

TRAINING MANUAL



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WORK INSTRUCTIONS FOR TRAINERS

- Use the Safe Water Temperatures and Bathing Training Package and applicable current charts to train employees/proprietors.
- Based on the following, determine which components are applicable for training:
 - For employees in 24 hour homes, with therapeutic tubs, all components of training are applicable
 - For employees in 24 hour homes without therapeutic tubs, omit therapeutic tub components
 - For employees that work with people that receive hourly supports, omit therapeutic tub components. Even though these employees may work with people who bath unassisted, it is still important for them to know the safe procedures to be able to teach as required to clients. *Note employees that work with people that receive only hourly supports and bath unassisted but live in ASC-owned homes will be responsible for doing Monthly Flowing Water Temperature checks
 - For proprietors, omit components for: Therapeutic Tub, Monthly Flowing Water Temperature Checks, Filing and Retention of Temperature Charts
- Provide each trainee with their own copy of the training package.
- Review the written information in each applicable component with the trainee, and review the corresponding forms.
- Train to the specific scenario in the applicable worksite as it relates to the Monthly Flowing Water Temperature Check Procedure (this should be indicated on the form).
- For initial training, demonstrate the correct procedures for each of the components requiring a water temperature test (manual and thermometer).
- For initial and refresher training have each trainee demonstrate that they are able to do each of the required temperature checks (manual and thermometer) correctly.
- Have trainees initial all sections on the Safe Water Temperature Training Checklist that they have been trained to, and then place your initials as the “designate”. Mark areas that are not applicable as N/A.
- Have trainees sign the form when you are satisfied the trainee has understood each applicable component and accurately completes the demonstrations.

Once the Safe Water Temperature Training Checklist is completed with all initials and signatures, forward the original checklist to the coordinator for filing on employee’s file. Copies can be made as required.

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BASIC GUIDELINES

Clients that require assistance with bathing are defined as:

- a) Being dependent on support in all areas of bathing, and/or
- b) Being dependent in all areas related to water usage, and/or
- c) Not having the ability to recognize and/or regulate bath or shower water to safe temperatures

ASC strictly prohibits, so DO NOT:



- Ever bath a client in water temperature that exceeds 40°Celsius (104°Fahrenheit). **NEVER OVER 40**
- Leave a client that is dependent in all aspects of bathing or showering, and/or in all areas related to water usage unattended in a bath or shower at any time.
- Agree to complete the required temperature checks if you have not been trained to it.
- Bath or shower people that require mechanical supports and/or specialized therapeutic tubs when you are alone, or if you cannot provide one to one support.
- Be the primary person to complete the water temperature checks and complete a bath if you have any identified reduced sensitivity to heat or cold. You may only assist another employee with the bath.
- Try to train others to Safe Water Temperatures and Bathing if you have an identified reduced sensitivity to heat or cold.

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GENERAL ASSISTANCE GUIDELINES

For clients that are dependent on support in all areas you must:

- Gather all necessary supplies for the water temperature testing and completion of the bath/shower prior to running water for the bath/shower.
- Complete the manual and thermometer temperature checks and required documentation prior to the client entering the bath/shower.
- Assist the client to enter the bath.
- Stays with the client until completion of the bath/shower.
- Observe the client's facial expressions, eye movement, gestures, vocalizations, and skin color for any signs of discomfort or distress while the client is entering or in the water.
- **IMMEDIATELY** assist in removing the client from the water if they are demonstrating any kinds of discomfort or distress.
- **IMMEDIATELY** seek medical attention if there is any indication of a burn – call 911.

For clients that only require assistance with recognizing and regulating bath or shower water to safe temperatures, and are able to enter the bath or shower without assistance and can communicate concerns, you:

- Gather all necessary supplies for the water temperature testing and completion of the bath/shower prior to running water for the bath/shower.
- Involve the client in participation of the manual and thermometer checks if the client can do so safely.
- Complete the manual and thermometer checks and required documentation prior to the bath proceeding.
- Remain in close proximity throughout the period of the bath/shower in order to respond should the client communicate any discomfort or distress, or require assistance.

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CLIENT SPECIFIC BATHING CARE PLANS

Include any review of client specific bathing care plans in this section of Training/Refreshers.

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BATH WATER TEMPERATURE CHECK PROCEDURE (Required for all areas in which clients require assistance)

As the employee/proprietor responsible for assisting the client with a bath:

- Where possible, involve the client in participation of the manual and thermometer checks if the client can do so safely. (See steps under Bath/Shower Temperature Check).
- Where taps are separate, coach clients to start and end filling bath water using cold water taps:
 - Begin by filling the bath tub to an approximate temperature level that is comfortable to the client, modelling safe water use by starting with the cold tap and then the hot water tap
 - Complete the manual checks of the water temperature while the tub is filling by placing your hand, up to the elbow in the water and pulling in a circular motion around the length of the tub. This assists with minimizing hot and cold areas due to water mix
 - Repeat this throughout the period of time it takes to fill the tub to a level of water that is safe and comfortable for the client
 - Complete a check of the water temperature using a thermometer by submerging the thermometer in the bath water for a minimum of 1 minute and until the temperature scale stops rising
 - The temperature of the bath water must be to the recommended temperature on the clients bathing care plan, if applicable. If no bathing support plan is required, the acceptable temperature range of the bath water is between 37°Celsius (99°Fahrenheit) and 40°Celsius (104°Fahrenheit). Under no circumstances is the bath water temperature to exceed 40°Celsius (104°Fahrenheit).

