



## LOCH LOMOND VILLA, INC. JOB DESCRIPTION

<b>DEPARTMENT:</b>	Nursing
<b>JOB TITLE:</b>	Resident Attendant (RA)
<b>CLASSIFICATION:</b>	NBU - Resident Attendant (RA)-300
<b>SUPERVISED BY:</b>	Registered Nurse (RN)
<b>DATE OF REVIEW / REVISION:</b>	03-2006, 10-2009, 01-2016, 12-2020

### **PURPOSE:**

The primary role of the Resident Attendant is to build meaningful relationships with residents and establish trust. The RA partners with the residents to provide basic care and companionship while ensuring their safety, comfort, and personal hygiene under the supervision of the Registered Nurse and within the scope of the Resident Attendant's role and function.

Commit to meeting the individualized needs of the residents who live at Loch Lomond Villa through the Planetree Philosophy of Person-Centered Care.

Conduct all actions according to the mission of Loch Lomond Villa, promote its organizational values, and commitment to encourage and function as part of a Team.

### **ALL TEAM MEMBERS WILL POSSESS:**

- Resident and Customer Focus: maintain effective relationships with internal and external customers to gain their trust and respect
- Integrity and Trust: Direct and truthful in a helpful manner; admit mistakes; follow policies and procedures as set forth by Loch Lomond Villa; Conduct self according to Loch Lomond Villa's Code of Conduct and Values.
- Compassion: Demonstrate empathy for others and genuine care for people.
- Dealing with Ambiguity: Effectively cope with change, risk, and uncertainty.
- Peer Relationships: Encourage collaboration while focusing on problem solving and building consensus within a team.

### **THE SUCCESSFUL RA WILL HAVE THE FOLLOWING KNOWLEDGE, SKILLS AND ABILITIES:**

- A strong desire and passion to care for people that are ill, disabled, or living with dementia. Relates extremely well with elders
- Flexibility and willingness to modify duties as needed
- Action Oriented: Enjoy working hard and full of energy for situations viewed as challenging
- Patience: Seek to understand others before making judgments
- Problem Solving: Ask "why?" and doesn't stop at first answer;
- Listening: Practice attentive and active listening; has the patience to hear people out

- Approachability: Easy to approach and talk to; spends the extra effort to put others at ease
- Grade 12 Academic or equivalent
- Recognized education in Geriatric nursing at the Personal Support Worker - college level courses/ Resident Attendant level or has a minimum of one-year experience in direct resident care in a nursing home or hospital setting or has completed 1<sup>st</sup> year of the Nursing Program.
- Ability to give and receive constructive feedback.
- Commitment to personal continuous education and training.
- Follows the organization's Dress Code.
- Team player - ability to work well with others and function as a Team member.
- Ability to read, write, and follow written/verbal instructions.
- Good previous work and attendance record.
- Neat and clean in appearance.
- Physically able to perform all assigned duties.
- Must provide a Criminal Record Check/Vulnerable Persons Check.
- Must pass a Department of Social Development Record Check.
- Must pass pre-employment medical.

#### **DEFINING SUCCESS:**

As a member of our team your primary responsibilities will include:

##### **Resident Directed Care**

- Keep the resident's preferences and needs at the center of your decisions and actions
- Assist residents to scheduled activities/appointments
- Work is divided using each Care Team member's skills and residents needs, freeing the LPN to do the work that only an LPN can do. When help is required, the Care Team assists each other or reorganize their Work Plan for the shift.
- Acknowledges the LPN as the Team Leader.
- Perform within a Case Management model of resident care delivery.
- Conducts his/herself according to the resident Code of Conduct and Values.
- Receives assignment from the RN in charge of the resident care area.
- Measures and records intake (food, fiber and fluid) / output and height and weight.
- Performs basic resident care measures, morning and evening care; Oral hygiene, shaving, dressing, ambulation; elimination including enemas, ostomy care.
- Performs the following in collaboration with LPN or RN:
  - Applies simple dressings, creams and ointments.
  - Provides palliative care to the residents and support to the families.
  - Monitors, documents and reports changes in resident's health, condition and/or behaviour.
  - Perform/obtain and monitor basic vital signs including temperature, pulse, respiration and blood-pressure.
- Collects urine, sputum and stool specimens as required/ordered.
- Performs and documents basic treatments as ordered by the Physician and directed by the RN.
- Notifies the RN or LPN of changes in resident status.

