

9.6 PERSONAL CARE ASSISTANCE

Whenever necessary, or requested, assistance in matters such as dressing and undressing, menstrual care, bathing, and showering should be provided as per a persons documented support plan by a staff member whose gender aligns with the individual's expressed preference.

When providing personal hygiene support, staff must follow these principles:

- Encourage and assist individuals to participate in their hygiene routines to the fullest extent possible.
- Provide adaptive tools or modified routines as needed to promote independence and dignity.
- Consent – Staff should explain each step of the hygiene or care routine before and during support and seek consent whenever possible.
- Be attentive to non-verbal cues that may indicate discomfort or distress.
- Individuals should express preferences around routines and hygiene products used (eg, soap, menstrual care, creams, etc).
- Make every effort to honor the individual's choice regarding the gender of their support person.
- Respect cultural, religious and personal preferences relating to hygiene practices.
- Treat all individuals with dignity, privacy, and respect.
- In public settings, youth and adults should be supported in facilities aligned with their gender identity or offered access to a private space where they are comfortable.
- Individuals prescribed anti-convulsant medication must not be left unattended in the bathtub.
- Staff should be trained in personalized and safe techniques for assisting and/or lifting individuals during bathing.
- Staff must be familiar with and trained to properly use any specialized equipment provided, such as bathtub lifts.
- Use gloves and other universal precautions for hygiene support.
- Record and notify supervisor of any incidents, injuries, refusals or changes in hygiene needs promptly.

Linking Policies

- 1.1 Vision & Mission Statements
- 1.2 Guiding Principles
- 1.8 Code of Ethics
- 1.12 Corporate Responsibility Policy
- 9.1 Rights & Responsibilities of People with Disabilities
- 9.5 Involvement in Decision Making

