



Tlcho Community Services Agency  
Dq Nake Lani Nats'etso • Strong Like Two People

## IDENTIFICATION

Department	Position Title	
Tlcho Community Services Agency	Resident Care Aide	
Position Numbers	Community	Division/Region
27-94023	Behchoko	Health & Social Programs/Tlcho Long Term Care Facility

## PURPOSE OF THE POSITION

Provide personalized care for residents of the Long Term Care Facility (LTCF) by assisting with activities of daily living (ADL) in accordance with the philosophy and objectives of the Tlcho Community Service Agency (TCSA) and Supportive Pathways Model of Care to ensure the continued health, safety, comfort and independence of residents.

## SCOPE

The TCSA administers all regional health and social services delivered to a population of approximately 3000 residents of the Tlcho region through 3 Community Health Centers, 1 Community Health Station as well as the residents of the Long Term Care Facility. The TCSA provides and supports the delivery of health care services to adults and children on an outpatient and outreach basis in order to enhance healthy communities' well-being through excellence, accountability and respect for regional diversity.

The Long Term Care Facility in Behchoko is a territorial facility serving the residential needs of 18 seniors admitted through the Territorial Admissions Committee. Located within the Long Term Care Facility and reporting directly to the Clinical Care Coordinator, the incumbent will provide 24-hour culturally sensitive care to residents of the 18 bed facility.

Residents within the Long Term Care Facility are usually long-term convalescent, geriatric or respite patients. These residents live within the unit (home environment) and are experiencing a chronic illness or disability that has resulted in physical frailty and/or cognitive impairment and require 24-hour care. The residents' medical outcomes are somewhat predictable. Residents within the facility are visited a minimum of once every three months or more frequently as required by their physician. As a result, the Clinical Care Coordinator independently makes day-to-day decisions regarding individual nursing care plans based on delegated medical orders.

The RCA is a member of the resident care team who provides direct personalized care to residents who have common well-defined nursing diagnoses. The RCA will act as a resident's advocate and facilitates communication between the patient, family, the clinical care coordinator, the facility coordinator, and other health care professionals. This will result in a holistic approach to planning, organizing, teaching, and relationship development that will best meet the needs of the residents.

The RCA will ensure the safety and comfort, maintain hygiene, facilitate physical activity and promote the independence and mental well-being of the residents in a respectful and compassionate manner. How the elders are cared for is a reflection on the whole organization, especially with the families of the elders who maintain regular contact.

## RESPONSIBILITIES

1. Provide individualized care to residents of the Senior Home in accordance with the philosophy and objectives of the TCSA to ensure the continued health, safety, comfort and independence of residents.

### **Main Activities:**

- Assess a residents change in medical condition, noting full details of the change such as but not limited to temperature, pulse, blood pressure, respirations, skin condition, location and severity of pain, and general condition (i.e. restlessness, anxious, aggressive, comatose, etc.) and report the findings to the Clinical Care Coordinator as appropriate,
  - Record accurate signs and symptoms and history of illness or injury (where, when, how) and chart all treatments provided,
  - Deliver treatment as outlined by a health care providers (i.e. including but not limited to providing exercise as identified by physiotherapist, dressing or re-dressing wounds based on the Clinical Care Coordinators care plan)
  - Assist in the development of a nursing care plan and revisions as changes occur in a resident's condition,
  - Provide subcutaneous insulin injections when required and under the direction of the Clinical Care Coordinator,
  - Deliver and ensure ingestion of medications as directed by the Clinical Care Coordinator
  - Provide treatment as directed (i.e. including but not limited to simple dressings, perform footbaths, blood sugar tests, etc.),
  - Monitor condition of residents throughout the duration of their stay within the Seniors Home,
  - Provide medical interpretation to residents of the Seniors Home using the NWT's Medical Interpreter's Guide,
  - Assist patients to achieve their optimum level of health in situation of normal health, illness, injury, or through the process of dying
  - Advocate the dignity and self-respect of patients,
  - Promote the autonomy of patients and help them to express their health needs and values to obtain appropriate information and services,
  - Package and transport biological samples and pharmaceutical materials, and
  - Safeguard the trust of patients that information learned in the context of a professional relationship is shared outside the health care team only with the patient's permission or as legally required.
2. Ensure the continued health and well being of all residents by ensuring that the residents

have timely access to all activities of daily living with little to no restrictions.

**Main Activities:**

- Assist residents with all activities of dialing living (i.e. including but not limited to mobility, cooking, cleaning, eating, dressing, washing, socialization, etc.),
- Promote dignity, comfort and respect for the residents cultural and personal beliefs, and
- Collaborate with all RCAs within the Home to ensure a holistic approach to daily living needs.

3. Assist the Clinical Care Coordinator with the day-to-day administration and clerical functioning of the Long Term Care Facility.

**Main Activities:**

- Report any damage or problems with clinical equipment or tools within the LTCF so that the Clinical Care Coordinator can arrange for corrective action in a timely manner,
- Monitor stock levels (medical and non-medical) and notify the Clinical Care Coordinator when levels are getting low so the s/he can arrange for the ordering of supplies as required,
- Prepare written shift reports on ADL or occurrences about residents, and
- Collect individual statistics for management.

4. As a member of the Residents' care team the incumbent will actively contribute to the mental, spiritual, psychological and social well-being of residents.

**Main Activities:**

- Encourage residents to participate in planned social and recreational activities,
- Develop and implement activities for all residents, either individually or as a group, and
- Provide residents with social interaction on a daily basis, and

5. Advocate practice environments that have the organization and resource allocations necessary for safe, competent and ethical nursing care.

