

## Position Description – Resident Attendant



ESTABLISHED: 1990.11.08  
REVISED: 2018.08.15

### POSITION DESCRIPTION

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#### THE SALVATION ARMY AGAPÉ HOSPICE

DEPARTMENT: Resident Care

POSITION TITLE: Resident Attendant

CLASSIFICATION TITLE: United Nurses of Alberta, Local 232

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***The Salvation Army Agapé Hospice is governed by the Salvation Army which is an international Christian Church. Its Message is based on the Bible; its ministry is motivated by love for God and the needs of humanity. The Mission of the Salvation Army exists to share the love of Jesus Christ, meet human needs and be a transforming influence in the communities of our world.***

#### **NATURE OF WORK**

As a member of the multidisciplinary team, the Resident Attendant collaborates with other colleagues on the caregiving team to provide excellent, comprehensive palliative care in a home-like setting where residents and families are actively involved. The primary responsibility of the Resident Attendant is the provision of personal care for residents and the emotional, social and spiritual needs of both residents and families within the policies and objectives of the hospice. All clinical caregiver positions report to the Nursing Lead however in the daily provision of care to residents are responsible to the Registered Nurse(s).

***In accordance with Alberta Occupational Health & Safety standards and regulations, health and safety is to be held as one of the highest core values at Agapé Hospice. Safety is a shared responsibility of everyone in the organization as it is a key indicator of organizational excellence.***

#### **PERFORMANCE REQUIREMENTS**

1. Provides excellent physical care for hospice residents in collaboration with the Registered Nurse
2. Monitors the safety and the care of hospice residents at all times.

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3. Provides the basic care of residents including answering call signals, bathing, dressing and grooming residents, and attending to personal needs. Serves meal trays, provides assistance to residents during meal times, changes and makes beds and maintains resident rooms clean and tidy.
4. Under the direction of a registered nurse applies medicated and non-medicated creams for the care of residents.
5. Addresses the physical, emotional and psychological needs of all residents; assists in ensuring that spiritual needs are met as appropriate.
6. Completes designated cleaning tasks.
7. Participates in staff meetings, in-services, rounds, special projects. Attends all compulsory education sessions as required to maintain knowledge and expertise.
8. Performs other related duties as directed and required.

### **SUPERVISION:**

Received: Nursing Lead  
Given: Practicum Students from Health Care Aide program

### **QUALIFICATIONS:**

**Education:** Completion of a Health Care Aide or Personal Care Attendant Course required, as per Alberta Health and Wellness regulations  
Completion of Grade 12 or equivalent preferred  
Certification in First Aid  
CPR Certification

**Experience:** Minimum of 1 year experience in caring for persons requiring physical, emotional and psychosocial support preferred  
Previous experience caring for persons with cancer and AIDS an asset

**Physical:** Understands universal precautions to prevent exposure to health hazards in treating residents  
Knowledgeable in good body mechanics  
Position requires considerable lifting and bending to move residents

**Personal:** Demonstrates a flexible, positive attitude; is receptive to change and adapts accordingly  
Demonstrates fluent English language, oral and written

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Possesses good communication skills with the ability to maintain a positive working attitude and relationships with all members of the interdisciplinary team  
Demonstrates dependable, reliable and accountable work habits,  
Is kind, patient and respectful when communicating with residents, families and colleagues  
Works effectively as a team member  
Displays initiative in identifying and completing work to be done  
Supports mission and philosophy of The Salvation Army and Agapé Hospice  
Participates in professional development activities

**REVIEWED AND APPROVED:**

\_\_\_\_\_  
Resident Attendant

\_\_\_\_\_  
Date

\_\_\_\_\_  
Nursing Lead

\_\_\_\_\_  
Date

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### Resident Attendant Duties and Responsibilities

#### All Resident Attendants

##### *Start of Each Shift*

- Read Report Board.
- Receive report from previous shift Charge Nurse or Nursing Lead.  
**NB** - For short shifts, receive report from RA working with your residents and check with your RN for any changes.
- Do rounds on your assigned residents with your RN and your buddy RA.
- Plan care with your buddy and RN. Let them know if you will be in room for prolonged time and they can pick up calls. Plan long activities around other activities on floor so you choose an appropriate time.

