

# HCSW Can & Cannot Do List

## Communication & Documentation

A Health Care Support Worker CAN*	
<b>Upon Arrival</b>	<ul style="list-style-type: none"> <li>✓ Listen to report/check assignment board (or read report).</li> <li>✓ Find your assigned Health Care Aide (HCA) to hear about any information you require for your shift.</li> </ul>
<b>Ask Team Members</b>	<ul style="list-style-type: none"> <li>✓ If they have anything you need to know.</li> </ul>
<b>Ensure You Know</b>	<p>Which patients have:</p> <ul style="list-style-type: none"> <li>✓ <b>Purple Dot (AGG alert)</b> and what you need to know and where their plan of care is located.</li> <li>✓ <b>Butterfly Alert</b></li> </ul>
<b>Observe &amp; Report</b>	<ul style="list-style-type: none"> <li>✓ Observations to PCA and nurse. Your observations are very valuable.</li> </ul>
<b>Communicate</b>	<ul style="list-style-type: none"> <li>✓ Notify the HCA/Nurse whenever you are leaving the floor or going on breaks.</li> </ul>
<b>At the End of your Shift</b>	<ul style="list-style-type: none"> <li>✓ Connect with HCA/Nurse and report any concerns or observations.</li> <li>✓ Say goodbye and thank them.</li> </ul>

A Health Care Support Worker CANNOT	
✗	Write in communication book or 24 hour reports
✗	Cannot document on behalf of others
✗	Cannot complete a PSLS report
✗	Create or modify the Care Plan or Resident Day
✗	Document in the chart

## Resident Needs / Activities of Daily Living

A Health Care Support Worker CAN*	
<b>Smile</b>	✓ Be warm and welcoming to residents and families.
<b>Observe &amp; Report</b>	<p>Patient needs to the staff member you are working with or the nurse on shift.</p> <ul style="list-style-type: none"> <li>✓ <b>Can <u>OBSERVE</u> direct care</b> (bed baths, showers, incontinence care, toileting, mouth care, catheter care).</li> <li>✓ Can hand items to an HCA while the HCA provides care (hand wash cloths or towels, gowns).</li> <li>✓ Can clean up room after care (change bed linens, declutter, empty full laundry carts, restock room).</li> <li>✓ Make beds, tidy rooms/bathrooms of residents, restock rooms.</li> <li>✓ Painting nails.</li> <li>✓ Place blanket or shawl on lap or over shoulders.</li> </ul>
<b>Provide Support</b>	✓ Support resident as required (holding their hand, listening to them, escorting them to dining room or activity under supervision of your supporting staff member.
<b>Bring</b>	✓ Necessary supplies to resident and/or HCA staff for resident's who can direct their own care.
<b>Report to Team Members</b>	✓ The request of a resident or family member if it is something not within your job description.
<b>Support</b>	✓ Residents to complete hand hygiene, apply or remove resident aprons – before and after activities, including meals.

A Health Care Support Worker CANNOT	
✗	Cannot perform tasks for guests or visitors
✗	<b>Cannot assist with/or perform direct Patient care including: bathing, showering or bed baths, elimination (toileting or bowel care) dressing or undressing.</b>
✗	<b>Cannot roll, reposition, transfer client, or use lifts.</b>
✗	Cannot perform tasks for Patients not listed on the plan of care or without supervision of your supporting staff member.
✗	Cannot take blood pressure, temperature, pulse or respirations, height or weight.
✗	Cannot assist with Cannot provide 1:1 care for a resident.
✗	Brushing hair, braiding hair or curling hair.
✗	Shaving.
✗	Do not use any hair tools (Flat iron, curler, hair dyer, etc.)
✗	Do not cut nails or alter cuticles.

## Ambulation

### A Health Care Support Worker CAN\*

- ✓ Walk alongside a resident.
- ✓ Provide support to the resident where required.
- ✓ Escort a resident to activities or dining room by pushing them in their wheelchair.
- ✓ Can hold the resident's hand if NOT for stability or balance.

