

Examples of Health Care Support Workers Activities in LTC and AL

This document is intended to provide examples of Health Care Support Workers (HCSWs) non-direct and non-clinical activities in Long Term Care homes (LTC) and Assisted Living (AL). The table below outlines some example of HCSWs tasks from when residents move in to the care home to the time they move out.

Note: In this document a person who lives in LTC or AL is referred to as a resident.

	HCSWs Non-direct and Non-clinical Activities
1. Move in (Admission)	<ul style="list-style-type: none"> ✓ Welcome residents and families ✓ Assists with transporting residents in wheelchair to their rooms ✓ Unpack resident suitcases and other belongings ✓ Do a general tour of the building and common areas with residents and families
2. Infection Prevention and Controls	<ul style="list-style-type: none"> ✓ Remind resident to wash their hands before meals, activities, and after using washroom ✓ Refill soap or hand sanitizer containers ✓ Provide soap and wash cloth or hand sanitizers before meals ✓ Post Infection Prevention Control posters ✓ Clean reusable resident's equipment ✓ Remind resident and visitors about respiratory hygiene and hand hygiene ✓ Stock PPE supplies ✓ Take inventory of supplies and notify leadership if supplies need to be ordered ✓ Encourage and remind residents to wear a mask when in hallways or going outdoors
3. Equipment & Linen	<ul style="list-style-type: none"> ✓ Clean vital signs equipment and O2 tank after and before usage ✓ Add the designated label or signs to the cleaned equipment ✓ Stock clean and dirty equipment in designated areas ✓ Assist to transport equipment (i.e. oxygen tank or tubing)

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	<ul style="list-style-type: none"> ✓ Stock Linen carts ✓ Bring bathing supplies to bath tub room ✓ Make unoccupied beds in LTC homes ✓ Ensure bed brakes are on and beds at the lowest height in LT ✓ Stock brief carts in LTC
4. Physical Environment	<ul style="list-style-type: none"> ✓ Ensure nurse call bell is within reach when resident is in bed in LTC ✓ Ensure safety pendant, necklace or watch is within reach when resident is in bed in AL ✓ Ensure resident's items are left within reach of the resident ✓ Declutter and remove unsafe objects (cords on floor, tripping hazards)
5. Hydration and Nutrition	<ul style="list-style-type: none"> ✓ Assist with mealtime set up, welcome residents. and transport to and from dining areas ✓ Provide company to the resident during meals by sitting, socializing; and engaging with the resident ✓ Distribute and collects meal trays ✓ Assist with preparation making tea, coffee, toast ✓ Assist to deliver of nourishments ✓ Encourage and remind residents to drink fluid and eat food ✓ Cut food, open lids and containers ✓ Refill water cups and jars
6. Mobility	<ul style="list-style-type: none"> ✓ Walk alongside a resident ✓ Provide verbal support and encouragement ✓ Escort a resident to activity room or dining room
7. Psychological Support	<ul style="list-style-type: none"> ✓ Share appropriate stories, jokes, and ask residents to share their stories ✓ Establish rapport and connection with residents and families ✓ Sit with a resident while they have a cup of tea or a glass of water ✓ Read a story or the newspaper, look at their photos with them ✓ Play cards or a game

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	<ul style="list-style-type: none"> ✓ Play music, read books, and looks at pictures ✓ Utilize effective non-verbal communication; i.e. smile, eye contact ✓ Promote physical, emotional, cultural, social, and spiritual well-being ✓ Provides assistance in carrying out social and recreational activities ✓ Sets up supplies and equipment before activities ✓ Assist with transporting residents to designated areas of activities ✓ Clean used equipment and supplies after activities ✓ Encourage residents' participation in activities
8. Visitation	<ul style="list-style-type: none"> ✓ Support virtual visit: i.e. bring the iPad, dial Zooms, clean, replace iPad after the use ✓ Greet and screen visitors at the entrance ✓ Remind visitors about wearing mask and Hand Hygiene ✓ Assist and transport resident to the visiting areas ✓ Assist and transport residents back to their room's and clean the surfaces, after visitation is completed
9. Communication	<ul style="list-style-type: none"> ✓ Update communication boards or white boards ✓ Set up resident charts ✓ Clean resident charts ✓ Complete and maintain inter-shift communication books, daily log sheets and report related non-direct non-clinical activities
10. Move Out (Discharge)	<ul style="list-style-type: none"> ✓ Assists with transporting residents to designated areas in wheelchair ✓ Gather resident belongings, chart, equipment, furniture, and supplies ✓ Talk to resident and family