



JOB TITLE: Comfort Care Aide
DEPARTMENT: Health Services
STATUS: Fulltime/Part-Time/Casual – Permanent/Temporary
LAST UPDATE OR REVIEW: November 30th 2020

PREAMBLE

As a leading senior’s residence and provider of senior’s continuing care services and programs, Canterbury Foundation (the “Foundation”) shares with seniors the “Promise of Home”. Person-centered care is the Foundation for all we do in providing safe, quality care and other human services. We provide a home where seniors experience peace of mind and feel like family. All persons are treated with dignity and respect in every interaction. Working for Canterbury Foundation requires that employees exhibit the highest standards of personal behaviour and ethics in every interaction that instill confidence and trust and not bring the Foundation into disrepute. The honesty and integrity of the Canterbury Foundation demand the impartiality of employees in the conduct of their duties.

POSITION SUMMARY

Reporting directly to the Resident Experience Manager/Nursing Manager, the Comfort Care Aide works in a safe and consistent manner to deliver resident/client meal services, comfort and support activities, and cleaning services throughout the care home/program. The Comfort Care Aide will conduct services in a positive and professional manner and adhere to facility rules, regulations and protocol as applicable. Comfort Care Aides shall solely represent Canterbury Foundation while on the job. It is a conflict of interest to accept private business or to volunteer for a client / other organization while employed by Canterbury Foundation.

KEY RESPONSIBILITIES

I. HEALTH, SAFETY AND WELLNESS

- Committed to knowing, understanding and reviewing your workplace hazards as identified by your Workplace Hazard Assessment, Joint Workplace Health and Safety Committee and as outlined in Canterbury Foundations Policies and Procedures.

- Participates in making the workplace a safe environment for staff and residents by reporting unsafe conditions, knowing your rights as an employee to refuse unsafe work, and by participating in training, events and committees.
- Wear appropriate personal protective equipment, footwear and apparel for your role and responsibility for your work day (being mindful of hazards approaching and leaving the workplace).

II. JOB DUTIES AND RESPONSIBILITIES

- Provide safe interactions with residents, participating in games, puzzle completion, home making activities, and other appropriate activities requiring focus, social interaction, and meet the needs or interest of the individual
- Complies with the organizational policies and procedures, privacy standards, and relevant legislation and regulations.
- Responds and reports all concerns and complaints from residents, families, and staff to the staff nurse in accordance with the concern resolution process.
- Responds and reports all unusual incidents and critical incidents on the assigned unit to the RN.
- Promotes a safe work environment for residents, family members, co-workers and self. Reports unsafe conditions within the living and working environment. Takes required action to decrease the risk of injury immediately and/or notify the RN or Life Enrichment Manager of the concern.
- Acting as a resident companion as directed; providing comfort and support to residents via companionship such as playing cards, reading the newspaper together, art, hand pampering
- Assisting residents/clients with using mobile communication devices such as a smart phones, tablets
- Porterage residents/clients to and from their rooms, recreational activities, and dining room as required
- Provides choice to residents/clients in terms of selection, while taking pride in food presentation and customer satisfaction
- Assisting with meals and feeding as directed by the Resident Experience Manager/Nursing Manager
- Filling and replacing PPE carts, cleaning tubs/showers after use, making unoccupied beds, empties laundry baskets, as required, empties garbage, as required
- Resident/client hair care
- Assisting residents/clients with hearing or vision challenges
- Completes enhanced cleaning/disinfecting of high touch surfaces throughout the building
- Screens staff and visitors as per outbreak/pandemic procedure
- Monitors front entrance and receives deliveries as required, loads and unloads supplies into appropriate storage rooms
- Maintains a consistent clean environment which includes washing, cleaning/disinfecting surfaces and keeping the work environment tidy
- Adheres to food service safety practices for food handling and hand washing procedures
- Participates in the recycling of appropriate materials
- Operates all equipment in safe manner, reporting all deficiencies to immediate supervisor
- Reports unsafe conditions to Resident Experience Manager/Nursing Manager
- Works closely with fellow team members to ensure all daily tasks are completed on schedule
- Demonstrates dependability by reporting to work on time and as scheduled

- Adheres to all infection control practices and procedures
- Maintains an ongoing program of personal learning and attends mandatory education sessions in order to maintain own competence. Seeks to benefit from opportunities for professional development and continuing education.
- Actively supports, promotes, and implements the vision, mission, values, and strategic directions of the Foundation.
- Other related duties as assigned

QUALIFICATIONS

- Have completed High School with a certificate of completion.
- Minimum of two years' experience in health care with seniors.
- Training in the topics related to human development and interpersonal relationships, nutrition, shopping, food storage, use of equipment and supplies, planning and organizing of household tasks and principals of cleanliness and safety.
- Ability to communicate effectively with resident, supervisor, and staff.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.

SKILLS & ATTRIBUTES

- Demonstrate an awareness of accident and injury prevention; adhere to safe work practices and procedures and maintain self-awareness.
- Demonstrate a commitment to customer relations and hospitality by being caring and courteous to residents, families, visitors, and co-workers.
- Be able to work within a team and contribute to a positive work environment.
- Demonstrate good time management and problem-solving skills.
- Demonstrate strength in communication skills (informing/listening/writing).
- Demonstrate the ability to seek further support or guidance when needed.
- Possess good computer skills to conduct basic data entry.

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully.
- The work requires light to moderate physical exertion on a regular and recurring basis such as walking for extended periods.
- While performing the duties of this job, the employee is regularly required to stand, walk, and use hands and fingers, to handle or feel, and reach with hands and arms.
- The employee frequently is required to stoop, kneel, or crouch; talk or hear, and taste or smell.
- The employee is occasionally required to sit.

- Specific vision abilities required by this job include close vision, colour vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

- The work environment includes but not limited to the resident's suites, Canterbury Foundation's internal and external areas/grounds, and public areas as part of excursions as needed
- Possible exposure to infectious diseases such as influenza, Gastrointestinal Flu, or COVID 19.

OCCUPATIONAL HAZARDS

- Sustained periods of working at a computer terminal may result in dry or strained eyes, headache, fatigue, strains, carpal tunnel or repetitive strain injury.
- Infrequent lifting and transporting of supplies and paper may result in strains, sprains, pulls, paper cuts or small injuries to fingers and hands.
- Frequent periods of walking around the department and the site presents the risk of slips, falls, strains or sprains.
- Frequent exposure to fragile seniors or clients, infrequent exposure to death and dying, which may result in emotional distress or grief.

GENERAL STATEMENT

This position description is designed to serve as a guide for both the individual holding the position and for those evaluating the performance of this individual. It is in no way intended to include all the daily or ongoing tasks and specifications associated with the position. The incumbent may perform other duties as assigned, which are not specified in this description. This position description will be updated on an ongoing basis and will be made available to all interested parties within the organization.