the client-PSW roles

14.2 Establish and Maintain Professional Boundaries

Establishing and maintaining professional boundaries within therapeutic relationships.

- ✓ Describe and discuss the importance of professional boundaries
- ✓ Describe behaviours associated with appropriate client-PSW and family-PSW boundaries
- ✓ Ensure personal activities and needs do not interfere with judgment and performance
- ✓ Refrain from sharing or imposing personal problems, lifestyle and opinions onto clients

14.3 Maintain Confidentiality and Privacy of Information

Maintaining confidentiality and privacy of clients' personal information in accordance with legislation and employer policies.

- ✓ Identify and adhere to legislation regarding privacy and confidentiality including PIPEDA and PHIPA 2004
- ✓ Identify and adhere to legislation regarding individual rights of access
- ✓ Identify how clients' privacy rights affect the PSW role
- ✓ Describe and ensure no breaches of confidentiality

14.4 Provide Culturally Sensitive Care Interactions

Providing culturally sensitive care when interacting with clients and their families.

- ✓ Identify and implement culturally sensitive verbal and non-verbal communication
- ✓ Identify how the PSW's own culture affects communication and reflect on bias
- ✓ Use a positive and caring attitude, empathy, respect and sensitivity to diversity

14.5 Adapt Communication Skills to Client Needs

Identifying and adapting communication skills to meet a range of unique needs for clients, families and support systems.

- ✓ Identify common barriers to communication and techniques to minimize impact
- ✓ Identify how one's own non-verbal communication may be interpreted
- ✓ Examine one's own attitudes, beliefs and biases
- ✓ Use techniques such as active listening, clarifying and giving clear feedback
- ✓ Adapt communication to facilitate understanding
- ✓ Identify influence of communication disorders and sensory deficits
- ✓ Adapt communication for altered sensory abilities including vision, hearing, speech and language
- ✓ Discuss how ineffective communication can lead to misuse of power and control
- ✓ Adapt communication when children are involved and utilize supports

14.6 Support Communication Using Assistive Devices

Supporting clients' verbal and nonverbal communication using assistive devices according to the plan of care.

- ✓ Identify and use basic communication aids such as sign boards, picture boards, communication cards and computer assisted technologies
- ✓ Identify appropriate community resources to facilitate communication

14.7 Use Clear Professional Vocabulary

Using clear professional vocabulary while communicating with clients and members of the interprofessional team.

- ✓ Use clear professional vocabulary with other members of the interprofessional team
- ✓ Use basic medical terminology when communicating with clients and their families

14.8 Use Conflict Management Skills

Using interpersonal communication and conflict management skills to prevent and resolve conflicts in caregiving situations.

- ✓ Identify common causes of conflict in the caregiving situation
- ✓ Identify, discuss and implement approaches for preventing and resolving conflict
- ✓ Implement basic techniques of conflict resolution between clients, family members and caregivers

CHAPTER 15

Essential Employability Skills

15.1 Communication skills

The topic covers demonstrating communication skills across reading, writing, speaking, listening, presenting and visual literacy.

- ✓ Communicate clearly, concisely and correctly in written, spoken and visual form that fulfills the purpose and meets audience needs
- ✓ Respond to written, spoken or visual messages in a manner that ensures effective communication

15.2 Critical thinking and problem solving

The topic covers analyzing, synthesizing, evaluating, decision making and creative and innovative thinking.

- ✓ Apply a systematic approach to solve problems
- ✓ Use a variety of thinking skills to anticipate and solve problems

15.3 Interpersonal skills

The topic covers teamwork, relationship management, conflict resolution, leadership and networking.

- ✓ Show respect for the diverse opinions, values, belief systems and contributions of others
- ✓ Interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals

15.4 Personal skills

The topic addresses managing self, managing change and flexibility, reflective practice and personal responsibility.

- ✓ Manage the use of time and other resources to complete projects
- ✓ Take responsibility for one's own actions, decisions and their consequences

15.5 Numeracy skills

The topic addresses understanding and applying mathematical concepts, analyzing numerical data and conceptualizing.

- ✓ Execute mathematical operations accurately

15.6 Information management

The topic addresses gathering and managing information, selecting appropriate tools and technology, computer literacy and internet skills.

- ✓ Locate, select, organize and document information using appropriate technology and information systems
- ✓ Analyze, evaluate and apply relevant information from a variety of sources

CHAPTER 16

VLO 5: Establish and maintain therapeutic relationships

16.1 Use basic principles of therapeutic relationships

Covers using basic principles of therapeutic relationships when providing care to build genuine, trusting partnerships.

