

## Private Companion Guide For Residents of the Apotex Centre, Jewish Home for the Aged



### Introduction

Private companions may be hired by the residents or their families to provide companionship, to assist with transportation to activities or programming at Baycrest and to enhance resident quality of life and independence. Private companions are not viewed as staff or affiliates of Baycrest, rather, are considered as visitors or extension of the family to provide services to residents with a range of tasks from companionship to assisting with personal care daily activities and transportation to activities or programming.

The private companion is selected and paid directly by hirer, who could be the residents, their families or any other third party. Baycrest *does not* recommend or participate in the selection process or hiring of private companions and accepts no responsibility for cost, supervision, or liability, throughout the period of service provision. Baycrest does not grant permission nor authorize the private companions or staff to solicit or approach any family members for work.

Baycrest employees may not be hired to work as a private companion for Baycrest residents as these dual employment relationships may lead to conflict of interest, liabilities including health and safety concerns of Baycrest employees who are conducting non-Baycrest related work on premises.

While Baycrest accepts no responsibility for hiring, cost, and supervision of private companions, it is strongly recommended that the hirers take the necessary steps prior to hiring to ensure: a police check including a Vulnerable Sector Screen (VSS) is completed; and that the private companion has been immunized as per recommended guideline outlined in Apotex Privately Contracted Companions policy.



To ensure the safety of Baycrest residents, private companions are only permitted to perform the activities outlined in this guide. The hirer shall determine the specific duties to be performed by the private companion, provided that such activities are specified in this guide.

## General Responsibilities of a Private Companion

The following are some key responsibilities of private companions:

- Provide companionship;
- Speak in a language the resident understands;
- Remain with the resident when off the unit and cannot leave them unattended;
- Report any concerns or changes about the resident to the Baycrest staff;
- Follow but not participate in the continence and bowel care and toileting plan of the resident,
- Follow the *Elder/Client Abuse: Zero Tolerance Policy* in all their interactions with the resident and others;
- Not put the resident at risk of harm;
- At all times follow Baycrest's occupational health and safety practices;
- Respect the resident's rights at all times;
- Follow the direction of Baycrest staff in an emergency; and
- Not wear perfumes or scented creams, as per the *Scent Free Guidelines*.



There are many different aspects of providing care to residents. In the interest of safety, it is important that certain care activities be provided only by Baycrest staff. The following sections provide clarification on care activities and roles of private companions and Baycrest staff.

## Medical Needs

The Baycrest care team is responsible to meet the medical needs of the residents at all times. While a private companion might be aware of these medical needs, they are restricted from performing these activities which must be attended to by the appropriate Baycrest staff member.

For safety reasons, Baycrest staff must attend to the medical needs of residents and private companions are not permitted to do the following.

The private companion:

- Will not participate in wound care. If the private companion thinks the dressing needs to be changed, i.e. soiled or misplaced, the private companion will notify the nurse;
- Will not touch pumps/tubing or the site of the traches/Peripherally Inserted Central Catheter or PICC lines/Foley catheters/Ostomies;
- Will not silence alarms on pumps. If an alarm is sounding, the private companion will return to the unit immediately and inform the nurse;
- Will not perform suctioning;



- Must not administer any medication of any kind, including laxatives, medicated creams, or herbal supplements.

## Nutrition

The private companion may assist in feeding the resident. It is strongly recommended that private companions complete the Eating Assistance Learning module before assisting the resident with feeding. The Baycrest staff assigned to the resident will and must always perform the duty of feeding for any resident identified to be at high risk of choking/swallowing issues;

- Private companions are not to perform any action related to feeding tubes and/or pumps;
- Private companions are not permitted to cook or prepare food for residents.



## Assistance with Ambulation, Mobility and Toileting

Baycrest staff are responsible to perform tasks related to resident transfers and toileting based on their assessment of clinical needs and the resident's care plan. The private companion must not under any circumstances transfer a resident independently or using a mechanical lift/pivot disc. Additionally, the private companion must not under any circumstances assist in toileting the resident independently. The Baycrest staff assigned to the resident will and must always perform the duty of toileting.

## Grooming and Activities of Daily Living

A private companion may assist Baycrest staff with a resident, by providing conversation/distraction and reassurance and may be present during administration of personal care by Baycrest staff.

As per the Care Plan of the resident, the private companion may provide the following personal care activities with the consent of the resident (or the family, when applicable).

- Basic mouth care – wiping food/liquids including saliva from the outside of a resident's mouth;
- Simple manicures: no cutting of nails or cuticles. An emery board can be used to shape the nails. Polish can be applied if resident/SDM consents;
- Hair combing: no use of curling irons or hot rollers. Private companions are prohibited from cutting hair;
- Shaving - Electric Razor only;
- Make-up application when requested;
- May apply lotion/cream to the hands, arms and legs of a resident if requested by the resident/SDM.



## Physical Environment

The private companion may coordinate personal laundry, i.e., doing the laundry and/or monitoring it as instructed by the Hirer. Irons are not permitted for fire and safety reasons. The private companion may also tidy the room, drawers, and cupboards; and make the bed.

However, the private companion:

- May not do their personal laundry at Baycrest;
- May not use facilities intended for Baycrest residents, or Baycrest staff including, but not limited to showers, change rooms, kitchens or break rooms;
- May not use any cooking device on Baycrest premises including but not limited to rice cookers, toasters, electric kettles, toaster ovens; and
- May not enter or access supply areas (supplies are to be obtained from the nurse or the PSW assigned to the resident i.e. gloves, briefs.).



## Social and Recreation

The private companion:

- Must discuss/plan the day activities for the resident in partnership with the Baycrest staff including keeping them informed of times, location and length of time they will be off the unit with the resident;
- Notify the Baycrest staff member assigned to the resident when they are taking the resident off the unit and of the expected time of return;
- Document in the sign-out book located on the unit/community and as per expected process;
- Accompany the resident to social and/or recreational activities of choice and other activities as outlined in the Resident Care Plan;
- Support the resident to participate in recreational opportunities as independently as possible;
- Participate with the resident in social/recreational events, under the direction of Baycrest staff or volunteer leaders;
- Return to the unit at least every two hours or as per the Care Plan when not attending a scheduled program to ensure the resident toileting schedule or other assessment/care is not disrupted;
- Sign the resident back in each time and notify the Baycrest staff member assigned to the resident of the resident's return; and
- Interact in meaningful conversation as directed by the resident (or the SDM, when applicable).



## Appointments

When accompanying the resident to and from appointments, as requested by the hirer and based on resident condition and as per the direction of the nurse; the private companion:

- Must notify the Baycrest staff member assigned to the resident when they are taking the resident off the unit and of the expected time of return;
- Must document in the sign-out book located at on the unit/community and as per expected process; and
- Must accompany the resident to the unit after the appointment, and sign the resident back in and notify the Baycrest staff member assigned to the resident.



Please help us to ensure resident safety by adhering to the activities outlined in this private companion Guide and bringing any issues or concerns to the attention of the care team. For additional information, please ask your care team for a copy of the Apotex Privately Contracted Companions Policy or view it online at [www.baycrest.org](http://www.baycrest.org).