

Things You May Hear

“HCSWs are able to help out of the bedroom and out of the bathroom”



“I will get you someone who can help...”



Interior Health
Every person matters

Health Career Access Program

Contact Information

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Health Care Support Worker (HCSW)

Patient and Resident Handout

What is the Health Career Access Program about?

- Helping the Health Care Assistants with extra tasks
- Provides a way for people without health care experience to work while getting their Health Care Assistant certificate

What are Health Care Support Workers?

- IH employees
- Paired with an IH Employee to shadow
- Support indirect care tasks
- Are extra staff on the floor
- Not solely responsible for carrying out any aspect of the care plan

WHAT HCSW CAN DO

- Transport resident to dining room
- Help recreational activities set up and take down
- Encourage participation in activities
- Provide support
 - Hand holding
 - Listening
 - Reading
 - Play cards or a game
- Answer a call bell
- Help resident to wash their hands
- Apply resident aprons
- Welcome into the dining room
- Socializing with residents
- Restock supplies
- Housekeeping duties

WHAT HCSW CAN'T DO

- **Observe or provide any direct care**
 - toileting or bowel care
 - dressing and grooming
 - baths, showering or bed baths
 - eating/feeding
- Document or change care plans
- Perform tasks for guest or visitors
- Complete tasks outside the care plan
- Take vital signs
- Transfer resident with or without a mechanical aid
- Assist a resident with exercise/walking program
- Run recreational activities
- Applying/remove and altering oxygen
- Witness any forms