

Personal Assistance Services Self-assessment Worksheet

Purpose

The purpose of this worksheet is to help you assess the extent to which you offer personal assistance in any one of six service areas: activities of daily living; central storage, distribution, administration or monitoring of medication; monitoring of food intake or therapeutic diets; maintenance or management of cash resources or property; psychosocial rehabilitation or intensive physical rehabilitation; and structured behavioural program. Personal assistance services may be provided at either a less intensive support service level or a more intensive prescribed service level. You may perform some or all of the activities in the support services column without triggering a prescribed service. If you apply for registration, please attach this completed worksheet to your application form.

Instructions

1. For each personal assistance service area, read the list of activities under each of the support services and prescribed services columns and place a check mark as appropriate.
2. If you do not offer or perform any activity listed in either column, check the box:
 Not offered or provided at all.
3. If you offer or provide any one of the activities listed under support services, check the box:
 Offered or provided at support service level.
4. If you offer or provide any one of the activities listed under prescribed services, check the box:
 Offered or provided at prescribed service level.

Service Area: Activities of Daily Living

Support Services	√	Prescribed Services	√
The personal assistance activities listed in this column are <i>not</i> prescribed services. Registered assisted living operators may perform all activities in this column.		Performing any one activity in this column indicates the service area listed above is a prescribed service.	
<p>Operator staff may:</p> <ul style="list-style-type: none"> • Observe changes of concern and bring to resident's, or other's, attention. • Provide cueing, reminders, prompts and redirection for daily activities/tasks. • Provide tactful reminders for individuals with short-term memory loss about to repeat an activity, such as having a second meal or washing their hair again. • Offer group programs to encourage and maintain socialization and awareness of current events in residence and community. • Provide ongoing assistance not requiring personal contact, such as positioning a chair or drawing a bath, getting needed items or being available while resident bathes. • Provide occasional or intermittent assistance for residents who are usually independent with "hands-on" tasks such as dressing, bathing, grooming, using the toilet, eating and mobility/transfer. • Provide occasional or intermittent assistance with activities of daily living in accordance with goals set out in a psychosocial rehabilitation plan (see last service area). 		<p>Operator staff may:</p> <ul style="list-style-type: none"> • Provide daily to weekly assistance on a regular and continuous basis,¹ such as with: <ul style="list-style-type: none"> – dressing, grooming or oral hygiene; – washing, bathing or perineal care; – mobility assistance; – incontinence care and programs, such as assistance to use the toilet. • Provide assistance with feeding, including tube feeding/hand feeding.² • Perform other tasks delegated from a professional,² such as foot care, ostomy care and exercise activation. • Observe and report any changes in resident's condition.² 	

Summary assessment of **activities of daily living**:

- Not offered or provided at all.
- Offered or provided at support service level.
- Offered or provided at prescribed service level.

¹ The assistance could be on a scheduled or unscheduled basis.

² Tasks delegated from a professional are to be performed in accordance with the *Personal Assistance Guidelines*, Ministry of Health Services, 1997. Available on the Registrar's website or from the Registrar's office.

Service Area: Central Storage of Medication, Distribution of Medication, Administering Medication or Monitoring the Taking of Medication

Support Services	√	Prescribed Services	√
<p>The personal assistance activities listed in this column are <i>not</i> prescribed service activities. Registered assisted living operators may perform all activities in this column.</p>		<p>Performing any one activity in this column indicates the service area listed above is a prescribed service.</p>	
<p>Level 1³</p> <ul style="list-style-type: none"> Resident self administers medications. <p>Level 2³</p> <p>Same as above and in addition:</p> <ul style="list-style-type: none"> Operator staff give medication reminders. <p>Service Common to Levels 1, 2 and 3</p> <ul style="list-style-type: none"> Resident orders and receives medications from pharmacy however, resident may designate (in writing) that operator receives their medications. <p>Services Common to All Levels</p> <ul style="list-style-type: none"> Staff may physically assist residents who are fully able to self-direct the taking of their medications. Registered nurses or licensed practical nurses employed or contracted by an operator may administer PRN⁴ medications or medications by injection. 		<p>Level 3³</p> <ul style="list-style-type: none"> Operator staff assist resident to achieve medication compliance:² <ul style="list-style-type: none"> provides a reminder; observes and records that medication was taken (or not) for a given time; and provides followup for missed medication. If resident is unable to secure own medications, operator may secure the medications in resident’s room or centrally. Residents may designate in writing that operator initiates refills. <p>Level 4³</p> <ul style="list-style-type: none"> Provided by exception, for up to 90 days, when residents are not able to make decisions about their medication services (in palliative, convalescent or transitional situations). Operator manages medications² and: <ul style="list-style-type: none"> determines medications for a given time and gives to resident; and records medications by person, date and time taken. Operator initiates refills and receives delivery of medications. Operator staff secure the medication in resident’s room or centrally. <p style="text-align: right;"><i>(continued on next page)</i></p>	

3 Medication service level to be performed in accordance with the *Medication Services Standards of Practice Guidelines*, Office of the Assisted Living Registrar, 2004.

4 PRNs are medications that do not have to be taken at a certain time and are taken as needed. Medications by injection include daily insulin, palliative pain medication, monthly B12 shots and annual vaccines ordered by a physician.

