

**Certified Caregiver / Personal Health
Support Worker**

Student Manual Part Two Module Two Role of the CPSW



Student Guide for Personal Support Workers

Part 2 Module 2 –Role of the PSW

TABLE OF CONTENTS

PART 2 MODULE 2 -ROLE OF THE PSW	1
QUOTE	1
KEY TERMINOLOGY	1
MODULE CONTENTS	2
REGULATED PROFESSIONS	2
NON-REGULATED PROFESSIONS	4
REGISTERED NURSE DESIGNATION: AN EXAMPLE OF A REGULATED TRADE:	4
<i>FIGURE 2-2.1 REQUIREMENTS FOR PSW TRAINING</i>	5
PSW ETHICS	5
WEIGHT OF ETHICS	5
TYPES OF ETHICAL DILEMMAS	5
THE BASICS OF ETHICS AND MORALS IN DECISION-MAKING	6
LIFE'S LESSONS	9
<i>GENERAL PRINCIPLES TO LIVE BY</i>	10
EMPLOYMENT STANDARDS ACT	12
THE LAW AT A GLANCE	12
<i>WHO IS COVERED BY THIS LAW?</i>	12
<i>MINIMUM WAGE</i>	12
<i>EQUAL PAY FOR EQUAL WORK</i>	12
<i>OVERTIME PAY</i>	12
<i>HOURS OF WORK</i>	13
<i>WORKING ON SUNDAY</i>	13
<i>VACATION WITH PAY</i>	13
<i>PAID PUBLIC HOLIDAYS</i>	13
<i>PREGNANCY AND PARENTAL LEAVE</i>	13
<i>WAGE PROTECTION</i>	13
<i>NOTICE OF JOB LOSS: TERMINATION OF EMPLOYMENT AND SEVERANCE PAY</i>	13
<i>DOMESTICS, NANNIES, AND BABYSITTERS</i>	13
<i>BUILDING SERVICES EMPLOYEES</i>	14
<i>HOMEWORKERS</i>	14
<i>AGRICULTURAL WORKERS</i>	14
OCCUPATIONAL HEALTH AND SAFETY ACT	14
REPORT ALL HAZARDS	14
JOINT HEALTH AND SAFETY COMMITTEES	14
HEALTH AND SAFETY REPRESENTATIVES	14
TALK TO YOUR HEALTH AND SAFETY COMMITTEE OR REPRESENTATIVE	14
YOUR EMPLOYER MUST COOPERATE AND RESPOND	15
YOUR RIGHT TO REFUSE TO DO UNSAFE WORK	15
RESPONSIBILITIES OF SUPERVISORS	15
TRAINING AND INFORMATION ON HAZARDS	15
INFORMATION ON THE LAW MUST BE POSTED IN YOUR WORKPLACE	15
THE LAW AND THE REGULATIONS	15
WHO AND WHAT ARE COVERED BY THE OCCUPATIONAL HEALTH AND SAFETY ACT?	16
THE DUTIES OF EMPLOYERS	16
DUTIES OF SUPERVISORS	17
DUTIES OF EMPLOYEES	17
JOINT HEALTH AND SAFETY COMMITTEES	17
COMMITTEE MEMBERS	18
<i>FIGURE 2-2.2 HEALTHY HINTS FOR HEALTHY BACKS</i>	19
<i>SAFETY FACTORS</i>	19
<i>ASSESSING LOADS</i>	19

Student Guide for Personal Support Workers

Part 2 Module 2 –Role of the PSW

WORKPLACE GUIDELINES FOR HAZARDOUS MATERIALS	19
WHMIS - WHAT IS WHMIS.....	20
WHY IS WHMIS IMPORTANT TO YOU?.....	20
WHMIS AND THE LAW.....	20
WHMIS AND THE SUPPLIER.....	21
<i>FIGURE 2-2.3 WHMIS SYMBOLS</i>	23
SUPPLIER LABELS.....	23
MATERIAL SAFETY DATA SHEETS (MSDS).....	24
<i>FIGURE 2-2.4 MSDS SAMPLE 1</i>	25
<i>FIGURE 2-2.5 MSDS SAMPLE 2</i>	26
<i>FIGURE 2-2.6 WHMIS CONSUMER SYMBOLS ENGLISH</i>	27
<i>FIGURE 2-2.7 WHMIS CONSUMER SYMBOLS FRENCH</i>	28
<i>FIGURE 2-2.8 ABRAHAM MASLOW QUOTE</i>	30
PERSONAL APPEARANCE, HEALTH, AND HYGIENE FOR THE PERSONAL SUPPORT WORKER	31
<i>FIGURE 2-2.9 THE SOCIAL READJUSTMENT RATING SCALE</i>	32
<i>FIGURE 2-2.10 REACTIONS TO STRESS</i>	33
<i>FIGURE 2-2.11 HIGH STRESS REACTIONS</i>	34
ORGANIZATIONS AND CHANGE.....	35
<i>CHANGING YOUR MIND WILL CHANGE YOUR FUTURE</i>	36
<i>YOU HAVE TWO OPTIONS WHEN RESPONDING TO CHANGE</i>	36
<i>CHANGE THE PICTURE</i>	37
<i>FIGURE 2-2.12 GOALS</i>	38
GOALS IN CLIENT CARE.....	39
OBSERVATION.....	40
DEFINITIONS RELATING TO ACTIVITIES OF DAILY LIVING AND OBSERVATIONS.....	40
<i>FIGURE 2-2.13 ACTIVITIES OF DAILY LIVING FLOW CHARTS</i>	42
<i>FIGURE 2-2.14 CARE PLAN SAMPLE</i>	44
<i>FIGURE 2-2.15 COMMUNITY CARE ACCESS CENTRE REPORTING REQUIREMENTS</i>	44
RESPONSIBILITIES OF THE PERSONAL SUPPORT WORKER.....	45
BE AWARE AND OBSERVANT OF THE CLIENT CAPABILITIES AND NEEDS.....	45
PURPOSE OF DOCUMENTATION.....	46
REPORTING AND RECORDING PRINCIPLES AND PRACTICE.....	47
CHARTING DO'S AND DON'TS.....	47
<i>FIGURE 2-2.16 DAILY TIME SCHEDULE</i>	48
<i>TASKS TO DO</i>	48
<i>SHORT TERM GOALS</i>	48
<i>FIGURE 2-2.17 MONTHLY SCHEDULE</i>	49
RECORDING TIME.....	50
<i>FIGURE 2-2.18 24-HOUR CLOCK</i>	50
THE KARDEX REPORTING SYSTEM.....	50
<i>FIGURE 2-2.19 KARDEX FORM</i>	51
<i>FIGURE 2-2.20 PSW PROGRESS NOTES</i>	52
JOURNALS.....	53
TIME MANAGEMENT.....	53
COPING WITH PROBLEM BEHAVIOUR.....	54
<i>FIGURE 2-2.21 PIECEWORK THE PROBLEM</i>	56
TIPS FOR DEALING WITH NEGATIVE ASPECTS IN OTHERS:.....	56
TIPS FOR SUPERVISING PEOPLE WITH NEGATIVE ASPECTS:.....	56
TIPS FOR OVERCOMING NEGATIVE ASPECTS IN YOURSELF:.....	56
BUILDING POSITIVE RELATIONSHIPS.....	57
<i>EXPAND YOUR HORIZONS</i>	57
SUMMARY	57
STUDY GUIDE	58
PSW CODE OF ETHICS	59