- ✓ Explain the concept of the therapeutic relationship and its importance
- ✓ Identify and describe characteristics of the therapeutic relationship
- ✓ Describe how therapeutic relationships establish and maintain client-PSW roles

16.2 Establish and maintain professional boundaries

Covers establishing and maintaining professional boundaries within therapeutic relationships.

- ✓ Describe importance of professional boundaries within therapeutic relationships
- ✓ Describe behaviours associated with appropriate client-PSW and family-PSW boundaries
- ✓ Ensure personal activities and needs do not interfere with judgment and performance
- ✓ Refrain from imposing personal problems, lifestyle and opinions onto clients

16.3 Maintain confidentiality and privacy of client information

Covers maintaining confidentiality and privacy of clients' personal information in accordance with legislation and employer policies.

- ✓ Identify and adhere to PIPEDA 2000 and PHIPA 2004 regarding privacy and confidentiality
- ✓ Identify and adhere to legislation regarding individual rights of access
- ✓ Identify how clients' privacy rights affect the PSW role
- ✓ Ensure no breaches of confidentiality

16.4 Provide culturally sensitive care in interactions

Covers providing culturally sensitive care when interacting with clients and their families.

- ✓ Identify and implement culturally sensitive verbal and non-verbal communication
- ✓ Identify how PSW's own culture affects communication and reflect on bias
- ✓ Use a positive, caring attitude, empathy, respect and sensitivity to diversity

16.5 Adapt communication skills to unique client needs

Covers identifying and adapting communication skills to meet a range of unique needs for clients, families and support systems.

- ✓ Identify common barriers to communication and minimize their impact
- ✓ Identify how one's own non-verbal communication may be interpreted
- ✓ Examine one's own attitudes, beliefs and biases
- ✓ Use techniques such as active listening, clarifying and giving clear feedback
- ✓ Adapt communication method, pace, tone and vocabulary
- ✓ Identify influence of communication disorders and sensory deficits
- ✓ Adapt communication for altered sensory abilities
- ✓ Discuss how ineffective communication can lead to misuse of power
- ✓ Adapt communication when children are involved and use supports

16.6 Support communication using assistive devices

Covers supporting clients' verbal and nonverbal communication using assistive devices according to the plan of care.

- ✓ Identify and use basic communication aids such as sign boards, picture boards, communication cards and computer assisted technologies
- ✓ Identify appropriate community resources to facilitate communication

16.7 Use clear professional vocabulary

Covers using clear professional vocabulary when communicating with clients and interprofessional team members.

- ✓ Use clear professional vocabulary with other team members
- ✓ Use basic medical terminology when communicating with clients and families

16.8 Use conflict management skills in caregiving

Covers using interpersonal communication and conflict management skills to prevent and resolve conflicts in caregiving situations.

- ✓ Identify common causes of conflict in caregiving
- ✓ Identify and implement approaches for preventing and resolving conflict
- ✓ Implement basic conflict resolution techniques and identify appropriate resources

CHAPTER 17

Glossary

17.1 Key terminology and definitions

Provides definitions of core terms used throughout the standard, framing the concepts the exam draws upon.

- ✓ Abuse; Activities of daily living (ADLs); Advance Care Planning (ACP); Assist with medication and the rights of assisting with medications
- ✓ Care settings; Client; Client-centred care; Controlled Acts; Culturally safe care; Dementia (reversible/irreversible, primary/secondary)
- ✓ End-of-life Care; Ethical; Family; Goals of Care Discussion; Holistic health care; Household management services; IADLs
- ✓ Interprofessional team; Life-limiting illnesses; Life-threatening illnesses; Most accountable person; Neglect
- ✓ Palliative Approach to Care; Palliative care; Person-centred care; Person-directed care; Plan of care; Professional; Recovery
- ✓ Regulated health professionals; Responsive behaviours; Restorative care; Standard Precautions; Supportive Care; Therapeutic relationship; Unregulated care providers

CHAPTER 18

VLO 6: Identify, Report and Document Client Information

18.1 Complete Observations and Basic Assessments

Completing regular subjective and objective observations, basic assessments and reporting and recording of clients' status.

- ✓ Review client's relevant information such as changes in status and services received, and report to appropriate team members

18.2 Take and Record Vital Signs

Taking and recording pulse, blood pressure, respirations, oxygen saturation and temperature, comparing to baseline and reporting.