Support Services	√	Prescribed Services	√
		Services Common to Levels 3 and 4 <ul style="list-style-type: none"> Operator staff observe/report effects of medications on resident.² Operator staff, in accordance with a psychosocial rehabilitation plan, provide coaching, instruction and followup for self-medication, including intervention in and reporting of high risk non-compliance.² Operator staff may provide PRN prescription medications according to a protocol documented in the resident's personal services plan. 	

Summary assessment of **central storage of medication, distribution of medication, administering medication or monitoring the taking of medication:**

- Not offered or provided at all.
- Offered or provided at support service level.
- Offered or provided at prescribed service level.

Service Area: Maintenance or Management of Cash Resources or Property

Support Services	√	Prescribed Services	√
The personal assistance activities listed in this column are <i>not</i> prescribed service activities. Registered assisted living operators may perform all activities in this column.		Performing any one activity in this column indicates the service area listed above is a prescribed service.	
<ul style="list-style-type: none"> Operator may arrange ongoing, in-house visits by a bank. Resident may charge the cost of services on account, receive and pay a statement. Resident may request operator to make a purchase or to pay bills and reimburse the operator. 		<ul style="list-style-type: none"> Operator manages comfort funds for residents. 	

Summary assessment of **maintenance or management of cash resources or property:**

- Not offered or provided at all.
- Offered or provided at support service level.
- Offered or provided at prescribed service level.

Service Area: Monitoring of Food Intake or Therapeutic Diets

Support Services	√	Prescribed Services	√
<p>The personal assistance activities listed in this column are <i>not</i> prescribed service activities. Registered assisted living operators may perform all activities in this column.</p>		<p>Performing any one activity in this column indicates the service area listed above is a prescribed service.</p>	
<ul style="list-style-type: none"> • Operator may modify meals in accordance with diets requested by residents and as recommended and monitored by the resident’s dietician or physician: <ul style="list-style-type: none"> – includes provision of expertise necessary to prepare individual meal plans for diets requested by the resident and incorporating same into rotating menus. • Operator may provide a voluntary program for residents to weigh-in or weigh a resident upon their request. • Operator may monitor food consumption for purposes of satisfaction and quality control. • Operator may observe changes in eating habits and bring changes of concern to resident’s or other’s attention. 		<ul style="list-style-type: none"> • Food/fluid intake may be monitored/ measured/recorded by the operator. • Operator staff may determine and chart residents’ weights on a regular and/or compulsory basis. • Operator may provide expertise to assess a resident’s nutritional status and implement a nutritional care plan/ therapeutic diet. • Operator may provide expertise to monitor the appropriateness of a resident’s special or therapeutic diet and modify the meal plan where indicated. 	

Summary assessment of **monitoring food intake or therapeutic diets**:

- Not offered or provided at all.
- Offered or provided at support service level.
- Offered or provided at prescribed service level.

Service Area: Psychosocial Rehabilitation or Intensive Physical Rehabilitation

Support Services	√	Prescribed Services	√
The personal assistance activities listed in this column are <i>not</i> prescribed service activities. Registered assisted living operators may perform all activities in this column.		Performing any one activity in this column indicates the service area listed above is a prescribed service.	
Psychosocial Rehabilitation			
Psychosocial rehabilitation programs focus on one or more of the life-related domains: personal life, leisure, education and work. Rehabilitation or recovery plans set out goals and services designed to increase the resident's capacity for independence.			
<ul style="list-style-type: none"> Resident is responsible for self and decides own actions and daily direction; operator staff may provide suggestions and opportunities. Staff may observe resident and bring changes of concern to resident's or other's attention. 		<ul style="list-style-type: none"> A rehabilitation or recovery service plan is developed by the resident and their professional case manager.⁵ Operator staff provide non-professional direct services, in accordance with the service plan, which assist and support the resident to achieve their goals. Services include non-professional activities outlined in the rehabilitation or recovery plan, including: <ul style="list-style-type: none"> general oversight of activities outlined in the plan; counselling, teaching and coaching; and instrumental activities of daily living.⁶ Staff monitor resident changes, discuss the changes with the resident, and record and report to the case manager, as outlined in the rehabilitation or recovery plan. 	
Intensive Physical Rehabilitation			
<ul style="list-style-type: none"> Exercise and activation activities. 		<ul style="list-style-type: none"> Operator staff provide individualized services that are planned and supervised by a physical rehabilitation therapist as a principal service to a resident.² 	

Summary assessment of psychosocial rehabilitation or intensive physical rehabilitation:

- Not offered or provided at all.
- Offered or provided at support service level.
- Offered or provided at prescribed service level.

5 Professional case manager includes a primary care physician, psychiatrist, professional working from a mental health centre, professional in private practice, or professional working from an alcohol and drug clinic.

6 Instrumental activities of daily living include planning and execution skills associated with tasks such as shopping, getting to places, preparing meals and managing money.

Service Area: Structured Behavioural Program

Support Services	√	Prescribed Services	√
The personal assistance activities listed in this column are <i>not</i> prescribed service activities. Registered assisted living operators may perform all activities in this column.		Performing any one activity in this column indicates the service area listed above is a prescribed service.	
<ul style="list-style-type: none"> • Providing cueing, reminders, prompts and redirection for daily activities/tasks. • Other support level programs may be identified, such as elderly outreach services that reinforce certain behaviours. 		<ul style="list-style-type: none"> • Operator/staff carry out individualized therapeutic programs developed and supervised by a professional for the purpose of changing behaviour.² 	

Summary assessment of **structural behavioural program**:

- Not offered or provided at all.
- Offered or provided at support service level.
- Offered or provided at prescribed service level.

