

# Palliative Care Handbook for Personal Support Workers and Care Aides

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### Care Moments

1. **Recognizing change:** Situations where support workers notice changes in the care recipient's condition, mood, or behaviour.
2. **Managing change in illness:** Situations where daily care increases as illness advances.
3. **Providing comfort and symptom support:** Offering physical, emotional, and spiritual comfort as symptoms increase.
4. **Supporting families and care partners:** Helping families and care partners understand and cope with illness.
5. **Caring during the final days and hours:** Being present and providing gentle, dignified care as death nears.
6. **Supporting grief and bereavement:** Helping families and colleagues after a death.
7. **Caring for self and team:** Looking after my own well-being and supporting coworkers.

### Care Journeys

1. **Life with serious illness:** The care recipient lives with a chronic or serious condition while maintaining their activities of daily living (ADLs) mostly on their own, as well as their relationships.
2. **Changes in health and abilities:** The illness is progressing and getting worse. The care recipient is becoming weaker and is unable to do most activities of daily living on their own. Brain-related changes are noticeable.
3. **Changes in care plan or goals:** The care recipient's needs increase; rest and reassurance become key.
4. **More comfort and support needed:** The plan of care changes due to new information or decisions; focus shifts from cure to comfort.
5. **End-of-life approaching:** The care recipient becomes weaker, sleeps more, and needs a calm presence.

6. **After death and goodbyes:** Death has occurred; families and staff complete after-death care and reflect.
7. **My return and recovery:** Time for reflection, learning, and renewal before caring again.

## Care Skills

1. **Bringing a palliative approach to everyday care:** Applying the palliative approach to all care, not just end-of-life.
2. **Communicating with compassion and presence:** Speaking and listening with empathy and calm.
3. **Collaborating with the healthcare team:** Working respectfully with nurses, physicians, and colleagues.
4. **physical, emotional, and spiritual comfort:** Caring for the whole person in a dignified way.
5. **Supporting end-of-life and after-death care:** Providing gentle care at end-of-life and after death.
6. **Supporting grief, loss, and bereavement:** Understanding and supporting grief for families and colleagues.
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## Glossary

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