Employee Manual

Ten Ten Sinclair Housing Inc.
Fokus Housing

Westwood Cluster



Version - 20210809

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Letter from the Executive Director

We are excited you have joined our team of attendant care professionals!

Ten Ten Sinclair Housing Inc. has been pioneering Independent Living through housing and services for persons with physical disabilities and reasonable equivalent disabilities since 1975. We are proud to acknowledge that we have been providing services for over 45 years.

As a service provider, we expect our tenants to receive the best possible services by willingly following the tenant's directions, providing consistent services, maintaining confidentiality, showing good judgement and taking initiative to work in the tenant's home in a respectful and courteous manner. As you review the *Employee Manual,* please take the time to read all policies and procedures of the organization. You will gain the knowledge and understanding of what is expected of you in your new role at Ten Ten Sinclair Housing Inc.

It is our hope that you will adopt our mission statement and values as your own and as a member of our team. We hope you will take pride in our organization and provide the highest quality of service possible to our tenants.

After review of this manual, if you have any further questions please feel free to contact your immediate supervisor and they will be happy to answer your questions.

Sincerely,

Debbie Van Ettinger

Executive Director

Ten Ten Sinclair Housing Inc.

The Ten Ten Sinclair Housing Mission Statement

Ten Ten Sinclair Housing Inc. promotes, develops and administers affordable housing and support services in accordance with the Independent Living Philosophy for persons with physical disability who seek knowledge and skills to live independently.

We provide services for persons living with physical disability, including persons with physical disability who experience additional challenges such as mental health, addiction(s), or cognitive, who wish to develop the skills necessary to live independently in the community.

Mission Statement Values

- Commitment to high consumer involvement
- Commitment to consumer control over their living situation, including assuming responsibilities for decision making with all associated risks and responsibilities
- Commitment to experiential living
- Commitment to integrated community living
- Commitment to consumers maximizing their potential in independent living
- Commitment to collaboration and partnerships with community organizations

Fokus Housing and Services

Fokus Housing and Services is based upon a Swedish concept that facilitates individuals living with physical disabilities to live in the community by providing wheelchair accessible suites with onsite shared attendant care services, housekeeping, and meal preparation. This approach to community living is designed for those individuals who have the capacity to govern their own affairs and who wish to be involved in the management of the Fokus system.

Ten Ten Sinclair Housing Inc.'s first Fokus unit was established in 1978. There are currently four units in operation throughout Winnipeg. All units are conveniently located near shopping centers, as well as transportation services and other conveniences.

Fokus Housing is managed by the Fokus Council, which is made up of Fokus unit representatives and is a Standing Committee of the Ten Ten Sinclair Housing Inc. Board. In addition, each Fokus location has a selection committee which includes the tenants who live in the building, ensuring that tenants have the opportunity to contribute to the operation of the buildings they live in. While the structure of each unit is the same, tenant participation results in the development of unit policies, creating a unique character at each location.

Fokus Philosophy

Fokus Housing represents the beliefs and views of individuals committed to a common goal and prepared to contribute to its maintenance on an ongoing basis. The goal incorporates the belief that every individual has a right to self-control, a free and independent lifestyle, self-management, and the exercising of rights and responsibilities inherent to every Canadian Citizen.

The aim of Fokus Housing is the community integration of individuals living with a physical disability, with a demonstrated capacity to govern their own affairs, through the creation of suitable, integrated living environments. The two principle components necessary to achieve this goal are permanent housing and permanent, shared support services.

Independent Living Philosophy

- Tenants of Ten Ten Sinclair Housing Inc., Fokus Housing and Westwood Cluster are people who live independently in the community. They manage their own homes with all that it entails, including bill payments, rent payments, shopping, and cleaning.

- Tenants share a pool of attendant care employees. This pool gives the tenant flexibility on how they can have the services they require.

- Independence means to take responsibility, to take risks, to direct and make decisions in daily living. Independence does not necessarily refer to the physical ability to complete the activities of daily living.

- Each tenant has preferences in how their care is performed. You are expected to adapt to their individual preferences if it is safe to do so.

- Employees have an obligation to respect an individual's privacy and to maintain confidentiality at all times. This includes medical information, financial information, personal information, and casual information.



Attendant Job Description

Employee:		**Hire Date:**	
Job Title:	Attendant / Fokus Attendant	**Location:**	Various Locations in Winnipeg
Schedule:	Dependent on Hiring Conditions	**Reports to:**	Unit Supervisor

Job Summary

Under the direction of tenants who live within all sites of Ten Ten Sinclair Housing Inc., the primary responsibility of this position is to provide tenants with:

- Personal Assistance
- Meal Preparation
- Housekeeping

These jobs are done in accordance with the Independent Living Philosophy.

Fokus attendants will work under the general policies and procedures established by the tenants who live within the Fokus Housing units. These general policies and procedures will be established by individual Fokus units.

Primary Responsibilities

All responsibilities are carried out under the direction of the tenant:

- Personal care activities such as dressing, bathing and grooming
- Assist in making meals, use and care of cooking equipment, feeding, clean up and storage of dishes and food
- Assist with housekeeping such as washing dishes, laundry, cleaning floors, dusting etc., based on the tenant's needs and wants
- Assist with transfers and repositioning in the safest way possible for the tenant and attendant
- Perform bowel and bladder routines including the cleaning of urinary appliances and other specialized equipment.
- Notify the tenant of any changes to their body which may be health related, but due to lack of sensation or limited physical mobility, the tenant may not see for themselves. For example:
    - → Skin Discoloration
    - → Abrasions, Sores, or Bruises
    - → A Change or Unusual Urine Smell or Color
    - → Any Body Changes
- Assist with passive range of motion exercises and other supports that maximize the abilities of the individual
- Ventilator assistance – changing dressing, circuiting changes, suctioning, cleaning equipment and following direction in case of emergency
- Work cooperatively with other attendants within the guidelines of each unit
- Other duties as assigned

Job Requirements

- Maintain a positive working relationship as reported by tenants.
  - → Willingly accept direction from tenants
  - → Maintain confidentiality
  - → Respond promptly to duties or when called on cell phone
  - → Be cordial and respectful at all times
  - → Treat the tenant's property and possessions with care

- Work with your supervisors in a constructive manner to maintain excellent service delivery.
  - → Arrive for your shifts on time (At the tenant's suite, not the staff room)
  - → Notify your supervisor within specified period when you are unable to work
  - → Prepared to assist in the orientation of new employees
  - → Familiar with Employee Manual
  - → Attend staff meetings and training sessions
  - → Follow procedures at each individual unit

- Demonstrate effort to improve skills
  - → Show a positive attitude when being introduced to new tasks
  - → Attend training sessions provided by Ten Ten Sinclair Housing Inc.

- Maintain excellent work habits and attendance record
  - → Willing to discuss all issues related to job performance

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Personal Capabilities

- Ability to accept responsibility, show good judgement, take initiative, and work with minimum supervision
- Ability to work closely with others in a courteous and respectful manner
- Maintain effective communication with tenants and other employees
- Must be physically capable of performing the duties of the job
- Ability to work in a suite with tenants who may smoke, have pets or wear scented products
- Able to follow verbal instructions in English
- Maintain confidentiality with respect to the privacy of tenants
- Flexibility to provide coverage for various shifts at various locations
- Provide a criminal record check with a vulnerable sector search included (max. 6 months old)

Salary

The pay structure is outlined in the C.U.P.E Local 4376 Collective Agreement.