Never over 40!

- The process of mixing hot and cold water using the manual and thermometer water checks continues until the water is at the recommended temperature. Once this is achieved you:
 - a) (excluding Proprietors) record the temperature taken with the thermometer and initial on the Bath/Shower Temperature Chart - refer to sample chart
 - b) complete the final manual temperature check (verifying the water temperature feels at a comfortable level to the skin), and (excluding Proprietors) record a check (√) and initial in the applicable space on the Bath/Shower Temperature Chart

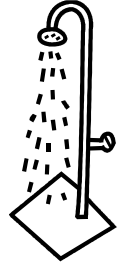
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- If the process of mixing hot and cold water from the tub tap using the manual and thermometer water checks cannot achieve the acceptable temperature range of bath water as defined by the general guidelines or the client specific bathing plan, the bath must be discontinued and a Safety Maintenance Concern form completed.

- If the thermometer is reading a temperature that does not seem to correspond with the feel of the water through the manual temperature check, use the backup thermometer to re-take the water temperature and:
 - a) if the back-up thermometer check reading is in the acceptable bath water temperature range or at the recommended level as per bathing care plan, the bath can proceed
 - b) if the back-up thermometer reading verifies the bath water temperature is not in the acceptable range and the process of mixing hot and cold water using the manual and back-up thermometer temperature check cannot achieve the acceptable range, discontinue the bath, contact supervisor for direction and complete a Safety Maintenance Concern Form
 - c) discard original thermometer immediately and replace with a new thermometer as soon as possible by accessing the ASC administration/designate

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SHOWER WATER TEMPERATURE CHECK



Follow all steps as for the bath water temperature check except:

- You put your hand up to your elbow in the running water from the shower head
- You hold the thermometer under the flowing water from the shower head

SAFE WATER TEMPERATURE RANGES

Bath/Shower	Therapeutic Tub	Monthly Flowing
Minimum	As Per Preset Therapeutic Tub Temperature	Minimum
37°Celsius/99°Fahrenheit		40°Celsius/104°Fahrenheit
Maximum		Maximum
40°Celsius/104°Fahrenheit		49°Celsius/120°Fahrenheit

SAFE BATHING/SHOWERING PRACTICES ON EXTENDED OUTINGS/VACATIONS



- Where possible and practical, the same procedure for water testing prior to showering/bathing is to be completed.
- Where not possible, minimally, the manual test of inserting hand up to the elbow repeatedly during filling of the tub prior to the client entering the tub/shower must occur.

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RESPONSE TO HOT WATER BURN WHILE BATHING/SHOWERING

911

In any circumstance where you detect the potential of a hot water burn that could have occurred while the client was bathing/showering, IMMEDIATELY:

1. remove the client from the water
2. contact 911 and follow all instructions given by the medical professional(s)

Once emergency medical response has been activated, contact a supervisor for further direction.

Guardians/Families are to be notified as soon as possible (as directed by Coordinator/designate) of the activation of emergency medical response.

Client Incident Reports and other related documentation must be completed as required. ASC will follow reporting requirements as outlined by applicable funders and/or authorities.

Characteristics of burns can include:

- Skin color changing to various shades of pink, red waxy tan, brown or black
- Pain
- Blisters could occur
- Skin could be moist, wet and oozing
- Skin could look raw and blotchy
- Skin could appear dry and leathery
- Swelling could occur

DO NOT: use ice to cool burn as ice may cause more damage, stick to the burn and remove skin

DO NOT: apply butter, lotions, ointments or salves as these allow the burn to retain heat, may cause infection and hinder medical assistance

DO NOT: breath on, cough or touch the burned area

DO NOT: break blisters as this could let germs into the wound

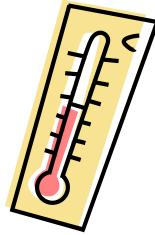
DO NOT: remove clothing that is stuck to the burned area

DO NOT: cover burn with cotton wool or other fluffy material

DO NOT: use adhesive dressing on the burn

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THERMOMETER USE AND REPLACEMENT



In homes where water temperature checks are required, each bathroom that baths occur in should have a primary thermometer. Each home must also have at least one back up thermometer. They will be maintained and replaced as follows:

- Thermometers are not to be dropped, shaken or tapped as this may result in an inaccurate temperature reading
- Thermometers are to be immediately discarded if the outer case or lens is cracked, if the glass capillary tube breaks or becomes loose from the printed temperature scale, as these may result in an inaccurate temperature reading. Note: the content of the glass tube is non-toxic dye (not mercury)
- Any discarded thermometers (as per above), must be replaced with a new thermometer as soon as possible by accessing ASC administration/designate
- If there is a concern that the thermometer being used is not recording a temperature consistent with the manual hand to elbow water temperature check, the back-up thermometer is to be tried
- Any thermometer confirmed as giving an incorrect readings is to be immediately discarded and replaced as soon as possible by accessing ASC administration/designate

FILING AND RETENTION OF TEMPERATURE CHARTS

The Monthly Flowing Water, Bath/Shower and Therapeutic Tub Temperature Charts will be retained on site for one year. After one year, they will be forwarded to Administration for filing.

