



Jewish Eldercare Centre

CHSLD juif de Montréal

# COMPANION GUIDELINES

Revised: May 2010





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## Definition

**Companion:** A companion is someone hired by a resident or a member of his/her family, at their expense, to attend to the social needs of the resident.

## Guidelines

These guidelines have been developed to provide a framework for residents, family members, personal attendants, staff and the public concerning the use of private companions at the Centre.

The Centre's goal is to help residents maintain their optimal level of autonomy. Personal companions are not intended to replace staff.

## Companions' Minimal Qualifications

- ◆ Be 18 years of age or over.
- ◆ Have experience working with the elderly.
- ◆ Be in good health.
- ◆ Have the ability to speak English and/or French, as well as, the language of the resident.
- ◆ Be respectful of Kashruth – the Jewish dietary Laws.
- ◆ Be willing to work with the Centre's staff.
- ◆ Be respectful of the Centre's Policies & Procedures.

## Hiring and Registering a Companion

Once a companion has been chosen, the family must contact the unit's ward clerk to fill out the companion registration form. This form provides the unit with the attendant's name, address, telephone number and work schedule. After completing the form, the resident or the family must submit the form to the clerk who, in turn, will give the companion a name tag, after registering them into a directory.

**NB: Companions are required to wear their name tags at all times during working hours.**

During the weekend or during the evening and night shift, the family should contact the Nursing Coordinator at local 8829 to complete the registration process.



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**Exception: Newly admitted residents arriving with companions will be required to fill out a companion registration form as part of the admissions process.**

For those companions hired through an agency, we require the contact information of the agency. Updating the directory is the responsibility of the unit's social worker and ward clerk.

Once a companion is registered, he/she may begin working with the resident on the unit.

Staff members and their families are not permitted to work as companions.

## Responsibilities

The following is a list of responsibilities, which a companion **may** perform for a resident while at the Jewish Eldercare Centre:

- ◆ Provide social contact and comfort.
- ◆ Talk and interact with the resident.
- ◆ Take the resident to Centre-wide activities and/or programs on the resident's floor (with approval of nursing staff).
- ◆ Accompany the resident:
  - ◇ On outings;
  - ◇ To the hairdresser / barber;
  - ◇ To the Synagogue;
  - ◇ To various departments, such as Physiotherapy, Occupational Therapy, Recreation;
  - ◇ On medical appointments.
- ◆ Perform other tasks such as:
  - ◇ Doing the resident's laundry;
  - ◇ Tidying-up the resident's room;
  - ◇ Nail polish application;
  - ◇ Applying make-up;



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- ◇ Combing the resident's hair;
- ◇ Returning the resident's tray to the food cart.

**Only after obtaining the approval of the unit's inter-disciplinary team, may a companion do the following:**

- ◆ Assist with feeding a resident who does not have swallowing difficulties.
- ◆ Assist with feeding a resident who has swallowing difficulties **only** after approval of the establishment's dysphasia team.
- ◆ Walking a resident who requires only visual supervision and/or physical guidance.

Companions are **Not** permitted to perform:

- ◆ Nursing care functions such as washing, dressing, toileting, transferring or positioning a resident on or off a chair, wheelchair, bed or toilet and changing incontinence briefs.

### Responsibility Regarding Companions

- ◆ The resident or his/her family member is the **employer** of the companion and is therefore responsible for the companion's schedule, payments and for ensuring that the companion conforms to Jewish Eldercare Centre Policies.
- ◆ The Jewish Eldercare Centre does **not** take responsibility for injuries caused to companions while working within the establishment, on its grounds or on outings.

Should a companion not conform to the Jewish Eldercare Centre's Companion policy, staff reserve the right to address the issue immediately and, depending on the concern, may ask the individual to leave the premises. In such cases, the resident and/or family will be informed as quickly as possible. Additionally, depending on the circumstances, this attendant may be told that they will no longer be permitted to work in our establishment.



## Addressing Concerns

Any concerns about a companion should be brought to the attention of the unit's nurse, the head nurse, the nursing coordinator or the social worker. Any changes in the resident observed by the companion **must be** immediately reported to the unit's nurse. This is to ensure that issues may be addressed swiftly and that families receive correct and up-to-date information concerning their family member.

## Jewish Eldercare Centre's Companion Directives

### 1. During Working Hours

- 1.1 Companions must sign in and sign out at the Hope or Kastner pavilion's security. At that time, name tags must be picked up and returned to the security guard. Companions must wear their name tag at all times. Additionally, all companions must sign-in in the companion binder located on each unit.
- 1.2 Companions may only work for **one** resident at a time.
- 1.3 Use of private property of any resident (telephone, television) is prohibited unless invited by the resident or their family.
- 1.4 Companions may not use the telephone at the nurses' station.
- 1.5 Companions may not enter other residents' room unless invited.
- 1.6 If asked, companions are required to leave the room when interventions by staff take place.
- 1.7 Companions must advise the nurse or nursing assistant when leaving the unit with a resident.
- 1.8 The family must notify the unit's nurse if they wish a companion to take a resident off the Centre's grounds. Upon departure, the companion informs the nurse on the unit who completes the appropriate form #3. The form is then filed in the resident's chart for referral. Upon returning the resident to the unit, the companion is required to inform the nurse on the unit of his/her return.