Signature	Name	Date

How to Be a Successful Attendant

A variety of abilities and skills are required to be a successful Attendant at Ten Ten Sinclair Housing Inc. Below are some general guidelines that apply to working in all units:

1. **It is strictly prohibited to be under the influence of alcohol or drugs while on duty. This will result and a full investigation.**

2. Communication is your key to success! Tenant direction is the foundation of the services we provide. Listen to the tenants and ask questions if you are not sure.

3. When you are entering a tenant's suite, you are entering their home, please act accordingly and do not assume liberties with a tenant's time or possessions.

4. The tenant/attendant relationship is a respectful one. You should be treated with respect by the tenants at all times, and you should treat the tenant with respect at all times. If a tenant's tone of voice is excessively demanding or abusive, you should discuss this with them in a positive manner. If talking is not successful, let the tenant know that you are leaving and they can phone you to return once they are prepared to work with you. If you leave the tenant, you must make sure they are in a safe position with a communication device.

   If you leave a call because of an unwilling tenant, you must report this to your supervisor using the incident report form (found in the Orange Health and Safety Binder in the staff lounge. Also refer to the Harassment/Abuse Policy #103). Failure to follow this process will result in progressive discipline.

   If the situation persists, please document the incident with your supervisor.

5. **Appropriate Attire:**
   - → **Jewelry** – do not wear rings, watches, bracelets, dangling earrings or necklaces
   - → **Finger Nails** – trimmed and clean
   - → **Footwear** – closed toe, closed heel, flat & non-slip soles
   - → **Clothing** – no ripped clothing, short shorts, low cut tops, bare midriffs, etc., shirts with inappropriate logos or language including anything that other employees might find offensive or that might make co-workers uncomfortable. Clothing should be clean and in good condition.
   - → **Scents** – Please go light on any fragrance used such as perfume, after-shave, or cologne.
   - → **Personal Hygiene** – Employees are expected to keep good personal hygiene so as to look professional and reduce bodily odors. The use of non-scented deodorants and antiperspirants are highly encouraged.

6. **Personal Cell Phone**: You may carry your personal phone with you, however using your personal phone during a tenant call is not allowed.
7. Tenants can't always see a mess or when things are empty (e.g. Garbage or recycling is full, open or expired food in the fridge, supplies needing to be replenished, or spills on the counter). Be proactive in these additional tasks and look for tasks that may need to be done.
8. If there are any complaints due to noisy neighbours, parties, or strangers in the building, it is the tenant's responsibility to handle the situation – not yours! Do not get involved unless you and/or the tenant are in danger.

Staff Lounge Guidelines

1. Friends, family or children are not allowed in the office or staff lounge.
2. Off duty employees are not to be in the staff lounge unless they are in the building on organizational business.
3. The phone in the staff lounge is for work related calls. Personal calls should be under 5 minutes.
4. There is a fridge in each of our staff lounges for you to store your food and beverages. Do not touch anything in the fridge that does not belong to you.
5. The staff lounge is an area shared by many people, please keep the lounge clean.

Shift Cell Phone Guidelines

The following guidelines apply to regular and casual staff equally.

1. All attendants will carry cell phones provided by Ten Ten Sinclair Housing Inc. and must answer them at all times. If the call is an emergency, leave the tenant you are with in a safe position with a communication device and tend to the emergency. If it is not an emergency, let the tenant on the phone know when you are available to provide assistance. If a tenant phones and you are unable to go to that tenant's suite within 10 minutes, be sure to let them know when you will be available.
2. All units have 24 hour cell phones. These phones are not to be left unattended and must be passed from one employee to the next to ensure they are monitored 24 hours a day. If another employee is more than 10 minutes late for their shift, phone the supervisor and let them know and continue working the shift. You must stay until another employee comes in.

3. The work cell phone and tenant apartment keys must never leave the building! If you take home a cell phone or tenant keys, notify the attendant on duty immediately. It is your responsibility to return the cell phone or tenant keys immediately.

4. When working alone, you will text a set location approximately every two hours to inform them that you are safe. Details on this procedure is shown in Policy 123.

Pay Procedure

The pay period is two weeks and starts on Monday at 00:00 and ends on the second Sunday at 23:59. Pay day is the following Friday. Ask your supervisor for any questions or concerns regarding vacation, sick time or pay. A guide for the Norming Payroll System is provided at every work station. If you have any questions about the system, ask your supervisor.

Your pay is deposited directly into your bank account. Pay statements will be sent to the email address you provided when you are hired. An example of a pay statement can be found at all work stations in all units. You will be trained on the Norming pay system when you attend orientation for each unit.

Casual Employee Guidelines

1. The first training session you will attend takes place at the 1010 Sinclair Street location. This is an unpaid training session and is mandatory for all new employees.

2. The second training session you will attend is at your home base location. Please do not schedule additional orientations until you have confirmed an orientation date and time at your home base.

3. Orientation for all other units is required before you can work at that location. Contact the supervisor at each location within 3 weeks of your new hire training to schedule the orientation.

4. Complete the availability list at your home base location. All employees must be available for 3 shifts per month, including one weekend shift.

5. All casual employees must be flexible for scheduling to cover shifts at more than one location.

6. Check the schedule at your home base location to know when you are scheduled to work.

7. When working at the different locations, work procedures may be different. You are expected to follow the work procedures for that unit and are accountable to the unit supervisor.

8. If you are offered a casual shift within 15 hours of finishing another shift, you will be in an overtime position. You must inform the supervisor if taking the shift will cause overtime.

9. If you are sick or unable to work a scheduled shift, you must notify the supervisor at least 2 hours before the start your scheduled day or evening shift and at least 4 hours before the start of your night shift.

10. If you are going to be late,
    a. Under 10 minutes, call the unit.
    b. Over 10 minutes notify the unit supervisor as soon as possible.

On-Call Guidelines

1. Schedules are prepared 1 month in advance and posted on the bulletin board in the staff lounge at your home base. It is your responsibility to know when you are scheduled to be on-call.

2. On-call hours are from Friday at 3:30 p.m. until Monday at 8:00 a.m. You must accept all shifts from any location during this time. When a weekend includes a statutory holiday, that day is part of your on-call weekend.

3. You will be assigned an on-call cell phone. You are responsible for picking up and dropping off the cell phone at the unit.

4. You will be guaranteed 8 hours of payment for your On Call weekend if you do not work at all. If you work over the 8 hours, you will be paid 2 hours extra for picking up and dropping off the phone. This extra 2 hours is only if you have specifically come to the unit to pick up and drop off the cell phone for on-call.

5. If you are sick and unable to work, you must contact the supervisor immediately. A doctor's note may be requested.

6. You must answer all phone calls during the on-call period. Failure to answer the on-call cell phone may result in discipline.

Personal Care

The following guideline is intended to provide basic information on some of the personal hygiene tasks you will be doing with tenants. Each person has preferences on how they like their personal care to be done.

The tenant is responsible for having all of the needed materials on-hand to perform these functions. Let the tenant know if they are running low on any items.

Always ask the tenant for direction on any of these tasks!

Wash your hands before and after each task!

