

This Apprenticeship Booklet was developed by the Comité sectoriel de main-d'œuvre – Économie sociale et action communautaire through technical and financial support provided by Emploi Québec and the Commission des partenaires du marché du travail.



First Nations of Quebec
and Labrador Health and
Social Services
Commission

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Une affaire d'anglais

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Note: When the feminine pronoun is used in this document, it refers to both men and women.

This document was produced by the Comité sectoriel de main-d'œuvre - Économie sociale et action communautaire in partnership with Emploi-Québec and is based on the occupational standards for home support workers in order to define the skills that must be mastered to obtain the trade's occupational qualification.

WE WOULD LIKE TO THANK THE EXPERTS WHO HAVE PARTICIPATED IN THE DEVELOPMENT OF THE APPRENTICESHIP BOOKLET.

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* APRES : Association des partenaires regroupés en économie sociale.

* FCSDSQ : Fédération des coopératives de services à domicile et de santé du Québec.

* REESADQ : Regroupement des entreprises d'économie sociale en aide domestique du Québec, aujourd'hui dissout.

* SQEES /FTQ : Syndicat québécois des employés et employées de service (SQEES), Fédération des travailleurs et travailleuses du Québec (FTQ)

We would especially like to thank Ms. Julie Bleau of the Association paritaire pour la santé et la sécurité du travail du secteur des affaires sociales¹ (ASSTSAS), who participated in the work of this Committee to ensure the development of an apprenticeship booklet that addresses issues of health and safety concerning home support workers.

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¹ Association for Health and Safety in the Workplace

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². Diane Larue, home support worker, participated in discussions on activities of daily living (ADL).

APPRENTICE INFORMATION

NAME _____

ADDRESS _____

CITY _____ POSTAL CODE _____

TÉLÉPHONE (____) _____

Emploi-Québec Booklet No.: _____

The Protection of Personal Information

- ❶ The information collected in this booklet is subject to the Act Respecting Access to Documents Held by Public Bodies and Protection of Personal Information.
- ❷ The information is collected to administer Emploi-Québec's Programme d'apprentissage en milieu de travail (PAMT) (Workplace Learning Program).
- ❸ For information on access to documents and protection of personal information, please contact Emploi-Québec.



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Introduction

The learning modules of the *Apprenticeship Booklet* are designed to teach the trade of home support worker.

Through the use of the *Apprenticeship Booklet*, apprentices will gain mastery of the skills of their trade under the supervision of people who already competently practice the trade and will gain recognition for this achievement. Throughout the training process, workplace trainers will assess the ability of the apprentice to execute the tasks related to the trade as well as her competence in relation to the skills targeted by each learning module.

The apprentice indicates her commitment to pursue the objectives of the Programme d'apprentissage en milieu de travail (PAMT) (Workplace Learning Program) by signing an agreement. The completion of each module is not subject to a fixed term and the required tasks can be learned in whatever sequence best fits in with the organization's normal activities.

Suggestions as to a logical progression of learning activities are included in the *Workplace Trainer's Handbook*.

When a module is completed, the participants' signatures attest to the mastery of the skill. The organization's authorized representative also signs to confirm the mastery of skills.

The *Apprenticeship Booklet* also includes an individual learning plan setting out the list of skills to master. More detailed information is presented in the *Workplace Trainer's Handbook*.

≡ IMPORTANT ≡

Apprentices should be careful not to lose this booklet, since it is the only record of the progress of their apprenticeship.

Occupational Qualification Certificate

The Occupational Qualification Certificate is designed to certify the mastery of the trade of home support worker and to identify the holder as a qualified person.

Mastery of the skills of the trade can be certified when the workplace trainer has assessed that the apprentice can demonstrate full command of all² the tasks and attitudes making up the skill that is the subject of each module, based on the assessment conditions and criteria indicated in this handbook.

Emploi-Québec issues an Occupational Qualification Certificate to a person who has mastered all the skills outlined in this Apprenticeship Booklet, or on request, an Attestation of Skills to a person who has mastered one or more of these skills.

2. The elements of the skill for which it says “if necessary” are achieved in accordance with organizational policies (e.g., billing, scheduling, travel expenses).

