

Personal Support Worker Series LEAP Personal Support Worker Question & Answer Session Summary of Questions & Answers

Date: July 22nd, 12-1pm (ET)

The following questions were asked during the session. Answers were provided by: Diane Roscoe & Tracey Human

Question	Answer
<p><i>I would love to hear some things about the situations where families are under stress with a possibility to lose a loved one and enter in disagreement of decisions to take to help the client, in some cases these decisions involving services of PSW. Would be nice talk about what would be best approach in this type of situation. And when is the best time to involve your supervisors. To be able to relieve stress from client.</i></p>	<p><i>Tracy Human:</i></p> <ul style="list-style-type: none"> • This situation happens a lot. It's important for us to remember when talking about end-of-life care delivery as part of the Palliative Approach to Care, that emotions are incredibly charged. The individual themselves may be distressed and unhappy with their care delivery or the family is advocating for their loved one because they're unhappy. Sometimes it's the family and the individual whose opinions aren't on the same page. • When we see that disconnect, distress or dissatisfaction, underneath it is usually an emotion of fear. Most people want to be assured that the best care is being delivered to their loved ones. But we also must remember that we are inserting ourselves into a family unit and the culture and traditions of those units – it is multifactorial. • How do we respond? It depends on what is the issue and what does the family want different. Is what the family is asking for safe? Is it reasonable or appropriate? Does the actual client/individual agree? Another aspect to ask ourselves is – what they're asking of you, is it in your role? Something that you have the autonomy and authority to agree to? • If we address emotion first, and gain understanding, that helps the individual and it also helps the family feel like they're being heard and they're participating. • In our Palliative Approach to Care, the individual is at the head of the care team → validate the emotion and explore to get a better understanding – we are looking for the rationale • Make sure to get consent from the individual. • When do we bring in the supervisor – Always, when working within a team, the team members need to know when modifying an approach or a specific task to

	<p>care delivery. Make sure that everyone is on the same page and the person in charge of the care plan can make those changes so that we have continuity for everyone who's entering the home.</p> <ul style="list-style-type: none"> • If it is something that is outside of your role – you still want to validate their concerns and get a response from the appropriate person in time - move to action so that people feel listened and cared for.
<p><i>Regarding the LEAP PSW Course: When working on a module can someone leave and then pick up where they left off when they are able to return?</i></p>	<p><i>Diane Roscoe:</i></p> <ul style="list-style-type: none"> • The answer is yes
<p><i>Regarding the LEAP PSW Course: Is there a time frame within which a registrant needs to complete the course once they are registered?</i></p>	<p><i>Diane Roscoe:</i></p> <ul style="list-style-type: none"> • Maximum of 12-months (note that some learners who are provided access via their employer may have access for longer if the employer has a multi-year agreement with Pallium)
<p><i>Regarding the LEAP PSW Course: Once completed, is it possible that a previous registrant could go back to it if there was something they wanted to review again?</i></p>	<p><i>Diane Roscoe:</i></p> <ul style="list-style-type: none"> • Yes, Pallium has designed it this way, for this reason. There are also great free reference resources in the Pallium App