Notify the Tenant of Any Changes to Their Body

Changes to a tenant's body can be the sign of a health related issue. Due to lack of sensation or limited physical mobility, the tenant may not see this for themselves. For example:

- Skin Discoloration
- Abrasions, Sores, or Bruises
- A Change or Unusual Urine Smell or Color
- Any Body Changes

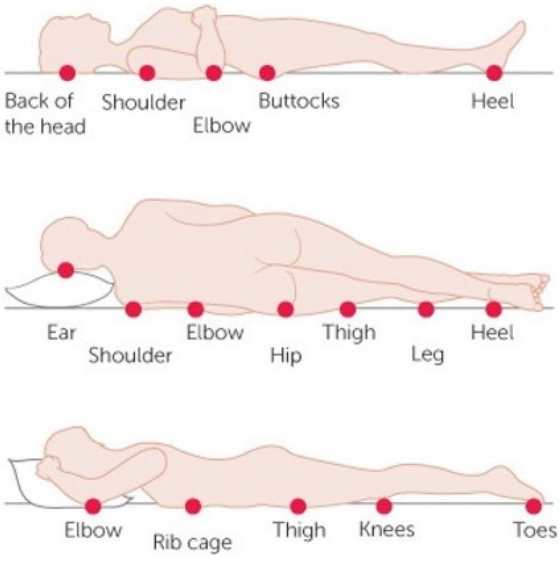
Inform the tenant of anything that you notice. The tenant will then have the issue taken care of by their doctor, etc. They may request that you reposition them as this could be the cause of a sore.

You are not expected to diagnose any issue you find. You will only treat a condition under the direction of the tenant. For example: putting cream on that the tenant has been prescribed. If you inform the tenant of an issue and they do not take care of it, let your supervisor know by filling out a Ten Ten Sinclair Housing Incident Report. . *(Found in the Orange Health and Safety binder located in the staff lounge)*.

Pressure Sore or Bed Sore

Pressure sores can occur by sitting or lying in one position for an extended period. Pressure sores often result from pressure particularly over bony areas (as shown on the right).

These sores can get progressively worse. You will notice a reddening of the skin or a darker skin coloration depending on the person.



Always ask the tenant for direction on any of these tasks!

Bed Bath

1. Set up supplies: wash basin, wash cloth(s), soap, towel and other supplies as needed by the tenant.
2. Make sure the water temperature is comfortable.
3. Wash and dry one area of the tenant's body at a time. Cover other areas of their body as requested. Turn the tenant on their side to wash the buttocks. Always wipe from front to back and cleanest to dirtiest.
4. Some tenants have catheters. Be careful to not pull on them and wash carefully around all areas of the catheter, tubes and bags.
5. Bathing is a good time to check for skin problems or changes, especially in areas that the person cannot see. It is your responsibility to report any concerns to the tenant directly. It is up to the tenant to seek medical attention.
6. Make sure you dry in between skin creases to prevent skin irritation and sores.
7. For females, it may be necessary to apply sanitary napkins during menstruation.
8. Bath and shower is different for each tenant. Ask them for direction.



Dressing

You can review the Ten Ten Sinclair Housing Training Videos for more detail.

1. Support the limbs at the joints when pulling clothes on or off. Be aware of the person's ability to move their body and do not use force.
2. Make sure clothing seams are straight and there are no wrinkles. This could cause skin breakdown or lead to pressure sores. Make sure the toes are straight by gently squeezing the feet from the top of the foot to the tip of the toes. Be aware of circulation issues such as cold, swollen or discolored areas of the body.
3. Some people may have uncontrolled muscle spasms. Be aware of this as you are moving their body around during dressing.

Passive Range of Motion

Passive Range of Motion (PROM) or Range of Motion (ROM) exercises help improve joint function. A physiotherapist works with the tenant to determine which exercises work best for them. ROM exercises move each joint through its full range of motion, which helps to keep joints flexible, reduce pain, improve strength and for some, improve their balance. There may be printed instructions of exercises and/or the tenant can direct their exercises.

Always ask the tenant for direction on any of these tasks!

Lung Volume Recruitment

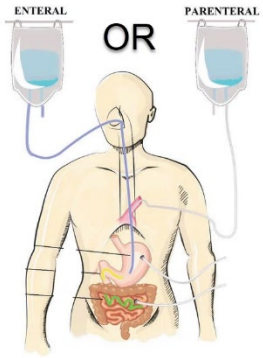


Lung Volume Recruitment (LVR) is a way of filling the lungs using a hand held breathing bag to help stack one breath on top of the other until the lungs feel full. Air is pushed into the lungs from the bag while the tenant takes in the air. This helps increase air volume beyond what the tenant can take in on their own. Tenants will direct their preferred method.

Meal Preparation & Eating Assistance

1. Wash your hands thoroughly
2. Ask the tenant what they would like to eat and how they would like the food prepared.
3. You may need to cut the food into bite size pieces.
4. If they need assistance to eat, allow time for chewing and swallowing.
5. Assist with clean up as directed.

Tube Feeding



Tube feeding may be required for individuals that cannot take anything by mouth. They may also receive medicines through the feeding tube. Follow tenant direction on their tube feeding routine and for some tenants there may be written information for staff to review.

Supply Usage

Tenants will have all of the supplies that will be needed for their services. This includes disposable gloves and other such protective equipment. Tenants are issued 2 boxes of medium and 2 box of large gloves per month. This is expected to last them the entire month. Please use gloves only when necessary.

When are Disposable Gloves Necessary?

Disposable glove use is only recommended when there is a potential for touching blood, body fluids, secretions, excretions and items visibly soiled by body fluids. This would include:

- Bowel routines
- Empting urine bags
- Assisting with an intermittent catheter
- Emptying or changing urostomy, colostomy, or ileostomy bags
- Cleaning soiled clothing
- Situations where a tenant produces excess saliva

Gloves are not needed for condom catheters, cooking, housekeeping, transfers, dressing, and any other tasks not involving bodily fluids.

Washing Your Hands

You are expected to wash your hands during your visit. You will wash your hands as soon as you enter the tenant's suite. Before you begin, ask the tenant where you can wash your hands. They will have soap and a towel for your use. You will wash your hands before performing new tasks.

You will always wash your hands before and after cooking, bowel or bladder care. Wash your hands after performing housekeeping duties. You will wash your hands before leaving the tenant's suite.

Wash your Hands

- Upon arrival in the Suite
- In-between tasks
- Before leaving a tenant's Suite



Autonomic Dysreflexia

Autonomic Dysreflexia (AD) is a sudden onset of excessively high blood pressure. It is more common in people with spinal cord injuries that involve the thoracic nerves of the spine T6 or above, however, these symptoms can happen to other individuals. Tenants should know their bodies and can tell when symptoms are starting.

This is a serious condition that can lead to stroke or seizure. Extreme cases can lead to death, if left untreated.

Autonomic dysreflexia includes the following symptoms:

• Increased blood pressure • Pounding headache • Flush face and/or red skin blotches above the level of injury • Sweating above the level of injury	• Nasal stuffiness • Nausea • Slow heart rate • Goose bumps below the level of injury • Cold, clammy or pale skin below the level of injury	• Chills without a fever • Muscle spasticity – more than usual • Increased anxiety • Vision difficulty • Tingling sensation • Feeling like they will pass out

If a tenant says they are feeling any of the symptoms above or they know they are going autonomic, check the following:

• Urinary blockages and Constipation are the most common and should usually be checked first (per SCIMB and HSC) • Raise tenant to 90˚ in bed or wheelchair → Symptoms may decrease or go away • Loosen or remove tight clothing or accessories such as braces, catheter tape, socks or stockings, shoes and bandages • Bladder or stomach area look larger than normal → Check catheter or urinary appliances for issues	• Perform a skin check • Constipation of the bowels → When was the last bowel routine? → Ask if they want you to check for stool in the rectum • Urinary tract Infection (UTI) → Is urine: • Cloudy looking • Dark yellow in color • Pink or red in color • Strong odor

Symptoms getting worse? Can't find a cause of these symptoms? Tenant is unconscious?

Call 911

Bowel Routine

Maintaining a well-established bowel routine is essential for many of our tenants. Cleanliness is extremely important! Be sure to wash your hands before and after this routine. Positions will vary with each person. Some people have their routine in bed and some are transferred to a commode or toilet. **Always ask for directions on how the tenant handles their bowel routine.**

The following are some of the tasks that you may be doing for a bowel routine and may not be in this exact order. Always have your supplies ready before beginning any procedure.

