



PERSONAL ATTENDANT CARE INC.
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		Operational Procedure Number 5.09
		Page 1 of 4
DEPARTMENT		Client Services
SUBJECT		Medication
APPROVED BY (Signature)	CHIEF EXECUTIVE OFFICER	Jennifer Hammond, RN, BScN, <i>Jennifer Hammond, RN, BScN</i>
APPROVED DATE		July 16, 1998
REVIEWED BY (Title & Signature)		Jennifer Hammond, RN, BScN Chief Executive Office
REVIEW DATE		June 2017

OPERATIONAL PROCEDURES

It is the responsibility of Personal Attendant Care Inc. to ensure all employees are adequately trained to assist clients with medications. Employees are not permitted to administer or dispense oral medications including vitamins and herbal supplements. Applying topical medications and administering medications by injection is a prohibited skill for all Personal Support Workers (see attached Prohibited Skills List).

Assisting with Medications

Employer Requirements

- To comply with the College of Nurses of Ontario
- To provide safe guidelines for staff, volunteers and service providers
- To reduce harm and potential risks to all clients, staff and the organization
- Provide education and training on adverse drug events and medication related risks annually
- Obtain information from each client regarding the medication history
- Obtain and document information regarding clients allergies and adverse reactions
- Update clients allergies and medications regularly
- The Client Service Supervisors will assist all clients to fill out the Medication History form to the best of the client's knowledge and with their approval.
- The Client Service Supervisors will request client information on all allergies and outline the reactions of each allergy. Client allergies will be listed on the Medication History form and on the Client Service Plan.
- The Medication History form and the list of allergies will be updated bi-annually or as often as changes are reported by the client and or family.
- The Medication History form will be left in the client's home in the Personal Attendant Care Folder and a copy provided to the client for their wallet. Copies will also be maintained in the client's file at Personal Attendant Care Inc.
- The Medication History form will be transferred with the client at transition points.

	Operational Procedure Number 5:09
	Page 2 of 4
DEPARTMENT	Client Services
SUBJECT	Medication

Personal Support Workers of Personal Attendant Care Inc may assist clients with their medications in the following manner:

- Loosening or removing container lids or opening blister packs;
 - Reminding the client to take a medication;
 - Bringing medication containers to the client;
 - Reading the prescription label to the client;
 - Providing water or other fluids as needed;
 - Apply a non-prescription ointment onto the client's intact skin – Do not apply if medicated or onto an open wound / sore
8. Personal Support Workers can put inhalers in client's mouth but the client must have the strength to administer the medication by pushing down on the inhaler

Upon assisting the client with medication, employees are responsible for completing the following checks known as the "**8 Right's**":

- **Right Person**
- **Right Medication**
- **Right Dose**
- **Right Time**
- **Right Route**
- **Right Reason**
- **Right documentation (Record the time assistance provided on the Client Service Report)**
- **Right to refuse**

1. Assisting with Oral Medications:

- Obtain medication bottle or Doucette, if client is not able (The Personal Support Worker must complete a double check of the name, date and prescribed amount and name of medication on the bottle or Doucette);
- Wash your hands;
- Assist client to wash their hands;
- Place container where client can reach them or hand container to client;
- Allow client to read the name, date and prescribed amount and name of medication on the bottle or Doucette. Be sure client is wearing eyeglasses if client needs them to read;
- Give sip of water to moisten mouth;
- Give a full glass of water or other cool liquid after the client puts medication in their mouth;
- If necessary remind client to swallow;
- **Note:** Personal Attendant Care Inc.'s Personal Support Workers are **not** to guide client's hand to their mouth and pour the medication into their mouth;
- Close containers;
- Store containers in proper location as identified by client and/or family;

DEPARTMENT	Client Services
SUBJECT	Designated Tasks

- Wash your hands;
- Record time procedure completed on the Client Service Report;
- Record any changes/abnormal observations on the Client Progress Note and inform the Client Service Supervisor/Designate immediately.

2. Assisting with the Application of Non-Prescription Topical Creams and/or Ointments to Intact Skin:

- Personal Support Workers assist with the application of non-prescription topical creams and/or ointments to intact skin only as indicated on the Client Service Plan or directed by the Client Service Supervisor/Manager;
- The application of non prescription topical creams and/or ointments to a wound or broken skin is prohibited;
- The Personal Support Worker reports any initial observation of a wound/broken skin, to the Client Service Supervisor/Designate immediately;
- Gather non-prescription cream/ointment as client directed. May be stored in a specific place, following pharmacy instructions;
- Wash your hands;
- Put on gloves;
- Clean area of skin where non-prescription cream or ointment is to be applied. Use a mild soap and water. Follow client direction if instructions differ from soap and water cleansing;
- Allow skin to dry thoroughly;
- Apply non-prescription cream and/or ointment as client directed;
- Discard gloves and wash your hands;
- Record time procedure completed on the Client Service Report.
- Record any changes/abnormal observations on the Client Progress Notes and inform the Client Service Supervisor/Designate immediately.

Important: Anything that is not listed here please ask your Supervisor before completing the task.

3. Medication Errors/ Medication incident

Medication errors result from medication being incorrectly taken/given, omitted doses and lost or stolen medication.

Personal Attendant Care Inc. has a “no blame” philosophy to encourage all employees to report medication errors and incidents in a timely manner to ensure the safety of the client. All medication errors must be reported immediately to the supervisor or designate and an Incident form must be completed.

DEPARTMENT	Client Services
SUBJECT	Designated Tasks

Medication errors can include but are not limited to the following:

- Assistance with the wrong medication
- Wrong dosage
- Medication is requested at the wrong time
- Missed medication

4. Procedure for reporting and documenting medication errors

In the event of any medication error, employees are required to:

1. Identify the error e.g. incorrect dosage taken by client
2. Confirm with the client that the medication error has occurred
3. Obtain guidance from supervisor or designate or call 9-1 -1 in the event of an emergency
4. Ask the client if they would like their family to be contacted
5. Observe the client for adverse reactions
6. Complete Client Incident report and Medication Error form and submit to supervisor or designate within 24-48 hours
7. Medication errors will be tracked and trended by the Client Service Manager

Attached Forms

Client Progress Notes	5(h)
Service Plan	5(d)
Client Service Report	5(i)
Medication History	5(t)
Medication Error Form	5(x)
Client Incident Report	4(p)
Do Not Use Abbreviations	5(x)

Attached Documents

Prohibited Skills List	5(k)
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References

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