



# **Independent Living Centre** *of* WATERLOO REGION

## **APPLICANT GUIDE TO ATTENDANT SERVICES**

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September 2003

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## 1.0 Intro to the Independent Living Centre of Waterloo Region- ILCWR

This guide is intended as a brief introduction to **Attendant Services**, including **Outreach** and **Supportive Housing** programs offered by the Independent Living Centre of Waterloo Region (ILCWR). A more complete Consumer Handbook is given to Consumers when their service begins.

ILCWR has a long history of supporting persons with disabilities to live independently in the community. ILCWR offers flexible service with a range of options in service delivery. It is ILCWR's goal to assist Consumers in making service fit individual needs as closely as possible. ILCWR is committed to quality service that meets Consumers' needs.

### ***The Philosophy of Independent Living***

ILCWR operates under a philosophy which supports the right of persons with disabilities to have the same opportunities and access to the same resources as others in society, including the right to examine choices, make decisions, take risks, make mistakes, and take responsibility for their own lives.

### ***The Mission and Values of ILCWR***

The **mission** of ILCWR is to support persons with disabilities by:

- Facilitating individual growth towards greater independence
- Creating opportunities to make informed choices
- Assisting in the removal of barriers to full participation
- Improving the capacity of caregivers to assist and support them
- Helping to increase the community's acceptance and integration of them

The ILCWR **core values**, or the principles which apply when decisions are made and the mandate is carried out are:

—Justice      —Dignity      —Teamwork

### ***ILCWR's Commitment to Consumer Rights***

ILCWR recognizes and supports Consumer rights found in the **Long-Term Care Act (1994), Bill of Rights**. As a service provider under the Ministry of Health, ILCWR agrees to respect and promote these rights. These include such rights as being treated with respect and dignity, promoting autonomy, recognizing individuality, to be informed about their services and the laws and rules that govern ILCWR as a service provider, to participate in the assessment of service needs, and the right to raise service concerns.

## 2.0 Eligibility

ILCWR's primary goal in Attendant Services is to provide personal care. Homemaking services are only provided along with personal care. Attendants are expected to follow the Consumer's direction and respect their right to make decisions around their care needs. Attendant Services are initiated and directed by the Consumer. All ILCWR Consumers are expected, as a minimum standard, to be able to direct their own care. The Project or District Supervisor will meet with Consumers annually to renew service contracts.

## ***Eligibility Criteria***

The following criteria must be met in order to be eligible for service in ILCWR's Attendant Service programs:

	<b>Outreach Only</b>	<b>Supportive Housing Only</b>
" 16 years of age or older	" Must be able to meet service	" Must need urgent response (e.g.
" Valid Ontario health card	needs in block time (does not need	ventilator dependent individual) OR
" Permanent physical disability	frequent short duration assistance)	
" Able and willing to direct	" Consumer is safe between	" Must need overnight services
services (see below)	scheduled calls.	OR
		" Must need frequent short
		duration calls

## ***Admissions Process***

An individual can apply for Attendant Services by completing an application. If the individual meets the eligibility criteria above, the appropriate Supervisor will conduct a home visit to talk to the applicant about the style of service offered by ILCWR, complete an assessment which includes a plan for service that you work out with the supervisor. Once the assessment is completed the applicant's service requirements are presented to the Admissions Committee for review. If the individual is accepted, they will become an ILCWR Consumer. If service hours are not immediately available, the individual will be placed on ILCWR's waiting list until service hours are available. If service is denied, an applicant can request that the Supervisor review an applicant's request at the Admissions Committee. If that is not satisfactory, applicants can request to follow the ILCWR Appeal Process.

## **3.0 Consumer Participation in Service Delivery**

### ***Service Direction***

As a minimum requirement, ILCWR Consumers are expected to direct their own services as explained below. In addition to self direction ILCWR believes that Consumers can increase their freedom in the community and their own home by taking a leadership role in the management of their own service delivery by working in partnership with the Supervisor and ILCWR staff.