- ✓ Record and report variations from client's baseline vital signs to supervisor, registered staff or responsible person
- ✓ Identify potential sources of measurement error and implement corrective action

18.3 Measure and Record Height and Weight

Measuring and recording height and weight accurately following the plan of care.

- ✓ Record and report variations in clients' normal weight to supervisor or appropriate health team member

18.4 Document Clearly and Concisely

Documenting clearly and concisely using correct spelling, grammar, medical terminology and approved abbreviations.

- ✓ Identify and use appropriate medical terminology when documenting or communicating with health professionals, clients and families

18.5 Complete Documentation Thoroughly and Accurately

Completing documentation including checklists, care flow sheets and narrative notes according to established policies.

- ✓ Describe and adhere to the principles and legal obligations of documentation
- ✓ Discuss methods of documenting and reporting client care information
- ✓ Discuss how the client's plan of care can be used as a communication tool

18.6 Document Changes Using Communication Technologies

Documenting and communicating client care and changes in condition using communication tools and technologies.

- ✓ Document according to employee policies and procedures (electronic and/or paper-based)
- ✓ Use effective communication technologies to collect, transmit and record information
- ✓ Discuss and utilize appropriate assessment instruments and systems
- ✓ Discuss guidelines to protect privacy and confidentiality in documentation

CHAPTER 19

VLO 6: Identify relevant client information and document findings

19.1 Complete observations and reporting of client status

Covers completing regular subjective and objective observations, basic assessments, and reporting/recording of clients' status relevant to the plan of care.

- ✓ Review client's relevant information such as status changes and services received, and report to appropriate team members

19.2 Take and record vital signs accurately

Covers taking and recording pulse, blood pressure, respirations, oxygen saturation and temperature, comparing to baseline and reporting observations.

- ✓ Record and report variations from baseline vital signs to appropriate personnel
- ✓ Identify potential sources of measurement error and implement corrective action

19.3 Measure and record height and weight

Covers measuring and recording height and weight accurately following the plan of care.

- ✓ Record and report variations in clients' normal weight to supervisor or appropriate team member

19.4 Document clearly using correct terminology

Covers documenting clearly and concisely using correct spelling, grammar, medical terminology and approved abbreviations.

- ✓ Identify and use appropriate medical terminology when documenting or communicating

19.5 Complete documentation thoroughly and accurately

Covers completing documentation such as checklists, care flow sheets and narrative notes thoroughly, accurately and per established policies.

- ✓ Describe and adhere to principles and legal obligations of documentation
- ✓ Discuss methods of documenting and reporting care information
- ✓ Discuss how the plan of care can be used as a communication tool

19.6 Document and communicate changes using technologies

Covers documenting and communicating client care and changes in condition using communication tools and technologies in the workplace.

- ✓ Document according to employer policies (electronic and/or paper-based)
- ✓ Use communication technologies to collect, transmit and record information
- ✓ Discuss and utilize assessment instruments and systems
- ✓ Discuss guidelines to protect privacy and confidentiality in documentation

CHAPTER 20

VLO 7: Create and Maintain a Safe and Comfortable Environment

20.1 Comply with Health, Safety and Emergency Measures

Complying with health, safety and emergency measures, applicable legislation and employer safety policies and procedures.

- ✓ Discuss and adhere to the Occupational Health and Safety Act, R.S.O. 1990
- ✓ Adhere to Workplace Hazardous Materials Information System (WHMIS)
- ✓ Locate and adhere to employer's safety policies including emergency preparedness plan and food safety training
- ✓ Identify responsibilities related to the use of least restraints

20.2 Identify and Report Safety Risks

Identifying and reporting safety risks in the environment and taking measures to reduce or eliminate them.

- ✓ Identify unsafe situations through an assessment of risks and take steps to prevent injury to clients, the PSW and others

20.3 Implement Practices That Promote Safety

Implementing practices that promote safety of the PSW, clients and others in the care setting.

- ✓ Identify, report and document equipment and safety measures
- ✓ Identify potential fire hazards and document actions taken in event of fire
- ✓ Handle and store hazardous products safely following WHMIS standards
- ✓ Identify, report and document fall risks and implement prevention techniques
- ✓ Implement an individualized infection control plan per the plan of care

20.4 Select and Use Personal Protective Equipment

Selecting, putting on and taking off PPE and following infection prevention and control measures per policies and Public Health Ontario information.

