



Excerpt from

## **Canadian Educational Standards for Personal Care Providers**

### **Program Outcome**

8. Provide care for clients with palliative and end-of-life needs.

### **Core Competencies**

8.1 Describe palliative, hospice, and end of life care

8.2 Observe signs of pain, report appropriately and follow identified pain management strategies in care plan

8.3 Reflect on one's personal reaction to death, dying, and grief

8.4 Describe the grieving process and how to support families in this process

8.5 Describe the process of dying

8.6 Respect spiritual and cultural practices relating to death, dying, and after life

8.7 Provide emotional support for the client and his/her family

8.8 Provide comfort care for the client

8.9 Recognize signs of expected death

8.10 Provide care for the client at the time of death and after

8.11 Provide support for the family at the time of the client's death and immediately after

[Original reference guide can be found here](#)

Excerpt from

## **Ontario Personal Support Worker Program Standard**

Ministry of Training, Colleges and Universities July 2014

### **Vocational Learning Outcomes**

13. The graduate has reliably demonstrated the ability to assist in the provision of culturally relevant palliative and end-of-life care to clients experiencing life threatening illness and to their families and significant others, from diagnosis through death and bereavement, and in accordance with clients' choices and the plan of care/service plan.

### **Elements of the Performance**

- i. Identify individual reactions to loss and explore grief associated with life threatening illnesses, transitions and dying.
  - a. Explore personal experiences and responses to loss and grief
  - b. Identify and discuss the diverse meanings of loss and expressions of grief
  - c. Discuss how personal beliefs and attitudes may impact clients' care
  - d. Discuss the impact of life-threatening illnesses and life transitions on clients and their families/significant others and on the personal support worker
  - e. Identify loss and grief processes associated with death and dying

- ii. Apply principles and practices of palliation to clients experiencing life threatening illness
  - a. Define death, dying and grief
  - b. Define and discuss the concept of palliative, hospice and end-of-life care
  - c. Discuss the philosophy, principles and practices associated with palliative care.
- iii. Support clients, their families and significant others with the processes of dying, uncertainty, expected or unexpected loss and preparation for death
  - a. Differentiate between sympathy and empathy
  - b. Maintain helping relationships\* and professional\* boundaries
  - c. Discuss the role of advocacy for clients, their families and significant others
  - d. Identify and discuss the personal support workers role when clients die suddenly
  - e. Identify the role of the coroner in situations of sudden and unexpected death.
- iv. Provide clients with opportunities to direct care and maintain relationships with family and significant others
  - a. Identify and discuss clients' need to maintain choices while experiencing life threatening illness or dying
  - b. Support the maintenance of family roles
  - c. Ensure clients' choices are communicated to the interprofessional care/service team
- v. Observe, document and record clients' signs and expressions of pain and other symptoms in accordance with the plan of care/service plan
  - a. Observe and record clients' vital signs according to the direction of the plan of care/service plan\* and using identified communication tools e.g., flow sheets, graphs, etc.
  - b. Use pain scales to record clients' pain responses
- vi. Provide non-pharmacological comfort management techniques to clients experiencing pain/discomfort as directed by the plan of care/service plan
  - a. Identify a range of non-pharmacological comfort techniques e.g., application of heat and cold, positioning, imagery, meditation/silence, music
- vii. Report and record clients' responses to comfort management techniques
  - a. Seek feedback from clients as to what their comfort needs are and their responses to comfort management techniques
- viii. Identify the rights of clients, family members, substitute decision-makers or powers of attorney (POA) for personal care regarding consent to treatment, advance directives and "do not resuscitate" directives as identified in the plan of care/service plan
  - a. Respect clients' rights related to end of life care, treatment and resuscitation
  - b. Discuss the role of family members and substitute decision-makers in end of life care
- ix. Support clients' and families' spiritual and cultural practices related to death, dying and the afterlife if appropriate
  - a. Identify the physical signs of imminent death and report to supervisor
  - b. Provide supportive care and comfort measures to clients in the last days and hours of life
  - c. Provide care for the body after death according to family direction/ cultural practices, employer policy or as directed by the plan of care/service plan
  - d. Provide support to families at the time of clients' death
  - e. Describe behaviours associated with compassion fatigue and identify resources to support caregivers

[Original program standards guide can be found here](#)