You can review the Ten Ten Sinclair Housing Training Videos for more detail.

Always ask the tenant for direction on any of these tasks!
Wash your hands thoroughly

Suppository Insertion

1. Setup the supplies such as: suppository, lubricant, gloves, under pad, pan and toilet paper
2. Turn the tenant on to their preferred side
3. Bend the knee of the top leg up and over so it can rest in front of the other leg
4. Put on gloves and then lubricant on your finger
5. Disimpaction: Insert a lubricated finger into the rectum to check if there is any stool in the bowel.
6. Remove stool by gently rotating your finger around the anus in an outward scooping motion. Remove any pieces of stool
7. Lubricate the suppository and gently insert along the side of the rectum
8. Tenant may stay in bed or transfer to the commode
9. Cover the tenant as directed while you wait for the suppository to take effect, usually 15 - 30 minutes
10. Clean the tenant as directed or begin disimpaction or manual stimulation

****If there are abnormalities such as bleeding or hemorrhoids? ****

STOP!

**** Tell the person immediately ****

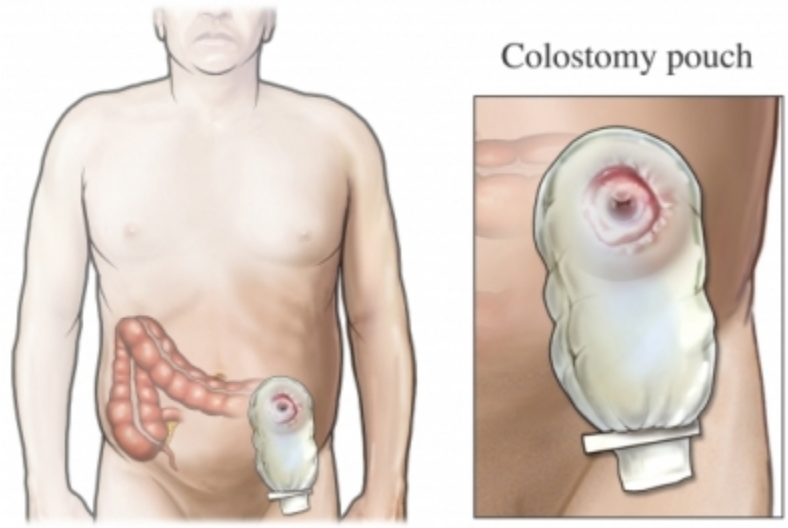
Manual Stimulation

Manual stimulation is using circular motion to stimulate the sphincter muscle in the anus. The tenant will tell you if this is part of their routine.

1. Wash your hands!
2. Setup the blue pad, lubricant, gloves and toilet paper
3. Position the tenant in the bed or on the commode
4. Lubricate finger of gloved hand
5. Gently and slowly insert finger into the anus to the first knuckle
6. Gently rotate finger in a circular motion for about 20 – 30 seconds
7. You may need to repeat the process until the bowel is empty
8. If there are no results after 15 minutes, discontinue manual stimulation. If bleeding occurs, stop stimulation and report to the tenant immediately
9. Clean rectal area well as directed by tenant
10. Dispose of all waste – this includes blue pads, fecal matter, menstrual & urine pads, briefs, wet-wipes, toilet paper and any other supplies used for this task. This trash is to be disposed of in the main floor trash room. Do not put this waste down the garbage chute!
11. Wash your hands!

Colostomy & Ileostomy Bags

Depending on the abilities of the tenant, the bowel may have been rerouted through an artificially created hole (stoma) in the abdomen so that feces can still leave their body. A *colostomy bag* or ileostomy bag may be used and is placed over the *stoma* to collect feces. Each tenant will have a setup that is unique to their care. **Follow the tenant's direction**.



Bladder Care

You can review the Ten Ten Sinclair Housing Training Videos for more detail.

Bladder routines vary for each person. When offering assistance with these, always follow the tenant's direction**.** Assistance with bladder routines may involve some of the following supplies and methods:

Catheters

Some tenants may have a catheter. This may require cleaning the peri-care area, catheter tips, tubes and connectors. Each tenant will have a setup that is unique to their bladder care. ***Follow the tenant's direction*****.** Always have your supplies ready before beginning any procedure.

Common Types of Catheters



Condom Catheter Routine

1. Wash your hands!
2. Wearing disposable gloves is not necessary as you will not be coming into direct contact with bodily fluids. They also tend to stick to the condom.
3. Setup all supplies as needed.
4. Remove the existing condom as directed. When removing a condom, be very careful because the adhesive is extremely strong and could tear the skin.
5. Wash the penis and make sure it is dry.
6. There are many different kinds of condom catheters. Check with the tenant for instructions that are specific to the supplies they use.
7. You may use alcohol wipes on the connectors to ensure cleanliness before attaching the urine bag connector to the condom tubing.
8. Make sure the condom tip is not twisted and the tubing on the urine bag is in the proper position. (No kinks or twists in tubing)
9. Wash your hands!

Always ask the tenant for direction on any of these tasks!

In-dwelling Catheter

An in-dwelling catheter is always inserted by a nurse. This is never the responsibility of the attendants. When working with an in-dwelling catheter always be sure to be careful and to never pull on the tube.

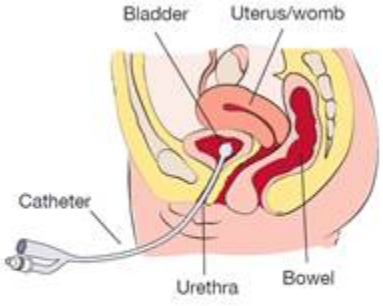


Figure 1 – Female catheter

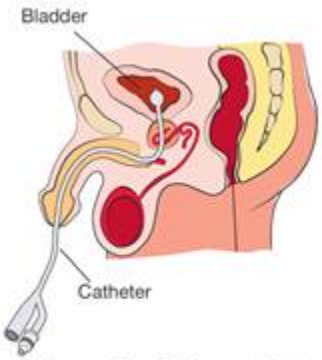


Figure 2 – Male catheter

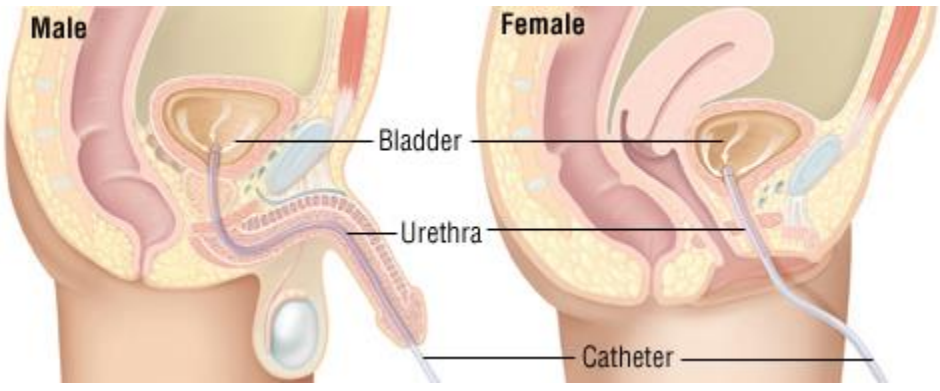
Attendants will attach a leg bag or overnight bag depending on the tenant's request. This is done by gently holding the catheter near the opening and inserting the connector with a side to side or twisting motion. Use an alcohol swab to clean the catheter and the connector to the collection bag before inserting.

