

At a Glance: Health Care Support Worker (HCSW) Can/Cannot Do LIST in Emergency Departments

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

	A HCSW CAN*	A HCSW Cannot
Stocking and operational duties	<ul style="list-style-type: none"> ✓ Check and restock emergency department supplies and carts as required ✓ Retrieve equipment or supplies as needed by nurses or physicians ✓ Order supplies and provide documentation to PCC for completion ✓ Perform housekeeping support as required to turn over Zone 2 or 3 treatment rooms, such as wiping down equipment/stretchers/chairs, replacing paper exam table covers, placing any garbage in garbage bins, set up room (i.e. putting out clean linen or gown for next patient) ✓ Move unused equipment to proper storage location to maintain tidy patient care areas 	
Patient movement	<ul style="list-style-type: none"> ✓ Move the patient within the department or to medical imaging or inpatient unit when no porter available. ✓ Walk alongside a patient ✓ Provide wayfinding for patients and visitors as required 	<ul style="list-style-type: none"> ✗ Cannot transfer a patient with or without a mechanical aid ✗ Cannot reposition a patient in bed or wheelchair with or without a mechanical aid
Communication/Documentation	<ul style="list-style-type: none"> ✓ Upon arrival listen to report/check assignment board (or read report) and touchbase 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 patients have been assigned a Purple Dot aggressive behaviour ALERT, what you need to know ✓ Observe and Report observations to team and PCC (charge nurse). Please remember your observations are very valuable. ✓ 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 	<ul style="list-style-type: none"> ✗ Cannot document on behalf of others ✗ Cannot document in the progress notes of the patient chart

	<p>concerns or observations</p> <ul style="list-style-type: none"> ✓ Document on daily log sheets when providing constant observation of patients 	
Patient Needs/ Activities of Daily Living	<ul style="list-style-type: none"> ✓ Smile. Be warm and welcoming to patients and families ✓ Provide support to patients as required (holding their hand, listening to them) ✓ Bring necessary supplies to patients able to direct own care ✓ Report to your team members the request of a patient or family member if it is something not within your job description ✓ Support patients to complete hand hygiene, before and after meals ✓ Provide constant observation as directed by the PCC to watch that a patient does not leave the unit or attempt to crawl out of bed 	<ul style="list-style-type: none"> ✗ Cannot perform tasks for guests or visitors ✗ Cannot PERFORM ANY direct care ✗ Cannot take blood pressure, temperature, pulse or respirations, height or weight ✗ Cannot assist with any hands-on activities regarding elimination (toileting or bowel care) ✗ Cannot assist with dressing or undressing
Nutrition	<ul style="list-style-type: none"> ✓ Assist with meal delivery under guidance of a staff member and collection and set up at bedside ✓ Provide company to the patient during meals by sitting, socializing and conversing, and engaging with the patient ✓ Assist with limited food preparation such as making tea, coffee, toast, (must have information as to texture and diet) 	<ul style="list-style-type: none"> ✗ Cannot assist with eating/ feeding patients
Oxygen	<ul style="list-style-type: none"> ✓ Assist to transport equipment (i.e. oxygen tank or tubing) under nurse direction 	<ul style="list-style-type: none"> ✗ Cannot assist with applying, turning it on, adjusting, turning off or removing oxygen