

## Our Support Services

The following activities are carried out by support workers within their authorized scope of practice. All tasks are performed in strict accordance with the instructions provided by healthcare professionals and as outlined in the individual's care plan. The level of support is tailored to the preferences and directions of the individual, their family, or their designated representative, ensuring that all assistance respects their autonomy and specific needs.

### 1. Personal Care Assistance

- Personal hygiene, including:
  - Showering
  - Bathing
  - Oral hygiene
  - Dressing
  - Grooming
  
- Toileting, including:
  - Helping the individual with mobility or transferring to the toilet or a commode chair.
  - Assisting with removing clothing and ensuring personal hygiene after using the toilet.
  - Managing incontinence products or absorbent pads.
  - Helping with personal hygiene.
  - Supervising or providing full assistance depending on the individual's level of independence.
  
- Basic bowel care, including:
  - Monitoring bowel habits: Keeping track of frequency, consistency and any changes in bowel movements.
  - Medication management: Assisting the individual in taking their prescribed medications such as laxatives or stool softeners. The support worker will follow the individual's or family's directions regarding timing and method, ensuring the

medications are taken as prescribed, monitoring their effectiveness, and observing for any side effects.

- Administration of suppositories or enemas: Supporting the individual with the administration of suppositories or enemas as prescribed by a healthcare professional. The support worker will adhere to the individual's or family's instructions, ensuring the procedure is performed according to their preferences while maintaining comfort and dignity.
- Urinary catheter care, including:
  - Assisting with the management of suprapubic, indwelling urethral, and condom catheters.
  - Assisting with the routine cleaning of the catheter site (stoma and urethral meatus) to prevent infection, following proper hygiene protocols.
  - Emptying the catheter bag: Regularly emptying the urine collection bag, ensuring it is done hygienically.
  - Monitoring the catheter: Observing and reporting any changes in the colour, clarity, or odour of the urine, as well as any signs of discomfort or complications related to the catheter.
  - Positioning the catheter bag: Ensuring that the catheter bag is positioned correctly to avoid kinking or obstruction.
  - Assisting with catheter changes: Providing support during the process of changing a catheter, which may involve preparing the area and providing comfort to the individual, while the actual change is typically performed by a qualified healthcare professional.
  - Educating on catheter care: Providing education to the individual and their family about catheter maintenance, hygiene practices and possible complications, if required.
  - Promoting hydration: Encouraging the individual to drink adequate fluids, which helps to prevent urinary tract infections and ensures proper catheter function.

- Respiratory care, including:
  - Nasal suctioning
  - Oxygen therapy support
  - Monitoring respiratory conditions (e.g., COPD, asthma)
  - Chest physiotherapy assistance
  - Nebulizer treatment assistance
  - Airway clearance support
  - Oxygen saturation monitoring (using pulse oximetry)
  - Humidifier or CPAP/BiPAP assistance
  - Emergency response for respiratory distress: Recognizing signs of respiratory distress and following the emergency response plan, including contacting emergency services.
  
- Pressure injury care, including:
  - Assisting with repositioning: Repositioning the individual at regular intervals to relieve pressure on vulnerable areas of the body (e.g., heels, sacrum, elbows).
  - Using repositioning aids: Utilizing special pillows, cushions or wedges to assist in positioning can help distribute weight evenly and reduce pressure points.
  - Monitoring skin condition: Regularly checking the skin for any signs of redness, swelling, or breakdown, and reporting concerns.
  - Maintaining hygiene: Ensuring that the individual's skin is clean and dry, helping to prevent skin breakdown.
  - Applying moisturizers where appropriate, to keep the skin hydrated and reduce the risk of cracking.
  - Providing information: Educating the individual and their families on the importance of pressure injury prevention, including how to recognise early signs of pressure injuries and the significance of regular repositioning, if required.
  - Encouraging mobility: Encouraging and assisting the individual to engage in mobility exercises or physical activities to improve circulation and reduce the risk of pressure injuries.

- Following care plans: Adhering to individualised care plans developed by healthcare professionals, ensuring that all preventive measures and interventions align with the individual's specific needs.
- Eating and drinking, including:
  - Meal preparation: Assisting with preparing meals that meet the dietary needs and preferences of the individual, including any specific dietary restrictions (e.g., allergies, low-sugar, gluten-free), as directed by the healthcare team.
  - Assistance with eating: Providing physical assistance to the individuals who have difficulty using utensils or require help with bringing food to their mouth.
  - Ensuring proper positioning during meals to facilitate safe and comfortable eating.
  - Monitoring and encouraging hydration: Encouraging regular fluid intake and assisting with drinking, especially for those who may forget or have difficulty drinking independently.
  - Feeding techniques: Implementing appropriate feeding techniques tailored to the individual's needs, such as using adaptive utensils or specialised cups. Offering food of suitable consistency (e.g., pureed, chopped) for those with swallowing difficulties.
- Medication administration support, including:
  - Assisting with medication reminders: Reminding the individual to take their medication at the appropriate times, ensuring adherence to their prescribed schedules.
  - Assisting with oral medications: Helping the individual with the physical act of taking oral medications.
  - Monitoring for side effects: Observing the individual for any potential side effects or adverse reactions to medications and reporting these observations to the individual, family members or healthcare professionals promptly.
  - Storing medications safely: Ensuring that medications are stored in a secure location, following the manufacturer's instructions (e.g., temperature control, protection from light).