Summary of Skills and Trade Duties

SKILL	TASK		
1. Work Organization	1A Verify your daily and weekly work schedule.	1B Plan your travel.	1C Communicate the necessary information to the client and the organization.
2. General Housekeeping	2A Prepare to do the housekeeping.	2B Tidy and clean.	2C Use appropriate methods to store housekeeping materials, products and equipment.
3. Washing Household Clothes and Linens	3A Preparing the laundry.	3B Wash and dry the laundry.	3C Ironing and pressing.
	3D Fold and store household clothes and linens.		
4. Shopping For and Preparing Nondietetic Meals	4A Identify the client's needs.	4B Do the shopping.	4C Preparing simple nondietetic meals.
5. Client Communication and Support	5A Interact with the client.	5B Act preventively.	5C Respond appropriately in emergency situations.
6. Concluding the Service at the Client's	6A Review your work.	6B Record all information on the timesheet.	6C Complete the payment transaction for services rendered.
OPTIONAL			
7. Seasonal Housekeeping (Spring cleaning)	7A Prepare to do the seasonal housekeeping.	7B Do the seasonal housekeeping (spring cleaning).	7C Use appropriate methods to store housekeeping materials, products and equipment.
8. Preparing Nondietetic Meals	8A Create menus.	8B Prepare the meals for cooking.	8C Cook the prepared meals.
	8D Preserve the food that has been prepared.		8E Maintain the workspace and equipment.

Module 1 Work Organization

SKILL TO BE ACQUIRED

- ◇ Be able to organize your work.

PROFESSIONAL ATTITUDES AND BEHAVIOURS

- ◇ Autonomy
- ◇ Ability to adapt to changes
- ◇ Oral communication
- ◇ Confidentiality
- ◇ Respect for the work schedule
- ◇ Application of organizational guidelines and rules
- ◇ Sense of organization
- ◇ Sense of responsibility



Elements of the skill	√	Initials of the apprentice and the workplace trainer
1A Verify your daily and weekly work schedule		
1A.1 Review your work schedule	_____	
1A.2 Verify what tasks are to be done	_____	
1A.3 Get instructions for accessing the client's home	_____	
1A.4 Verify the information specific to the client	_____	_____
1B Plan your travel		
1B.1 Locate the client's address	_____	
1B.2 Organize your travel according to the selected mode of transport	_____	_____

Elements of the skill	√	Initials of the apprentice and the workplace trainer
1C Communicate the necessary information to the client and the organization		
1C.1 Identify information to be communicated to the client	_____	
1C.2 Confirm appointments with clients, if necessary	_____	
1C.3 Communicate relevant information to the organization	_____	_____

1. LEARNING IS SUPPORTED BY DOCUMENTATION PROVIDED BY THE ORGANIZATION. EXAMPLES INCLUDE:

- ◇ Time Management Guidelines
- ◇ Schedule Change Policy
- ◇ Travel Expenses Policy
- ◇ Break and Meal Policy
- ◇ Assignment/Work Schedule Policy
- ◇ Policy Concerning Using a Personal Vehicle on Organization Business
- ◇ Policy Concerning Telephone Confirmation with the Client
- ◇ Procedure in Case of Client Absence
- ◇ Procedure in Case of Apprentice Absence
- ◇ Work Schedule/Timesheet
- ◇ Client Invoice
- ◇ Client Profile/Service Agreement
- ◇ Client Intervention Plan
- ◇ Travel Expenses Form
- ◇ Request for Schedule Change
- ◇ Request for Time Off
- ◇ Map of the Region (e.g., Google Maps directions)
- ◇ Public Transportation Schedule
- ◇ Organization Phone Directory
- ◇ Home Security Service Emergency Number

Other documents, if any:

- ◇
- ◇
- ◇

CONDITIONS

- ◇ In the context where the work is normally carried out.
- ◇ Demonstrating autonomy in carrying out the work.
- ◇ Using the work schedule provided.
- ◇ Applying organizational guidelines regarding the organization of work.
- ◇ Using various tools provided by the organization for organizing the work.
- ◇ Within the territory covered by the organization.
- ◇ Under the direction of the workplace trainer.

