



HCSW Role and Responsibilities

A Day in the Life of Residents Living in LTC

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| Applies to: | LTC Peer Mentors and Health Care Support Workers. |
| Purpose: | To explain Health Care Support Workers' (HCSW) Roles and Responsibilities in supporting residents. |

About this Guide


This guide will help you understand your roles and responsibilities as an HCSW in supporting residents. Your role and responsibilities are organized into day, evening and night shifts. Times and activities will vary with facilities.

Consult with your Peer Mentor or most responsible nurse on areas you will need step-by-step instruction and/or coaching. By the end of each shift, take time to write down your strengths and what areas you wish to strengthen. Use your daily reflections to build your knowledge and skills.

Learning Objectives:

- Learn and practice your HCSW role and responsibilities
- Learn and practice connecting with residents
- Learn and practice supporting the resident and care team members


Day Shift (07:00-15:00)

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| <p>07:00-07:30</p>  | <ul style="list-style-type: none">○ Sign in and sign out pager and radio.○ Review the Communication Safety Board.○ Review residents on RAI Observation to report to HCA/nurse clinician resident expressions of distress.○ Check Island Health email during the day.○ Join the handoff report huddle.○ Introduce yourself to the care team.○ Participate by gathering and sharing resident information describe changes in resident functioning, mood and behaviour, or preferences (likes and dislikes). Describe complaints of distress or discomfort to the nurse clinician as soon as possible.○ Report safety incidents throughout the day and complete the PSLs as required.○ Throughout the day, review Resident Plans of Care and Social History to encourage meaningful conversations on what matters to residents and their family. |
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| 07:30-8:00 | <ul style="list-style-type: none"> • Stock linen and supplies on carts. • Recognize residents on contact and droplet precautions. • Restock PPE holders throughout the day. • Restock blanket warmers throughout the day. • Accompany and porter residents to the dining room. |
| 08:00-09:00 | <ul style="list-style-type: none"> • Assist in soiled laundry pickup and garbage disposal. • Under the direction of the nurse clinician, serve beverages and meal items. • Connect with residents by participating in meaningful conversations on what matters to the resident. • Accompany and porter residents to return to their rooms, recreation areas, sitting areas, etc., as per resident choice. Under the direction of the Activity Worker, provide items for the resident to engage in. |
| 09:00-09:15 | Break and refreshments |
| 09:15-10:00 | <ul style="list-style-type: none"> • Assist HCA in vacant resident bed changes. • Assist in soiled laundry pickup and garbage disposal. • Restock linen and garbage carts. • Tidy resident room pathways under the direction of the resident and HCAs. • Accompany and porter residents e.g. recreation activities, hairdressing services. |
| 10:00-10:30 | <ul style="list-style-type: none"> • Under the direction of the Activity Worker or Rehab Aide, accompany and assist the resident with set up, and supervise as needed, virtual or window visits. |
|  | <ul style="list-style-type: none"> • Join team huddle • Participate by gathering and sharing resident information e.g. describe changes in resident functioning, mood and behaviour, or preferences (likes and dislikes). Describe complaints of distress or discomfort to the nurse clinician as soon as possible.. |
| 10:45-11:00 | <ul style="list-style-type: none"> • Under the direction of the Activity Worker or Rehab Aide, accompany and assist the resident with set up, and supervise as needed, virtual or window visits. |
| 11:00-11:30 | Break and refreshments |
| 11:30-12:00 | <ul style="list-style-type: none"> • Assist HCA in vacant resident bed changes. • Assist in soiled laundry pickup and garbage disposal. • Restock linen and garbage carts. • Tidy resident room pathways under the direction of the resident and HCAs. • Connect with residents, reading, cards, and other related games. • Accompany and porter residents to the dining room. |


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| 12:00-12:30 | <ul style="list-style-type: none">• Under the direction of the nurse clinician, serve beverages and meal items.• Connect with residents by participating in meaningful conversations on what matters to the resident.• Accompany and porter residents to return to their rooms, recreation areas, sitting areas, etc., as per resident choice. |
| 12:30-13:30 | <ul style="list-style-type: none">• Under the direction of the Activity Worker or Rehab Aide, accompany and assist the resident with set up, and supervise as needed, virtual or window visits. |
| 13:30-13:45 | Break and refreshments |
| 13:45-14:15 | <ul style="list-style-type: none">• Assist in soiled laundry pickup and garbage disposal.• Restock linen and garbage carts. |
| 14:15-14:45 | <ul style="list-style-type: none">• Under the direction of the HCA, serve residents beverages and snacks.• Assist in soiled laundry pickup and garbage disposal.• Restock linen and garbage carts. |
| 14:45-15:00  | <ul style="list-style-type: none">• Join the handoff report huddle.• Participate by gathering and sharing resident information, e.g., describe changes in resident functioning, mood and behaviour, or preferences (likes and dislikes). |
| Reflection  | <ul style="list-style-type: none">• These are my strengths.• These are the areas I will focus on to strengthen my skills. |

Evening Shift (15:00 – 23:00)


