



## **Together Care Health Services Code of Ethics for Personal Support Workers (PSWs)**

At Together Care Health Services, Personal Support Workers play an essential role in supporting the health, safety, and well-being of clients and their families. This Code of Ethics outlines the professional values and standards expected of PSWs while providing care. It is intended to guide ethical decision-making and promote respectful, compassionate, and high-quality service.

### **1. Respect for Dignity and Individuality**

Personal Support Workers must treat clients and their families with respect, recognizing their dignity, individuality, cultural background, values, and beliefs. Every client and their family must be treated with fairness, compassion, and without discrimination.

### **2. Promotion of Client Well-Being**

PSWs must promote patient well-being by communicating with clients and families in a respectful and supportive manner. They should whenever possible ensure clients and families understand the care received and provide explanations that are clear and appropriate to their needs.

### **3. Encouraging Independence and Choice**

PSWs should encourage client independence and support clients' rights to make choices regarding their care, daily routines, and personal preferences whenever possible. This encouragement of independence and choice is contingent upon clients having the capacity to make reasonable and rational decisions for themselves.

### **4. Safe and Competent Care**

PSWs must provide safe and competent care by maintaining their knowledge and skills through ongoing learning and training. They must work within their scope of practice and perform only those tasks for which they are trained and qualified.

### **5. Confidentiality and Privacy**

PSWs must protect the confidentiality and privacy of all client information. Personal and health information must only be shared with authorized individuals when necessary to provide appropriate care.

### **6. Professional Boundaries**

PSWs must maintain professional boundaries and engage in appropriate professional relationships with clients and their families. They should avoid conflicts of interest and any relationships that could compromise professional judgment.



## **7. Accountability and Integrity**

PSWs must be accountable for their actions and decisions. They should demonstrate honesty, integrity, and ethical behaviour in all aspects of their work.

## **8. Honest and Respectful Communication**

PSWs must communicate honestly, clearly, and respectfully with clients and their families in order to build trust and support high-quality care.

## **G. Compassionate and Timely Care**

PSWs should provide safe, compassionate, and timely services while promoting the comfort and well-being of the client.

## **10. Accurate Documentation**

PSWs must provide truthful, accurate, and timely documentation of the care and services provided, ensuring that records reflect the client's condition and the care delivered.

## **11. Collaboration with the Healthcare Team**

PSWs must work collaboratively with other members of the healthcare team, when necessary, to ensure coordinated, safe, and effective care for each client.