

	<b>Peel Cheshire Homes (Brampton) Inc.</b>		<b>OPERATIONAL POLICY # DC19</b>
	<b>Issued: January, 10, 2017</b>		<b>Page 1 of 2</b>
	<b>Revised: December 3, 2025</b>		<b>Section: Direct Care</b>
	<b>Signed:</b> 		<b>Subject: Scope of Services</b>

## Purpose

Peel Cheshire Homes Brampton's residential services located at 156 Murray Street, Brampton are provided under the Ministry of Ontario's Long-Term Care Supportive Housing Policy, December 1994. The purpose of this policy is to outline the Scope of Service as defined by the Ministry's Policy Document.

## Policy Statement

Long-Term Care Supportive Housing provides personal support services and essential homemaking in permanent community residential settings for people with physical disabilities or acquired brain injuries (in the case of PCH) when their service requirements justify the need for the availability of 24-hour per day, on-site assistance.

Peel Cheshire Homes Brampton is a non-medical model and services are provided to residents by Personal Support Workers. Professional services, such as nursing care or physician care, are not available on-site. These services may be available through Ontario Health atHome on a visiting basis only. However, there may be some point in time when Peel Cheshire Homes Brampton will have to declare that they are unable to continue to meet the increasing personal care and/or medical needs of the resident. (see Direct Care Policy - Withdrawal of Service to Client).

## Definition

Essential services are the support services a person needs to remain as independent as possible in their own home. They include a full range of personal support and homemaking services tailored to meet a resident's specific needs. Services that go beyond day-to-day needs, that could be characterized as "convenient but not necessary" are not essential and can be charged to the resident.

## Essential Personal Support Services

- Assistance with personal hygiene
- Assistance with activities of daily living of a non-medical nature
- Transferring/positioning/turning
- Medication assistance
- Training of a person to carry out or assist with any of the above activities

Additional personal support services, specific to the needs of a person, may be provided by the personal support worker as long as the activities comply with the Regulated Health Professions Act and its regulations, fall within the Scope of Practice for Personal Support Workers, and any required professional support is in place and available as required.

## Essential Homemaking Services

- housecleaning
- laundry/ironing/mending
- meal preparation and grocery shopping
- changing bed linens
- accompanying/assisting to do the above when the person is unable to do them independently

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Professional Services will be arranged for eligible residents by connecting the resident Ontario Health atHome. Eligible services will only be provided on a visiting basis and based on availability. They include:

- nursing (i.e. – wound care, administration of medication, g-tube maintenance, intravenous treatment, etc.)
- occupational therapy
- physiotherapy
- social work (related to illness/disability/bereavement)
- speech and language pathology
- dietetics services
- training of a person to provide any of the above

#### **Out of Scope Services will not be Provided**

Due to the associated liability and risk to the Agency, its employees and more importantly its residents, Peel Cheshire Homes Brampton, will not authorize its Personal Support Workers to be assigned any delegated act that falls under the Regulated Health Professions Act.

#### **Examples of Controlled Acts:**

g-tube feeding; nebulization; injection of medications; catheterization; suppositories that are not part of the individual's daily routine; tracheotomies; oxygen inhalation; wound care, etc.

#### **Procedure When Out of Scope Services are Required:**

If the PSW Staff attending to a client becomes aware that the client may need "out of scope" services, for example: discovers an open wound or that the client is choking when eating regularly, etc., then the PSW is to report to their Manager or the On-call Manager immediately so that a referral can be made for the individual to be assessed. The Manager is to contact the client to advise them to contact their medical support team to have them assessed, and if required, to send a referral to Ontario Health atHome so that the appropriate professional medical services can be brought onsite to provide the "out of scope" services to the client.

In addition, Peel Cheshire Homes Brampton will not assume the responsibility of assisting residents with their financial affairs. Financial management is the responsibility of the individual resident, their substitute decision maker, their power of attorney, a voluntary guardianship arrangement (i.e. Salvation Army), or the Office of the Public Guardian and Trustee.

**Any employee who fails to follow the guidelines set out in this policy may be subject to disciplinary action up to and including termination of employment.**

#### Reference

Controlled Acts Out of Scope  
Regulated Health Professions Act