### A Health Care Support Worker CANNOT

- ✗ Cannot assist a resident with an individualized exercise programs and walking programs.
- ✗ Transfer with or without a mechanical aid.
- ✗ Reposition in bed or wheelchair with or without a mechanical aid.
- ✗ Direct or supervise exercises that require hands on assistance.

## Recreation

### A Health Care Support Worker CAN\*

- ✓ **Encourage** participation in activities.
- ✓ **Provide** assistance with carrying out social/ recreational activities like setting up for Bingo or a game under direct supervision of staff member.
- ✓ **Assist** with set up and take down of activities (1:1 or Cohorts).
- ✓ **Assist** with COVID protocol cleaning between activities.
- ✓ **Assist** with transport to and from activities.
- ✓ **Can** attend scenic drives with recreation staff and resident. Cannot run recreation programs independently.

### A Health Care Support Worker CANNOT

- ✗ **Cannot** run recreation programs independently.
- ✗ **Cannot** fill out resident information sheet "Getting to Know You".
- ✗ **Cannot** independently supervise a resident on vehicle outings or appointments.

## Nutrition

### A Health Care Support Worker CAN\*

**Assist with** mealtime set up, welcomes and transports to/from dining areas.

- ✓ Sit with Patient during meals by socializing, conversing and engaging if appropriate.

**Observe and** report **swallowing concerns to HCA and Nurse.**

**Assist with** limited food preparation such as:

- ✓ Making tea, coffee, toast, and sandwiches (which includes: cutting, buttering and applying spreads).
- ✓ Can serve pre-made thicken drinks prepared from the kitchen

**\*must have information as to texture and diet\***

**Assist to deliver** of nourishments under guidance of HCA/Nurse familiar with the Patient diet.

- ✓ Distribute and collects trays with a HCA (Patient Care Aid).

**Assist with** Clean up after meals.

### A Health Care Support Worker CANNOT

- ✗ Cannot assist with eating/ feeding residents/ resident transfers.
- ✗ Cannot prepare/mix nectars, thicken fluids or protein.

## Oxygen

### A Health Care Support Worker CAN\*

Know which residents are on oxygen and use CPAP machines.

### A Health Care Support Worker CANNOT

- ✗ **Cannot assist with applying, turning it on, adjusting, turning off or removing oxygen.**
- ✗ Cannot assist with CPAP machines.

## General Operations

### A Health Care Support Worker CAN\*

#### General tasks include:

- ✓ Restocking supplies per unit protocol: personal care items, housekeeping supplies, isolation carts, stock and fold linens.
- ✓ Emptying full laundry carts.
- ✓ Assist with COVID protocol cleaning per site.
- ✓ Use Deko/Tornado/Vernacare machine to dispose of waste and sanitize. Must have completed site-specific education.

### A Health Care Support Worker CANNOT

- ✗ Cannot sign or witness any forms for families and/or residents.
- ✗ Cannot act as COVID screener or patient ambassador.

## Emotional, Cultural, Social & Spiritual Needs

### A Health Care Support Worker CAN\*

**It is important to remember that each of us come from our own Cultural background and have our own ideas of what is and is not acceptable and or appropriate.**

**When communicating and interacting with Patients, Families and Team members, strive to be aware of their cultural understanding and perspective and their sense of what is acceptable and appropriate and adapt your approach to them and their needs.**

- ✓ Share appropriate stories, jokes, and invite to share back.
- ✓ Establish rapport/connection with residents and families.
- ✓ Sit with a resident while they have a cup of tea or a glass of water.
- ✓ Sit and hold their hand. Offer a manicure or hand massage.

### A Health Care Support Worker CANNOT

- ✗ Honor requests that are more than “support”.
- ✗ Any request that is clinical or direct care.
- ✗ Cannot assist with any hands on care.



Play cards or a game Sing songs, read books, looks at pictures.