

Administrative Procedures Manual	Administrative Procedure 319
	Provision of Student Personal Care
	APPROVED: October 2021
Page 1 of 8	AMENDED/REVIEWED:
LEGAL REFERENCE:	Section 11, 33, 197 Education Act Freedom of Information and Protection of Privacy Act Section 23 Canadian Charter of Rights and Freedoms Emergency Medical Aid Act Occupational Health and Safety Act Guidelines for Child/Student Focused Medication Management (CSFMM) In Preschool and School Settings - Alberta Health Services Anaphylaxis: A Handbook for School Boards-Canadian School Boards Association ATA Provision of Medical Services to Medically Fragile Students

Background

Students may have health problems or limitations requiring diapering, assistance with toileting or menstrual care. These tasks are to be performed with dignity and respect for the student and in a private, safe, secure setting. The student’s welfare is of paramount importance, and his/her experience during personal care is to be positive. Students are to be assisted in developing the greatest possible independence in personal care. Staff may be required to provide direct personal care, hand-over-hand assistance, or to provide the student with verbal direction in personal care. Actions such as donning gloves and other Personal Protective Equipment (PPE) suggest that there is a different level of service being provided to the individual student than the usual relationship between the staff member and student in the classroom environment. When providing direct personal care, or hand-over-hand direction, the staff member is to ensure that there are appropriate barriers used such as gloves, large cloths, etc. Staff will work in close partnership with parents and other professionals to share information and provide continuity of care. Staff training will be provided as required, and staff will be supported to provide personal care in a manner that considers the student’s individualized needs and written personal care plan.

Definition

Personal care is defined as any care which involves washing, touching or carrying out a hygiene procedure which most people usually carry out themselves, but some students are unable to do so because of their young age, physical difficulties or other special needs. Examples include care associated with incontinence and menstrual care and help with washing, toileting or dressing. Personal care also includes supervision of students involved in performing hygiene tasks.

Procedures

1. The following are the fundamental principles upon which this procedure is based:
 - 1.1 every student has the right to be safe;
 - 1.2 every student has the right to personal privacy;
 - 1.3 every student has the right to be valued as an individual;

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- 1.4 every student has the right to be treated with dignity and respect;
 - 1.5 every student has the right to be involved and consulted on their own personal care to the best of their abilities;
 - 1.6 every student has the right to express their views on their own personal care and have such views taken into account;
 - 1.7 every student has a right to have levels of personal care that are as consistent as possible.
2. If a student wets and/or soils themselves and is typically capable of personal care performing hygiene routines independently and does not have a Student Personal Care Plan in place, their parent will be notified. If necessary, parents will be requested to bring a change of clothing to the school or come to check that the student is clean. If the school is unable to contact the parent, the student will be assisted, in accordance with this administrative procedure, where necessary. Services will be documented and the parent notified.
 3. Students who require regular assistance with personal care are to have a written personal care plan, [Form 319-2 Student Personal Care Plan](#), that has been co-created by the school and parent/guardians and signed by the parents, the principal and staff involved. The written Student Personal Care Plan must include a provision for what to do if student refuses the support. The plan is to be reviewed annually with the parents, staff involved and the principal or designate. The plan will include procedures for educational day trips.
 4. Where relevant, the parents and school personnel are to agree upon appropriate terminology for the more private parts of the body and functions, and this is to be noted in the plan.
 5. Documentation will be kept, in a format agreed to in the Student Personal Care Plan, by the staff who provide personal care services to a student. The principal will store the Student Personal Care Plan and documentation in accordance with the Freedom of Information and Protection of Privacy Act in the student file and in the student's Digital Student Record as a Health Information document, named as the original forms are named.

