



Sub-Contractor's HANDBOOK The Book of Care

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MESSAGE FROM OUR CEO: ADNAN LATIF

Dear Staff,

I Cordially Welcome you to your journey at **ASK4CARE SUPPORT SERVICES INC!!**

As with all companies — and for all candidates — the marketplace is highly competitive. To succeed, we all need to identify what makes us truly different — and lead with our unique difference — in two words: Family business. We started as a family business, and though we have expanded to now include three thriving region-specific locations, we've stayed true to our roots.

We strictly hold ourselves accountable for all our actions. This allows us to push ourselves to learn more about our clients and candidates, to stretch farther, to be more innovative, to brainstorm, to come up with creative, smart staffing solutions for our clients and in turn create more opportunities for our shift workers.

ASK4CARE has steadily grown since its inception in 2014. We are a full-cycle recruitment and placement firm that has strong values and ethics. We are known to stand by our tagline, "Where Promises are Kept" not only for our clients but for our staff as well.

As the baby-boomers retire the need for healthcare services and supports will continue to grow, consequently ASK4CARE will continue to expand our out-reach and this would create future opportunities for growth within the company.

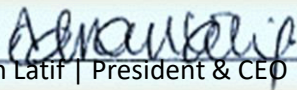
By 2036, the number of seniors would be more than double the number observed in 2009 and would vary between 9.9 and 10.9 million persons. By 2061, their number would vary between 11.9 and 15.0 million. Are you ready to ride out this silver tsunami with ASK4CARE?

Health spending. In 2018, total healthcare expenditure in Canada is expected to reach \$253.5 billion, or \$6,839 per person. It is anticipated that, overall, health spending will represent 11.3% of Canada's gross domestic product (GDP).

Based on verified claims, statistics and market trends, healthcare is a recession proof business that will keep you and your families smiling for many years to come.

You are now a vital member of the ASK4CARE family. May goodwill, prosperity and positivity follow you wherever you go and guide you in whatever you do.

Sincerely,



Adnan Latif | President & CEO

Introduction

The Executive Director is accountable for leading an effective staff team and is thereby accountable for the development and implementation of the policies outlined in this handbook.

Schedulers are responsible for ensuring smooth operations within their own staff teams and should reference this handbook all workers to ensure organizational consistency in the application of these practices.

The Human Resource Department is responsible for maintaining the procedures, policies and systems which support human resource management for Ask4care and is available to answer any questions or provide clarification on any content of this handbook.

Ask4care Management Team



Mission Statement

To work relentlessly to win the hearts and minds of every community member that is in need of support by providing top notch care that exceeds the expectations of our valued clientele throughout North America while maintaining the goals, vision and values of our stake holders

Vision Statement

To emerge as the most trusted, reliable, efficient and cost-effective provider of healthcare support services throughout North America.

Values

- Respect
- Integrity
- Cultural Diversity
- Tolerance
- Reliability
- Simplicity
- Accuracy



Being a Sub-Contractor

Support workers are very important people. You support Clients and their family, and in doing so, you get to know this person, and likely their family and/or support network. You probably will learn something about yourself too. You need to be adaptable, flexible, organized, and accepting. You need to be a good problem-solver and communicator, who has a sense of humor and likes to learn new things. You also need to take care of yourself.

Your role is to provide care for the Client in an accepting, inclusive, and safe environment. You are responsible for the safety, health, and well-being of the Client, while he or she is in your care, and for making sure that he or she has opportunities to enhance social and recreational skills. You are also responsible for communicating with the Client and their family on a regular basis.

We expect you to conduct yourself in ways that reflect the inclusive philosophy of ASK4CARE SUPPORT SERVICES INC. ASK4CARE is committed to the principles of community living. These include respect for uniqueness, dignity, recognition of each person's needs for self-determination, personal happiness and satisfaction, and for a meaningful life where their gifts and contributions are valued. ASK4CARE's philosophy is based on the rights of people with intellectual disabilities to have the full range of life choices that are available to all citizens. This includes access to educational opportunities, to affordable appropriate housing, leisure options, gainful employment, and community life in general. Clients have rights that are to be upheld and respected by everyone involved with them. You should conduct yourself accordingly, and not impose your own personal values or beliefs on the Clients or families you work with.

Every Client has the right to a physically and emotionally safe environment that supports his or her dignity and privacy. The welfare of Clients is of the utmost concern. Abuse, neglect, humiliation, retaliation, or disrespect of any kind is not tolerated. You are expected to dress, speak, and act in ways that are respectful and appropriate.

What is a Sub- Contractor?

Under your contract with ASK4CARE, you are considered an independent contractor, not an ASK4CARE employee. Independent contractors are self-employed workers. The definition of an independent contractor is determined through several tests. Generally, if you control how, when and where you carry out your duties, use space and equipment that you own, and have a chance to make a profit or loss, you are an independent contractor.