- Documents all resident care provided according to standards of charting i.e. Flow chart, Point of Care for Momentum-LTCF data collection.
- Assists to meet the needs of the emotionally, mentally and/or psychologically impaired resident.
- Participates in meetings such as multidisciplinary team and quality of service program, by providing information and ensuring follow-up of recommendations.
- When necessary, answers telephone and receives and delivers messages as directed and appropriate.
- Assists residents and Nutritional Services staff at mealtime including set-up, assisting and supervising residents. Verifies individual diet guidelines are followed.
- Prepares and distributes resident snacks and hydration therapy.
- Assists residents with mobilization, range of motion and exercises.
- Transfers and positions residents using proper body mechanics and equipment, such as mechanical lifts and transfer belts.
- Transports residents to and from in-house activities, such as meals, recreational activities, pastoral care etc.
- Ensures dentures, hearing aids and glasses are clean and in place.
- Makes frequent rounds to ensure needs are met (i.e. warm, comfortable, safe)
- Makes beds and change linen as per facility protocol and unit procedures.
- Performs postmortem care as directed by the facility protocol and RN.
- Answers resident call bells within 3 minutes whenever possible.
- Provides ambulation, simple exercises and extracurricular activities as directed by the RN, LPN Rehab Program or Care Plan.
- Assists with recreational programming when necessary.
- Assists resident in bowel and bladder training and retraining programs.
- Ensures residents protection and comfort. Reports incidents of abuse or neglect as per facility policy.

### **Infection Prevention and Control**

- Maintains a clean, tidy and organized environment. Cleans tubs and shower chairs after every use, and other equipment as required according to infection control processes
- Follows proper handling and disposal of soiled items
- Follows correct use of PPE
- Performs correct hand hygiene practices
- Follows infection prevention and control protocols as directed by the RN or Infection Control Guidelines (i.e. Standard Precautions).

### **Health and Safety**

- Attends to residents' transfers, positioning and mobility using approved Back in Form techniques and equipment; Follow LLV No-Lift policy
- Is familiar with and follows disaster/emergency planning policies and procedures
- Maintains location and safety of all care supplies
- Promptly reports all accidents and injuries to supervisor, completes required reports and follows corrective actions

## **GENERAL**

- Participates in Nursing Department committees and staff meetings as appropriate and requested.
- Participates in continuous education programs, and TENA Continence System program as directed.
- Supports and mentors' new employees and students during the orientation process/preceptorship program.
- Attends and contributes to change of shift report.
- Communicates with residents, families, team members and health care professionals and/or other departments within the nursing home concerning resident's needs. Provides input into LTCF data collection tools.
- Assists residents with packing and unpacking of personal belongings upon admission and transfers.
- Assists in distribution of resident clothing.
- Keep residents' rooms and closets clean, tidy and safe.
- Practices proactive rounding and ensures appropriate items are within reach (ex. Call bell, phone, tissues etc.)
- Collects garbage and disposes of waste.
- Approaches all encounters with residents, families, guests, and employees in a friendly, service-oriented manner
- Maintains a clean and tidy environment for residents
- Other duties as assigned.
- Proper regard for confidential information
- Reviews annually the Loch Lomond Villa Policy, Infection Control, Emergency Preparedness, WHMIS and any other manuals.
- Attends Staff meetings and complete annual required education sessions.
- Maintains good customer service with residents, families, co-workers, other departments and the community.
- Ensures Quality and Risk Management activities are carried out in the Department. Complete audits as needed.
- Participates in and promote the Attendance Support/ Early and Safe Return to Work /Quality Management Programs as well as the Accreditation Canada Standards.
- Completes required annual in-service/education sessions.
- In case of fire, or other internal disaster or community disaster perform duties as assigned.

## **PHYSICAL DEMAND OF THE RA**

- Must be able to read, speak and write English in an understandable manner
- There is potential for injury and exposure to blood, bodily fluids and communicable diseases
- Ability to see and hear or use prosthetics that will enable these senses to function adequately
- Must be able to move freely about, lift, push or pull up to 50 lbs.
- Walking, sitting, standing, squatting, stooping, kneeling

- There are stresses associated with working in a long-term care environment including: long and flexible hours, shift rotation, weekend and holiday duty, unusual or impaired behavior by residents, and death and dying.

**ASSIGNMENT OF RESPONSIBILITY AND ACCOUNTABILITY FOR HEALTH AND SAFETY:**

- Has made a commitment to Health & Safety and is committed to doing his/her part in keeping their workplace safe and to safeguarding their fellow employees and resident they serve.
- To take part in all Safety Programs provided (i.e. Emergency Preparedness, WHMIS, Infection Control)
- Participate in Back-In-Form exercises before beginning work. To read, understand and comply with Loch Lomond Villa’s Health and Safety Policy, Safe Work Practices, Procedures and rules.
- To wear the safety equipment and personal protective equipment and clothing required by regulations and the organization.
- To notify his/her supervisor of any unsafe conditions or acts that may be a danger to residents, other workers or himself/herself.
- To report all accidents and injuries to his/her supervisor as soon as possible.
- To take every reasonable precaution to protect the safety of residents/clients, other workers and himself/herself.

**N.B. CLAUSE:**

The above duties are only the basic and prime duties of the job. Related or allied duties will be assigned from time to time, as may become necessary to the operation of the Home.

*I have read the job description as stated above and understand that any of the tasks may be modified or changed. I accept responsibility for knowing the modifications and/or changes in this job description. I can perform the essential functions of this job as listed above, with or without reasonable accommodation.*

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*Employee Signature:*

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*Date:*