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6. All students will be supported to achieve the highest level of autonomy that is possible, given their age and abilities. Staff will encourage each individual student to be as independent as possible.
7. Staff are to be aware of this administrative procedure, as well as procedures for the safe handling of blood and body fluids and be encouraged to seek advice for aspects of the procedures not understood.
8. Staff who provide personal care are to speak to the student personally by name, explain what they are doing, and always communicate with the student during the care.
9. Staff will maintain a pace that is responsive to student needs.
10. Any individual member of staff is to inform another appropriate adult when they are going alone to assist a student with personal care.
11. Adults who assist students with personal care are to be employees of the Division, not untrained substitutes, student teachers or volunteers.
12. Student specific training opportunities will be provided as required.
13. Basic Procedure – Diapering
 - 13.1 Inspect the designated changing area and make sure that all necessary equipment and supplies are available before starting. Receptacle for disposing of soiled waste products must be near changing surface;
 - 13.2 Prepare the non-porous changing surface where the student will be changed by wiping with sanitizer;
 - 13.3 Put on gloves;
 - 13.4 Talk to the student while moving through the steps of care;
 - 13.5 Remove soiled diaper and place covered waste in the receptacle;
 - 13.6 Clean student using wipes, soap and water;
 - 13.7 Dispose of soiled gloves and put on a clean pair of gloves;
 - 13.8 Place clean diaper on student;
 - 13.9 Clean surface with sanitizer;

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13.10 Document the diaper change as indicated in the Student Personal Care Plan.

14. Basic Procedure -Toileting

- 14.1 Put on gloves;
- 14.2 Talk to the student while moving through the steps of care; refer to visuals as appropriate;
- 14.3 Assist student with transfer and clothes if required as determined by care plan;
- 14.4 If required, stabilize the student on toilet seat;
- 14.5 Assist student with cleaning body, as required;
- 14.6 Remove gloves, wash hands, assist student with transfers and/or clothing as required;
- 14.7 Assist student with handwashing;
- 14.8 Document toileting as indicated in the Student Personal Care Plan.

15. Basic Procedures- Menstrual Care

- 15.1 In collaboration with parent/guardian, the Student Personal Care Plan will outline menstrual care procedures for students who require assistance;
- 15.2 The toileting or diapering procedures outlined are generally followed with additional steps for menstrual care;
- 15.3 Trained staff may assist with removal and/or placement of menstrual pads as determined in the Student Personal Care Plan;
- 15.4 Staff are not able to assist with inserting or removing internal menstrual products (e.g., tampons, Diva Cups, etc.) when students are not yet independent;
- 15.5 If the student is able to insert and remove tampon independently, then trained staff may assist with opening of packaging and/or safe disposal if needed;
- 15.6 When a student who menstruates is also incontinent, then the Student Personal Care Plan should outline if menstrual pads will be used inside of the diaper to decrease number of diapers required;
- 15.7 Assist student with handwashing;
- 15.8 Document as indicated in the Student Personal Care Plan.

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16. Basic Procedures - Clothing Management

Clothing management will be provided in a manner consistent with the personal care task. For example, managing clothing for toileting, diapering, or changing before/after swimming all require different states of undress/dress during the task.

A standard dressing technique will be used as follows:

- 16.1 Allowing the student to attempt and/or complete managing each item of clothing (doffing and donning) before offering physical assistance. When assistance is required, student will be encouraged to be an active participant in dressing by positioning and pushing/pulling limb through openings in clothing as able;
- 16.2 Providing student privacy by completing task in designated areas such as private bathroom or pool change rooms;
- 16.3 Doffing (removing) clothing by lowering clothing to expose body area requiring complete personal care hygiene or removing the clothing required to be changed;
- 16.4 Donning (putting on) clothing by pulling up clothing back into position or putting on new clothing item;
- 16.5 The level of assistance provided by the adult will be determined by student need. This may include:
 - 16.5.1 Providing full physical assistance with doffing and donning clothing.
 - 16.5.2 Assistance with the orientation (front/back) and sequencing (order) of clothing.
 - 16.5.3 Assistance with fasteners (e.g., elastic waistbands, buttons, zippers, buckles, Velcro, etc.)
 - 16.5.4 Washing, cleaning, and/or drying of body as required using visual cues and/or hand-over-hand assistance.