- Organising medications: Assistance in organising medications into daily or weekly pill organisers to simplify the administration process.
  - Checking inventory: Regularly reviewing medication supplies to ensure that there is an adequate stock of prescribed medications and that none have expired.
  - Reporting low supplies: Notifying the individual or family members when medication supplies are low or if any refills are necessary, ensuring timely access to necessary medications.
  - Promoting compliance: Encouraging the individual to follow their medication regimen and educating them on the importance of adherence.
  - Reporting changes in health: Communicating any significant changes in the individual's health or behaviour to the family or healthcare professionals in case the individual is not conscious or in control, ensuring a coordinated approach to care.
  - Updating care plans: Assisting in the process of updating medication care plans based on feedback from healthcare providers or observations made during care.
  - Understanding emergency protocols: Being aware of emergency procedures related to medication administration, such as what to do in the event of a missed dose, incorrect dosage or medication, or an adverse reaction.
  - Emergency response with EpiPen: Providing immediate assistance during allergic emergencies, including administering an EpiPen and contacting emergency services promptly to ensure the individual's safety.
  - Accessing medical support: Knowing when to contact healthcare professionals or emergency services if a serious reaction occurs.
- Use of aids and appliances, communication devices, including the use of:
    - Communication boards: Tools with symbols or pictures that the individual can point to in order to express needs or thoughts.
    - Speech-generating devices: Electronic devices that convert text or symbols into spoken language.
    - Augmentative and Alternative Communication (AAC) Systems: Devices or tools that support or replace natural speech, enabling effective communication.

- Mobility and transferring, including:
  - Providing safe transfers: Helping the individual transfer between different surfaces, such as from a bed to a wheelchair or commode chair.
  - Applying proper transfer techniques to minimise the risk of injury for both the individual and themselves.
  - Use of mobility aids, including manual and ceiling hoists, power and manual wheelchairs, and transfer belts, among others.
  - Promoting self-mobility: Encouraging the individual to use mobility aids and techniques that allow them to move independently whenever possible, fostering a sense of empowerment.
  - Facilitating mobility exercises: Assisting in prescribed exercises aimed at improving strength, balance, and coordination, contributing to better mobility over time.
  - Helping to adapt the individual's living environment to enhance accessibility, such as rearranging furniture or removing obstacles.
  - Monitoring for safety hazards: Regularly checking for and addressing any potential hazards in the home or community that could impact the individual's mobility.
  - Respecting dignity: Providing assistance in a manner that respects the individual's dignity, ensuring that their preferences and comfort are prioritised during mobility and transfer activities.
  - Following Care Plans: Adhering to mobility-related care plans established by healthcare providers, ensuring that their assistance aligns with medical recommendations.
  
- Monitoring and assistance with chronic conditions, including:
  - Diabetes
  - Respiratory issues
  - Chronic pain
  - Epilepsy and seizure disorders
  - Anxiety and depression

## 2. Community Access Support

- Supporting community access and goal-oriented activities: Helping the individual get to and from community activities and assisting them in using public transport or a taxi to attend various events or appointments as needed.
- Supporting with running errands (grocery shopping, picking up prescriptions, delivering documents or items, dropping off or picking up laundry, paying bills).
- Helping with hobbies or leisure activities at home or in the community.
- Providing companionship, assistance, or supervision for recreational outings such as concerts, movies, cultural group gatherings, and social events.
- Helping to improve communication, or serving as a communication channel if the individual requires it.
- Supporting the individual in finding new skills and interests.

## 3. Household Tasks

- Performing light cleaning, laundry, and household maintenance.

## 4. Assistance with Work or Education

- Supporting in attending school, college or vocational training.
- Assisting with accessing workplace accommodations.
- Supporting with educational and work-related tasks.

## 5. Pet Care Assistance:

- Pet Feeding Assistance:
  - Assisting participants in feeding their pets regularly.
  - Helping to prepare food, according to the diet indicated by the veterinarian.

- Dog Walking and Exercise:
  - Walking pets for participants who are unable to do so, or accompanying them during the walk, if needed.
- Pet Grooming Support:
  - Assisting with basic pet grooming tasks such as brushing or bathing.
  - Helping participants take their pets to professional grooming appointments, if needed.
- Vet Appointment Support:
  - Assisting participants in scheduling and attending vet appointments, if required.
- Pet Care Planning:
  - Helping participants create a routine and care plan for their pets, ensuring daily needs are met, if needed.
- Cleaning Pet Areas:
  - Maintaining a hygienic and comfortable environment for the pets by cleaning their litter boxes, beds, and food dishes.
- Pet Medication Assistance:
  - Assisting participants with administering pet medications, if needed (e.g., giving oral medications, applying topical treatments).