

**JOHN NOBLE HOME**  
**REQUEST FOR PROPOSAL NO. 21-02**  
**1:1 Support Worker/ Security Guard Services**  
**QUESTION AND ANSWERS – ADDENDUM NO. 2**  
**RELEASED: March 26, 2021**

**Question Number 1:**

1. Do the residents needing 1-on-1 care require 24/7 or 12-hour coverage?

**Answer:** The number of hours required for the 1:1 shift will be dependant on resident need. Some shifts will be 12 hours, some would be 8.

**Question Number 2:**

2. Will any of our staff be responsible for providing any direct care to the residents?
- a. If yes, can you elaborate on the type of care/duties?

**Answer:** No. 1:1 staff are not required to provide any direct care to residents.

**Question No. 3:**

3. Who is responsible for drafting the care plan for residents?

**Answer:** The plan of care is drafted by the Home's registered staff and interdisciplinary team. 1:1 staff would not be required to participate in drafting the plan of care. 1:1 support staff may share techniques that they find to reduce that particular residents' behaviours to be entered into the plan of care.

**Question No. 4:**

4. Do you require the working providing 1-on-1 care to be certified PSWs?

**Answer:** No.

**Question No. 5:**

**5. Can you please clarify what sort of dementia training you want the staff to have completed prior to looking after residents?**

**a. Eg. Gentle Persuasive Approaches (GPA) Training administered by Alzheimer's society.**

**Answer: Gentle Persuasive Approach, general training on understanding dementia and methods of effective engagement such as stop and go**

**Question No. 6:**

**6. What is the average duration of a 1-on-1 case?**

**Answer: 1:1 support cases range from weeks to months depending on the behaviours noted.**

**Question No. 7:**

**7. How many of such cases were there in 2020?**

**Answer: Due to the pandemic, usage of 1:1 was high related to the necessity to isolate residents post admission, or when the home went into outbreak to isolate wandering residents. 1:1 shifts for 2020 ranged from a high of 18 1:1's per day to a low of 5 per day.**

**Question No. 8:**

**8. How many cases do you estimate for 2021?**

**Answer: Depending on resident behaviours, prior to the pandemic, the home would typically utilize between 5-7 1:1 support shifts per day.**

**Question No. 9:**

**9. How much lead time is provided to the agency before supporting a client?**

**Answer: Typically, 1:1 coverage is put into place as a result of a critical incident and the home would request coverage to be sent as soon as possible or at the very least in time for the next shift. i.e. if an incident occurred at 0930, the home would request coverage to be in place for 1430 the same day.**

**Question No. 10**

**10. The proposal title references security guard services but does not clarify the specific duties & qualifications relating to a security guard. Can you please clarify the role of a security guard as it pertains to this RFP?**

**Answer: The 1:1 support worker provides support to residents displaying responsive behaviours. The support worker does not need to provide any direct care services to the resident, but must have the ability to re-direct the resident and provide diversional activities to prevent the resident from harm to themselves or others. The 1:1 support worker's role is to protect other residents from these behaviours and the resident from other residents reacting to them.**

**-End-**