#### **What is Self Direction?**

The ability to direct services means that the Consumer must be able to direct the Attendant to perform the physical tasks that the Consumer is unable to do with reasonable effort. Self-direction means that the Consumer:

- understands their support service requirements
- knows what activities/procedures are necessary in meeting service needs
- provides instructions to an Attendant on how to carry out these activities/procedures
- be able to take full responsibility for his or her decisions
- understands the predictable outcomes and take full responsibility for the consequences of his or her decisions

ILCWR requires all Consumers to meet and maintain this minimum level of responsibility to be eligible for Attendant Services.

#### **What is Service Management?**

ILCWR seeks to involve Consumers in other aspects of managing their services as well: hiring, scheduling, and evaluating Attendants. There is range of Consumer ability and desire to take

on service managing. ILCWR staff help Consumers explore how they can manage their services. Supervisors and ILCWR staff are committed to supporting Consumers in achieving effective management skills.

#### **In Outreach**

Consumers are expected to take a more direct role in the hiring, scheduling, reporting of hours, and evaluation of Attendants

#### **In Supportive Housing**

Consumers work collectively in the hiring, scheduling, and evaluation of Attendants in conjunction with the Supervisor.

## **4.0 Functions Performed in Attendant Services**

ILCWR can provide a wide range of personal care and homemaking services necessary to support the activities of daily living for persons with disabilities. Specific services will be itemized and tailored to the needs of each individual Consumer. Services are recorded in the service plan that is established by the Consumer and the Supervisor. These services are provided by Attendants and are normally prescheduled. All tasks must include proper training from the Consumer. If training by a professional is required, the Consumer can make the arrangements or speak to their Supervisor for assistance. Health and Safety procedures must be followed.

### **Personal Hygiene**

- Mouth/denture care
- Regular brushing, combing, and shampooing of hair
- Shaving (Face, underarms, legs, with straight razor, electrical or disposable)
- Cutting and filing fingernails or toenails (excluding persons with diabetes or blood disorders)
- Tub bath, bed bath, sponge bath, shower
- Assistance with toileting needs (bed pan, urinal, or commode)
- Assistance with urination needs including: attaching or detaching urinary drainage system, emptying urinary drainage bag (non-sterile), condom catheters
- Assisting Consumer with care of healthy ostomy (including flange)
- Application of stoma adhesive
- Application of lotion to skin (non-prescription)
- Trimming hair, use of curling iron

### **Personal Care**

- Mechanical-lift Transfers
- Assistance with turning and positioning
- Assisting Consumer to perform regular exercise, including: active and passive exercises, use of chest vibrator, deep breathing
- Assistance with walking indoors and outdoors
- Assisting Consumer to use a wheelchair outdoors
- Noting unusual changes in the Consumer's condition and reporting observation to Consumer/Supervisor
- Applying hot and cold substances (moist or dry) eg, hot water bottle, ice bag, moist compresses
- Application of eye, nose, and ear drops
- Making occupied or unoccupied bed
- Applying pressure bandages (e.g. compression, stockings, tensors)

## **Medication**

- Assistance with pills, prescription creams, inhalation (aerosol) medications, eye/ear/nose/throat drops
- For injections, please refer to "Tasks that Require Prior or Previous Professional Training to Consumer and Pending Supervisor Approval," below

## **Homemaking Services**

Consumers must have personal care needs to qualify for homemaking services. ILCWR's primary function is to provide personal care and Supervisors will negotiate needed homemaking tasks with the Consumer during the in-home assessment and re-assessments. Homemaking services are intended for the Consumer and the focus of these services is on areas used by the Consumer.