- ✓ Identify hazards of transmission of infections related to antibiotic resistant organisms
- ✓ Identify steps to minimize cross contamination and transmission of micro-organisms
- ✓ Identify steps to minimize impact of common public health issues
- ✓ Identify and use routine practices including hand hygiene, PPE and environmental and administrative controls

20.5 Identify Employer Emergency Protocols

Identifying employer's emergency protocols and processes.

- ✓ Know when and how to call for first responders such as paramedics, fire fighters and police

20.6 Apply Emergency and First Aid Procedures

Applying appropriate emergency and first aid procedures and reporting and documenting them per employer policies.

- ✓ Provide appropriate emergency and first aid to conscious and unconscious clients
- ✓ Apply standards of CPR to infants, children and adults unless instructions against resuscitation are recorded in the plan of care
- ✓ Recognize importance of maintaining First Aid and CPR certifications with a WSIB approved provider

20.7 Complete Incident and Accident Reports

Completing an incident/accident report following an unusual occurrence, near miss or workplace injury per policy and legislation.

- ✓ Participate in the initiation of an incident report by immediate reporting of an unusual occurrence or workplace injury

CHAPTER 21

VLO 7: Create and maintain a safe environment

21.1 Comply with health, safety and emergency measures

Covers complying with health, safety, and emergency measures, legislation and employer safety policies and procedures.

- ✓ Discuss and adhere to the Occupational Health and Safety Act, R.S.O. 1990
- ✓ Adhere to Workplace Hazardous Materials Information System (WHMIS)
- ✓ Locate and adhere to employer safety policies including emergency preparedness and food safety training
- ✓ Identify responsibilities related to use of least restraints

21.2 Identify and report safety risks in the environment

Covers identifying and reporting safety risks in the environment and taking measures to reduce or eliminate them.

- ✓ Identify unsafe situations through assessment of risks and take steps to prevent injury

21.3 Implement practices that promote safety

Covers implementing practices that promote safety of the PSW, clients and others in the care setting.

- ✓ Identify, report and document equipment and safety measures
- ✓ Identify potential fire hazards and document actions taken
- ✓ Handle and store hazardous products safely following WHMIS
- ✓ Identify and document risk of falls and implement prevention techniques
- ✓ Implement an individualized infection control plan

21.4 Select and use PPE and infection control measures

Covers selecting, putting on and taking off PPE and following infection prevention and control measures per policies including Public Health Ontario guidance.

- ✓ Identify hazards of transmission of antibiotic resistant organisms
- ✓ Follow steps to minimize cross contamination and transmission of micro-organisms
- ✓ Implement steps to minimize impact of common public health issues
- ✓ Use routine practices including hand hygiene, PPE and environmental/administrative controls

21.5 Identify employer's emergency protocols

Covers identifying the employer's emergency protocols and processes.

- ✓ Know when and how to call for first responders such as paramedics, fire fighters and police

21.6 Apply emergency and first aid procedures

Covers applying appropriate emergency and first aid procedures and reporting and documenting any given.

- ✓ Provide emergency and first aid to conscious and unconscious clients
- ✓ Apply CPR standards to infants, children and adults unless instructions against resuscitation are recorded
- ✓ Recognize importance of maintaining First Aid and CPR certifications with a WSIB approved provider

21.7 Complete an incident/accident report

Covers completing an incident/accident report following an unusual occurrence, near miss or workplace injury per policy and legislation.

- ✓ Participate in initiation of an incident report by immediate reporting of an unusual occurrence or workplace injury

CHAPTER 22

General Education Requirement

22.1 General education themes and purpose

Describes the general education requirement providing breadth beyond the vocational field through defined themes.

- ✓ Arts in society
- ✓ Civic Life
- ✓ Social and cultural understanding
- ✓ Personal understanding
- ✓ Science and technology

CHAPTER 23

VLO 8: Assist Clients Across the Lifespan with Activities of Daily Living

23.1 Support Client's Right to Direct Personal Care

Identifying and supporting clients' right to make choices in directing their own personal care.

- ✓ Assist in supporting the client's rights to safety, dignity, autonomy, respect, privacy and confidentiality in provision of personal care

23.2 Respect Preferences, Independence, Pace and Space

Respecting each client's personal and cultural preferences, level of independence, pace and space during routine ADLs.

- ✓ Report to supervisor and document if additional time is needed
- ✓ Advocate and encourage clients to identify personal and cultural preferences
- ✓ Encourage clients to share their level of comfort during care

23.3 Apply Knowledge of Body Systems and Conditions

Assisting with routine ADLs by applying knowledge of physical and mental health conditions, body function, aging and alterations in functioning.