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MONTHLY FLOWING WATER TEMPERATURE CHECK PROCEDURE



The monthly flowing water temperature check will apply to homes where:

- Clients require assistance with bathing
- Two or more clients reside together that are unrelated
- Only one client may reside, but is determined to have complex medical or behavioural needs
- The home is owned by Accredited Supports to the Community (e.g. MS)

The temperature check of flowing water from a different tap of the home each month, (except therapeutic tubs) must be completed in the morning of the first Wednesday of every month by 11:30 a.m. This allows for immediate follow up if required.

Where possible, Area Managers are to complete the flowing water tests, and when this isn't possible, a trained designate must be identified.

As the Area Manager/Designate you will:

- Turn the hot water to the hottest setting and let the water run for a minimum of one minute
- Hold the thermometer under the flowing water for a minimum of one minute and until the thermometer scale stops rising
- Record the temperature of the flowing water, location of the tap(s) tested and initial on the Monthly Flowing Water Temperature Chart (see sample chart)

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If the temperature is below 40°Celsius (104°Fahrenheit) or above 49°Celsius (120°Fahrenheit), you must:

- a) have another employee repeat the test using the back-up thermometer, or if a second employee is not available, repeat the test yourself using the back-up thermometer. If the back-up thermometer is indicating the water temperature is within the acceptable range, immediately discard the first thermometer and replace as soon as possible by accessing the ASC administration/designate
- b) if the back-up thermometer is confirming the water temperature is still not within the acceptable range, communicate the problem to all others in the home and take precautions as necessary
- c) immediately contact the ASC administration office/designate to report the problem and complete a Safety Maintenance Concern Form
- d) follow any instructions from the ASC administration/designate/plumber that may be attending to the concern
- e) notify your area supervisor as soon as possible of the concern and actions taken

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DAILY THERAPEUTIC TUB TEMPERATURE CHECK

The temperature of the flowing water entering the therapeutic tub must be checked prior to the first bath of every day and recorded on the Daily Therapeutic Tub Temperature Chart kept with the tub. The test is completed by the employee scheduled to complete the first bath of the day.

As that employee, you:

- Turn the tap of the therapeutic tub on to the hottest setting and let the water run for a minimum of one minute
- Hold the thermometer upright under the flowing water for a minimum of one minute and until the thermometer scale stops rising
- Record the temperature and initial in the correct column of the Daily Therapeutic Tub Temperature Chart (see sample chart)

If the temperature indicates a variance from the tubs pre-set temperature, you must:

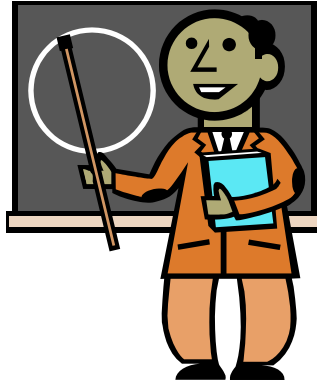
- Repeat the test using the back-up thermometer
- If the back-up thermometer reading confirms the pre-set temperature, immediately discard the original thermometer and replace as soon as possible by accessing ASC the administration/designate
- If the back-up thermometer reading confirms the variance from the pre-set tub temperature, contact the supervisor immediately for follow-up and complete a Safety Maintenance Concern Form
- Baths may only proceed with careful implementation of the bath water temperature check procedure

In addition to the Daily Temperature Check procedure, there is “Therapeutic Tub Use and Maintenance Training” based on the instruction manuals. Team Managers will complete the training with you. A separate checklist is attached for documentation of this training. It will be refreshed annually with you.

Team Managers will be trained, and refreshed annually on “Therapeutic Tub Use and Maintenance” by a Manufacturer representative. The checklist will be completed and retained on files.

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COACHING/TRAINING/INFORMATION FOR CLIENTS THAT BATH/SHOWER UNASSISTED



- Where taps are separate, clients will be coached to start and end filling bath water using cold water taps
- Where required, coaching/training for clients that bath independently will occur as per their specific need and may include but not be limited to:
 - a) demonstration and/or observation of procedures
 - b) verbal information
 - c) written or pictorial information
 - d) involving clients in the manual and thermometer checks of bath/shower water temperatures, where possible
 - e) involving clients in monthly random thermometer water temperature checks, as applicable
 - f) documentation of training received as applicable

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