As an independent contractor, you are covered by the insurance coverage ASK4CARE retains through its insurance providers in addition to this you are covered by WSIB (Workers Safety and Insurance Board). ASK4CARE has a limit of \$2 million and is liability insurance against any third-party damages, arising from performing functions as outlined within your contract. ASK4CARE's Agency Manager can provide you with details of this coverage. You should consult an insurance professional to ensure you have adequate liability insurance, vehicle insurance, and other types of insurance you may require to perform your assignments. If you use your vehicle to transport the Client(s) you will support, you may need to have business insurance on your vehicle. Check with your insurance agent for more information. If there is a provision for mileage in your contract, you will be sending in mileage claim forms each month. In this case we will require a copy of your vehicle business insurance. We also must remind you that you are responsible for any damage to your home or property as a result of providing care.

You are responsible for any income tax, CPP premiums, and any other statutory requirements. You will be paid on the basis of invoices you submit to ASK4CARE. You will not receive T-4 slips from ASK4CARE and ASK4CARE does not make any remittances to Canada Revenue Agency on your behalf, nor are you eligible for Employment Insurance should the contract terminate. If you have questions about your income tax status, we suggest you consult a tax professional or accountant.

WSIB

Workers Safety and Insurance Board provides wage-loss benefits, medical coverage and support to help people get back to work after a work-related injury or illness.

WSIB is funded by premiums paid by Ontario businesses. WSIB provide no-fault collective liability insurance and access to industry-specific health and safety information.

WSIB is one of the largest insurance organizations in North America, covering over five million people in more than 300,000 workplaces across Ontario.

ASK4CARE pays WSIB premiums for all sub-contractors working with ASK4CARE. All ASK4CARE Sub-contractors are covered under WSIB.

Your Contractual Obligations

Your contract is the legal document that governs your relationship with ASK4CARE and the services you provide. Be familiar with your contract. Keep a copy handy for easy reference. If you have questions about anything in the contract, you should clarify them by seeking independent legal advice.

The purpose of the contract is to set out our mutual obligations and define who you will provide care for and how much you will be paid. It also sets out the terms under which either you or ASK4CARE may terminate the contract.

For the purposes of the provision of services, the following is a summary of the key obligations that you must follow:

- * Participate in the application and interview process, as defined by ASK4CARE, including a criminal record review, reference checks and provide a copy of your valid first aid certificate and CPR, and provide a copy of your business car insurance (when applicable)
- * Participate in orientation and/or training related to the needs of the Client you will be supporting.
- * Adhere to routines, goals, and specific care standards as set out in the Client's care plan and health care plans and protocols as applicable.
- * Follow the requirements of ASK4CARE, including behavior management policy and critical incident reporting.
- * Perform caring functions, including sustaining the Client's well-being.
- * Communicate regarding the Client's needs and interests; involve the Client/family

in decision-making affecting the Client; and promote ongoing relationships with the Client's family, friends, and support network.

- * Document any medical emergencies or critical incidents pertaining to the Client.
- * Treat all information about the Client and family as confidential.
- * Report on Clients goal progress based on the Clients Person Centered Planning goals
- * Invoice ASK4CARE for services provided.

ASK4CARE's Contractual Obligations:

- * Provide up-to-date guidelines regarding the standards of care required by the client.
- * Help the client screen, approve, and support you, the caregiver.
- * Provide you with pertinent information or training regarding the client.
- * Monitor the service provided in conjunction with the Client and their family.
- * Ensure the Client is supported in a manner that is reflective of his or her established goals and care plan.

Our Written Contract with You

You and ASK4CARE have entered into a contractual relationship. We both have legal rights and responsibilities under the agency, "Temp/Sub-Contractor Agreement".

The purpose of the "Temp/Sub-Contractor Agreement", is to set out our mutual obligations, including the services you will provide, how much you will be paid, and how either party may end the relationship. It is important for you to be familiar with your Agreement and the standards relevant to the services that you are providing. If you have any questions pertaining to this please reach out to an ASK4CARE representative who will be more than happy to answer your questions.

Working with Clients

We are committed to assisting families to establish supportive relationships between caregivers and the Clients you work with. The following guidelines will help you in developing these relationships, and in meeting your obligations under the contract.

Communication

Open and regular communication is the key to a successful family and caregiver relationship. You should communicate with the family about changes in the behavior or support needs of the Client.

Families are responsible for arranging specific times and pick-up/drop-off routines with you, and for giving reasonable notice of any changes. You are also expected to give reasonable notice of any changes. We suggest that you keep a record book showing all bookings and cancellations and the dates and times of care provided.