- ✓ Identify and apply knowledge of stages of normal growth and development
- ✓ Identify and apply knowledge of the basic structure and function of all human body systems including musculoskeletal, digestive, urinary, integumentary, reproductive, cardiovascular, respiratory, nervous, endocrine and sensory systems and their age-related changes and common diseases

23.4 Use Disease Prevention and Restorative Care Concepts

Using concepts of disease prevention, health promotion, convalescence, rehabilitation and restorative care to support maximum functional independence.

- ✓ Identify basic concepts of disease and risk prevention and health promotion
- ✓ Define and apply concepts of convalescence, rehabilitative and restorative care and modalities including physical, occupational, recreational and speech therapy
- ✓ Discuss the concept of respite care
- ✓ Identify barriers to clients' functioning and ways to resolve them
- ✓ Recognize factors influencing behaviour of clients requiring assistance
- ✓ Assist clients to maximize ability and minimize risk of harm

23.5 Use Nutritional Support Techniques

Using nutritional support techniques specific to clients' needs and conditions in accordance with the plan of care and legislation.

- ✓ Identify applicable legislation related to feeding and nutritional support techniques
- ✓ Assist with safe eating practices and recognize difficulty with chewing or swallowing
- ✓ Support dining as a social activity
- ✓ Measure and record daily intake and output when requested
- ✓ Identify enteral feeding methods, equipment, safety measures and complications
- ✓ Identify common intravenous sites, equipment, safety measures and complications

23.6 Provide Hygiene and Grooming Assistance

Providing hygiene and grooming assistance according to the plan of care, legislation and client needs and preferences.

- ✓ Identify applicable legislation related to grooming and hygiene
- ✓ Complete perineal and menstrual care, skin care, full or partial bathing, mouth care, nail care, hair care, shaving, dressing, undressing, care of hearing aids and dentures within the PSW scope

23.7 Assist with Bowel and Bladder Continence

Assisting with measures to enhance bowel and bladder continence following the plan of care and legislation.

- ✓ Use strategies to support continence and independence regarding toileting
- ✓ Assist clients using a bedpan and dispose of contents following routine practices
- ✓ Apply an external catheter using appropriate technique
- ✓ Empty urinary drainage bag of permanent catheter using clean technique
- ✓ Perform perineal care for clients with and without an indwelling catheter
- ✓ Empty and change an ostomy bag as per plan of care
- ✓ Collect urine and specimens using clean technique
- ✓ Measure and record intake and output

23.8 Position, Transfer, Move and Ambulate Clients

Using proper body mechanics, assistive devices and techniques to safely position, transfer, move and ambulate clients.

- ✓ Differentiate between weight bearing (partial and full), non-weight bearing, lifting and transferring
- ✓ Assist clients with ambulation and active/passive range of motion exercises
- ✓ Promote proper positioning and repositioning in bed and chair
- ✓ Assist clients to move using appropriate transfer techniques and equipment
- ✓ Provide for clients' and workers' safety using appropriate techniques
- ✓ Identify and report changes in condition affecting transfer ability

CHAPTER 24

VLO 8: Assist clients across the lifespan with activities of daily living

24.1 Support clients' right to make personal care choices

Covers identifying and supporting clients' right to make choices in directing their own personal care.

- ✓ Assist in supporting client's rights to safety, dignity, autonomy, respect, privacy and confidentiality in personal care

24.2 Respect preferences, pace and space in daily living

Covers respecting each client's personal and cultural preferences, level of independence, pace and space during routine activities of daily living.

- ✓ Report and document if additional time is needed for clients' needs
- ✓ Advocate and encourage clients to identify preferences
- ✓ Encourage clients to share comfort level so approach can be adjusted

24.3 Assist with ADLs applying knowledge of body function

Covers assisting with routine activities of daily living by applying knowledge of physical and mental health conditions, body function, normal aging and alterations in functioning.

- ✓ Apply knowledge of normal growth and development for clients of diverse ages
- ✓ Apply knowledge of the basic structure and function of all human body systems including musculoskeletal, digestive, urinary, integumentary, reproductive, cardiovascular, respiratory, nervous, endocrine and sensory systems and their age related changes

24.4 Apply disease prevention and restorative care concepts

Covers using concepts of disease prevention, health promotion, convalescence, rehabilitation and restorative care to support maximum functional independence.