Always ask the tenant for direction on any of these tasks!
Wash your hands thoroughly

Intermittent Catheter

To begin, have a collection container and Intermittent Catheter ready. Wash your hands thoroughly. Gently guide the tube through the urethra to the tenant's bladder. This will cause urine to flow through the tube and into the container. When the flow stops, you may need to move the catheter a bit to see if there's any more urine. Once you have emptied the bladder, you can remove the catheter.

Tenants who choose this method of catheter will know the procedure of its use. They will be able to direct you. **Follow the tenant's direction.**



Urostomy Bag

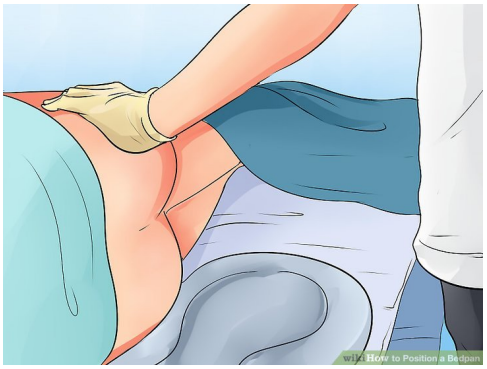


Depending on the abilities of the tenant, the bladder may have to be rerouted through an artificially created hole (**stoma**) in the abdomen so that urine can leave the body. (Shown on right).

A urostomy bag may be used and is placed over the *stoma* to collect urine. Each tenant will have a setup that is unique to their care. Follow the tenant's direction. Below are some typical items used for changing a urostomy bag.



Bedpan Use



Some tenants may use a bedpan for their toileting needs. You will assist the tenant with getting onto the bedpan. Once they have finished using the bedpan, assist them with cleaning themselves. Empty the contents into the toilet and wash the bed pad after use. Follow the tenant's direction on how to place the bed pan and how they prefer to have the bed pan cleaned.

Urinal Bottle

You will assisting someone with a urinal bottle by either handing it to them or placing it. The tenant will direct you on how they use this device.



Start by gathering supplies. You will need:

- Urinal bottle
- Disposable gloves
- Toilet paper or wet wipes.

Assisting someone use a urinal bottle

- Ask them to put the urinal bottle between their legs. If this is not possible, assist them to spread their legs.
- If possible, cover the person with a sheet or blanket for privacy.
- If the person needs it, position the urinal bottle and hold it gently while they urinate. If a male cannot do it himself, put the penis in the opening at the top of the urinal bottle.
- When the person is done urinating, carefully remove the urinal bottle.
- Set the urinal bottle aside while you assist with wiping or getting dressed.

After the person uses the urinal bottle

- Assist the person with wiping if needed. For women, be sure to wipe the area from front to back.
- If you used a wet wipe or a damp cloth, dry the area between the person's legs after wiping.
- Empty the urinal bottle into the toilet.
- Wash and Dry the urinal bottle as directed by the tenant.
- Take off your gloves and throw them away.
- Wash your hands thoroughly with hot water and soap.

Urine Bags



You may need to change, replace or empty a urine bag and clean all the supplies. Each tenant will have a setup that is unique to their care. **Follow the tenant's direction**.

1. Wash your hands!
2. Setup all supplies as needed.
3. Before disconnecting the urine bag, ensure the valve or clip is closed!
4. All urine must be disposed of in the toilet.
5. Wash bags, tubing, tips and valves as directed by the tenant. The urine bag and supplies are ***never*** to touch the faucet directly! Tenants will tell you when to dispose of the bags.
6. Make sure the clip or valve on the bag is closed before connecting it to the catheter. Connect the new or clean bag and tubing to the catheter. Using a slight side-to-side or twisting motion can help.
7. Make sure the connections are secure and not leaking.
8. Check the tubes for kinks or blockages so the urine can drain properly. Also ensure that the tubing is not under the Tenant's leg.
9. Leg straps underneath the bag should be straight and not too tight.
10. Wash your hands!

Transfer Policy

Policy Name: Transfer Policy				**Policy #:**	101
Approved Date:	June 25, 2010	**Revision Date:**	July 5, 2021		
Approved By: Health & Safety Committee, Management					

Purpose

Ten Ten Sinclair Housing Inc., Fokus Management, and the Westwood Cluster Units recognize that appropriate safe transfer methods are beneficial to both tenants and employees. The organizations are committed to maintaining a safe work environment in concert with its tenants and employees. This policy outlines the approved transfer methods.

Assessment of Transfers

Ten Ten Sinclair Housing Inc., Fokus Management, and the Westwood Cluster Units will be using approved WRHA assessments or equivalent for all transfers.

In order to provide safe and consistent services to the tenants and allow employees a safe work environment the following applies:

1. Tenants will obtain assessments from the WRHA or other appropriate sources.
2. Those organizations will determine the acceptable transfers available for the tenant.
3. Information will be provided to the tenants on their acceptable transfers.
4. Training will be provided to employees on acceptable transfers.
5. Tenants must provide all necessary equipment in order for the employees to provide safe and consistent services.
    a. If a tenant's equipment is faulty, assisting with transfers may be suspended until the equipment is repaired or other arrangements have been made.

Complaint Procedure

1. All incidents where unsafe transfer methods are requested must be documented and brought to the Unit Supervisor.
2. The Unit Supervisor will initiate an investigation of each incident and forward documentation to the appropriate parties.
3. Tenant(s) will be included when reviewing all documentation.

Use of Inappropriate Transfer Techniques

1. Services to tenants requesting unsafe transfer methods (e.g. cannonball) will be subject to review and alteration up to and including suspension.
2. Employees performing lifts and transfers not assessed or approved by the organization (e.g. cannonball) will be subject to discipline up to and including termination.
3. An employee can exercise their right to refuse a transfer if the appropriate transfer is not requested. The employee must contact the Supervisor when there is a work refusal.
4. All work refusals and incidents where unsafe transfer methods are requested must be documented and brought forward to your immediate Supervisor. Failure to provide such documentation will result in disciplinary action.

Discipline

1. Ten Ten Sinclair Housing Inc. will investigate all incidents and circumstances.
2. Given the severity of action involved, Ten Ten reserves the right to terminate employment or suspend services of any one in breach of this policy.

Lifting from Floor/Ground

Under no circumstances should a tenant be manually lifted from the floor/ground by an attendant. Upon discovery of a tenant on the floor or ground the attendant will check on the tenant and ensure they are in a safe position. The attendant will ask the tenant if they should call 911 for them. If so, the attendant will call 911. If urgent care is not needed, the attendant will lift the tenant from the floor using a Hoyer lift or the ceiling track if appropriate. If the tenant does not have a Hoyer lift, each unit has a spare lift or arrangements for this occurrence.

Failure to follow this direction will result in:

- First instance – Ten (10) day suspension without pay.
- Second Instance – Immediate termination of employment.

Principles of Transfers

- Tenants may direct employees within the parameters of their transfer method.
- Tenants will direct transfers with the employees and their own safety in mind.
- Employees will perform all transfers with the tenant's and their own safety in mind.

Principles of Good Body Mechanics

- Bend hips and knees.
- Keep the spine straight.
- Keep a wide base.
- Hold the tenant or object close to the body.
- Position feet in the direction of the lift.
- Appreciate your limits

GUIDELINES and SAFE WORK PROCEDURES

Purpose:

To define SAFE acceptable transfer methods for tenants and employees.

Principles:

- Tenants may direct employees within the parameters of each transfer method.
- Tenants will direct transfers with the employees and their own safety in mind.
- Employees will perform all transfers with the tenant's and their own safety in mind.