##### *During your Shift*

##### Bathing

- Do bed baths/tubs/showers and HS care daily. Plan your shift with discussion with residents re type of bathing and time of day preferred. Try to accommodate resident's wishes but explain that you are sharing the tub/shower time with other RAs and will let resident know when you plan to proceed.  
**NB** – It may not be possible to accommodate residents that may wish a daily tub/shower. We will do our best to accommodate every 2-3 days.

##### Eating

- Meal times are at 0800, 1200 and 1700. RAs to assist with tray delivery. If resident requires repositioning prior to eating try to do this 15 minutes prior to meal delivery. Once trays are delivered go back to your own residents to set up the tray and then assist residents as needed.  
**NB** – We have volunteers that will assist residents who are not an aspiration/choking risk.
- Pick up meal trays from residents' rooms and one RA to return the cart to kitchen.  
**NB** – Breakfast trays not to be taken down to kitchen until 0930.
- Return completed menus to Nursing Station by 1430 and one RA to take all menus down to kitchen.  
**NB** – Assist residents to complete their menus if unable to do so alone.
- Ensure water jugs are refilled as needed with ice and water through your shift and end of each shift so water is available during med rounds.

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### Skin Care and Mouth Care

- For residents unable to move themselves in the bed we should be repositioning and doing Attend checks every 2 hours.
- For residents that are eating/drinking, give mouthcare at AM, at HS and after meals.
- For residents that cannot eat/drink, need mouthcare q1h.

### Supplies

- Stock your assigned rooms with supplies during each shift.  
**NB** – No more than 2 days' worth of supplies.

#### Supplies List

- 1 thermal jug with ice (if resident wants ice) and glass
- 3-5 soaker pads
- 2 day supply of Attends, if needed
- Baza lotion
- Club soda and sponges with clean glass (for each shift) for mouth care
- Skin cleanser (Sproam) – bottles to be discarded when empty
- Wipes – 1 package on metal shelf in bathroom and 1 package under sink  
**NB** – Use for pericare only
- Gloves (S-M-L) 2 boxes of each on metal shelf about toilet
- Garbage bags under bathroom sink
- In each bathroom: 2 large towels, 2 hand towels, 2 facecloths

### Bed Changes

- Complete bed changes to be done every 2 days and as needed.
- Soakers and pillow cases should be changed daily and as needed.
- If residents are here over 1 month, the whole bed (i.e., framework) should be cleansed once a month; date cleaned to be put on white board.

### Cleaning

- Clean any equipment in your assigned rooms as needed throughout resident's stay.
- Any equipment removed from the rooms **MUST** be cleaned prior to removing it and then taken to basement and placed in the indicated area adjacent to Maintenance Office.  
**NB** – Remember to clean underneath commodes.  
Sign and date the "Equipment Cleaning/Maintenance Log" to indicate equipment has been cleaned. This includes: commodes, wheelchairs, walkers, Broda chairs. Also fans, heaters and stereos may be placed in this area.  
**NB** – Maintenance will then check equipment before storing for the next use.



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- unusual discharge/amount of draining from a drain; e.g., biliary
- changes in breathing patterns
- if resident voiding frequently/resident NOT voiding/urine different colour or blood in urine
- if resident reports pain/shortness of breath
- any rashes or skin problems
- any mouth problems

Let your RN/buddy know if you are going into an isolation room/tub room to give care and would like them to take your pages, or, if going into any room to give prolonged care.

### Possible Extra Tasks

- Sit at front desk to answer door/phone for Unit Clerk break if requested.