**Main Activities:**

- Provide coaching and leadership to peers, students and other members of the health care team to develop skill levels necessary to achieve the standard of care,
- Collaborate with nurses, peers and other members of the health care team to advocate health care environments that are conducive to ethical practice and to the health and well-being of patients and staff, and
- Participates in research, special projects and staff meetings to plan, implement and evaluate residents' health status.

## KNOWLEDGE, SKILLS AND ABILITIES

- ✓ Knowledge of and an ability to apply basic first aide and CPR in order to preserve life and promote healing,
- ✓ Knowledge of the Support Pathways Model of Care and Philosophy of Care,
- ✓ Knowledge of and an ability to provide basic home nursing and support,
- ✓ Knowledge of drugs and drug interaction,
- ✓ Knowledge of healthy aging process,
- ✓ Knowledge of traditional healing methods as well as community and cultural norms,
- ✓ An ability to apply bandages dressings and/or splints.
- ✓ An ability to use nursing equipment (including but not limited to Hoyer Lift, Commode Tub, etc.).
- ✓ Ability to operate basic medical equipment require to assess patient vital statistics and condition (i.e. thermometer, stethoscope, blood pressure apparatus, Blood Glucose Monitor, forceps, scissors, simple suction equipment, stretchers, etc.).
- ✓ An ability to speak, read and write English (this includes and ability to follow verbal and written instruction from nursing, medical and dental personnel and interpret health information accurately – following the Medical Interpreter’s Guide),
- ✓ The incumbent must be aware of the importance of confidentiality and be able to keep personal and medical information private and confidential at all times.
- ✓ Self-Control (Restrains Strong Emotions) – An ability to control strong emotions such as anger, frustration, fear and/or stress.
- ✓ Flexibility (Adapts Normal Procedures) – An ability to alter normal procedures or ways of working to fit a specific situation in order to get the job done.
- ✓ Analytical Thinking (Breaks Down Problems) – An ability to break problems into simple lists of tasks or activities.
- ✓ Listening, Understanding and Responding (Listens Responsively) – An ability to demonstrate objective and active listening and behave in a helpful and responsive manner (this includes being able to see out the facts and pertinent information before drawing conclusions).
- ✓ Client Service Orientation (Follows Up) – An ability to follow through on client/patient inquiries and request. This includes keeping the client/patient up to date on status.
- ✓ Teamwork & Cooperation (Cooperates) – An ability to participate in groups willingly and support team decisions (i.e. is a “good team player”).
- ✓ Confidentiality- Confidentiality is of prime importance, as well as tact, discretion and the ability to communicate effectively. Failure to demonstrate these qualities may result in inappropriate decision making & negative publicity for the organization

## TYPICALLY, THE ABOVE QUALIFICATIONS WOULD BE ATTAINED BY

The incumbent must be a Certified Personal Support Worker, Long Term Care Aide or have adequate experience working in a Long Term Care setting; Achieved by graduating from a Certified Nursing Assistant or Long Term Care Aide Program, from a recognized educational institution.

Having knowledge and skills in personal care, communication, and the effects of the aging process while working as a team member can be gained with two (2) years’ experience in a long term care setting.

An acceptable criminal records check is required and must be maintained.

### TLICHO COMMUNITY SERVICE AGENCY REQUIREMENTS

Within the TCSA RCAs must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- Home Nursing Course,
- Healthy Aging Course,
- Back Logic
- Pharmacology in-service (in order to deliver medications), and
- Fire training.
- Current CPR and First Aid –renewal every two years
- Ceiling lift, bathtub lift, etc Training
- Microsoft Office Software Training

An ability to speak Tlicho is an asset.

### WORKING CONDITIONS

#### Physical Demands

Approximately 3-4 times per week at 10 minutes per incident the incumbent will be required to lift, carry or support patients while providing patient care. The incumbent will also be required to lift and move medical equipment and other supplies (often in excess of 20 pounds) on a regular basis.

The incumbent must be able to:

- Stand for extended periods during the shift
- Walk for extended periods during the shift
- Bend forward and in various directions to assist residents and complete duties
- Kneel for periods of time
- Lift and carry loads up to 25 kg in weight
- Assist residents and clients who are dependent for support with transfers and mobility
- Regularly engage in physical exertion
- Complete repetitive motion, and
- Operate in awkward positions.

#### Environmental Conditions

For entire shifts the incumbent will have moderate levels of exposure to communicable diseases (i.e. TB), blood (i.e. drawn from patients), body fluid and hazardous materials (sharps, toxic cleaning and sterilizing solutions) that can result in potential health risks to the incumbent.

#### Sensory Demands

75% of the incumbent's day will be spent providing direct patient care where the incumbent will be

required to use the combined senses of touch, sight, smell and hearing during assessment and provision of care. The remainder of the workday will be spent in care planning and performing administrative tasks and occasional duties.

### Mental Demands

Establishing relationships with and providing care to aged residents or clients who may be ill, disabled, palliative or cognitively impaired can be stressful. Working with residents or clients who may become confused, intoxicated, physically or verbally aggressive or may have language barriers can be stressful at times. Family members can be challenging, and lack understanding of the limits to care in a facility, causing stress.

The incumbent must be able to maintain a positive attitude when responding to all of these situations, and must have the ability to deal effectively with angry and frustrated people. Patience, tact, and sound judgment are required as well as the ability to use non-violent crisis intervention techniques, at all times with due regard for Tlicho culture and traditions.

Work schedules will be regularly reviewed and may be changed as needed in accordance to operational requirements.

## ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check