



# Personal Support Worker (PSW) (Floor Duty)

- ✓ PSW certificate from an Accredited college
- ✓ Recent (6 months) experience in direct patient care, hospital setting preferred. (Experience in an acute care hospital is an asset)
- ✓ Working knowledge of spoken and written English
- ✓ Demonstrated independence, a positive attitude and the willingness to work effectively in a team
- ✓ Ability to take direction from appropriate professional hospital employees and work collaboratively with members of the healthcare team
- ✓ Training in management of responsive behaviours (e.g. Gentle Persuasive Approach (GPA) training), and/or non-violent crisis intervention training (e.g. Crisis Prevention Intervention (CPI) or Safe Management Group (SMG)) is preferred
- ✓ Proper utilization of personal protective equipment (PPE) provided, and identify and report hazards
- ✓ Safe body mechanics training
- ✓ Monitoring of Vital Signs
- ✓ Height and weight measurements
- ✓ Perform duties that will encompass assisting the patient with activities of daily living such as:
  - Bed bath
  - Showering
  - Toileting (assist with bedpans, urinals and commode chair)
  - Changing diapers
  - Oral care/denture care
  - Personal grooming i.e., dressing/nail care/shaving
  - Assisting patients with nourishment by preparing patients for feeding and assisting with low-risk oral feeding
  - Making of beds
  - Collection of specimens
  - Engage the patient in meaningful conversation
- ✓ Work within your scope of practice and communicate clearly and concisely to the healthcare professionals, any changes noted in your patients



- ✓ With the assistance of the healthcare professional or another trained PSW, able to transfer and position a patient both manually and with the assistance of mechanical aids and assistive devices.
- ✓ Documentation according to institution's policy
- ✓ Knowledge of Falls prevention and safety measures
- ✓ Knowledge of pressure ulcers signs and symptoms and prevention
- ✓ TED stocking application and removal
- ✓ Principles of medical asepsis
- ✓ Hand washing
- ✓ Therapeutic communication
- ✓ ROM exercises
- ✓ Catheter care
  - Male
  - Female
- ✓ Ostomy care (with appropriate training)
- ✓ Observation of urine and stool
- ✓ Communicate clearly and concisely any changes noted in the patient
- ✓ Documentation and reporting

## **Patient Observer (Observer Duty )**

- ✓ Completion of Grade XII, or equivalent
- ✓ Working knowledge of spoken and written English
- ✓ Recent (6 months) experience with direct patient care, hospital setting preferred
- ✓ Demonstrated independence, a positive attitude and the willingness to work effectively in a team
- ✓ Ability to take direction from appropriate professional hospital employees and work collaboratively with members of the healthcare team
- ✓ With the direction, guidance and assistance of the healthcare professional or patient's primary nurse, perform duties that will encompass assisting the patient with activities of daily living such as:
  - Toileting (assisting with bedpan, urinals and commode chair)
  - Changing diaper
  - Assist the patient with low-risk oral feeding
  - Engage the patient in meaningful conversation



- Walk with the patient if necessary to keep the patient occupied
- Accompany the patient to activities such as games
- ✓ Work within your scope of practice to assist the healthcare professional with transfer or positioning of your particular patient
- ✓ Training in management of responsive behaviours (e.g. Gentle Persuasive Approach (GPA) training), and/or non-violent crisis intervention training (e.g. Crisis Prevention Intervention (CPI) or Safe Management Group (SMG)) is preferred
- ✓ Proper utilization of personal protective equipment (PPE) provided, and identify and report hazards
- ✓ Follow principles of aseptic technique i.e., hand washing
- ✓ Document according to the institution's policy e.g., complete the patient observer checklist
- ✓ Communicate clearly and concisely to the healthcare professional, any changes noted in the patient
- ✓ Safe body mechanics training

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