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17. Equipment/Supplies to be provided by the school:

Diapering	Toileting
Safe and private setting	Safe and private setting
Nonporous changing surface NOT THE FLOOR	Non-latex gloves
Running water, soap and paper towels	Surface Sanitizer
Non-latex gloves	Running water, soap, toilet paper and paper towels
A covered and lined refuse receptacle for waste and contaminated PPE	Specialized toileting equipment, if needed
Surface Sanitizer	Lift/Transfer Equipment, if needed
Diaper disposal bags	Footrest, if needed
Lift/Transfer Equipment, if needed	
Footrest, if needed	

18. Safety

- 18.1 Diapering, changing, toileting and menstrual care will be done in an accessible but private space. A private space is one that is used by one person at a time with a closed door or a pulled privacy curtain.
- 18.2 Should circumstances warrant; parents, students or staff may request a second individual stand outside.

19. Parents' Responsibilities

- 19.1 Understand and agree to the school procedures followed during provision of personal care;
- 19.2 Demonstrate to the staff members how personal care is provided at home. Provide information regarding frequency of diapering or toileting and/or menstrual care routine.

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- 19.3 Collaborate with school staff in the creation of the Student Personal Care Plan, [Form 319-2 Student Personal Care Plan](#), and complete [Form 319-1 Student Personal Care Authorization and Informed Consent](#).

Parental Input for the Student Personal Care Plan to include (but not limited to)

- 19.3.1 Share with the staff terminology and vocabulary used at home to describe care and body parts. Collaborate to determine agreed upon universal terminology appropriate to a school setting;
- 19.3.2 Agree to inform the teacher should the student have any marks/rash;
- 19.3.3 Agree to frequency of routinely changing and who will be doing the changing;
- 19.3.4 Provide the necessary products (i.e., diapers, wipes, feminine hygiene products) and a change of clothes, when necessary;
- 19.3.5 Agree to how situation should be handled should a student refuse personal care support.

20. Staff Responsibilities

- 20.1 Agree to change the student, should they soil themselves or become wet;
- 20.2 Collaborate with parents in the creation of the Student Personal Care Plan as outlined in clause 19.3;
- 20.3 Agree to frequency the student should be routinely changed and who will be changing them;
- 20.4 Agree to review arrangements, in discussion with parents, should this be necessary;
- 20.5 Document when the student is toileted, changed, or assisted with menstrual care as agreed to in Student Personal Care Plan, as well as indicate any concerns or issues if noted at that time;
- 20.6 Inform the parents if the student is noted to have any marks/rash;
- 20.7 Package wet and soiled clothes to send home;

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- 20.8 Ensure there are familiar, trained staff to perform personal care in case of absence;
- 20.9 Provide personal care in a consistent manner to preserve student privacy/dignity.

21. Student’s Responsibilities

- 21.1 Student to be encouraged to participate in/direct the personal care process as appropriate (i.e., wiping themselves, pulling up their pants, hand washing)

22. Staff are expected to offer an immediate apology in the event of any accidental contact or touching that the student receiving the care (or the staff member) might consider to be inappropriate. If the Student appears distressed or considers that the touching might have been deliberate and indicates that they are not satisfied by a simple apology, the staff involved will notify the Principal. The report will be sent to the Division’s Director of Inclusive Learning at the first opportunity, who might seek to address the issue with the Director of Human Resources as a complaint following the relevant procedures and discuss the continuing or discontinuance of personal care services with the parent.

23. Staff members who consider that they are subject to inappropriate physical contact by students while carrying out personal care should also raise the matter with the Principal so that the issues can be addressed with the parents and Division’s Director of Inclusive Learning and the Director of Human Resources to protect staff from any alleged abuse.