Language

The language you use is important. The perceived value or worth of an Client can be affected by the language used by those around them. For many years, people with disabilities have been identified by their disability first, and as people second. They have often been described as helpless victims to be pitied or feared and ignored. Words that are negative, de-personalizing, stereotypical, and sometimes offensive have often been used.

It is important to use language, both written and verbal, that enhances dignity and commands respect for all Clients. Below are some basic principles to follow when talking with and about people with disabilities.

- Put people first, and disability second.
- Instead of disabled person or defective child, use person with a disability or child with an impairment.
- Do not use a depersonalized disability or medical diagnosis as a label for a person.
- Don't call people the intellectually disabled, the retarded, the learning disabled, invalids, or epileptics. Instead use people who have intellectual disabilities, child with a learning disability, someone with a mobility impairment, someone with epilepsy, or someone affected by autism.
- Use emotionally neutral expressions.
- Instead of saying someone is suffering from or afflicted with cerebral palsy, or is a stroke victim, say he or she is a person with cerebral palsy or someone who has had a stroke.
- Emphasize positive abilities, not limitations.
- Don't say that someone is confined to a wheelchair or housebound. Say that he or she uses a wheelchair or is taught at home.
- Don't use terms such as able-bodied or normal in contrast, as they imply that the person with a disability is abnormal.
- Use words that empower and value people as contributing community members.
- Don't refer to people as family burdens or problems who need placements, case management, and professionals to make decisions for them.
- Talk about Clients and families who have strengths, support needs, preferences, cultural beliefs and personal goals, and who face challenges.
- Avoid offensive words.

Words such as cripple, retard, moron, deformed and mongoloid are offensive and derogatory. Use person with a limp, person with an intellectual disability or child with Down Syndrome instead.

Confidentiality & Privacy

Each Client receiving services has the right to have personal information about them treated in confidence. This includes medical, psychological, financial, employment and educational information. This obligation continues indefinitely, even after your contracting relationship is over.

In keeping with confidentiality expectations, you should not provide personal or sensitive information about the person you are supporting to people outside their family or ASK4CARE, without their signed consent. In the case of a minor or an adult who is not making his/her own decisions, this consent must come from the family or legal representative. This includes use of photos and names, as well as written reports or other information.

There may be some circumstances in which you have to release information, such as a medical emergency. Ideally, the Client or family should provide the information directly. If this is not possible, share only what is necessary, and use appropriate language. Remember, you are obligated to report abuse or neglect to the appropriate authorities and cooperate in any subsequent investigations.

Decision-making

As a caregiver, you should not become involved in the legal, financial, or personal affairs of the Client. All consent forms and legal documents must be signed by the Client, parent, or legal guardian or representative. An adult can give consent unless he or she has a designated representative. In the case of children and youth under 18, and adults with representatives, only the family or representative can provide consent.

Personal Identification

Families are responsible for making sure that children and adults have appropriate identification and for making sure it accompanies them in the community. This could include Govt issued photo ID, OHIP Health Cards with Pictures and Canadian Issued Passports.

Transportation

You may use your own vehicle to transport the Client you are supporting. You are expected to have a safe and reliable vehicle, to drive with due care and attention and adhere to all requirements of the Motor Vehicle Act. Never leave a Client supported unattended in a vehicle. Vehicle insurance, payment of all traffic fines and costs associated with operating and maintaining the vehicle are solely your responsibility. You are required to carry at least \$1M in third party liability insurance and check with an insurance professional about whether you should carry business insurance.

We recommend that you do not take Clients supported out of the GTA unless formally authorized by client representative. If you are going to do so, you must get advance written permission. For Clients with a representation agreement in place, this permission must come from the parent or representative. Other Clients can provide their own permission. You must also carry medical information and emergency numbers with you. If you are crossing into the U.S., you must also have a notarized permission letter from the parent or representative, passport, proof of citizenship for the Client supported, appropriate medical insurance coverage, and medical information and emergency numbers.

Community Inclusion and Advocacy

Part of your role as a sub-contractor is to help broaden the circle of friends and build new opportunities for the Client you are supporting. Recreational and other community activities should form a part of the service you provide. Ideally, this should happen in settings in the community, with peers if possible. It can mean swimming at a recreation centre or going horseback riding or to the movies. It may also mean taking a Client to a regularly planned recreational activity or Adult Day program. The Client or family is expected to pay for the costs of admission or participation in such activities. ASK4CARE can provide you with information about community recreational opportunities, as well as any ASK4CARE-sponsored events.

During any of these activities, be aware of the Client's rights and responsibilities in the community. Stand up for them if you feel they are not being respected and treated with dignity. Support the development of their own self advocacy skills, so they can speak on their own behalf in the wider community.

