



Perley Rideau

The Perley and Rideau
Veterans' Health Centre

www.perleyrideau.ca 1750 Russell Road, Ottawa, Ontario K1G 5Z6 Tel: (613) 526-7171 Fax: (613) 526-7172

POLICY & PROCEDURE

CATEGORY: Resident / Client Health

ISSUE DATE: October 28, 2015

AUTHORIZED BY: Chief Operating Officer

REVISION DATE: September 04, 2020

SUBJECT: Private Service Providers

PURPOSE

Private Service Providers (PSP) may be engaged by residents or their Substitute Decision Makers (SDM) for the purposes of enhancing a resident's level of care, providing supplemental rehabilitation and restorative services to those which are publicly funded, providing companionship, or accompanying a resident on or off the premises. The purpose of this policy is to set out the responsibilities, limitations and expectations of the PSP and the resident/SDM.

For the purpose of this policy:

- PSPs refer to any private healthcare/service provider providing services to residents not paid for by the Ministry of Long-Term Care or the Perley Rideau.
- Internal PSPs refer to any private healthcare provider providing private services, operating out of the Perley Rideau Physio & Massage Therapy Clinic, Interprofessional Clinic, or potentially other Perley Rideau partners.
- External PSPs refer to any PSP who is operating independently, or affiliated with an external agency or provider (ex. sitters/private caregivers, external private physio, external private speech therapy, external private foot care).

POLICY

1. Perley Rideau is responsible for the delivery of an organized, interprofessional program with a restorative care philosophy that promotes and maximizes independence and includes, where relevant to residents' assessed care needs, services provided or arranged by Perley Rideau.
2. With respect to physiotherapy, publicly funded services may be limited to services such as the assessment, diagnosis and treatment(s) provided to improve, develop or restore physical function (neuromuscular, musculoskeletal and cardio-respiratory systems) and/or to promote mobility and/or to prevent a decline in functional/clinical status when that function and/or mobility and/or clinical status has been lost or impaired or is at increased risk of decline as a result of de-conditioning, disease, pain, injury or surgical procedure.
3. A resident/SDM may elect to receive private, supplemental services not eligible for public funding or in cases of personal preference.
4. Perley Rideau contracts the management and delivery of its rehabilitative and related services to the Perley Rideau Physio & Massage Therapy Clinic™ and the Interprofessional Clinic. In the interest of a quality,



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comprehensive and organized program, the Perley Rideau Physiotherapy & Massage Therapy Clinic™ and the Interprofessional Clinic offers a range of publicly funded and private rehabilitative services.

5. To promote a coordinated and integrated program, Perley Rideau will preferentially refer residents/SDMs to the Perley Rideau Physiotherapy & Massage Therapy Clinic™, the Interprofessional Clinic, and all other internally available options for private services not eligible for public funding. However, a resident/SDM may engage with PSPs of their choice for private healthcare/services, so long as the PSP is not an employee of Perley Rideau (exception made for those hired prior to October 1, 2011). A list of agencies providing companionship, additional personal care, and private transportation options is available through the Resident Care Liaisons in no particular order and without preference. Perley Rideau will not provide contact information for PSPs operating independently, to residents/SDMs.

6. Perley Rideau shall ensure that the Perley Rideau Physio & Massage Therapy Clinic™, the Interprofessional Clinic, and all other internally available options for the provision of private healthcare/services, meet all requirements outlined in this policy. If a resident/SDM chooses to procure PSP healthcare/services from a separate external agency or provider, the resident/SDM shall be responsible for ensuring compliance with the requirements outlined in this policy.

8. The resident/SDM retains full responsibility as the employer of the PSP, including the employment agreement or contract, compensation, benefits and services provided by the PSP. Perley Rideau is not responsible for compensation of the PSP, services rendered to a resident by a PSP, nor will it supervise services provided by a PSP. Scheduling services is solely the responsibility of the resident/SDM and the PSP. Perley Rideau is not responsible for any harm caused to a resident by the PSP during their employment agreement or contract for services.

9. Notwithstanding #8 above, Perley Rideau has primary responsibility for ensuring a consistent and integrative approach to the care provided to its residents. If a resident/SDM chooses to procure PSP services from any external agency or provider, the resident/SDM shall be responsible for ensuring compliance with the requirements outlined below.

APPLICABILITY/SCOPE

1. This policy applies to all Perley Rideau employees, residents, SDMs, PSPs
2. This policy applies to Long-Term Care

DEFINITIONS



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PROCEDURES

1. In advance of providing services to residents, PSPs must provide evidence to their employer (resident and family) of the following:

- Obtain a recent Police Check (within 6 months, to work with the vulnerable sector)
- Obtain proof of Ontario Workers Safe Insurance Board (WSIB) coverage, in compliance with the WSIB regulations
- Obtain proof of 2-step Tuberculosis testing or chest x-ray within the last 12 months
- Obtain proof of an annual Flu vaccination

Obtain proof that the PSP is not subject to a non-competition covenant in their employment agreement

- Review the Perley Rideau Orientation Information Handbook and complete the Confidentiality Agreement as well as the Acknowledgement of Review.

