The PSW graduate has reliably demonstrated the ability to:

Fourteen
Vocational Learning Outcomes **for PSWs**

1 Work within the **personal support worker role** in various **care settings** in accordance with all applicable legislation, standards, employer job descriptions, policies, procedures and guidelines.

2 Practice **professionally**, and be accountable for one's own actions by applying **problem-solving, self-awareness, time management and critical thinking** to the provision of care as a personal support worker, whether working independently or as a member of a team.

3 Participate as an engaged member of the **interprofessional team** to maintain **collaborative working relationships** for the provision of supportive, safe, responsive and competent **client-centred care** within **care settings.**

Together we Can!

6 Identify relevant **client information** within the roles and responsibilities of the personal support worker using **observation, critical thinking,** and effective **communication skills** to **report and document findings.**

4 Provide **person-centred care,** based on **ethical** principles, sensitive to **diverse** personal and **family values, beliefs, cultural practices** and other needs, which follows the direction of the **plan of care.**

5 Establish and maintain **therapeutic relationships** with **clients** and their **families** using effective communication skills to build a genuine, **trusting, and respectful partnership,** in accordance with **professional boundaries,** employer policies, confidentiality and privacy legislation.

safety first

7 Create, **promote and maintain a safe** and **comfortable environment** for **clients,** their **families,** self and others by implementing current **infection prevention** and control measures, emergency and **first aid** procedures, and best practices in pandemic planning that are in keeping with the plan of care, all applicable legislation, and employer policies and procedures.

II - Vocational Standard

https://files.ontario.ca/mcu-personal-support-worker-jan2022-41469-en-2022-03-31.pdf

Fourteen

Vocational Learning Outcomes
for PSWs

The PSW graduate has reliably demonstrated the ability to:

8 **Assist clients** across the lifespan with **activities of daily living** by applying fundamental knowledge of **growth and development**, psychological concepts, common alterations in functioning, **health promotion**, disease prevention, **rehabilitation** and **restorative care,** and **holistic health care.**

9 Assist the client with **medication** following the client's plan of care, and if a delegated act, under the supervision of a regulated health professional or done by exception under the most accountable person and **in accordance with all applicable legislation and employer policies.**
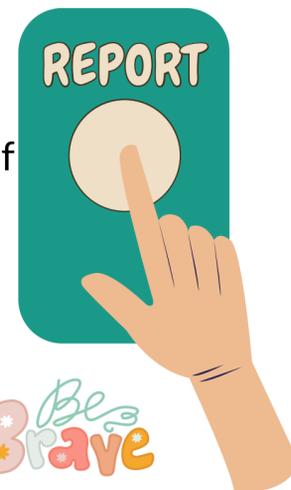
10 Assist with **household management services** and **instrumental activities of daily living** in accordance with the **plan of care** and considering the preferences, comfort, safety and autonomy of **clients, families** and significant others.

12 Identify, **respond and report** potential, alleged, suspected or witnessed situations of **abuse,** and/or **neglect,** as **required** by all applicable legislation, including the **Retirement Homes Act 2010** and the **Long-Term Care Homes Act, 2007,** and as required within the employers' job description for the personal support worker.

11 **Assist and support clients who are caregivers,** considering individual and **family choices,** professional boundaries and the direction of the **plan of care.**

14 Provide **client-centered** and **client-directed care** to individuals experiencing various **mental health** illness and challenges, cognitive and **intellectual impairments,** and/or responsive **behaviours** by using **supportive approaches** and evidence-based practices to **promote positive and safe behaviours** in clients*.

13 Assist with the provision of **holistic care** and advocacy for **culturally safe** and spiritually sensitive **palliative** and **end-of-life care** to all **clients** experiencing life threatening illness and to their **families** and significant others from diagnosis through to death and bereavement, and in accordance with clients' choices and the **plan of care.**

II - Vocational Standard