Religious Activities

ASK4CARE values diversity and respects and honors the cultural differences and practices of all Clients, their families, and support networks. We encourage and support the right of Clients to freedom of religious and spiritual choices. As a caregiver, you should respect and support family choices and make reasonable accommodations regarding things such as dietary or moral decisions based on beliefs. Do not take a Client in your care to a religious or spiritual meeting or event without express family or Client consent.

Working Alone

In your role as a support worker, there will be times that you are working alone. As an independent contractor you are responsible for your own safety when working alone and must take appropriate steps to ensure your safety. This could be in the form of a check-in system with someone you know and trust, a phone call set up with the Client's family where appropriate as well as being aware of professional boundaries when supporting a Client.

Client Health and Well-being

You may provide personal care to the Client you support, develop relationships with them and their families, and form a part of the network of formal and informal supports surrounding that Client. As such, you can become involved in many personal aspects of their lives and play a role in their overall development. You are responsible for their health and personal well-being while they are in your care.

The key to successfully supporting a Client is to follow an up-to-date care plan, as well as other Client plans or protocols that pertain to their specific situation and needs. The following describes these Client plans, and the various aspects of a Client's well-being for which you are responsible while you care for them.

Personal Care

Some Clients supported need direct assistance with personal care and hygiene routines. You are expected to provide personal care in a way that ensures the privacy and dignity of the Client supported and promotes the highest level of independence and personal choice possible. This helps the Client supported learn appropriate touch, language, and personal boundaries through consistent modelling. It also provides comfort, consistency of routine and familiarity for the Client while protecting everyone involved.

Touch and personal interactions are integral components of providing personal care. Make sure you adhere to the following guidelines when touching the Client supported.

- * Avoid private parts during affectionate touching or hugging.
- * Allow as much privacy as possible while ensuring safety.
- * Follow the care plan.

Let the Client supported feel in control and be able to stop the touching at any time, except in a dangerous situation.

Behaviour Support

Some Clients supported have complex or challenging behavioral needs that require professional involvement. They require a behavior plan that sets out strategies and interventions to support them in an appropriate and safe way. If the Client supported has a behavior plan, you must follow it. Contact ASK4CARE if you have questions or concerns.

Standard or Universal Precautions

Caregivers are expected to observe basic cleanliness routines such as regular hand washing, and to understand and follow standard health precautions at all times when providing personal care to a Client. Always treat blood and other bodily fluids as potentially dangerous. Use latex/vinyl gloves when personal care involves blood or other body fluids, or when touching non-intact skin or items/surfaces contaminated with blood or body fluids. Disinfect contaminated surfaces, items, and materials with bleach or in the dishwasher or microwave.

For your own protection, you may want to consider immunizations against Hepatitis A, Hepatitis B and influenza. If the Client you are supporting is a carrier of Hepatitis B, you have a right to be notified and we strongly advise that you be immunized. If you choose not to be immunized, we may decide not to consider you as a caregiver for someone who is a Hepatitis B carrier. In this circumstance, we also suggest that you do not perform personal care duties. You are responsible for arranging your own immunizations, blood tests, and boosters.

Support During a Hospital Stay

Sometimes you may have to transport or accompany a Client to the hospital, if the family or alternate contacts are not available. In such situations, you are expected to act as the person's advocate and to provide support, and information to medical staff as required. This may include acting as an interpreter, providing personal and emotional support. You are not allowed to sign consent forms on behalf of the Client or carry out medical or nursing duties such as administering medication or I.V.s, moving the person, or changing dressings. Be aware of the Client's rights and dignity while being cared for in the hospital. Advocate on their behalf, if needed.

Behaviour Management & Support Strategies

Contractors are expected to interact with Clients supported in valuing and respectful ways that support their rights, safety, and dignity. This caring relationship forms the basis for positive and appropriate behavior. Always strive to assist Clients supported to develop self-control, self-confidence, self-discipline, and sensitivity to their interactions with others.

Redirection and correction should be a positive learning experience that teaches the Client to control and correct his or her own behavior. It can include natural consequences, praise, encouragement, modeling, rules, setting limits, and counselling. The principles of respect, dignity, and empowerment should always be used when faced with a situation that may be potentially harmful to the Client or others. It must not include punishments such as spanking or removal of basic rights such as food or privacy. Positive and preventative strategies that help establish a positive atmosphere can maximize the opportunities for appropriate behavior and help to establish a trusting relationship between you and the Client. For example:

- ▶ Establishing clear and consistent expectations and explaining them in a simple, straightforward way
- ▶ Stating limits in a positive way
- ▶ Focusing on the behavior, not the person
- ▶ Stating what is expected instead of asking questions
- ▶ Giving time for someone to respond to change
- ▶ Positively reinforcing appropriate behavior with words and gestures
- ▶ Ignoring minor incidents
- ▶ Observing and anticipating

Some Clients exhibit challenging behaviors at times. You are expected to use documented behavior management and intervention techniques designed to reduce behaviors that present risk to the health, safety, or well-being of the Client or others, or limits his or her inclusion in the community. Such strategies must have been approved by the family and set out in a Client's behavior support plan. The least restrictive strategies must be used first. Strategies may include verbal or manual guidance, reinforcement, removing others from the area to ensure safety.