### **Meal Preparation**

- Assistance with meal preparation, including special diets
- Preparing meals ahead of time, including freezer meals
- Assisting Consumer to prepare grocery list
- Assistance with phoning grocery list to store
- Assisting Consumer with shopping

### **Housekeeping**

- Dusting and vacuuming
- Wrapping and disposing of garbage in a safe manner
- Cleaning bathroom sink, toilet, counter, shower, floor, taps, and mirror
- Damp mopping floors
- Watering plants

### **Laundry and Mending**

- Doing laundry in Consumer's home or at laundromat with conventional washer/dryer
- Ironing essential clothing (i.e. pants, skirts, dresses, blouses, shirts)
- Folding and hanging clothing
- Essential mending (i.e. sewing on buttons, repairing hems)

### **Miscellaneous**

- Accompanying Consumer to the bank, grocery store

## ***Tasks that Require Prior or Previous Professional Training to Consumer and Require Supervisor Approval***

- Giving injections to Consumer
- Peri-care to obstetrical Consumer
- Application of sterile dressing
- Feeding Consumer with swallowing difficulty (including feeding tubes - G-tubes, J-tubes, neogastric tubes, dressing change for feeding tube - non-sterile only)
- Chest clapping, postural draining, suctioning, or coughing exercises
- Assistance with urination needs, including intermittent catheterization, indwelling catheterization, and manual expression of bladder
- Bowel routines
- Digital stimulation
- Irrigations (eg. colostomy)
- Manual lifts or transfers

## ***Not Allowed Tasks***

- Cutting toenails for persons with diabetes or blood disorders
- Insertion of feeding tubes
- Shopping in various stores for specials
- Attendants are not allowed to access Consumer bank accounts without the Consumer present
- Moving heavy furniture
- Attendants are not allowed to use their own money for Consumer shopping
- Changing or cleaning storm windows or screens, or removing windows from frames for cleaning
- Spraying household for pest control
- Climbing chairs or climbing ladders more than 3 steps
- Painting
- Weeding garden, raking leaves, cutting grass, pruning trees, shovelling snow
- Picking up Consumer medications from pharmacy
- Babysitting
- Fixing appliances, installing air conditioners, electrical or plumbing work

This list cannot address every situation or every task. If Consumers have questions or find their needs changing before the next yearly service contract renewal with their Supervisor, they are encouraged to call and discuss their needs with their Supervisor.

## ***Medication***

ILCWR staff will **assist** in administering medication under Consumer direction. Consumers are solely responsible for the administration of their medication, including type and dosage. Consumers need to ensure that they are taking their medication in an accurate and timely manner. ILCWR will not take responsibility for the administration of medication.

## ***Supplies***

Consumers are required to maintain their own stock of supplies. ILCWR does not provide supplies. Everything from items for personal grooming, like toothpaste and deodorant, to supplies for bowel and bladder care are the Consumer's responsibility. It is important to find a reliable source for medical supplies that will deliver to the home. Items which Consumers must provide may include, but are not limited to:

- Incontinent pads
- Condom catheters and/or catheterization supplies
- Blue pads
- Gloves

## ***A Consumer Must be Present to Receive Service***

Attendants are not allowed to enter a Consumer's home or provide service in their absence. As a result, Consumers must make every effort to be present and on time when services are scheduled.

## ***Backup Staffing***

Consumers are expected to ensure that they have a sufficient number of regularly scheduled Attendants trained to meet their needs. Consumers are also urged to establish their care schedules so that Attendants can “backup” each other in cases of illness and/or vacation. Establishing schedules where Attendants can work for each other will minimize disruptions to Consumers’ routines.

## ***A Consumer Emergency Plan***

Consumers are expected to have an Emergency Plan in place in the event that either all ILCWR staffing resources have been exhausted or the need is beyond the scope of ILCWR. A plan for someone to provide for your attendant service needs (family, friend, neighbour) is needed.

Other examples of situations to which ILCWR cannot respond are:

- Fire
- A Consumer has fallen on the floor and cannot get up
- Medical Emergency
- Snow Storm

In such circumstances an emergency personal response system (eg. Lifeline), or the Region’s emergency services (police, fire, ambulance) could be part of your emergency plan.