2. PSPs must ensure that services are performed in accordance with all applicable laws and regulations, including, but not limited to, the *Long-Term Care Homes Act, 2007* (Ontario), and the Ministry of Long-Term Care Home Financial Policy and the *Occupational Health and Safety Act*.

3. PSPs must review the Perley Rideau Orientation handbook. Any questions can be directed to the Manager of Resident Care.

4. The PSP must follow and respect the resident's care plan and contribute to integrated care delivery. This includes but is not limited to:

- Keeping the resident/SDM informed of any changes, pertinent information, and/or needs of the resident that they observe.
- Reporting to the Registered Nursing staff immediately when there are any concerns related to care or resident condition.
- Communicating with the inter-disciplinary team as necessary to ensure the provision of appropriate, resident-centered services.

5. It is preferred that Registered Health Professional PSPs providing ongoing services document in the resident's electronic medical record following each visit, using Point Click Care (PCC) Registered Health Professional PSPs must also complete mandatory annual AIS (Assessment Intelligence Systems) testing through the Ministry of Long-Term Care if required. Based on the frequency of services being provided, alternate approaches to documentation can be provided and discussed with the manager of resident care.



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6. Prior to documenting in the electronic medical record, the Registered Health Professional PSP must participate in PCC orientation.

7. It is the responsibility of the resident/SDM to notify PSPs of the resident's care plan, in addition to any revisions that are made to the care plan.

8. The resident/SDM is responsible for all communication with the PSP.

9. PSPs are prohibited from using any Perley Rideau equipment or supplies without consent of the Perley Rideau. Consent shall be at the discretion of the Manager, Resident Care/Designate, and must be in writing. This includes the use of sharps and facilities for their disposal as well as the use of linens. PSPs must be trained by Perley Rideau staff, or its delegate, prior to using any Perley Rideau equipment, including but not limited to mechanical lifts, tubs, transfer poles, commodes, restorative and rehabilitative equipment. It is the resident/SDM's responsibility to inquire with the Manager, Resident Care whether a PSP is permitted to use Perley Rideau equipment, at which time training needs will be assessed.

10. PSPs are not permitted to store equipment and supplies at Perley Rideau due to space, safety and logistical considerations.

11. All Perley Rideau staff are encouraged to provide feedback directly to the resident/SDM regarding PSP services. The resident/SDM will be advised of any safety risks between a resident and a PSP for their consideration as identified by Perley Rideau staff, as well as communicated to the Manager, Resident Care.

12. Perley Rideau reserves the right to control access to the premises and may exclude any person, including a PSP that poses a risk to the residents and staff of the Perley Rideau.

Any of the following concerns, but not limited to, would exclude a person from the Perley Rideau:

- Perley Rideau has concerns for a resident's safety;
- The PSP is interfering with/not following the resident's care plan and Perley Rideau determines that the risks outweigh the potential benefits to the resident;
- There is a threat to an employee or staff member;
- The PSP fails to comply with Perley Rideau policies and procedures;
- The PSP is inappropriately soliciting residents;
- And/or such other conditions as Perley Rideau determines adversely affect or presents an unacceptable risk to the resident's safety or quality of life.

12. On admission the Admissions department will review this policy, procedure and appendices with residents/SDMs who have engaged a PSP prior to admission, and advise the Manager, Resident Care.



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13. After admission, Registered Nursing Staff will refer a resident/SDM inquiring about hiring a PSP to the Manager, Resident Care. Point of Care staff who receive questions about PSP services will also immediately refer the resident/SDM to the Manager, Resident Care. The Manager, Resident Care will facilitate all requests to engage Registered Health Professional PSPs and will delegate requests to engage unregulated PSPs to the Resident Care Liaison.

14. Completed Appendix C: Agreement between Resident/SDM and The Perley and Rideau Veterans' Health Centre RE: Private Service Providers forms, are given to the RN/RPN coordinating the care plan, to add to the care plan and to upload in the resident's electronic medical record filed under the miscellaneous tab named "Private Service Provider Date".

15. It is the responsibility of the resident/SDM to notify the Manager, Resident Care:

- when engaging an external private PSP;
- when there are changes to Appendix C: Agreement between Resident/SDM and The Perley and Rideau Veterans' Health Centre RE: Private Service Providers

16. PSP arrangements in a resident's care plan are reviewed for accuracy during the care plan review (a minimum of quarterly), and revised as needed by the RN/RPN coordinating the care plan.

17. PSPs

- must park in designated 'staff' parking areas at Perley Rideau
- parking must be paid by the PSP for each visit
- are not permitted to use Perley Rideau lockers, staff lounges, or enter staff-only areas, unless given expressed permission to do so
- may only continue to visit a resident on a unit declared to be on outbreak as a result of an illness, at the discretion of the RN/Infection Control Practitioner in collaboration with Ottawa Public Health.

18. The Resident Care Liaison will maintain:

- Appendix B, the 'Private Support Provider Agency List'
- Private Support Providers – Issues/Prohibited List

REFERENCES

Long-Term Care Homes Act (2007)



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APPENDICES

Appendix A: Private Support Providers Checklist for Residents/SDMs

Appendix B: Private Support Provider Agency List

Appendix C: Agreement between Resident/SDM and The Perley and Rideau Veterans' Health Centre RE: Private Service Providers