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| <p>15:00 – 15:30</p>  | <ul style="list-style-type: none"> • Sign in and sign out pager and radio. • Review the Communication Safety Board. • Review residents on RAI Observation to report to HCA/nurse clinician resident expressions of distress. • Check Island Health email during the evening. • Join the handoff report huddle. • Introduce yourself to the care team. • Participate by gathering and sharing resident information, e.g., describe changes in resident functioning, mood and behaviour, or preferences (likes and dislikes). Describe complaints of distress or discomfort to the nurse clinician as soon as possible. • Report safety incidents throughout the evening and complete the PSLS as required. • Throughout the evening, review Resident Plans of Care and Social History to encourage meaningful conversations on what matters to residents and their families. |
| <p>15:30- 16:00</p> | <ul style="list-style-type: none"> • Stock linen and supplies on carts. • Recognize residents on contact and droplet precautions. • Restock PPE holders throughout the evening. • Restock blanket warmers throughout the day. • Connect with residents, reading, cards, and other related activities. |
| <p>16:00-16:30</p> | <p>Break and refreshments</p> |
| <p>16:30-17:00 ICP</p> | <ul style="list-style-type: none"> • Assist in soiled laundry pickup and garbage disposal. • Restock linen and garbage carts. • Connect with residents, reading, cards, and other related activities |
| <p>17:00-18:00</p> | <ul style="list-style-type: none"> • Accompany and porter residents to the dining room. • Under the direction of the nurse clinician, serve beverages and meal items. • Connect with residents by participating in meaningful conversations on what matters to the resident. • Accompany and porter residents to return to their rooms, recreation areas, sitting areas, etc., as per resident choice. |
| <p>18:00-18:30</p> | <ul style="list-style-type: none"> • Assist in soiled laundry pickup and garbage disposal. • Restock linen and garbage carts. |
| <p>18:30-19:00</p> | <ul style="list-style-type: none"> • Connect with residents, reading, cards, and other related activities. |

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| 19:00-19:15 | Break and refreshments |
| 19:15-20:00 | <ul style="list-style-type: none"> • Under the direction of the HCA, serve residents beverages and snacks. • Connect with residents, reading, cards, and other related activities as provided in recreation areas. |
| 20:00-21:15 | <ul style="list-style-type: none"> • Deliver soiled wheelchairs to washing area. |
| 21:00-21:15 | Break and refreshments |
| 21:15-21:30  | <ul style="list-style-type: none"> • Join team huddle. • Participate by gathering and sharing resident information, e.g., describe changes in resident functioning, mood and behaviour, or preferences (likes and dislikes). |
| 21:30-22:45 | <ul style="list-style-type: none"> • Tidy workstations. • Restock linen and garbage carts. • Restock PPE. • Restock blanket warmers. • Transport cleaned wheelchairs from washing area to resident room, under the direction of the HCA. • Connect with residents, reading, cards, and other related activities |
| 22:24-23:00  | <ul style="list-style-type: none"> • Join the handoff report huddle. • Participate by gathering and sharing resident information, e.g., describe changes in resident functioning, mood and behaviour, or preferences (likes and dislikes). |
| Reflection  | <ul style="list-style-type: none"> • These are my strengths. • These are the areas I will focus on to strengthen my skills. |



Night Shift (23:00-07:00)

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| <p>23:00-23:30</p>  | <ul style="list-style-type: none"> • Sign in and sign out pager and radio. • Review the Communication Safety Board. • Review residents on RAI Observation to report to HCA/nurse clinician resident expressions of distress. • Check Island Health email during the evening shift. • Join the handoff report huddle. • Introduce yourself to the care team. • Participate by gathering and sharing resident information, e.g., describe changes in resident functioning, mood and behaviour, or preferences (likes and dislikes). Describe complaints of distress or discomfort to the nurse clinician as soon as possible.. • Report safety incidents throughout the HS and complete the PSLs as required • Throughout the night, review Resident Plans of Care and Social History to encourage meaningful conversations on what matters to residents and their family. |
| <p>23:30-24:00</p> | <ul style="list-style-type: none"> • Switch off TVs in public areas. • Stock linen and supplies on carts. • Resupply PPE holders throughout HS. • Resupply blanket warmers throughout HS. • Recognize residents on contact and droplet precautions. • Observe for awake residents and walking in hallway; notify nurse clinician and follow directions. |
| <p>24:00-24:30</p> | <ul style="list-style-type: none"> • Assist in soiled laundry pickup and garbage disposal. • Resupply linen and garbage carts. • Resupply blanket warmers throughout HS. • Connect with residents, reading, cards, and other related activities, as provided by the resident or recreation areas. • Observe for awake residents and walking in hallway; notify nurse clinician and follow directions. |
| <p>24:30-24:45</p> | <p>Break and refreshments</p> |
| <p>24:45-01:30</p> | <ul style="list-style-type: none"> • Tidy public areas and workstations. • Observe for awake residents and walking in hallway; notify nurse clinician and follow directions. |
| <p>01:30-02:00</p> | <p>Break and refreshments</p> |

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| 02:00-02:30 | <ul style="list-style-type: none">• Assist in soiled laundry pickup and garbage disposal.• Stock linen and supplies on carts.• Resupply PPE holders throughout HS.• Resupply blanket warmers throughout HS.• Observe for awake residents and walking in hallway; notify nurse clinician and follow directions. |
| 02:30-03:15 | <ul style="list-style-type: none">• Remove wheelchairs, Broda, linen carts and furniture blocking fire door or fire pull stations• Observe for awake residents and walking in hallway; notify nurse clinician and follow directions. |
| 03:15-04:00 | Break and refreshments |
| 04:00-06:30 | <ul style="list-style-type: none">• Assist in soiled laundry pickup and garbage disposal.• Stock linen and supplies on carts.• Resupply PPE holders throughout HS.• Resupply blanket warmers throughout HS.• Observe for awake residents and walking in hallway; notify nurse clinician and follow directions. |
| 06:30-07:00  | <ul style="list-style-type: none">• Join the handoff report huddle.• Participate by gathering and sharing resident information, e.g., describe changes in resident functioning, mood and behaviour, or preferences (likes and dislikes). |
| Reflection  | <ul style="list-style-type: none">• These are my strengths.• These are the areas I will focus on to strengthen my skills. |