- 1.9 Companions must be sensitive to the needs of all residents when attending any large group activities (i.e. when space is limited).
- 1.10 Use of cell phones while on duty is prohibited.
- 1.11 Smoking is not permitted, even in the Centre's designated smoking room.
- 1.12 Companions cannot bring their children to work.
- 1.13 Companions must be respectful and courteous towards all residents, staff and visitors.

## **2. Dress Code**

Companions are required to dress appropriately and to maintain a neat, well-groomed appearance at all times.

## **3. Soliciting**

Companions are not permitted to solicit work directly from families or residents while on Jewish Eldercare Centre's premises. If they are available to work, attendants should inform the unit's social worker or the head nurse.

- ◆ **IT IS STRICTLY FORBIDDEN TO SELL GOODS, PRODUCTS OR SERVICES ON THE CENTRE'S PREMISES.**
- ◆ **THE ESTABLISHMENT RETAINS THE RIGHT TO VERIFY ALL PACKAGES.**

## **4. Confidentiality**

Companions must respect rules of confidentiality by not disclosing private information about the resident to anyone besides the unit's staff and the residents' families.

## **5. Being Respectful**



All companions must follow the basic rules of respect and courtesy towards others including:

**a. Language**

To minimize confusion and maximize stimulation, we ask that all companions use only English, French or the language which their resident understands, in their presence.

**b. Feeding**

- Companions are not permitted to feed or give food to any resident other than those residents with whom they work.
- Companions may not eat the resident's meals.
- Companions are not permitted to buy food or snacks for residents unless authorized to do so by the family and the unit's nurse.

**6. Attention To Residents**

During working hours, companions are requested to devote their entire time and attention to the needs and well-being of the resident with whom they work. Companions must refrain from socializing with friends or being involved in tasks not related to the resident.

**7. Absence From Work**

Companions must inform the resident's family **and** the unit when they are unable to come to work. If a companion has found a temporary replacement, this information must also be communicated to the ward clerk ahead of time.



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## Reasons for Refusal or Dismissal of a Companion

### ***Family will be notified when the following issues occur:***

- ◆ The companion is deemed inappropriate by social services and/or the head nurses. Examples include any behaviours that are detrimental to or incompatible with the Centre policies.
- ◆ Wilful neglect or any form of abuse towards any resident or staff.
- ◆ Being disrespectful of the resident's confidentiality.

### ***Designated Social Workers to Contact:***

***Gloria Capaz, local 5112  
Naomi Berkowitz, local 2321  
Stephanie Kapusta-Schipper, local 8227***

***Tel. no. (514) 738-4500***

***In case of emergency, please contact the unit's Head  
Nurse or Coordinator (local 8829)***



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# Formulaire d'inscription d'un compagnon

## Companion Registration Form

NOM:  
NAME:

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ADRESSE:  
ADDRESS:

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TÉLÉPHONE:  
TELEPHONE:

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TÉLÉPHONE D'URGENCE:  
EMERGENCY PHONE:

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◆ **EMBAUCHÉ COMME COMPAGNON POUR: / HIRED AS A COMPANION FOR:**

NOM DU RÉSIDENT:  
NAME OF RESIDENT:

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# DE CHAMBRE:  
ROOM #:

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HORAIRE:  
SCHEDULE:

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TÂCHES :  
TASKS:

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EXPÉRIENCE ANTÉRIEURE:  
PREVIOUS EXPERIENCE:

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# Formulaire d'inscription d'un compagnon Companion Registration Form

**NOM DE LA PERSONNE QUI VOUS A EMBAUCHÉ ET LIEN AVEC LE RÉSIDENT:  
NAME OF THE PERSON WHO HIRED YOU AND THEIR RELATION TO RESIDENT:**

**NOM:** \_\_\_\_\_  
**NAME:** \_\_\_\_\_

**LIEN:** \_\_\_\_\_  
**RELATIONSHIP:** \_\_\_\_\_

**JE CONSENS D'ACCEPTER LES LIGNES DIRECTRICES ET LE PROTOCOLE DU CHSLD JUIF DE MONTREAL  
POUR LES COMPAGNONS.**

**I AGREE TO ABIDE BY THE JEWISH ELDERCARE CENTRE'S GUIDELINES AND PROTOCOLS CONCERNING  
COMPANIONS.**

**SIGNATURE:** \_\_\_\_\_

**DATE D'EMBAUCHE:** \_\_\_\_\_  
**DATE HIRED:** \_\_\_\_\_

**DATE DE DÉPART:** \_\_\_\_\_  
**DATE TERMINATED:** \_\_\_\_\_

**COMMENTAIRES / COMMENTS:** \_\_\_\_\_  
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