CRITERIA

- ◇ Respect the daily and weekly work plan.
- ◇ Organize travel optimally.
- ◇ Be on time for all scheduled appointments, both at the client's home and, where appropriate, at the employer's place of business.
- ◇ Clearly communicate with the client.
- ◇ Transmit relevant information to the organization.

RESULTS OBTAINED

- ◇ Work organization that optimizes travel between clients and ensures that the home support worker arrives at her appointments on time.

<p>The undersigned confirm that the Module 1 skill has been mastered</p> <p>“Be able to organize your work”</p>	
Apprentice’s signature	
Workplace Trainer’s signature	
Employer’s signature	
Date _____	

Module 2 General Housekeeping

SKILL TO BE ACQUIRED

- ◇ Be able to perform general housekeeping.



PROFESSIONAL ATTITUDES AND BEHAVIOURS

- ◇ Positive and courteous attitude
- ◇ Autonomy
- ◇ Ability to establish a trusting relationship with the client
- ◇ Ability to adapt
- ◇ Collaboration and coordination of effort
- ◇ Oral communication
- ◇ Confidentiality
- ◇ Stamina and physical strength
- ◇ Management of priorities
- ◇ Judgement
- ◇ Mobility and flexibility
- ◇ Efficient organization of work
- ◇ Punctuality
- ◇ Professionalism
- ◇ Respect for people's privacy
- ◇ Respect for clients' needs within the structure of the service agreement
- ◇ Respect for people's property
- ◇ Respect for time commitments
- ◇ Attention to the quality of work
- ◇ Attention to client satisfaction
- ◇ Concern for personal safety and that of others

Elements of the skill	√	Initials of the apprentice and the workplace trainer
2A Prepare to do the housekeeping		
2A.1 Wear appropriate attire	—	
2A.2 Evaluate the client's needs according to the service agreement	—	
2A.3 Evaluate the workload	—	
2A.4 Organize the sequence of housekeeping tasks	—	

Elements of the skill	√	Initials of the apprentice and the workplace trainer
2A Prepare to do the housekeeping (con't.)		
2A.5 Check the condition of equipment	_____	
2A.6 Prepare materials, equipment and products needed to perform housekeeping tasks	_____	
2A.7 Clear, illuminate and ventilate the workspace	_____	_____
2B Tidy and clean		
2B.1 Clean the bedrooms	_____	
2B.2 Clean the living and dining rooms	_____	
2B.3 Clean the kitchen	_____	
2B.4 Clean the bathroom	_____	
2B.5 Clean the basement	_____	
2B.6 Clean up a biological mess	_____	
2B.7 Do minor chores	_____	_____
2C Use appropriate methods to store housekeeping materials, products and equipment		
2C.1 Maintain and store cleaning cloths and work accessories	_____	
2C.2 Maintain and store equipment	_____	
2C.3 Store the cleaning products used	_____	_____

Context of the Apprenticeship

1. CLOTHING, SAFETY EQUIPMENT AND HYGIENE PRODUCTS USED:

- ◇ Knee pads or garden kneeling pad
- ◇ Gloves (latex or nitrile)
- ◇ Closed shoes with nonskid soles, according to organizational policy
- ◇ Appropriate clothing, according to organizational policy
- ◇ Hand sanitizer (e.g., *Purell*)
- ◇ Antislip mats

2. ACCESSORIES AND EQUIPMENT USED:

- ◇ Rags
- ◇ Scouring pads
- ◇ Scrub brush
- ◇ Feather duster (swiffer) or similar equipment
- ◇ Pail
- ◇ Mop bucket with wringer
- ◇ Mop with or without a telescopic handle
- ◇ Broom
- ◇ Squeegee
- ◇ One- or two-step ladder
- ◇ Stool
- ◇ Toilet brush
- ◇ Vacuum cleaner and accessories

3. LEARNING IS SUPPORTED BY DOCUMENTATION PROVIDED BY THE ORGANIZATION. EXAMPLES INCLUDE:

- ◇ Organization Dress Code
- ◇ Policy on Service Agreements/Clients
- ◇ Policy on Health and Safety at Work
- ◇ Policy on Minor Chores
- ◇ Needs Assessment/Service Agreement
- ◇ New Client Form
- ◇ ASSTSAS Prevention Checklist