Principles of Good Body Mechanics:

Bend hips and knees. The legs do the actual lifting; the arms are used to hold the tenant securely against the body.

Keep the spine straight. To provide support to the spine, tighten your abdomen and tilt the pelvis forward. Practice holding tummy in and breathe naturally. During your count of 1,2,3 – when you say 2, tighten your abdominal muscles until the task is completed.

Keep a wide base. Feet should be shoulder width apart side by side or in a walking stance.

Hold the tenant or object close to the body. To maintain control of the weight and to minimize stress on the arms and lower back, move/hold the tenant towards your center of gravity/body.

Position feet in the direction of the lift. Head, body, arms and feet always point in the same direction, toward the lift. To minimize use of the back and to maximize use of legs during lifting, remember to transfer weight from one leg to the other, either side to side or front to back, depending on the direction of movement. Moving your feet to turn will minimize strain on the knees and prevent twisting of the spine. (Your nose & toes should point in the same direction).

Appreciate your limits. If you do not feel you can safely perform a lift or transfer, ask if there is another safe way or suggest what you feel is a safe way. There are situations that will need to be evaluated on a case by case basis, for example:

- Style and height of furniture, i.e. beds, commode.
- Room arrangement.

Wherever possible, attempt to have your elbows in, chin in and shoulders back.

Terms of Relevant Terminology

Terms

Reposition – procedure where a tenant is moved to a new position on the same surface

→ e.g., repositioning in bed or while seated

Lift – procedure used to carry the entire weight of a tenant (attendants will never manually carry the entire weight of a tenant).

→ e.g., mechanical lift

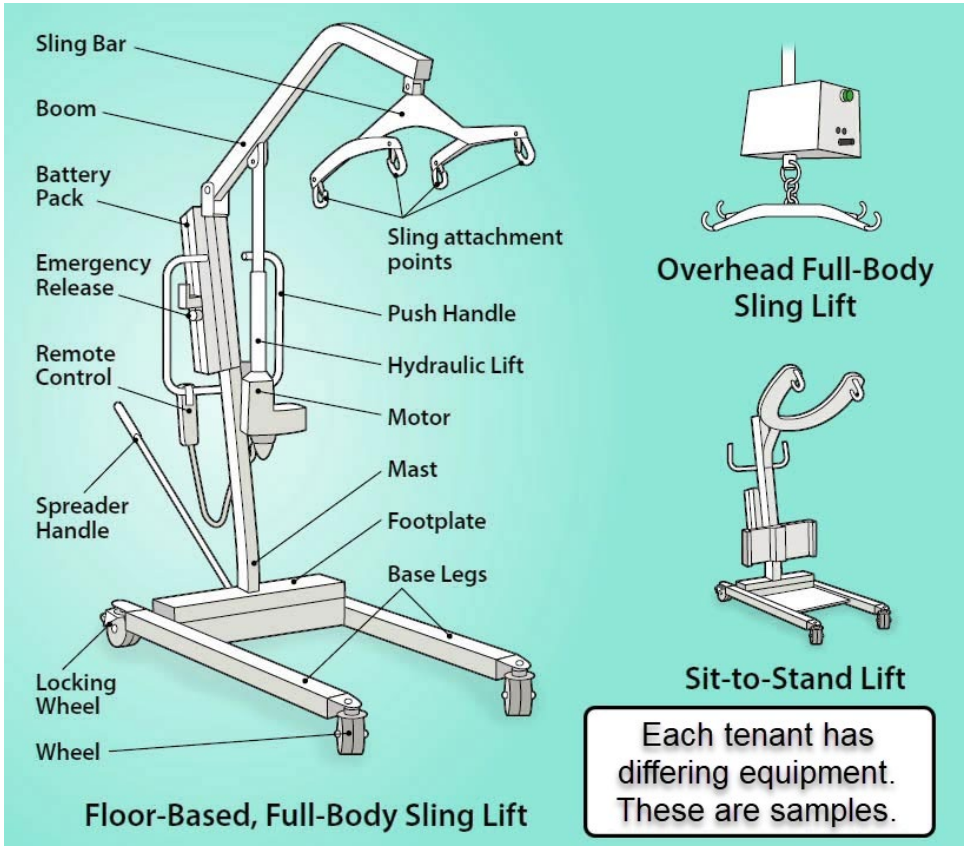
Transfer – procedure used to assist a tenant, from one surface to another.

→ e.g., bed to wheelchair

Mechanical Assisted Transfer (i.e. Hoyer/Sara/Ceiling)

The use of a mechanical device is indicated when:

- The tenant is unable to consistently or reliably bear weight through his/her upper and lower limbs in order to assist in the sit-to-stand portion of the transfer.
- The tenant is unable to consistently or reliably bear all or part of his/her weight when standing in the upright position and throughout the pivot portion of the transfer.
- Tenant requiring a lift from the floor.
- There is no other safe method of transfer.



Weight Bearing

For the purpose of transfer assessment, “weight bearing” is defined as the tenant’s ability to reliably and consistently:

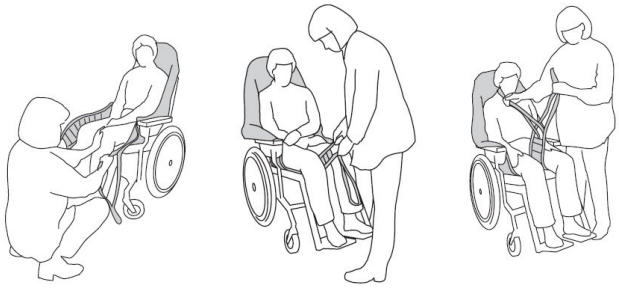
- Bear weight through his/her upper and/or lower limbs in order to assist from sitting to standing.
- Support body weight through his/her lower limbs when in an upright position.
- Maintain weight-bearing through the step around, shuffle, or sliding portion of the transfer.

Approved Transfer Methods

You can review the Ten Ten Sinclair Housing Training Videos for more detailed demonstrations.

Mechanical Assisted Transfer

1. Position the sling on the tenant by tucking and rolling the tenant to get the sling under their back. Make sure to flatten any creases in the material as this can cause the tenant discomfort.
2. Ensure leg straps are crossed. (Right side leg strap goes under the leg and connected to the left side of the sling attachment points).



3. With the legs of the open and locked, use the steering handle to push the tenant lift into position.
4. Lower the tenant lift for easy attachment of the sling.

- Using the steering handle, move the lift away from the bed or chair.
- When moving the tenant lift away from the bed or chair, turn the tenant so that he/she faces the attendant operating the tenant lift.
- Press the DOWN button lowering tenant so that his feet rest on the base of the lift, straddling the mast. Close the control valve.



SAFETY NOTE: When putting on the sling, ensure you have proper body stance including having your feet shoulder width apart. Ensure the bed is at the correct level so you do not need to bend over to reposition the tenant.

Two person transfer with mechanical device

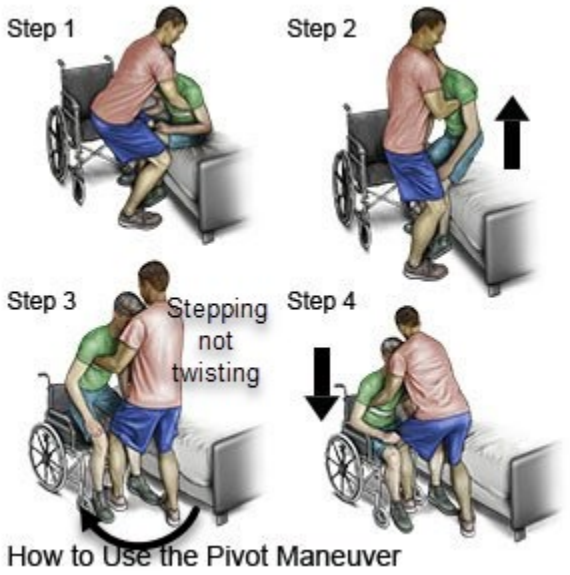
This transfer is done in a similar manner to the one person mechanical transfer. This transfer will have an attendant on either side of the tenant. Depending on the position of the tenant, they will be either on the right and left or in-front of and in-back of the tenant. The steps of the transfer are the same.