- ✓ Discuss basic concepts of disease prevention, health promotion and maintenance
- ✓ Apply concepts of convalescence, rehabilitative and restorative care including physical, occupational, recreational and speech therapy
- ✓ Discuss the concept of respite care
- ✓ Identify barriers to clients' functioning
- ✓ Recognize factors influencing behaviour of clients needing ADL assistance
- ✓ Assist clients to maximize ability and minimize risk of harm

24.5 Use nutritional support techniques specific to needs

Covers using nutritional support techniques specific to clients' needs and conditions per plan of care and applicable legislation.

- ✓ Identify legislation related to feeding and nutritional support techniques
- ✓ Assist with safe eating practices recognizing chewing or swallowing difficulty
- ✓ Support dining as a social activity
- ✓ Measure and record daily intake and output if requested
- ✓ Identify enteral feeding methods, equipment, safety measures and complications
- ✓ Identify common intravenous sites, equipment, safety measures and complications and report

24.6 Provide hygiene and grooming assistance

Covers providing hygiene and grooming assistance per plan of care, applicable legislation and client needs and preferences.

- ✓ Identify legislation related to grooming and hygiene
- ✓ Complete perineal and menstrual care, skin care, bathing, mouth care, nail care, hair care, shaving, dressing, care of hearing aids and dentures within the PSW scope

24.7 Assist with bowel and bladder continence measures

Covers assisting with measures to enhance bowel and bladder continence following the plan of care, employer protocols and legislation.

- ✓ Use strategies to support continence and independence such as changing an adult brief
- ✓ Assist clients in using a bedpan and dispose of contents
- ✓ Apply an external catheter using appropriate technique
- ✓ Empty urinary drainage bag of permanent catheter using clean technique
- ✓ Perform perineal care for clients with and without indwelling catheter
- ✓ Empty and change an ostomy bag per plan of care
- ✓ Collect urine and specimens using clean technique
- ✓ Measure and record intake and output

24.8 Use body mechanics to position, transfer and move clients

Covers using proper body mechanics, assistive devices and techniques to safely position, transfer, move and ambulate clients.

- ✓ Differentiate between weight bearing, non-weight bearing, lifting and transferring
- ✓ Assist with ambulation and range of motion exercises
- ✓ Promote proper positioning and repositioning in bed and chair
- ✓ Assist clients to move using appropriate transfer techniques and equipment
- ✓ Provide for clients' and workers' safety during transfers
- ✓ Identify and report changes in transfer ability requiring reassessment

CHAPTER 25

VLO 9: Assist the Client with Medication

25.1 Assist with Medication in Compliance with Legislation

Assisting clients with medication in compliance with applicable legislation, agency policies and the PSW role.

- ✓ Describe the ongoing role of the regulated health professional in monitoring medication therapy outcomes
- ✓ Assist with medications in accordance with the Regulated Health Professions Act 1991, restrictions under the Long-Term Care Homes Act 2007 and Retirement Homes Act 2010, and the College of Nurses of Ontario Practice Guideline on Working With Unregulated Care Providers
- ✓ Describe the basic classifications of medications and expected outcomes
- ✓ Identify employer policies as a source of guidance
- ✓ Identify and use the ISMP List of Error-Prone Abbreviations, Symbols and Dose Designations

25.2 Provide Assistance with Various Medication Routes

Following the plan of care and legislation when providing assistance with oral, rectal, ear, eye, nose, topical, inhalation and subcutaneous medications.

- ✓ Read, comprehend and follow medication label information
- ✓ Assist with medication by adhering to safe medication practices in the care plan
- ✓ Apply correct techniques including basic math calculations and conversions
- ✓ Store medications safely as directed by the appropriate team member

25.3 Report and Record Medication Responses

Reporting and recording observations of client's responses while providing assistance with medications per policy and legislation.

- ✓ Identify changes in the client's behaviours and/or condition as a result of medication assistance and report to registered staff or most accountable person
- ✓ Document medication assistance such as medication administration record (MAR) and progress note

25.4 Seek Resources to Clarify Medication Assistance

Identifying and seeking out resources including supervisor and registered staff to discuss or clarify assistance with medication.

- ✓ Describe the roles of other health professionals related to safe medication administration
- ✓ Recognize that medication can impact the client's wellbeing and the obligation to report changes in status

CHAPTER 26

VLO 9: Assist the client with medication

26.1 Assist with medication in compliance with legislation

Covers assisting clients with medication in compliance with applicable legislation, agency policies and the PSW role.

