



**PERSONAL ATTENDANT CARE INC.**

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<b>Operational Procedure Number</b> 5:07	
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<b>DEPARTMENT</b>	Client Services
<b>SUBJECT</b>	Delegated Controlled Acts, Transfer of Skills and Prohibited Skills
<b>APPROVED BY (Signature)</b>	<b>CHIEF EXECUTIVE OFFICER</b> <i>Jennifer Hammond</i>
<b>APPROVED DATE</b>	June 6, 2007
<b>REVIEWED BY (Title &amp; Signature)</b>	Jennifer Hammond, RN, BScN Chief Executive Officer
<b>REVIEW DATE</b>	October 2017

**OPERATIONAL PROCEDURES**

Personal Attendant Care Inc. requires all Personal Support Workers to abide by the job restrictions listed on the “Prohibited Skills List for Personal Support Workers” document. Personal Support Workers are not permitted to complete prohibited skills without client specific training with Registered Nursing Staff and authorization on the Client Service Plan.

Personal Attendant Care Inc. will:

- Aid client’s with specific tasks deemed as a routine activity of daily living dependent on available resources;
- Provide Personal Support Workers with safe guidelines, training and controls for delegated and/or transferrable skills;
- Meet legislative requirements of the Regulated Health Professions Act and Occupational Health and Safety Act;
- The Personal Support Worker is compliant with and follows requirements and conditions of the Prohibited Skills List for Personal Support Workers and Personal Attendant Care Inc.’s Operational Procedures.

**Reference**

The “Regulated Health Professions Act” specifies that an Unregulated Care Provider can perform specific tasks when the task has been determined as a routine activity of daily living.<sup>1</sup>

The Regulated Health Professions Act defines a routine activity of daily living if:

- The need for a specific procedure has been identified;
- The frequency of performing the procedure has been established;
- The person reacts or responds in a consistently predictable way;
- The outcome of performing the procedure is always the same;
- The specific procedure is required indefinitely.

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**Note:**

- (a) Transferable skills are those skills that can be applied to more than one client.
- (b) Non-transferable skills are those skills that require training specific to each client.
- (c) Routine skills are those skills that have been learned during school and may require specific training

**Procedures**

1. The client or primary caregiver must forward a copy of the Physicians order requesting the skill be performed as an activity of daily living.
2. A Registered Nurse must delegate the activity and establish the routine as an activity of daily living and have a predictable outcome.
3. An Registered Nurse or Registered Practical Nurse trains the Personal Support Worker on the transferable skill required by the client
4. On completion of training the transferable skill the "Teaching Agreement Form for Transfer of Skills" and "Documentation of Transfer of Skills" must be signed by the Registered Nurse/Registered Practical Nurse, the client and the Personal Support Worker. One copy of the signed documents will be in the clients file and one in the Personal Support Workers file.
5. Attendance is mandatory for all Personal Support Workers for in class training, that are performing a client specific transferable skill.

**A Personal Support Worker will be appropriately trained if he/she:**

- Attends the mandatory in-service that addresses this procedure annually;
- Reviews the Operational Procedure;
- Views the procedure being performed twice by PSW staff performing task;
- Receives client specific training by Registered Nursing Staff;
- Demonstrates competence by performing the procedure with Registered Nursing Staff observing;
- Ongoing yearly observation by Registered Nursing Staff while performing the procedure.

**Note: Skill is client specific and not transferrable to other clients.**

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**Procedures for Transferrable Skills  
Bowel Care**

**1. Digital Stimulation -procedure only to be provided once during scheduled service at a maximum of three stimulations:**

- Obtain consent
- Gather equipment;
- Wash hands;
- Provide privacy - Close door to client's room;
- Position the client, preferably onto their side (left Sim's position if possible)
- Keep the client covered, exposing only the buttocks;
- Put on disposable gloves;
- Open lubricant and apply to gloved index finger;
- Apply lubricant around anal area;
- Insert index finger gently just past anal opening;
- Do circular motion with the index finger in the rectum;
- Digital stimulation is done for a maximum of three (3) times (stimulations)
- Allow for 10-15 minutes between each stimulation;
- Monitor the client every few minutes;
- Assist the client to clean up using soap and water;
- Remove and dispose of gloves;
- Wash your hands;
- Record the results on the Client Service Report;
- Observation of any client status change is recorded on the Client Progress Note and the Client Service Supervisor/Designate is informed immediately.

**In order to avoid damage to the delicate rectal tissue, no more than three (3) digital stimulation's should be performed in any one session.**

**Note:** Digital stimulation is contraindicated for some clients; do not perform the procedure when one of the following is present:

- Hemorrhoids;
- Anal bleeding;
- Change in bowel routine i.e. diarrhea, or bowel routine is no longer predictable.

