

Chapter 3

Workplace Settings

Community- and Facility-Based Settings

- Each setting has different goals and services.
- Support workers provide vital services that enable clients to be as safe, comfortable, dignified, and independent as possible.
- Regardless of where you work, you must be familiar with your scope of practice.
- There is no legal scope of practice for personal support workers in Canada.

Workplace Settings and Services Provided (1 of 4)

- Acute care
- Subacute care
- Long-term care
- Respite care
- Day programs
- Rehabilitation services and restorative care

Workplace Settings and Services Provided (2 of 4)



(Source: Sorrentino, S. A., & Remmert, L. [2012]. *Mosby's textbook for nursing assistants* [8th ed.]. Mosby.)

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Workplace Settings and Services Provided (3 of 4)

- Indigenous or First Nations services
- Group homes
- Palliative care
- End-of-life care
- Hospice
- Mental health care services (psychiatric care)

Workplace Settings and Services Provided (4 of 4)



(Dick Hemingway.)

Working in Community-Based Settings

- Most common setting is the client's home.
- Services include health care and support services.
- Employers include home care agencies, live-in facilities, groups homes and retirement residences, day programs, and school boards.
 - Retirement homes are also called *assisted-living residences* or *supportive housing facilities*.

Home Care (1 of 2)

- Support workers have a central role within home care:
 - Provide personal care
 - Assist with activities of daily living (ADLs)
 - Provide child care
 - Provide transportation
 - Home management

Home Care (2 of 2)

- Support workers working in the home must follow agency policies and procedures.
- Support workers may work part time, full time, in a community day program, or directly for the client.
 - See textbook *Box 3.1: Benefits and Challenges Associated With Working in Home Care*

Working in Facility-Based Settings (1 of 3)

- Facility-based settings provide clients with accommodations, health care, and support services.
- A hospital is a facility for clients with acute illnesses or injuries who require admission and care on a relatively short-term basis.
- Support workers also may be employed in mental health facilities, which admit and treat clients with acute or long-term mental health disorders.

Working in Facility-Based Settings (2 of 3)

- A chronic care or long-term care facility is home to people who are not able to live independently and require 24-hour nursing services.
- These are also called *complex care-facilities* or *nursing homes*.

Working in Facility-Based Settings (3 of 3)



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Live-in Facilities

- Facilities that provide living accommodations, care, and support services
- People living there are called *residents*.
- The facility can be their temporary or permanent home.
 - Examples of residents:
 - Frail older adults
 - Individuals of all ages who have physical disabilities, mental health challenges, or both
 - Individuals with substance addiction

Assisted-Living Facilities

- Also called *supportive housing*
 - Often private apartments, where clients require minimal care and support services
 - Considered a community-based service
 - Provide 24-hour supervision, social and recreational programs, one or two daily meals, and housekeeping and laundry services
 - Approved and licensed by the provincial or territorial government
 - Managed by public or private agencies

Group Homes

- **Group homes** are residences where a small number of people with physical or mental disabilities live together and receive supervision, care, and support services.
 - They share a house in a residential neighbourhood; usually have their own bedroom and share a bathroom.
 - Often, residents are adolescents or young adults with disabilities, behavioural or conduct disorders, or intellectual disability.
 - Residents may also be older adults needing care, women leaving abusive situations, and people with substance abuse issues.

Retirement Residences (1 of 2)

- Also known as *retirement homes*
 - Provide accommodation and limited supervision for older adults; support with housekeeping, and little to no assistance with personal care.
 - Residents have their own room but share common living and dining areas.
- Goal of retirements residences is to promote independence while providing security, support services, and varying degrees of care, as needed.

Retirement Residences (2 of 2)

- In some provinces/territories, these homes are often privately operated and are not regulated or financed by the government, requiring the resident to pay full cost.
- Standards, prices, and services differ across facilities.
- Residents do not have an illness or disability that prevent them from meeting their own needs.
 - However, sometimes they will need minimal support for personal care (e.g., getting in and out of the bathtub).

Community Day Programs (1 of 2)

- Also called *adult day centres* or *adult day programs*.
- Daytime programs for people with physical or mental health issues, or for older adults who need assistance.
- Programs may be held in hospitals, nursing homes, community and recreational centres, adult day centres, church basements, or other settings.

Community Day Programs (2 of 2)

- Each day program is unique.
- Some programs require support workers to provide personal care and assistance to people attending the program and may assist with hosting the recreational and social activities.
- Always follow employer's policies and procedures.

Working Directly for Clients

- Support workers may be hired by, supervised by, and work directly for clients or their families.
 - See textbook *Box 3.3: Benefits and Challenges Associated With Working Directly for Clients*

Working in a Facility

- Facilities include hospitals and other medical facilities.
 - Not all hospitals hire support workers, but they may be employed in any hospital area, including ICU and ER.
- Health care services are offered to both inpatients and outpatients.
- Care includes acute care, subacute care, complex continuing care, respite care, rehabilitation services, palliative care, and mental health services.

Long-Term Care Facilities

(1 of 3)

- Also called *nursing homes*, *homes for the aged*, *long-term care homes*, and *special care homes*
- Offer a higher level of care than retirement residences and assisted-living facilities.
- Provide accommodations, 24-hour professional nursing care, and support services.

Long-Term Care Facilities

(2 of 3)

- Most residents are frail older adults, although, some residents are young or middle-aged with chronic health issues or disabilities.
- Long-term care (LTC) facilities are licensed, regulated, and funded by the province or territory.
- Medicare covers some costs; the balance is paid by residents through a monthly fee.

Long-Term Care Facilities

(3 of 3)

- In these settings, support workers provide personal care and assist clients with ADLs.
- The facility may also have subacute units or special care units (e.g., an Alzheimer's unit).
- Some support workers may require additional education/training for working in specialized settings.

Benefits and Challenges Associated With Working in a Facility

- Review textbook *Box 3.4: Benefits and Challenges Associated With Working in a Facility*.
 - In which area would you like to work?
 - Which area do you feel might be the most challenging for you?
 - How will shift work affect your present situation?