Violence Prevention

Some Clients may have behaviors that could cause you harm if not appropriately managed. Make sure you are familiar with issues and strategies about behavior in the Client's care plan, behavior plan, and health care protocols.

In exceptional circumstances, and only for the purposes of preventing physical injury or harm to a Client or others, and where no written plan exists, you may:

- * Block blows using non-violent crisis intervention strategies.
- * Use physical restraint to interrupt the threatening behavior in order to prevent physical injury to the Client or others.
- * Remove objects that could potentially be used as a weapon.

Emergency responses must stop as soon as the behavior is no longer threatening or harmful to the Client or others. Only use the latter when a Client is hurting himself or others and as a last resort, never as a punishment or for your own convenience. Notify the family of any restraint situations as they must provide ASK4CARE with documentation.

Techniques that are never permitted include:

- * Mental or verbal abuse, threats, coercion
- * Physical punishment e.g., spanking, belt
- * Non-prescription medications
- * Noxious substances e.g., Tabasco sauce
- * Psychotropic drugs without medical authorization
- * Deprivation of basic human rights such as food, rest, clothing
- * Orders and demands except in an emergency situation
- * Ropes, bonds, harnesses
- * Withholding of visits or family contact
- * Belittling or ridiculing remarks
- * Any violation of a person's human rights

We strongly encourage you to access resource materials and training on behavior management, and to discuss any concerns with the family. If you are uncomfortable with a parent's request regarding behavior management, discuss your concerns with ASK4CARE.

Safety / First Aid

Make sure you have a fully stocked first aid kit in your home and in your vehicle if you are transporting the Client. Check and restock the kit after every use and at least annually. Your first aid kit should include:

- + Antiseptic towelettes
- + Band-Aids in various sizes
- + Sterile gauze and eye pads
- + Gauze roll
- + Non-allergenic tape
- + Large and small pressure dressings
- + Roll crepe tensor bandage
- + Triangular bandages
- + Scissors
- + Tweezers
- + Safety pins
- + Disposable gloves
- + Source of cold (ice pack, frozen peas, chemical cold)
- + Mouth shield for CPR (child and adult)
- + Protective eye goggles

Emergencies

An emergency is a situation that places a Client or a caregiver at risk, and/or that requires the assistance of a doctor or police officer. Examples include a fire, vehicle accident, or earthquake. Call 911 if it is a medical or safety emergency. Contact the family, or designated family emergency contact if the family is not available. Notify ASK4CARE if an emergency situation has occurred.

Critical Incidents

A critical incident is any event that is detrimental to the person being cared for, or to you or other members of your household. A critical incident is also any event that constitutes an infringement of a Client's rights; and/or is unusual or extraordinary in nature. Examples include injury requiring medical attention, suspected or actual abuse, aggressive or unusual behavior, car accident, poisoning, medication error, exposure to a communicable disease such as Hepatitis B, unusual illness, unexpected death, missing persons, and damage to the caregiver's home or a public facility. Anything requiring emergency medical, fire, or police involvement is considered a critical incident. Critical incidents also include "near-misses" or "close-calls".

If you witness or are involved with a critical incident, you must contact the Client's family to inform them of the incident. You must also complete and submit an Incident Report, see sample (**Appendix D**) and submit to ASK4CARE as soon as possible. ASK4CARE has an obligation to report critical

incidents to the Client within 24 hours of an incident. As a contractor you must be familiar with the reporting obligations and commitments of ASK4CARE and follow them religiously.

You should be prepared for the potential of a Client going missing. You should always have on hand emergency information for the Client and a list of contacts, family, friends, and places the person might go. Consider in advance, in consultation with ASK4CARE and the family, whether this is an expected risk and what period of time might be considered reasonable before a search would be initiated.

For all other incidents that are not considered critical, they should also be documented on an internal incident report available online at client location.

Abuse and Neglect

All Clients have the right to live and work in an environment that is safe and free from abuse and neglect. Abuse is defined as an action or behavior by someone that may result in physical, emotional, or mental harm to an Client including neglect, humiliation, retaliation, and exploitation This includes physical, verbal, emotional, financial and sexual abuse as well as active and passive neglect.