The Step Around Transfer (formerly the Pivot Transfer)

Physical assistance is provided by one employee throughout the transfer. The tenant is able to assist from sitting to standing. He/she is then able to maintain weight bearing when standing and throughout the stepping or shuffle portion of the transfer.

For the purpose of a transfer, the ability to pivot is described as the tenant being able to turn with assistance on one or both feet around a central point while reliably and consistently maintaining weight bearing. The step around transfer is usually toward the tenant's stronger side.

- Both feet are able to take small steps in a semi-circular pattern.



How to Use the Pivot Maneuver

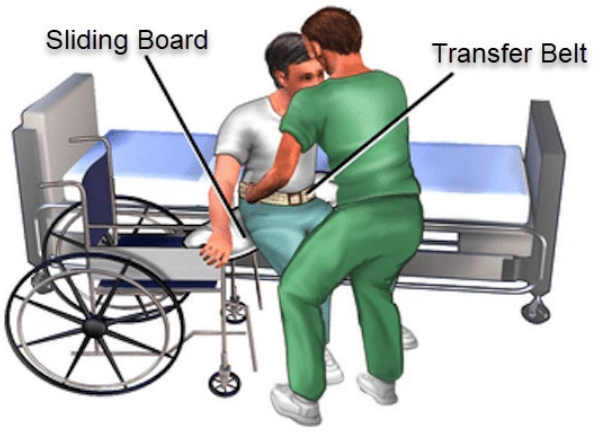
SAFETY NOTE: When performing this transfer, ensure you have proper body stance including having your feet shoulder width apart. Make sure you are stepping around by moving your feet in the direction of the transfer. Never twist your waist or back to perform the transfer.

Sliding Transfers

The environment must be set up so that both transfer surfaces are equal in height or lower than the surface they are coming from.

a) **With a board**: The tenant must maintain a sitting balance through the upper limbs in order to move the body across from one surface to another. The employee assists to move the hips up and over from one surface to another

b) **Without a board**: The tenant must weight bear through the upper limbs while the employee assists to move the hips up and over from one surface to another.



SAFETY NOTE: When performing this transfer, ensure you are moving your feet in the direction of the transfer. Never twist your waist or back to perform the transfer. Never use your back when lifting the tenant in the assistance of the transfer, lift with your legs.

Cradle Transfer

This method calls for the tenant to be cradled in the arms of the employee. This transfer can only be performed if assessed by the WRHA or other appropriate sources. See your supervisor for guidance if required.

This transfer is grandfathered in for one remaining tenant. This transfer will not be approved for any future tenants or current tenants requesting this transfer.

SAFETY NOTE: When performing this transfer, ensure you have proper body stance including having your feet shoulder width apart. Never twist your waist or back to perform the transfer. Never use your back when lifting the tenant in the assistance of the transfer, lift with your legs.

When is a Transfer Complete?

A transfer is not complete until the tenant is safely and securely in their new position. The appropriate positioning and draping (pillows, etc.) of the tenant must be completed. All necessary equipment (e.g., remote control, phone, door control, etc.) needs to be placed within the tenant's reach.

Transfers Summary

Always ask the tenant for direction on any of these transfers!

Provided the instructions are a safe method, follow their instructions.

These guidelines are general ones and exceptions may apply in certain situations. Rationale for any exceptions will be outlined clearly in the tenant's assessment. The goal of all recommendations is to ensure that the lifts and transfers performed are safe for ALL involved.

All transfers must be assessed by the WRHA or other appropriate sources.

There may be some variances on all transfer/repositioning techniques, always remember to use proper body mechanics when performing duties as directed for example – bend the hips and knees, straight back, elbows in, shoulders back, chin in, wide walking stance, tighten abdomen, pelvic tilt and wear proper shoes.

Videos on how to perform transfers can be found at:

https://tenten.mb.ca/safety

Workplace Injury Reporting

Workplace injuries can happen. When a workplace injury takes place, it is called an incident and not an accident. An accident is something that is not preventable. All workplace injuries can be eliminated with the proper safety policies and a dedication to safe work.

If a workplace incident does occur, **first, tell your supervisor**. Next you need to fill out the appropriate forms. These forms are then delivered to your supervisor. If no medical attention is required and the supervisor is not in the office (M-F 8:30-4:30), you do not need to tell your supervisor first. The forms will be sufficient.

- **Medical attention is not needed**: Ten Ten Sinclair Housing Incident Report and the WCB Green Card. *(make sure to tear off the form from the pad before filling it out)*.
- **Medical attention is needed**: Ten Ten Sinclair Housing Incident Report and the WCB Employee Incident report.

Employees are expected to provide their Supervisor with a healthcare note within 1 day of seeing their healthcare provider. This can be a picture of the note that is taken with their phone's camera and emailed to the supervisor.

A new healthcare note needs to be supplied 2 days before the previous note will expire if the employee is not returning to work on the expiry date of the previous letter.

Staff need to plan accordingly if they need a follow up assessment or cannot return to work.

Healthcare Provider Notes

All healthcare provider notes must include a return to work date or a date of the next assessment.

Forms



All forms can be found in the orange Workplace Health & Safety binder located in the staff lounge.

Discipline

Employees who do not report workplace injuries may be subject to one or more of the following:

- A written reprimand;
- A suspension, without pay;
- Termination.

To: All Employees

From: Debbie Van Ettinger

Subject: **Ethical Conduct**

I would like to clarify the organization's position on the matter of employee relations with respect to accepting or borrowing money from tenants, and providing or lending money to tenants. Such transactions are considered unethical and may compromise the service relationship.

All staff that accept or borrow money from tenants or give or lend money to tenants will have committed a serious breach of ethics that will result in dismissal.

Debbie Van Ettinger

Executive Director

I understand the organization's position on ethical conduct and agree to the terms.

Signature	Name	Date

Original Policy Date: July 03, 2009

Policy Name: Confidentiality Policy		**Policy #:**	118	
Approved Date:	January 21, 2003	**Revision Date:**	June 23, 2021	
Approved By: Safety & Health Committee, Management				

- All staff who provide services for Ten Ten Sinclair Housing Inc. (hereinafter "Ten Ten") have a duty not to divulge to any person(s) within or outside of Ten Ten any confidential information at any time during their employment or association. Confidential information shall be construed to include private information of either tenants, staff, or the business of Ten Ten which may come to the knowledge or attention of any staff person in the course of their employment/association. The purpose of this policy is to ensure that:
    - information staff learn about one tenant will not be discussed with, or communicated to any other person, including other tenants or staff;
    - information may be discussed with management and supervisory staff and members of committees designated to deal with tenant personal information in the event that the situation requires the information to be revealed.
- In addition, staff agree not to discuss matters regarding tenants on their off duty hours.
- This duty to keep this information confidential, continues even after a staff person is no longer employed by Ten Ten.
- This duty of confidentiality is subject to situations where:
    - a tenant has asked a staff person to do any illegal act, in which case sub-paragraph 1(b) shall apply;
    - a tenant has requested assistance that may injure that staff person or tenant, in which case sub-paragraph 1(b) shall apply;
    - a tenant has been abusive to staff, in which case sub-paragraph 1(b) shall apply;
    - the staff person is unsure of how they should respond to a specific situation, in which case sub-paragraph 1(b) shall apply;
    - the information is of a purely general or casual nature and if the staff person reasonably believed that the person who is the subject of the information would not object to the information being communicated to the particular recipient; and
    - the sharing or communication of information is required in the course of the staff person's duties and responsibilities in accordance with applicable Legislation and Ten Ten policies governing proper release of information.