OTHER DOCUMENTS, IF ANY:

- ◇
- ◇

4. LEARNING TAKES PLACE IN APPLYING HEALTH, HYGIENE AND OCCUPATIONAL SAFETY PREVENTION RULES IN RELATION TO THE FOLLOWING RISKS:

- | | | |
|--------------------|-----------------------------|--------------------------|
| ◇ Physical risks | ➤ effort | <input type="checkbox"/> |
| | ➤ posture | <input type="checkbox"/> |
| ◇ Chemical risks | ➤ type of product | <input type="checkbox"/> |
| | ➤ product conditions of use | <input type="checkbox"/> |
| ◇ Biological risks | ➤ basic hygiene rules | <input type="checkbox"/> |

5. LEARNING TAKES PLACE BY PERFORMING THE FOLLOWING GENERAL HOUSEKEEPING TASKS:

- | | | |
|---|--|--------------------------|
| | | ✓ |
| ◇ Move a heavy object | | <input type="checkbox"/> |
| ◇ Put things away | | <input type="checkbox"/> |
| ◇ Dust (furniture, fans, picture frames, lamps, blinds, etc.) | | <input type="checkbox"/> |
| ◇ Clean surfaces (counters, furniture, wall hangings, radiators, clocks) | | <input type="checkbox"/> |
| ◇ Clean the mirrors | | <input type="checkbox"/> |
| ◇ Vacuum | | <input type="checkbox"/> |
| ◇ Sweep | | <input type="checkbox"/> |
| ◇ Mop | | <input type="checkbox"/> |
| ◇ Wash the floor | | <input type="checkbox"/> |
| ◇ Maintain inside windows and sills | | <input type="checkbox"/> |
| ◇ Remove stains on walls | | <input type="checkbox"/> |
| ◇ Wash doors (doors, handles, frames) | | <input type="checkbox"/> |
| ◇ Clean baseboards | | <input type="checkbox"/> |
| ◇ Clean the outside of the cupboard doors and the medicine chest | | <input type="checkbox"/> |
| ◇ Clean the stairs | | <input type="checkbox"/> |
| ◇ Clean the kitchen and bathroom sinks | | <input type="checkbox"/> |
| ◇ Clean the stove | | <input type="checkbox"/> |
| ◇ Clean the oven | | <input type="checkbox"/> |
| ◇ Clean the range hood | | <input type="checkbox"/> |
| ◇ Clean the refrigerator (inside and outside) | | <input type="checkbox"/> |
| ◇ Wash the dishes | | <input type="checkbox"/> |
| ◇ Store the dishes | | <input type="checkbox"/> |
| ◇ Set and clear the table | | <input type="checkbox"/> |
| ◇ Clean kitchen accessories and appliances (toaster, kettle, microwave, blender, bread box, dishwasher, range hood) | | <input type="checkbox"/> |
| ◇ Identify and discard expired food | | <input type="checkbox"/> |
| ◇ Empty the trashcans | | <input type="checkbox"/> |
| ◇ Clean the inside and outside of the trashcans | | <input type="checkbox"/> |

- ◇ Clean the inside and outside of the toilet
- ◇ Clean bathroom accessories (soap dish, toothbrush holder, toilet paper holder, drinking glass, etc.)
- ◇ Clean the shower
- ◇ Clean the tub and the surrounding walls
- ◇ Clean the inside and outside of the washer and dryer
- ◇ Clean electronic devices (telephone, answering machine, television, VCR, sound system, computer, etc.)
- ◇ Make and strip the bed, change the sheets

- OTHER:
- ◇
- ◇
- ◇

6. THE TRAINING ALSO COVERED THE FOLLOWING MINOR CHORES ASSOCIATED WITH GENERAL HOUSEKEEPING, IN COMPLIANCE WITH ORGANIZATIONAL POLICY:

- | | YES | NO |
|--|--------------------------|--------------------------|
| ◇ Get the mail | <input type="checkbox"/> | <input type="checkbox"/> |
| ◇ Change a light bulb | <input type="checkbox"/> | <input type="checkbox"/> |
| ◇ Take out the garbage or the recycling box, or both | <input type="checkbox"/> | <input type="checkbox"/> |
| | <input type="checkbox"/> | <input type="checkbox"/> |
| OTHER: | | |
| ◇ | <input type="checkbox"/> | <input type="checkbox"/> |
| ◇ | <input type="checkbox"/> | <input type="checkbox"/> |