- ✓ Describe the ongoing role of the regulated health professional in monitoring medication therapy
- ✓ Assist with medications per legislation including controlled acts under the Regulated Health Professions Act 1991 and restrictions under the Long-Term Care Homes Act 2007 and Retirement Homes Act 2010
- ✓ Describe basic classifications of medications and expected outcomes
- ✓ Identify employer policies as guidance for assisting with medication
- ✓ Use the ISMP List of Error-Prone Abbreviations, Symbols and Dose Designations

26.2 Follow plan of care for various medication routes

Covers following directions in the plan of care and legislation when assisting with oral, rectal, ear, eye, nose, topical, inhalation and subcutaneous medications.

- ✓ Read, comprehend and follow medication label information
- ✓ Assist with medication adhering to safe medication practices
- ✓ Apply correct techniques including basic math calculations and conversions
- ✓ Store medications safely as directed by the interprofessional team

26.3 Report and record observations of client responses

Covers reporting and recording observations of client's responses while assisting with medications per policy and legislation.

- ✓ Identify changes in client's behaviours or condition and report to registered staff or most accountable person
- ✓ Document medication assistance such as MAR or progress note

26.4 Seek out resources to clarify medication assistance

Covers identifying and seeking out resources including supervisor and registered staff to discuss or clarify assistance with medication.

- ✓ Describe roles of other health professionals related to safe medication administration
- ✓ Recognize medication's impact on client wellbeing and the obligation to report changes in status

CHAPTER 27

VLO 10: Assist with Household Management and Instrumental ADLs

27.1 Provide Household Management Services

Providing household management services that promote clients' health, independence, safety and comfort.

- ✓ Identify household management services that assist clients to maintain health, independence, safety and comfort
- ✓ Report and document faulty equipment and client's responses to services

27.2 Respect Client Preferences in Household Services

Respecting client preferences and supporting client involvement in household activities based on their wishes and plan of care.

- ✓ Identify clients' short and long-term goals and level of involvement
- ✓ Use organizational and time management skills when implementing client-directed goals
- ✓ Assist clients and families to plan services to meet ongoing needs

27.3 Communicate Needs to Update Plan of Care

Contributing to the plan of care by communicating clients' needs and preferences to the interprofessional team.

- ✓ Provide information to appropriate team members to develop and/or update the plan of care per employer policies

27.4 Safely Handle Household Equipment

Performing household management services while safely handling standard household equipment as directed by the plan of care.

- ✓ Safely operate and care for standard household equipment in a variety of care settings
- ✓ Follow manufacturer's guidelines for equipment, appliances and product use and disposal
- ✓ Follow employers' policies relevant to use of equipment and products

27.5 Use Correct Body Mechanics in Household Services

Using correct body mechanics in the provision of household management services.

- ✓ Identify and apply principles of correct body mechanics

27.6 Follow Infection Control in Household Services

Following standard precautions and infection prevention and control measures in the provision of household management services.

- ✓ Select and use standard precautions to minimize pathogens in the safe handling of food, equipment and work area

27.7 Assist with Food-Shopping List Preparation

Assisting clients and families to prepare a food-shopping list that respects cultural and dietary preferences, informed by Canada's Food Guide and the plan of care.

- ✓ Discuss meal plans considering Canada's Food Guide, clients' budget, culture, dietary preferences and special requirements

27.8 Assist Clients with Shopping

Assisting clients and/or families with shopping while respecting their preferences.

- ✓ Assist clients with shopping without taking excess control, respecting preferences for time and location
- ✓ Shop for clients in accordance with their wishes
- ✓ Handle money safely, ethically and per employer guidelines while maintaining records

27.9 Prepare Meals per Plan of Care

Preparing meals in accordance with the plan of care considering directions, cultural practices, preferences, allergies and facilities.

- ✓ Discuss the importance of a healthy diet
- ✓ Prepare a nutritious well-balanced menu informed by Canada's Food Guide
- ✓ Interpret unit pricing, grade, ingredient and date labels
- ✓ Store and handle food safely following food handling regulations
- ✓ Follow a recipe and make common ingredient substitutions
- ✓ Serve food appealingly with regard to presentation, temperature and portion
- ✓ Adapt meal preparation to special dietary needs
- ✓ Operate meal preparation equipment safely
- ✓ Report to supervisor if food is unavailable or budget insufficient

CHAPTER 28

VLO 10: Assist with household management and instrumental ADLs

28.1 Provide household management services promoting health

Covers providing household management services that promote clients' health, independence, safety and comfort.

