

At a Glance: Health Care Support Worker (HCSW)

ON-SITE “Can/Cannot Do” LIST

The following *examples* of tasks that HCSWs can and cannot do are to guide understanding of the role and are *not exhaustive*.

| | A HCSW CAN* | A HCSW Cannot |
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| Communication/ Documentation | <ul style="list-style-type: none"> ✓ Upon arrival listen to report/check assignment board (or read report) and touch base with the nurse to hear about any information you require for your shift. ✓ Ask team members if they have anything you need to know ✓ Ensure you know which residents have been assigned a Purple Dot-aggression (AGG) alert, what you need to know and where their plan of care is. ✓ Observe and Report observations to team and nurse in-charge. Please remember your observations are very valuable. ✓ Write in communication books or boards ✓ Communicate with team whenever you are leaving the floor or going on breaks ✓ At the end of your shift, ensure you have connected with the nurse in charge to share any concerns or observations, say goodbye and thank them. | <ul style="list-style-type: none"> ✗ Cannot document on behalf of others ✗ Cannot create or modify the Care Plan or Resident Day ✗ Cannot document in the resident chart |
| Resident Needs/ Activities of Daily Living | <ul style="list-style-type: none"> ✓ Smile. Be warm and welcoming to residents and families ✓ Provide support to residents as required (holding their hand, listening to them, escorting them to dining room or activity under supervision of your supporting staff member) ✓ Bring necessary supplies to residents able to direct own care ✓ Report to your team members the request of a resident or family member if it is something not within your job description ✓ Support residents to complete hand hygiene, apply or remove resident aprons before and after activities, including meals ✓ Make beds tidy rooms/bathrooms of residents, restock rooms | <ul style="list-style-type: none"> ✗ Cannot perform tasks for guests or visitors ✗ Cannot PERFORM ANY direct care ✗ Cannot perform tasks for residents 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 bathing, showering or bed baths ✗ Cannot assist with any hands-on activities regarding elimination (toileting or bowel care) ✗ Cannot assist with dressing or undressing ✗ Cannot provide 1:1 care for a resident requiring so |
| Ambulation | <ul style="list-style-type: none"> ✓ Walk alongside a resident ✓ Provide support to /resident where required ✓ Escort a resident to activities or dining room by pushing them in their wheelchair | <ul style="list-style-type: none"> ✗ Cannot assist a resident with an individualized exercise program and walking program ✗ Cannot transfer a resident with or without a mechanical aid ✗ Cannot reposition a resident in bed or wheelchair with or without a mechanical aid ✗ Cannot direct or supervise exercises that require hands on assistance |

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| Recreation | <ul style="list-style-type: none"> ✓ 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-19 protocol cleaning between activities ✓ Assist with transport to and from activities | |
| Nutrition | <ul style="list-style-type: none"> ✓ Assist with mealtime set-up, welcomes and transports to/from dining areas ✓ Provide company to the resident during meals by sitting, socializing and conversing, and engaging with the resident ✓ Distribute and collect trays with a Care Aide ✓ Assist with limited food preparation such as making tea, coffee, toast, sandwiches (must have information as to texture and diet) ✓ Assist to deliver nourishments under guidance of a staff member familiar with resident diets | ✗ Cannot assist with eating/ feeding residents/ residents transfers |
| Oxygen | <ul style="list-style-type: none"> ✓ Assist to transport equipment (ie. oxygen tank or tubing) under nurse direction | ✗ Cannot assist with applying, turning it on, adjusting, turning off or removing oxygen |
| General Operations | <ul style="list-style-type: none"> ✓ Check and restock supplies as required, including, personal care and housekeeping supplies ✓ Perform housekeeping support for residents such as folding and sorting personal laundry ✓ Set and clear tables as per site protocol ✓ Take out garbage and empty full laundry bins ✓ Be an extra set of eyes in common areas during busy times like after meals/shift change | ✗ Cannot sign or witness any forms for families and/or residents |
| Emotional, cultural, social and spiritual needs | <ul style="list-style-type: none"> ✓ Share appropriate stories, jokes, and ask residents 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 ✓ Read a story, books or the newspaper ✓ Sit and hold their hand ✓ Play cards or music or a game ✓ Look at pictures | <ul style="list-style-type: none"> ✗ Cannot perform clinical or direct care activities or tasks ✗ Cannot assist with any hands on care |

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| | ✓ Create moments of joy! | |
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For questions or clarification please reach out to the Site Manager