CONDITIONS

- ◇ Under conditions similar to a client's home.
- ◇ Demonstrating autonomy in carrying out the work.
- ◇ Adhering to a service plan based on an assessment of the client's needs.
- ◇ Using common household materials, equipment and cleaning products.
- ◇ Using documentation concerning best practices for general housekeeping.
- ◇ Using the documentation provided by ASSTSAS on the safe use of common household cleaning products and safe work practices.
- ◇ Under the direction of the workplace trainer.

CRITERIA

- ◇ Respect the service agreement agreed between the organization and the client.
- ◇ Comply with the organization's quality standards and with the time allotted for each task.
- ◇ Apply regular housekeeping techniques.
- ◇ Wear personal protection accessories and clothes and appropriate hygiene accessories.
- ◇ Apply hygiene and disinfection standards to housekeeping tasks.
- ◇ Apply prevention rules for preventing risks associated with tasks performed and products used.
- ◇ Apply safe work rules and practices.
- ◇ Clean material and equipment after use.
- ◇ Properly store materials, products and equipment.

RESULTS OBTAINED

- ◇ A clean and tidy home within the provisions of the service agreement and to the satisfaction of the client.

**The undersigned confirm that
the Module 2 skill has been mastered**

“Be able to perform general housekeeping”

Apprentice's signature _____

Workplace Trainer's signature _____

Employer's signature _____

Date _____

Module 3

Washing Household Clothes and Linens

SKILL TO BE ACQUIRED

- ◇ Be capable of washing household clothes and linens.



PROFESSIONAL ATTITUDES AND BEHAVIOURS

- ◇ Confidentiality
- ◇ Professionalism
- ◇ Respect for people's privacy
- ◇ Respect for clients' needs
- ◇ Respect for people's property
- ◇ Attention to client satisfaction
- ◇ Concern for personal safety and that of others
- ◇ Work methodically

Elements of the skill	√	Initials of the apprentice and the workplace trainer
3A Preparing the laundry		
3A.1 Sort household clothes and linens	___	
3A.2 Soak stained or soiled items	___	___ ___
3B Wash and dry the laundry		
3B.1 Use stain removers, detergents and fabric softeners according to the manufacturer's suggestions	___	
3B.2 Wash the laundry using the washing machine	___	
3B.3 Dry the laundry using the dryer	___	
3B.4 Hang the laundry	___	
3B.5 Store the laundry products used	___	___ ___

Elements of the skill	√	Initials of the apprentice and the workplace trainer
3C Ironing and pressing		
3C.1 Prepare the equipment	_____	
3C.2 Adjust the iron according to the type of material	_____	
3C.3 Iron and, if necessary, press the clothes	_____	
3C.4 Maintain and store equipment	_____	_____
3D Fold and store household clothes and linens		
3D.1 Fold household clothes and linens	_____	
3D.2 Store household clothes and linens	_____	_____

1. CLOTHING, SAFETY EQUIPMENT AND HYGIENE PRODUCTS USED:

- ◇ Gloves (nitrile or latex);
- ◇ Closed shoes with nonskid soles, according to organizational policy.

2. LEARNING TAKES PLACE IN THE FOLLOWING LOCATIONS:

- ◇ Client's home;
- ◇ Public laundry (of the building or laundromat).

3. MATERIAL AND EQUIPMENT USED:

- ◇ Laundry bag and pillow case;
- ◇ Washer;
- ◇ Dryer;
- ◇ Ironing board;
- ◇ Iron;
- ◇ Laundry basket.

4. LAUNDRY PRODUCTS USED:

- ◇ Laundry soap;
- ◇ Fabric softener;
- ◇ Bleach;
- ◇ Laundry stain remover.