## **5.0 Consumer and Supervisor Role**

Consumers need to participate fully in meeting their service needs and provide ongoing direction to Attendants. The Supervisor’s role is to support the Consumer and to ensure that the proper policies, procedures, and legislation are followed.

### ***Hiring***

Perhaps the most meaningful aspect of the management process for Consumers is hiring Attendants. Consumers who are involved in the hiring process begin an early partnership with Attendants. Consumers who take part in recruiting, interviewing, and/or selecting staff will command a higher level of respect from Attendants.

### ***Training***

ILCWR does not require Attendants to have a prior level of experience or training. ILCWR provides a basic employee orientation and First Aid and CPR training. Therefore, it is a Consumer’s responsibility to train and direct Attendants as necessary, especially if any duties to be performed are considered controlled acts as defined in the Regulated Health Professions Act. Supervisors will work with Consumers to complete a Training Checklist that outlines what kind of training your Attendants will need. Consumers need to understand the risks and predictable outcomes involved in duties considered to be controlled acts. If your service needs change, it is ultimately the Consumer’s responsibility to train Attendants to meet their changing needs. Supervisors are available to help Consumers obtain the resources they need to adapt to changing care requirements and develop the skills required to direct Attendants.

## **Health and Safety**

ILCWR must make every reasonable effort to provide its employees with a safe work environment. Consumers are an integral part of this process. Consumers are responsible for ensuring their home is free of hazards that might affect the worker and that the tasks involved in service delivery are safe for all employees to perform. They are asked to promptly correct hazards that might occur in the delivery of service. ILC employees are responsible for reporting any safety hazards they note in their workplace to their supervisor immediately and they are strongly encouraged to communicate those same hazards to their Consumers first. Employees must follow our Health and Safety policy. Additionally, ILCWR must comply with the Ontario Occupational Health and Safety Act.

## **6.0 Consumer Policies**

The summaries that follow are brief descriptions of policies that are included in the Consumer Handbook, which Consumers receive before starting ILCWR Attendant Service.

### **No Smoking**

Consumers of ILCWR services must strive to provide an environment as free of Environmental Tobacco Smoke as possible while staff are providing assistance. Staff are not permitted to provide service while a Consumer or other occupant of the Consumer's residence is involved in the act of smoking tobacco or it is evident that tobacco has been smoked just prior to the Attendant arriving.

### **Issue Resolution Process**

There may be times when disagreements and conflicts occur. When conflict does occur, disputes can usually be settled by talking things through and by a mutual understanding. ILCWR supports Consumers to raise issues about service delivery with the Attendant that you have issues with or with the Supervisor, so that you and ILCWR Staff can address your concerns. ILCWR desires Consumers and Staff to address issues when they arise. Serious conflicts can result in episodes of verbal or physical abuse, which are unacceptable to ILCWR.

### **Inappropriate Behaviour**

ILCWR strives to ensure that services can be delivered safely to meet consumer needs and follow legislation and regulations including the Long-Term Care Act (1994), the Ontario Health and Safety Act, the Employment Standards Act, and the Human Rights Code. ILCWR will address any service delivery issues with consumers in a methodical way and work with consumers toward a solution. Staff are to be treated with courtesy and respect. ILCWR does not permit abuse or violence in the workplace. Abuse or violence can include such behaviours as suggestive language, swearing, or yelling. If ILCWR can no longer provide services in a way that meets both consumer needs and the organizational parameters, ILCWR will work with the consumer to terminate services and suggest other options.

### **Changing Care Needs**

ILCWR will address service delivery issues regarding changing care needs with Consumers and work with Consumers toward solutions. If ILCWR services cannot be provided in a way that meets both Consumer needs and ILCWR parameters (including safety, regulations, self-direction, and hours of service), ILCWR will work with the Consumer to terminate services and find other service options.