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	Approval Signature: <i>Original approved by</i> Kathleen Klaasen Chief Nursing Officer DLC	Section: Patient Care / Services	
	Date: October 2021	Supercedes: March 2008	

1.0 PURPOSE:

- 1.1 To support the autonomy of clients in making decisions about who is involved in their care.
- 1.2 To acknowledge that clients at Deer Lodge Centre (DLC) may wish to employ/use privately hired caregivers or therapists to supplement the care provided by DLC staff or to arrange care not available at DLC.
- 1.3 To provide guidance when a request is made by the client for provision of care by a privately hired caregiver or therapist.
- 1.4 To recognize that DLC has the right to deny requests for involvement of a privately hired caregiver or therapist in situations that may negatively impact client care.

2.0 DEFINITIONS:

- 2.1 Privately Hired Caregiver or Therapist is neither an employee nor an agent of DLC. Services are contracted and paid for by the client or substitute decision maker to supplement care provided at DLC or provide services not currently available to DLC.
- 2.2 Client refers to patients, residents, clients, participants, and outpatients of DLC services and programs.

3.0 POLICY:

- 3.1 A DLC staff may not be employed by clients or family/substitute decision makers. (Refer to WRHA Policy on Conflict of Interest, 20.10.010).
- 3.2 A client or family/substitute decision maker seeking to arrange for the provision of care by a privately hired caregiver or therapist will be directed to the Manager of the unit/program. The Manager will advise the client or family/substitute decision maker of the following:
 - The client or family/substitute decision maker is the employer of the privately hired caregiver or therapist and as such is solely responsible for the work schedule and remuneration of the privately hired caregiver or therapist.
 - The client or family/substitute decision maker must notify the interdisciplinary team of the work schedule and specific duties of the privately hired caregiver or therapist.
 Privately hired caregivers or therapists are expected to abide by the policies,

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- 3.2
- procedures, rules and regulations of DLC including but not limited to: language policy, personal health information, abuse and harassment policy, respectful workplace, resident bill of rights, mission/vision/values of DLC. A handout outlining this information will be provided to the client or family/substitute decision maker to provide to the privately hired caregivers or therapists.
 - The Manager will recommend to the client or family/substitute decision maker that they request a copy of a criminal record check and adult/child abuse registry checks dated within the past six months for the privately hired caregiver or therapist prior to the provision of care.
 - For regulated health care providers, the Manager of the unit/program will recommend to the client or family/substitute decision maker that they confirm registration/certificate of practice with the applicable College prior to the provision of care and on an annual basis thereafter.
- 3.3
- DLC has the right to decline the involvement of a privately hired caregiver or therapist in the care of clients if such care is determined to conflict with the services provided by DLC staff or detrimental to the client or other clients/staff of DLC. Further, DLC has the right to prohibit a privately hired caregiver or therapist providing care if this individual:
- Does not follow the policies established by DLC related to safety, security, privacy, and confidentiality.
 - Interferes with the care and services provided by DLC.
 - Behaves in a disruptive, abusive, or otherwise inappropriate manner including jeopardizing the health, safety and security of the clients, staff or property of DLC.
 - Negatively impacts care provided by DLC.
 - In cases where there is evidence of criminal activity.
- 3.4
- Conditional upon client approval, and according to PHIA guidelines, a privately hired caregiver or therapist may have access to the DLC health record. Access must be relative to the care provided, as determined by the interdisciplinary team and the client and family/substitute decision maker. This may include reading the health record and documenting treatment and interventions provided.
- 3.5
- In the event of an ethical conflict between the interdisciplinary team and the client and family or substitute decision maker regarding the provision of care by a privately hired caregiver or therapist, a consult may be made to the DLC Ethics Committee to provide guidance in decision making. DLC Senior Leadership will also be notified.
- 3.6
- If the interdisciplinary team has concerns about the care provided by the privately hired caregiver and therapist, the Manager of the unit/program should be notified. The Manager will review the concerns with the client or family/substitute decision maker. A RL6 occurrence or feedback report will be completed as applicable.

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4.0 PROCEDURE:

- 4.1 Clients and their families/substitute decision makers who want to employ the service of a privately hired caregiver or therapist shall inform the Manager of the unit/program of their intention.
- 4.2 The Manager of Patient/Resident Care shall inform the appropriate DLC department of the request (e.g., Manager of Patient/Resident Care responsible for rehab if the request is for a private physiotherapist).
- 4.3 If the client or family/substitute decision maker request is agreed to, the client and family/substitute decision maker and the privately hired caregiver or therapist shall sign the Authorization and Release Form for Care and Treatment by a Privately Hired Caregiver or Therapist (Form CL0041-2) and a PHIA declaration form.
 - a) The Manager of the unit/program or designate shall be responsible for ensuring the Authorization and Release Form for Care and Treatment by privately hired caregivers or therapists and PHIA declaration form are signed and placed on the health care record.
 - b) The Manager of the unit/program or designate shall be responsible to provide the information on DLC policies to the client or family/substitute decision maker and documenting this in the health care record.
- 4.4 If there are concerns about the request for care by a non- DLC staff, the Manager will arrange for a meeting with the client, family/substitute decision maker and the interdisciplinary team to reach a resolution.
- 4.5 If the request for a privately hired caregivers or therapists is denied despite efforts to reach a resolution, the denial and the reason for the denial will be documented in the client's health care record and will be communicated to the client or family/substitute decision maker by the manager. If the client and family/substitute decision maker wish to proceed, the matter may be referred to the DLC Ethics Committee to provide guidance in decision making and then to the DLC Senior Leadership Team.

5.0 REFERENCES:

- 5.1 WRHA Regional Policy, 10. 20.010, Conflict of Interest
- 5.2 Saul and Claribel Simkin Centre Policy, F-3-20, Privately Hired Companions

POLICY CONTACT: CLINICAL LEAD HEALTH SERVICES, LONG TERM CARE