Signature _____ Name _____ Date _____

The Personal Health Information Act (PHIA)

The *Personal Health Information Act* (PHIA) is a privacy law that establishes rules that trustees of personal health information must follow when collecting, using, disclosing, maintaining and destroying personal health information. PHIA also sets out the rights of individuals regarding obtaining access to and limiting disclosure of their personal health information.

Objectives:

- To identify your roles and responsibilities under the Personal Health Information Act.
- To provide information in order to sign a Personal Health Information pledge of confidentiality.

Key Benefits:

- This session will support your continued efforts to provide services that respect tenants' privacy and respect your co-worker's privacy.
- You will also learn what is needed to comply with the Personal Health Information Act and to identify and avoid breaches of confidentiality.

Definitions:

Personal Health Information: includes all information recorded, spoken or heard, that can identify an individual and that person's:

- Health status or health care history
- Behavior resulting from illness or treatment
- Type of services provided
- PHIN number or other identifying numbers or symbols
- Financial position
- Domestic situations
- Private matters disclosed to employees such as age, birth date or sexual orientation. Personal Health Information does not include anonymous or statistical information that does not permit individuals to be identified.

Record or Recorded Information: is a record of information in any form: written, photographed, recorded or stored in any manner, or any storage medium or by any means: graphic, electronic or mechanical means such as e-mails, voice mails, computer disks and faxes.

Trustee: Health services agency that collects or maintains personal information (PHIA). A trustee has a duty to help individuals gain access to their own PHIA and protect the privacy of individuals in the collection, use, disclosure, security, retention and destruction of PHIA. ***Ten Ten Sinclair Housing Inc. is the trustee for our organization***.

A breach of confidentiality is when you:

- Access or request information not required to do your job
- Provide information not needed by the other person to do their job
- Provide information to an individual who has no right to have the information

All employees and board members are responsible to report any breaches of confidentiality by another employee, person associated with Ten Ten Sinclair Housing Inc., or themselves. If you know or suspect a breach of confidentiality has occurred, immediately notify your supervisor. In the case of a board member, notify the Privacy Officer.

If a breach of confidentiality is confirmed, discipline may include:

- Oral or written warning
- Suspension
- Termination of employment, contract, association or appointment

Confidentiality pledges are required from anyone associated with Ten Ten Sinclair Housing Inc. including:

- Employees
- Researchers
- Board Members
- Agencies/Health Care Agencies
- Contractors
- Students

Manitoba Health PHIA Training

All employees are expected to take their Manitoba Health PHIA training. This can be found at:

https://www.trainingtodo.com/mbhealth/secure/phia-for-individuals.asp

Personal Health Information

Pledge of Confidentiality

I, the undersigned, have read and understand the content of Ten Ten's confidentiality policy. I have been given access to a copy of the Personal Health Information Act (PHIA) and understand my obligations under this Act. I also acknowledge that I am aware of and understand the policies of Ten Ten Sinclair Housing Incorporated ("Ten Ten") regarding the security of personal health information including the policies in relation to the collection, use, disclosure, storage, and destruction of personal health information.

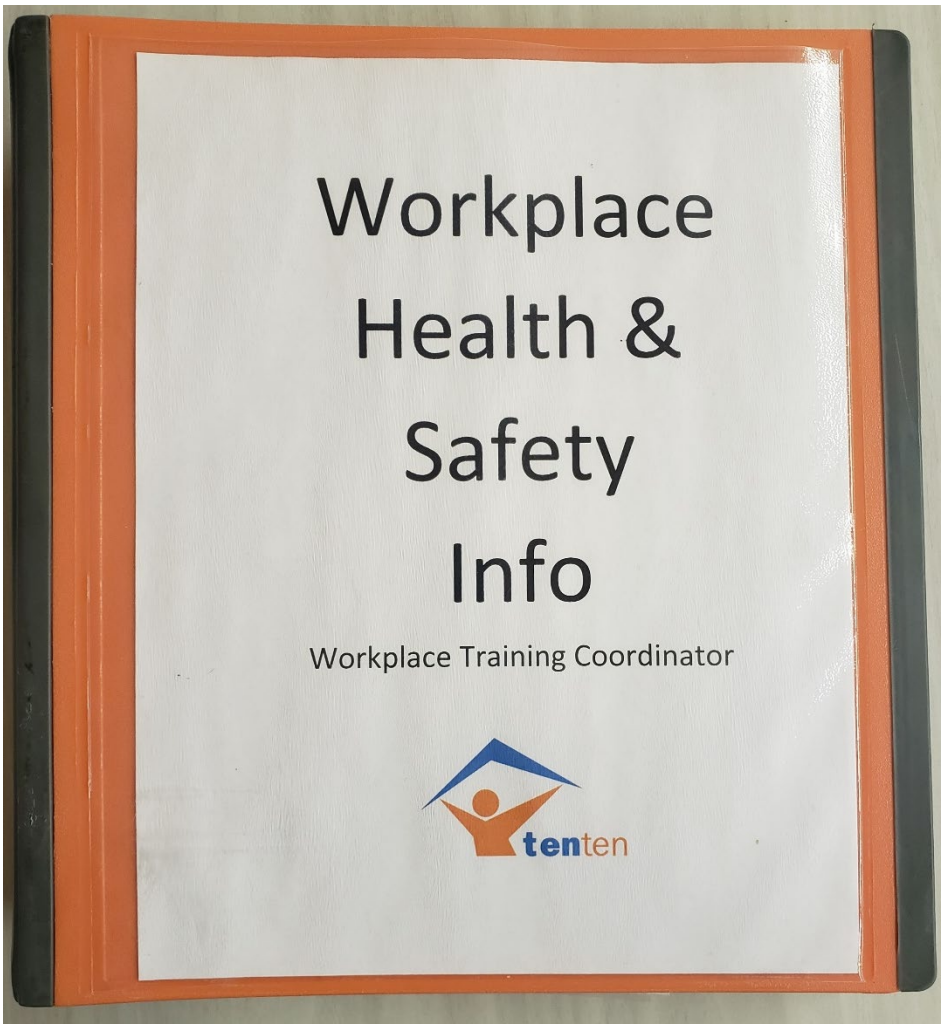
In consideration of my employment or association with Ten Ten and as an integral part of the terms and conditions of my employment or association, I hereby agree, pledge, and undertake that I will not at any time during my employment or association, divulge to any person(s) within or outside of Ten Ten, any confidential information. Confidential information shall be construed to include private information concerning tenants, staff, or the business of Ten Ten which may come to my knowledge or attention in the course of my employment/association.

I also understand that unauthorized disclosure of such information may result in disciplinary action up to and including termination of employment/contract/association, and the imposition of fines pursuant to The Personal Health Information Act.

Signature	Name	Date

Appendix A – The Orange Health and Safety Binder

All Ten Ten Sinclair Housing Inc. forms are located in the Orange Health and Safety binder. This binder is located in the staff lounge of each unit.



In this binder you will also find:

- Ten Ten Sinclair Housing's commitment to safety
- Safe work procedures
- Policies
- WHMIS information
- Injury reporting information
- Forms for reporting workplace incidents
- Forms for reporting workplace injuries