

Title: Apotex Privately Contracted Companion Policy		
Date first created: December 2005	Revised: July 2019	Approved By: Apotex Leadership QSC

1.0 Policy Statement:

Baycrest recognizes that Resident of the Apotex (The Jewish Home for the Aged) may wish to obtain concurrent companionship services through an external third party. Baycrest respects the autonomy of Residents and welcomes Private Companions who are hired by our Residents to augment their quality of life. Baycrest does not assume responsibility for the hiring or employment of Private Companions and reserves the right to remove a Private Companion from Baycrest's premises if it is reasonably believed that the individual may place Residents, Baycrest Staff or visitors at risk.

2.0 Scope: This policy applies to all Privately Hired Companions, who have been hired by Baycrest residents of Apotex or Substitute Decision Maker (SDM) to provide Companionship to the residents of Apotex. This policy does not address Privately Contracted Health Service Providers. See Privately Contracted Health Service Provider Policy.

3.0 Definitions:

Baycrest Staff: All employees, physicians, medical and clinical staff, contractors, consultants, volunteers and students at Baycrest.

Hirer: The person hiring the Private Companion.

Incident: An event or circumstance which could have resulted, or did result, in harm to a Resident, staff or visitor.

Privately Contracted Companions (Private Companions): are hired by the residents to provide companionship, to assist with transportation to activities or programming at Baycrest and to enhance client quality of life and independence.

Resident: A registered resident of the Apotex (The Jewish Home for the Aged). If the Resident has a Substitute Decision Maker (SDM), references to the Resident in this Policy shall apply to the SDM where applicable.

Substitute Decision Maker (SDM): Per the Health Care Consent Act, if a Client is deemed incapable, the individual(s) acting as proxy decision maker on the Client's behalf for decisions including requests for a Privately Hired Companion.

4.0 Procedure

4.1 Hirer: General Information and Responsibilities

- a) The Private Companion is paid directly by the Hirer. The hiring, selection, contracting and remuneration of the Private Companion is the sole responsibility of the Hirer. Baycrest does not recommend or participate in the selection process or hiring of Private Companions. Baycrest accepts no responsibility for cost, supervision, or liability, throughout the period of service provision.
- b) Former employees of Baycrest may be ineligible to participate in this program. Should a Hirer wish to employ a former employee of Baycrest, this will require pre-authorization of the Executive Director of Human Resources
- b) Private Companions are only permitted to perform the activities outlined in the Role and Activities of a Private Companion in the Private companion Guide (Appendix A). The Hirer shall determine the specific duties to be performed by the Private Companion provided that such activities are specified in the Role and Activities of a Private Companion. If the activity is not on this list, the Private Companion may not perform the activity.
- c) It is *strongly recommended* by Baycrest that the Hirer takes the following steps prior to hiring a Private Companion:
 - (i) Review the Guide for Private Companions with the Role and Activities list. The Hirer is responsible for ensuring that the Private Companion has read and understood the Roles and Activities list and is familiar with Baycrest's policies on privacy and confidentiality; zero tolerance for abuse; and Patients' and Residents' Bill of Rights;
 - (ii) Inform the Clinical Team that he/she wishes to have a Private Companion. Arrange for Private Companion to initiate a Vulnerable Sector Screen (VSS), including a Police Check prior to the commencement of any Private Companion services at Baycrest; and
 - (iii) Ensure that the Private Companion has been immunized against measles, mumps, rubella/rubeola and chicken pox (Varicella); and has had a documented 2-step tuberculosis test. Baycrest also recommends that the Private Companion be vaccinated for tetanus/diphtheria and Hepatitis B. In addition to the immunization recommendations listed above, all Private Companions are encouraged to be vaccinated annually against influenza.
- d) A Hirer may hire a Baycrest volunteer as a Private Companion subject to the obligation of this policy and a Baycrest volunteer may not work as a Private Companion on the same floor where his/her Baycrest volunteer work takes place.

- e) Effective from the date that this policy comes into effect, a Baycrest employee may not be hired to work as a Private Companion for Baycrest Residents. Baycrest employees who have been hired as a Private Companion for any Baycrest Residents prior to the date this policy coming into effect, must inform their Manager under which condition they may continue to provide services ONLY to their existing Residents but may not be hired as a Private Companion for any new Residents as of April 2018.
- f) When working as a Private Companion, Baycrest employees and volunteers should not wear their employee/volunteer badge.

4.2 Private Companion Responsibilities:

- a) Review and understand the Private Companion Guide with the Role and Activities of a Private Companion that are outlined for ensuring client safety (Appendix A).
- b) Comply with Baycrest's policies and procedures, including those in respect of privacy and confidentiality; safety and security; zero tolerance for abuse and Patients' and Residents' Bill of Rights.
- c) Immediately report all Incidents involving a Resident, staff or visitor to the ClinicalTeam.
- d) Do not bring any valuable items to Baycrest. Baycrest is not responsible for any property of a Private Companion which may be damaged, stolen or destroyed while the Private Companion is at Baycrest.
- e) Baycrest does not grant permission nor authorize the Private Companion to advertise any affiliation with Baycrest. Private Companions are not allowed to solicit or approach family members of Residents for a job. Private Companions may not sell any product or other service while on Baycrest's premises. If a Private Companion does not comply with the prohibition on advertising and solicitation on Baycrest's premises, Baycrest's actions may include but are not limited to immediate suspension of services, removal from Baycrest's premises or permanent ban from the Baycrest premises, as more fully described in section 4.3 of this Policy.
- f) To ensure the safety and security of everyone, Private Companions are not permitted to prepare food for themselves or residents in any Residents rooms; nor may they bring into Residents rooms cooking equipment of any kind including, but not limited to, microwaves, tea kettles, rice cookers, toasters or blenders.