Examples include:

- ▶ Hitting, kicking, slapping or punching
- ▶ Use of unreasonable force when disciplining or handling someone
- ▶ Isolation or confinement
- ▶ Exploitation
- ▶ Humiliation or intimidation
- ▶ Retaliation
- ▶ Withholding of basic care and necessities such a food, clothing, shelter or needed medication
- ▶ Fraud regarding a Client's finances
- ▶ Sexual behavior towards a Client such as touching, obscene gestures, stalking, or intercourse.

As a caregiver, you are strictly prohibited from subjecting the person you support to abuse or neglect or allowing them to be abused or neglected by others while in your care. You are expected to protect those you support from abuse and neglect. Abuse or neglect of a Client by a caregiver is grounds for immediate termination of the contract and may also result in future legal action.

If you suspect that a Client you are supporting may have been abused or neglected, you must report it.

Follow these steps:

- * Ensure the immediate safety and well-being of the person.
- * Notify the police if it is an emergency.
- * Obtain medical attention if needed.
- * Notify the family, unless the family is involved in the suspected abuse
- * Cooperate fully with any investigation by police, Client representatives OPP, ASK4CARE, MOHLTC, MCCSS.

Working with ASK4CARE

As a sub-contractor, you are responsible for support of the Client you work with. We are committed to nurturing your relationship with the Client and their family by providing you with the support and training you need to be a successful caregiver. Your main contact at ASK4CARE is the Agency Coordinator. The Coordinator and/or the Client's family are responsible for screening, approving and monitoring caregivers, matching and orienting families and caregivers, providing training and support for caregivers, monitoring and evaluating the service, signing contracts and reporting to MCCSS and MOHLTC.

We need to have your invoice into us at the end of each month. The invoice must contain the following:

- * Your name and the name of the Client you have supported
- * The dates and number of hours you supported the Client
- * Your rate of pay as outlined in your contract
- * Your complete address that you would like the cheque sent to
- * The signature of the family that has arranged the hours with you.
- * There is an example of an invoice in **Appendix E** of this guide.

Monitoring and Evaluation

We are concerned about the health, safety, and well-being of the Client, and about your performance in meeting your contractual obligations. We will speak with the family and Client about their perspective on how things are going from time to time and more specifically as your contract comes to an end. If all is going well, we may then offer to renew your contract. If there are concerns on our part or on yours, we will try to address them and make changes as needed. The safety and well-being of the Client is always the most important consideration in our decisions.

Taking Care of Yourself

Being a support worker can have an impact on you. There are many positive benefits and opportunities. There can also be stresses and challenges – physical, mental, and emotional. We suggest that you take good care of yourself first, so that you will have the energy to take care of others. There is a guide to common sources of stress for caregivers in **Appendix C**. The following are some other things you should be aware of in order to protect and take care of yourself and make your work as a support worker a positive one for everyone involved.

Substance Use & Abuse

ASK4CARE supports a healthy, smoke and vape free environment. Contractors should use common courtesy around people in their care. Specific guidelines for smoking should be mutually agreed upon between you and the client/family before service begins. These may include refraining from smoking in the same room or vehicle as the person being cared for.

We understand that social drinking is part of the culture and a commonly accepted practice among many Clients and families. We expect you to conduct yourself in a manner that demonstrates positive role modelling, good judgement and common sense. It is unacceptable for you to use or be under the influence of substances such as alcohol or illegal drugs while supporting Clients. Use of other substances such as prescription or non-prescription medications that could cause impairment is not permitted while providing support to a Client.

Conflict of Interest

As a caregiver, you could be in a conflict of interest if your self-interest is in conflict with the interests of ASK4CARE, the family or Client. An example is a caregiver selling products to a Client supported

- * Caregivers should take care to avoid a conflict or apparent conflict of interest situation by:
- * Not supporting two Clients at the same time, except with advanced approval.
- * Making sure that relatives or others living in your household are not involved in the screening or monitoring of you as a contractor.
- * Not selling goods or services or entering into a business relationship with the Client or family for whom you provide support.
- * Making sure that other contracts or employment does not interfere with your ability and availability to provide support as negotiated with the family and ASK4CARE.
- * Not using ASK4CARE, the Clients or family's property or services for personal use.

Additional Assignments

You may engage in other contract work, employment, or business activities, provided that they does not interfere with the provision of support as per your contract and does not constitute a conflict of interest. In carrying out other work, you are not permitted to use ASK4CARE or its clients property, equipment, or premises, represent ASK4CARE or bring ASK4CARE into disrepute.

A Final Word

In closing, we wish to thank you again for taking on the special job of providing supports for adults with intellectual disabilities or children and youth with special needs or seniors in the community. If you have read through to the end of this guide, you are well on your way to be an informed, successful caregiver. We encourage you to use this guide and the other resources we have to offer. Together we can help build a more inclusive community, and support Clients to live fuller lives in their thriving communities.