**2. Administration of Rectal Suppositories – procedure only to be provided once during scheduled service:**

- Obtain Consent
- Gather equipment;
  - Suppository;
  - Gloves;
  - Water soluble lubricant (if applicable);
- Wash hands;

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- Provide privacy - Close door to client's room;
- Position the client, preferably onto their side (left Sim's position if possible)
- Keep the client covered, exposing only the buttocks;
- Put on disposable gloves;
- Unwrap suppository;
- Apply water-soluble lubricant to suppository;
- With gloved hand, insert suppository into rectum. Avoid inserting the suppository into stool, if present in the rectum. The suppository should rest on the rectum wall in order to be most effective;
- Wash your hands;
- Record procedure on the Client Service Report;
- Record any changes/abnormal observations on the Client Progress Note and inform the Client Service Supervisor/Designate immediately.

**Note:** The administering of suppositories, which are not part of a bowel routine, is prohibited. This includes suppositories for the purpose of treatment, acute ailments and on a temporary basis.

**3. Administration of Commercially Prepared Enemas-procedure only to be provided once during scheduled service;**

- Obtain consent
- Gather equipment;
- Provide privacy - Close door to client's room;
- Wash hands;
- Explain to the client what you are going to do;
- Position the client, preferably onto their side (left Sim's position if possible);
- Protect the bed with disposable pads and linens;
- Have a bedpan within easy reach;
- Keep the client covered, exposing only the buttocks;
- Put on gloves;
- Remove the protecting cover on the enema;
- Gently and slowly insert the pre-lubricated tube into the rectum. **Never push against resistance;**
- Squeeze the bottle to expel the solution slowly;
- If the client is uncomfortable, you may need to stop and wait a minute before allowing the flow of solution to continue. Encourage the client to take all the solution ordered; however, stop if the client is too uncomfortable;
- Withdraw enema from rectum;
- Discard the tube in the appropriate waste container;
- Assist the client onto the bedpan, toilet or bedside commode. Encourage the client to retain the solution as long as possible;
- Monitor the client every few minutes;
- Assist the client to clean up;
- Wash your hands;

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- Record the procedure on the Client Service Report;
- Record changes/abnormal observation on the Client Progress Note and inform the Client Service Supervisor/Designate immediately.

**Caution:** Clients should not be given enemas while seated on a toilet or commode or if the following are present. Hemorrhoids, anal bleeding, change in bowel routine.

### **Intermittent Catheterization (Clean Technique)**

- Obtain consent
- Gather equipment;
- Provide privacy - Close door to client's room;
- Wash hands;
- Put on gloves;
- Cleanse the genitalia with soap and water;
- **For a female client:**
- Separate the labia to visualize the urinary meatus and gently insert the catheter;
- If the catheter is inserted into the vagina by mistake, another clean catheter must be obtained;
- To avoid making the same mistake twice, leave the catheter that was misplaced in the vagina and insert the clean catheter into the urethra; then remove the catheter from the vagina.
- **For a male client:**
- Retract the foreskin if uncircumcised;
- Hold the penis at 90 degree (or 45 degree angle as client directed) and insert the catheter into the urethra;
- Never force a catheter into the urethra. Stop the procedure if the client experiences pain and call the Client Service Supervisor for direction;
- Allow urine to drain into a container and then remove the catheter;
- If the client reuses their disposable catheters (manufacturer does not recommend due to risk of equipment breakdown and possible infection; meant to be used one time only):
  - Client indicates cleaning process;
  - Client indicates and tracks themselves how many times to reuse disposable catheter;
  - Client indicates where to store to between usages to provide cleanest environment possible;
  - Client Service Supervisor indicates on Service Plan that the client is responsible for the reuse, cleaning and storage instructions;

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- Client Service Supervisors may advocate for client if cost is factor in number of times reusing. For example MS society provides funding and/or if doctor ordered and several infections occur we can seek extra funding of supplies from Ontario Disability Support Program;
- Dispose of disposable catheters in a separate bag before placing in the regular garbage;
- Remove gloves and wash hands;
- Record the procedure on the Client Service Report;
- Record changes/abnormal observation on the Client Progress Note and inform the Client Service Supervisor/Designate immediately.

**Note:** The Personal Support Worker is not to perform this procedure if the following conditions exist:

- Recent bladder surgery;
- Bleeding from urinary meatus;
- Reported bladder infection;
- Kidney failure;
- Procedure is not predictable.

#### **Attached Forms**

Client Progress Notes	5(h)
Client Service Report	5(i)
Documentation of Transfer of Skills	5(r)
Teaching Agreement Form for Transfer of Skills	5(s)
Transferrable Skill Form	5.1(j)
Service Plan	5(d)

#### **Attached Documents**

Prohibited Skills List for Personal Support Workers	5(k)
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#### **References**

<sup>1</sup>*Guidelines for R.N.'s and R.P.N.'s Working with Unregulated Care Providers*, COLLEGE OF NURSES OF ONTARIO, May 1996