- ✓ Identify household management services that assist clients
- ✓ Report and document faulty equipment and client's responses to services

28.2 Respect client preferences in household services

Covers respecting client's preferences and supporting involvement in household activities per plan of care.

- ✓ Identify clients' short and long-term goals for household management
- ✓ Use organizational and time management skills for client-directed goals
- ✓ Assist clients and families to plan household services to meet ongoing needs

28.3 Contribute to plan of care by communicating needs

Covers contributing to the plan of care by communicating clients' needs and preferences to the interprofessional team.

- ✓ Provide information to team members to develop or update the plan of care

28.4 Safely handle standard household equipment

Covers performing household management services while safely handling standard household equipment where directed by the plan of care.

- ✓ Safely operate and care for standard household equipment
- ✓ Follow manufacturer's guidelines and notify appropriate person of malfunction
- ✓ Follow employer policies for equipment, product use and disposal

28.5 Use correct body mechanics in household services

Covers using correct body mechanics in the provision of household management services.

- ✓ Identify and apply principles of correct body mechanics

28.6 Follow infection control in household services

Covers following standard precautions and infection prevention and control measures in household management services.

- ✓ Select and use standard precautions to minimize pathogens in safe handling of food, equipment and work area

28.7 Assist with preparing a food-shopping list

Covers assisting clients, families and significant others to prepare a food-shopping list respecting cultural and dietary preferences informed by Canada's Food Guide.

- ✓ Discuss meal plans considering Canada's Food Guide, budget, culture, dietary preferences and special requirements

28.8 Assist clients and families with shopping

Covers assisting clients and families with shopping while respecting preferences and handling money appropriately.

- ✓ Assist clients with shopping without taking excess control
- ✓ Shop for clients in accordance with their wishes
- ✓ Handle money safely, ethically and per employer guidelines, maintaining records

28.9 Prepare meals in accordance with the plan of care

Covers preparing meals considering clients' directions, cultural practices, preferences, allergies and available facilities.

- ✓ Discuss the importance of a healthy diet
- ✓ Prepare a nutritious balanced menu informed by Canada's Food Guide
- ✓ Interpret unit pricing, grade, ingredient and date labels
- ✓ Store and handle food safely following regulations
- ✓ Follow a recipe and make common substitutions
- ✓ Serve food appealingly regarding presentation, temperature and portion
- ✓ Adapt preparation for special dietary needs
- ✓ Operate meal preparation equipment safely
- ✓ Report to supervisor if food is unavailable or budget insufficient

CHAPTER 29

VLO 11: Assist and Support Clients Who Are Caregivers

29.1 Respect Individual's Definition of Family

Identifying and respecting the individual's definition of family structure and identity.

- ✓ Identify and describe diverse family structures and dynamics within contemporary families
- ✓ Identify and discuss diverse cultural norms and patterns within families
- ✓ Identify and discuss traditional and non-traditional healing practices within families

29.2 Respect Roles, Rights and Responsibilities of Families

Identifying and respecting the roles, rights and responsibilities of individuals, families and their significant others.

- ✓ Identify the role(s) of family and friends and their significance to clients
- ✓ Reflect on personal biases about the role of friends and family
- ✓ Reflect on factors affecting acceptance of support and respond within the PSW role
- ✓ Reflect on and work within the PSW role to maintain professional boundaries

29.3 Identify Effect of PSW Presence on Families

Identifying the effect the PSW's presence can have on families, taking steps to prevent or minimize negative impact and reporting to the team.

CHAPTER 30

VLO 11: Assist and support clients who are caregivers

30.1 Respect the individual's definition of family structure

Covers identifying and respecting the individual's definition of family structure and identity.

- ✓ Identify and describe diverse family structures and dynamics
- ✓ Discuss diverse cultural norms and patterns within contemporary families
- ✓ Discuss traditional and non-traditional healing practices within families

30.2 Respect roles, rights and responsibilities of families

Covers identifying and respecting the roles, rights and responsibilities of individuals, families and their significant others.

- ✓ Identify the role(s) of family and friends and their significance to clients
- ✓ Reflect on personal biases about the role of friends and family
- ✓ Reflect on factors affecting acceptance of support and respond within the PSW role
- ✓ Reflect on and maintain professional boundaries with client and family

30.3 Identify effect of PSW presence on families

Covers identifying the effect the PSW's presence can have on families, taking steps to minimize negative impact and reporting to the team.