



This standard of practice is to support the PSW in providing safe, respectful and effective personal care to the public population in a dignified and ethical approach. Standards of Practice outline the expectations of the PSW and their responsibility in the delivery of care

Bladder Care - Pertains to action to help facilitate urinary elimination.

This may include the use of incontinence products, catheters or even an ileal conduit or may require bladder training. This is very private and intimate care and the person(s) should be treated with the utmost respect and dignity. If the person(s) is unable to take care of their own bathroom needs or change their own incontinence products, then the person(s) would require a Personal Support Worker. The PSW may perform bladder care when there is a need to assist the person(s) to the bathroom or to clean or change items for incontinence care such as underwear, disposable undergarments or continence products of any nature. The PSW may assist the person(s) on and off a toilet or commode and may also assist with the use of a urinal or a bed pan. If the PSW is expected to empty a urinary drainage bag that is attached to a closed drainage system, the PSW will have been taught this procedure in obtaining their PSW certification. If the PSW for some reason has not been taught this procedure, then they must be taught and demonstrated the proper technique for this type of procedure by the RN / RPN. The RN / RPN must teach the importance of not breaking the closed system due to the importance of maintaining the sterile environment so as not to introduce infection causing bacteria. The RN / RPN then would need to document the PSW training and competency by utilizing the RHPA. The PSW may assist the person(s) with transfers to the bathroom or commode if the client must use a Hoyer Lift or Transfer Board for such transfer. The PSW may care for an external catheter system.

PSW-Personal Support Worker

RN/RPN – Register Nurse/Registered Practical nurse

Resource - Sheila A. Sorrentino, PhD, RN, Leighann Remmert, MS, RN and Mary J. Wilk, RN, GNC(C), BA, BScN, MN, Mosby's Canadian Textbook for the Support Worker, 3rd Edition