4.3 Baycrest Staff Responsibilities:

- a) Baycrest Staff are prohibited from signing off or otherwise verifying hours of work for Private Companions as this employment arrangement is between the Hirer and the Private Companion.
- b) The Baycrest healthcare team will immediately bring concerns about the Private Companion that compromises Resident health, safety or security or violates any Baycrest policies to the attention of the Clinical Manager and can have the Private Companion removed from Baycrest's premises in situations deemed unsafe to the Resident, visitors or Baycrest Staff. The Clinical Manager will immediately upon removal of the Private Companion contact the Hirer and the Resident and inform them of the situation and reason for removal of the Private Companion.
- c) Baycrest's actions may include but are not limited to immediate suspension of services, removal from Baycrest's premises or permanent ban from the Baycrest premises if the following circumstances occur:
- (i) Private Companion does not follow the Private Companion Policy or other policies established by Baycrest relating to safety, security, privacy and respect for Jewish customs;
 - (ii) behaves in a disruptive or otherwise inappropriate manner including jeopardizing the health, safety and security of Residents, Baycrest Staff or visitors and their property; or
 - (iii) negatively impacts or interferes with care provided by Baycrest Staff.

In the circumstances listed above in this Section 4.3c, Baycrest will take the following progressive course of actions:

- The Clinical Manager will ensure that a review is conducted and documented in the Safety Event Reporting System (SERS) as per Client Safety Incident Management Framework Policy. Services may be reinstated after a review by the Clinical Team;
- The Clinical Manager will contact the Hirer and the Resident to explain how the Private Companion is not in compliance with the Policy;
- If required, meetings will be arranged between the Hirer, the Resident, the Private Companion and appropriate staff to address concerns of the care team;
- If the Private Companion still do not comply with the Policy then written notification will be sent to Hirer and the Resident informing them of how the Private Companion is not in compliance with the Policy and giving them two(2) weeks from the date of the written notification to respond and comply with the Policy;

- If within the specified amount of time, there is no response or compliance with the policy, the Private Companion temporarily or permanently will not be permitted to work as a Private Companion for that Resident. In this situation, the Private Companion may be permitted only to visit with that Resident; and
 - In extreme cases, such as evidence of physical abuse or other criminal activity, Baycrest staff will contact Baycrest security and/or the police immediately, and without prior notification, prohibit the Private Companion from providing Services, and not permit the Private Companion on Baycrest premises.
- d) The primary obligation of Baycrest is the care and treatment of Residents. In addition to the rights outlined above, Baycrest has the right in the event of circumstances beyond its control (such as a community disaster, a strike, a disease outbreak, a fire or other situation in which the safety or security of Residents is at risk) to suspend a Private Companion's access to Baycrest premises.

5.0 Privacy and Confidentiality

The Private Companion shall comply with Baycrest's Privacy Code and all Baycrest policies and procedures regarding privacy.

6.0 Reference Policies/Documents

- a) Privately Contracted Health Service Provider Policy
- b) Elder/Client Abuse: Zero Tolerance Policy
- c) Apotex Client's Rights at: <http://www.baycrest.org/care/families-and-visitors/patient-and-resident-rights-and-responsibilities/apotex-residents-bill-of-rights-and-responsibilities/>
- d) Hospital Patient's Rights at: <http://www.baycrest.org/care/families-and-visitors/patient-and-resident-rights-and-responsibilities/hospital-patients-bill-of-rights-and-responsibilities/>
- e) Conflict of Interest (Employees) Policy
- f) Patient Lift Devices Portable and Ceiling Policy
- g) Privacy Code
- h) Client Safety Incident Management Policy
- i) Scent Free Guidelines
- j) Code Red, Emergency Disaster Manual
- k) Health Care Consent Act, 1996, SO 1996, c. 2, Sch A.
- l) HIROC Risk Notes – "Hiring External Care Providers", 2014

7.0 Appendices/Links

Appendix A – Private Companion Guide, the Role and Activities of a Private Companion

Appendix A

PRIVATE COMPANION GUIDE

THE ROLE AND ACTIVITIES OF A PRIVATE COMPANION

Please note: Private Companions may only perform roles outlined in this role list. This document outlines responsibilities and prohibited activities of Private Companions at Baycrest.

Private Companion Responsibilities:

- 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*.

A. Medical Needs:

- 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.

B. 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.

C. Ambulation and Mobility:

The Private Companion must not under any circumstances transfer a Resident independently or using a mechanical lift/pivot disc. The Baycrest Staff assigned to the Resident will and must always perform these transfers.

D. Toileting

The Private Companion must not under any circumstances assist in toileting the Resident. The Baycrest Staff assigned to the Resident will and must always perform the duty of toileting.

E. Grooming and Activities of Daily Living:

A Private Companion may assist the Baycrest Staff with a Resident, by providing conversation/distraction and reassurance and may be present during administration of personal care by Baycrest Staff with the consent of the Resident or if incapable, the substitute decision-maker (SDM).

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 SDM, 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.

F. 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;
- May tidy the room, drawers, and cupboards;
- Make the bed;
- 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;
- Must 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.

G. 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 provided 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).

H. Appointments

The Private Companion:

- May accompany the Resident to and from appointments where appropriate and when requested by the Hirer and/or family if delegated by the Hirer, based on Resident condition and as per the direction of the nurse;
- 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 provided located at on the unit/community and as per expected process;
- 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.

Failure to adhere to the limitations and prohibited activities outlined in this Private companion Guide will be brought to the attention of the Baycrest Clinical Manager/Admin On Call and may result in immediate removal of the Private Companion from Baycrest's premises.