CONDITIONS

- ◇ Under conditions similar to a client's home.
- ◇ Demonstrating autonomy in carrying out the work.
- ◇ Using the material, equipment and cleaning products commonly found at a client's.
- ◇ Using the documentation on washing, ironing and pressing techniques and applying safe and hygienic work practices.
- ◇ Based on ASSTSAS documentation about the safe use of cleaning products.
- ◇ Taking into account the risks related to washing and ironing and implementing safe work practices.
- ◇ Under the direction of the workplace trainer.

CRITERIA

- ◇ Respect the service agreement agreed between the organization and the client.
- ◇ Comply with the organization's quality standards and with the time allotted for each task.
- ◇ Apply best practices for washing, drying and ironing clothes and linens.
- ◇ Wear personal protection accessories and clothes and appropriate hygiene accessories.
- ◇ Apply hygiene and disinfection standards.
- ◇ Apply prevention rules for preventing risks associated with tasks performed and products used.
- ◇ Apply safe work rules and practices.
- ◇ Clean material and equipment after use.
- ◇ Properly store materials, products and equipment.

RESULTS OBTAINED

- ◇ Household clothes and linens clean, pressed and properly stored.

**The undersigned confirm that
the Module 3 skill has been mastered**

“Be capable of washing household clothes and linens”

Apprentice's signature _____

Workplace Trainer's signature _____

Employer's signature _____

Date _____

Module 4

Shopping for and Preparing Simple Nondietetic Meals

SKILL TO BE ACQUIRED

- ◇ Be capable of doing the shopping for and preparing simple nondietetic meals.

PROFESSIONAL ATTITUDES AND BEHAVIOURS

- ◇ Confidentiality
- ◇ Time management
- ◇ Honesty
- ◇ Judgement
- ◇ Consideration for the client's preferences
- ◇ Neatness
- ◇ Professionalism
- ◇ Respect for the client's budget
- ◇ Accurate accounting
- ◇ Attention to hygiene and safety



Elements of the skill	√	Initials of the apprentice and the workplace trainer
4A Identify the client's needs		
4A.1 Make a shopping list	___	
4A.2 Estimate the cost of the shopping	___	
4A.3 Ask the client for the money needed for shopping	___	___ ___
4B Do the shopping		
4B.1 Plan the shopping itinerary	___	
4B.2 Accompany the client to do the shopping, if necessary	___	
4B.3 Do the shopping	___	
4B.4 Transport the purchases to the client's. If necessary, arrange for delivery.	___	
4B.5 Store the purchases	___	___ ___

Elements of the skill	√	Initials of the apprentice and the workplace trainer
4C Preparing simple nondietetic meals		
4C.1 Check what food is available at the client's	_____	
4C.2 Plan, with the client, a simple meal	_____	
4C.3 Prepare or reheat a simple meal	_____	
4C.4 Serve the meal	_____	
4C.5 Clean up the kitchen	_____	_____

Context of the Apprenticeship

1. CLOTHING, SAFETY EQUIPMENT AND HYGIENE PRODUCTS USED:

- ◇ Surgical gloves
- ◇ Closed shoes with nonskid soles, according to organizational policy
- ◇ Hairnet

2. LEARNING IS SUPPORTED BY DOCUMENTATION PROVIDED BY THE ORGANIZATION. EXAMPLES INCLUDE:

- ◇ Policy on Shopping
- ◇ Policy Concerning Accompanying the Client to do the Shopping
- ◇ Policy Concerning Using a Personal Vehicle on Organization Business
- ◇ Policy on Handling Money
- ◇ Policy Concerning Simple, Nondietetic Meals
- ◇ Shopping list

OTHER DOCUMENTS, IF ANY:

- ◇
- ◇

3. TOOLS AND EQUIPMENT USED:

- ◇ Calculator;
- ◇ Shopping list;
- ◇ Shopping bags.

4. LEARNING TAKES PLACE BY SHOPPING FOR THE FOLLOWING PRODUCTS:

- ◇ Food;
- ◇ Cleaning products;
- ◇ Pharmaceutical products.

OTHER ERRANDS ACCORDING TO ORGANIZATIONAL POLICY (IF ANY) :

- ◇
- ◇

5. MODE(S) OF TRANSPORTATION USED:

- ◇ Mass transit;
- ◇ Client's car;
- ◇ Private vehicle;
- ◇ Taxi;
- ◇ Delivery service;
- ◇ Shopping cart.