Appendices

- A. Respect and Protection of Clients Rights
- B. Medication management and administration procedures
- C. Common Sources of Stress for Caregivers
- D. Sample Incident Report
- E. Sample Invoice

Appendix A: Respect and Protection of Client Rights

It is the caregiver's responsibility to protect and safeguard the rights of Clients under the Canadian Charter of Rights and Freedoms. It is expected that all Clients' rights are respected with dignity and worth. The Client shall be afforded the same rights as all other citizens in our community.

Client rights refer to the Client's rights to:

- * be free from all forms of abuse (i.e., abusive language, sexual, physical, financial, humiliation, exploitation or emotional abuse)
- * be treated with dignity and respect
- * be free from discomfort, distress, deprivation and unnecessary/unauthorized restraints/restrictions (refer to 6.9 continuum of restrictive behaviors approval chart)
- * be provided with medical, dental, psychological or other therapeutic services
- * live and work in conditions that conform to practices prevalent in the community
- * have the same forms of address, activity and interaction as others of typical age
- * live and work in the least restrictive environment possible
- * spiritual involvement of their choosing
- * information about civil and legal rights
- * engage in private communication with others, including the right to associate with others of one's choice
- * make and participate in political decisions
- * engage in physical activity of one's choice
- * personal belongings and possessions
- * adequate nutrition
- * manage their own fund
- * private sleeping areas
- * privacy in personal hygiene
- * access to media
- * access to a process for communicating dissatisfaction about services provided by sub-contractor or Agency
- * have information about them kept private
- * the development of a personal support network
- * sexual expression; and,
- * inclusion in the community as typical citizens

Appendix B: Medication Management and Administration Procedures

- The following medication procedures must be followed in order to ensure the safe management and administrations of medications for Clients who are not able to self-administer medications: Please note for sub-contractors this is only required if you are responsible for administering medications to clients.
- Always make sure that you are giving the RIGHT person the RIGHT medications, in the RIGHT dosage, at the RIGHT time, and by the RIGHT route. Double check this information with the Client's Medication Profile & labels on the Medication Administration Record (MAR).
- Medication should be administered as close to the stated time as possible; however, they may be given up to one hour prior to or one hour after the time. Medication given before or after the two-hour period should be considered a medication omission and documented as such. Contact the pharmacist to determine whether a missed medication should be given.
- When a medication has been dispensed, always observe the Client to ensure the medication is consumed. The MAR sheet for that person must then be initialed in the appropriate box after administration has occurred.
- For liquid medications, inhalers or creams, follow the directions on the label, the pharmacist will ensure these medications are included in the MAR sheet. The MAR sheet must be initialed after the dispensing of these medications.
- If the medication is dropped or spilled on the floor or ground, discard the dosage. Mark it as code 10 (other) put a note on the back of the MAR "discarded, fell on the floor, and initial it. Take a pill from the bottom of the blister pack, code the blister and initial it. Contact the pharmacy to replace the medication.
- If a medication is refused, the appropriate code indicating the reason why must be entered in notes section on the back of the MAR sheet. The Client or Client representative is responsible to follow up with the Client's physician if there are repeated refusals: (three or more in a one-month period). This is most often not the responsibility of the sub-contractor.
- Before administering a PRN medication (as needed), check the documented criteria established by the Client's physician on the label and follow the established protocol.

Medication Errors, Omissions and Adverse Drug Reactions

In the event of a medication error or adverse drug reaction, contractors are expected to follow these procedures:

- ▶ Ensure that the health and safety of the Client supported is considered/treated first.
- ▶ Contact a health care professional (i.e., primary physician, pharmacist, or Poison Control) for medical advice and follow the recommended action. After receiving advice from one of the above, if you are still in

doubt, take the Client supported to the nearest Medical Clinic or Hospital.

- ▶ Contact the Client Manager or representative. Contact Ask4Care. An incident report must be filed with the
- ▶ The Clients' medical practitioner and the supervising pharmacist are to be notified whenever an adverse reaction occurs. If the Client supported was seen in the emergency department, they will notify the primary physician.

Medication errors, omissions or adverse drug reactions are reportable if the Client supported requires medical attention as a result. Incident report must include the following:

- ▶ The nature of the incident (error/omission/refusal)
- ▶ The medication name and administration time
- ▶ Document who you consulted with and their response. ex. : Physician/Pharmacist/Poison Control etc.
- ▶ If possible, include an explanation for corrective action to avoid similar incidents in the future.

