

<b>COUNTY OF WETASKIWIN NO. 10</b>  <b>Municipal Policy &amp; Procedures Manual</b>	<b>FUNCTION:</b>  <b>5100 FAMILY AND COMMUNITY SUPPORT SERVICES</b>
	<b>SECTION:</b>  <b>5130 EMPLOYEE RELATIONS</b>

## **CONDUCT OF HOME SUPPORT WORKERS DURING PLACEMENT POLICY #5131**

### **POLICY STATEMENT**

Home Support Workers are paid employees of the County of Wetaskiwin No. 10, are trained and supervised by a Co-ordinator, and carry a broad responsibility for child and adult care, household management, and the understanding of people. The County of Wetaskiwin No. 10 is accountable to the Client for the quality of service provided by the Home Support Workers. The Home Support Service compliments and extends community and medical services.

### **PROCEDURES**

1. **Discipline of Children** - The physical discipline of children is not allowed.

The County of Wetaskiwin No. 10 Home Support Service policy, as well as Home Support Alberta, is firm in its direction that at no time is a Home Support Worker to use physical measures, such as spanking or hitting to discipline children. If such a difficulty arises that warrants some disciplinary action, the Co-ordinator, social worker, or parents should be contacted so that another solution can be worked out.

Any breach of this policy could result in termination.

2. **Administration of Medications** - No Home Support Worker is to administer any medications to Clients, be it prescribed or over the counter, without the written permission of the Client, or the Client's family or guardian. The Home Support Worker and/or the Agency could be held liable in the case of complications due to misuse, abuse, or allergic reactions.

Home Support Workers are not to administer aspirin or similar drugs to children, even at parent's request without written consent. If a Home Support Worker is alone with a child and deems such medication necessary as in the case of an elevated temperature, medical help should be sought and the Co-ordinator contacted for instructions.

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In the case where Home Support Workers are required to administer medication, a County of Wetaskiwin No. 10 form will be signed by the Client or Delegate to grant permission. The Home Support Worker will be notified by the Co-ordinator when such a form has been signed, and give the request to administer medication.

Administering of medications is currently under review by Home Support Alberta.

3. **Selling, Soliciting, or Recruiting** - Any transactions resulting in the exchange of money or property between the Home Support Worker and Client, soliciting funds for any reason, or recruiting one's own religious or political beliefs during the time of a placement is prohibited.

Home Support Workers should respect the fact that they are in the placement to serve the Client's needs.

4. **Confidentiality** - All Home Support Workers, both during and after working hours, have a strict responsibility to safeguard the confidential nature of information with which they deal. It is considered a serious breach of trust to use this information indiscriminately and could be cause for dismissal.

5. **Handling of Medical Emergencies** - When there is no answer at the door or on the phone of a Client, call the Co-ordinator who, in turn, will investigate the situation.

If the Home Support Worker goes into a Client's home and finds an Client motionless, check for a pulse. If there is a pulse, immediately call the ambulance.

If you know they are deceased, contact the RCMP and the Co-ordinator.

Stay with the Client until someone arrives.

6. **Use of Alcohol and Drugs** - Drinking alcoholic beverages or the use of illegal drugs at anytime while on placement or just prior to placement, regardless of circumstances, is forbidden. Such behaviour will result in instant dismissal.

7. **Smoking** - Due to the fact that smoking has been proven to be a health hazard, and becoming less acceptable in our society, it would be reasonable to expect the Home Support Workers not to smoke while on placement. However, it is permissible for the Home Support Worker to smoke while on placement provided the Client is in complete agreement. Some Clients may not want to refuse permission even though it may be uncomfortable for them. The Home Support Worker must use her judgement in doing what is best for the Client.

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The Home Support Worker must never smoke while handling food, giving child care, or personal care.

8. **Visitors** - No personal company is allowed while on duty.
9. **Gifts** - No gifts of money may be accepted. Inexpensive tokens of appreciation may be accepted, but Home Support Workers must be certain that those are well within the means of the Client.
10. **Meals and Coffee Breaks** - The Home Support Worker may have lunch with the family, and a short break in the morning and afternoon is permitted. Most families enjoy sharing lunch and coffee breaks with the Home Support Worker. This time together enables the family to become better acquainted with the Home Support Worker.
11. **Personal Cleanliness** - Body cleanliness is a must. Neat hair and grooming is important, with special attention to hands and nails. Make up, including perfume, should be kept to a minimum. A deodorant should be used daily.
12. **Dress Code** - All clothing must be in good taste and not offensive to seniors. Clothing must not be so constrictive that body features and undergarments are visible. Clothing should be clean and freshly laundered and in a state of good repair. Undergarments should be changed daily.
13. **Professionalism** - Do not become involved in their problems. Be warm and friendly without intimacy, but do not burden your Client with your own personal problems. Know when your involvement is creating a sense of dependency for you or your Client and be willing to step back. Respect your Client's right to confidentiality. Be aware of your own feelings and know how to handle them. You may be annoyed or frustrated with your Client or working conditions, or depressed about something that happened at home. Keep in mind that it is not acceptable to reveal these feelings to your Client. Co-operate with Agency staff. Remember, you are part of a team.
14. **Leave of Absence for Home Support Workers** - Leave of absence may be taken for compassionate, medical, maternity, or extended vacations.

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