Appendix C: Common Sources of Stress for Caregivers

Here are common sources of stress that caregivers may be faced with:

- * Trying to live up to their clients' high expectations and/or their own
- * Intensive caring for others at the expense of self-care
- * Inability to set appropriate boundaries
- * Pushing themselves too hard
- * Mental and physical demands
- * Heavy workloads
- * Long hours on the job
- * Time pressures
- * Limited resources
- * Competing priorities

Be on the Alert for Signs of Stress

Caregivers are usually alert to the stresses of people they help. They are not, however, always as alert to the stress and fatigue that can slowly surface in their own lives and need to be reminded of normal stresses that may affect them.

Common Physical/Behavioural Reactions: fatigue, loss of appetite, difficulty falling asleep, restlessness, headaches, changes in sleeping, increased blood pressure, changes in eating habits, increased susceptibility to colds, flu, infection, change in libido, changes in smoking habits, changes in alcohol and drug consumption.

Common Emotional Reactions: feeling helpless, overwhelmed, inadequate, fragile, vulnerable, unable to cope or go on, increased mood swings, decreased motivation, feeling burned out, crying more frequently and easily, isolation, changes in communication patterns and other relationship dynamics, withdrawal.

Common Cognitive Reactions: confusion, difficulty making decisions, difficulty problem solving, memory blanks, having ambiguous feelings, questioning why this happened in a world that is supposed to be safe, difficulty concentrating or paying attention.

Caregivers are not immune to the above reactions and need to remind themselves that these are normal human responses to stressful circumstances. Although many of the underlying stresses cannot be prevented, you can increase your resistance by taking care of yourself and staying healthy. It is important to pace yourself and know your limits, so you can continue to be available to your clients and your community.

Here are some stress-relieving activities:

- + Take other opportunities to be physically active
- + Eat sensibly. Avoid excessive use of caffeine and alcohol. Drink plenty of water
- + Know and respect your limits. If you feel exhausted and need time off, take it. Respect commitment for regularly scheduled time off
- + Spend time with family and friends. Talk to them. Listen to their stories. Listen to them if they become concerned with your health and well-being
- + As much as possible, continue to participate in previous social and recreational activities
- + Get some rest. If you have trouble sleeping, get up and do something relaxing or enjoyable
- + Be on the lookout for any changes in your habits, attitudes and moods
- + Share your own and clients' reactions and issues with colleagues. Don't hesitate to ask others for advice
- + Include yourself on the list of people you are taking care of. Take some time to do something just for yourself every day. Taking care of yourself will put you in better shape to give care to others
- + Be self-nurturing and don't forget to laugh

Appendix D: Sample Incident Report



Incident Reporting v0.1

Date of Incident:
Time of Incident:

Persons Involved in Incident:

Location of incident:

Incident Details: I hear that staff instructed a client to go to their room. I am not sure what happened after that because I was taking care of the client assigned to me.

Action(s) Taken:
N/A

Person(s) Notified: N/A

Witness or others Involved:

Name of Person Completing Report:

Is this a WSIB claim? (NO)

If yes, has HR been notified? YES NO

Follow- Up (to be completed by immediate Manager):

Signature of Manager completing follow up:

Date Incident Report Form Completed:

Time Incident Report Form Completed:

TORONTO: 365A Wilson Ave, Suite 205, Toronto ON M3H 1T3

BRAMPTON: 7900 Hurontario St, Suite 202, Brampton ON L6R 0W3 | **BARRIE:** 100 Essa Rd, Suite R4, Barrie ON L4N 3K7

P: 416 565 9458 F: 416 907 1508 E: info@ask4care.com WEB: www.ask4care.com

Appendix E: Sample Invoice

INVOICE

Sub-Contractor's Name
Sub-contractors address

DATE	
Invoice Period	

BILL TO

ASK4CARE SUPORT SERVICES INC
7900 Hurontario Street, Suit 202
Brampton, ON, L6Y 0P6

[illegible]

Clients Signature (Family's Signature)

HANDBOOK DISCLAIMER & ACKNOWLEDGMENT

This Handbook is intended to provide sub-contractors with a general understanding of some of the Ask4care's personnel policies and client expectations of work to be done. It is not a contract or a legal document. The information in this Handbook should be helpful in familiarizing sub-contractors with Ask4care.

This Handbook cannot anticipate every situation or answer every question about work assignments. Rather, this Handbook serves as a guideline to your work relationship with Ask4care and its clients. From time to time, circumstances will undoubtedly require that the policies, practices and procedures described in the Handbook be changed. Ask4care reserves the right to modify, supplement or rescind any provision of the Handbook as it deems necessary. Please follow such updates through our media pages and our corporate website.

Please keep your Handbook readily available and insert updated material promptly so that it is current at all times. When new policies are added or existing policies are changed, the most recent policy shall prevail and govern any new action taken. This Handbook supersedes any and all prior verbal or written policies or procedures of Ask4care.

First and foremost, Ask4care express heartfelt appreciation to Authors, Editors, Reviewers of this handbook.

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