6. LEARNING INVOLVES THE FOLLOWING EASY-TO-PREPARE COOKING TECHNIQUES:

- ◇ Breakfast;
- ◇ Snacks;
- ◇ Soup;
- ◇ Sandwiches;
- ◇ Pasta;
- ◇ Reheated meals;
- ◇ Salads.

7. LEARNING TAKES PLACE BY USING TWO OR THREE OF THE FOLLOWING APPLIANCES:

- ◇ Microwave;
- ◇ Oven;
- ◇ Slow cooker;
- ◇ Stove;
- ◇ Toaster.

8. LEARNING TAKES PLACE BY APPLYING PREVENTION AND SAFETY TECHNIQUES DESIGNED TO REDUCE THE RISKS RELATED TO:

- ◇ Food expiry date or freshness;
- ◇ Use of potentially unsafe food;
- ◇ Sources of food poisoning;
- ◇ Cross contamination;
- ◇ Cooking equipment and accessories unclean or in poor working condition;
- ◇ Sanitary working environment.

9. LEARNING TAKES PLACE BY APPLYING THE FOLLOWING HYGIENE AND SANITATION TECHNIQUES:

- ◇ Hand washing;
- ◇ Cleaning and sanitizing the work surfaces;
- ◇ Disinfecting work tools;
- ◇ Handling food.

CONDITIONS

- ◇ Under conditions similar to a client's home.
- ◇ Demonstrating autonomy in carrying out the work.
- ◇ With the aid of kitchen accessories and food available at the client's.
- ◇ With documentation provided on food hygiene and sanitation.
- ◇ Under the direction of the workplace trainer.

CRITERIA

- ◇ Respect the service agreement agreed between the organization and the client.
- ◇ Comply with the organization's quality standards.
- ◇ Accurate determination of the client's needs.
- ◇ Actual purchases conform to the shopping list.
- ◇ Honesty.
- ◇ Respect the time allotted for each task.
- ◇ Provide exact change.
- ◇ Apply basic food hygiene and sanitation rules.
- ◇ Apply safe work rules and practices.
- ◇ Take into account food safety standards.
- ◇ Efficiently organize travel required to do the shopping.

RESULTS OBTAINED

- ◇ Appropriate and adequate provisioning of the client and serving simple meals on request.

**The undersigned confirm that
the Module 4 skill has been mastered**

**“Be capable of doing the shopping for and preparing simple
nondietetic meals”**

Apprentice's signature _____

Workplace Trainer's signature _____

Employer's signature _____

Date _____

Module 5

Client Communication and Support

SKILL TO BE ACQUIRED

- ◇ Be able to communicate with and provide assistance to the client.



PROFESSIONAL ATTITUDES AND BEHAVIOURS

- ◇ Attentive and vigilant
- ◇ Ability to establish trust
- ◇ Ability to cope with contingencies and emergencies
- ◇ Ability to make decisions
- ◇ Ability to adapt
- ◇ Oral communication
- ◇ Confidentiality
- ◇ Active listening
- ◇ Empathy, in keeping a safe emotional distance from the client
- ◇ Professional ethics
- ◇ Maintenance of personal autonomy
- ◇ Self-control
- ◇ Respect for people's privacy
- ◇ Stays within the limits of her role
- ◇ Attention to the client's well-being

Elements of the skill	√	Initials of the apprentice and the workplace trainer
5A Interact with the client		
5A.1 Make contact with the client by phone, if necessary	_____	
5A.2 Upon arrival, greet the client	_____	
5A.3 Be attentive to the client's needs and suggest other services that can be of assistance	_____	
5A.4 Ending a visit to a client's	_____	
5A.5 Establish a trusting relationship with the client and those around him or her	_____	
5A.6 Deal with a client who is in a specific situation	_____	_____

Elements of the skill	√	Initials of the apprentice and the workplace trainer
5B Act preventively		
5B.1 Notice signs of the client's physical or mental deterioration and any deterioration in the client's environment.	_____	
5B.2 Detect any abnormal situations and recognize emergencies	_____	_____
5C Respond appropriately in emergencies		
5C.1 Apply the measures required by the organization in an emergency	_____	
5C.2 Deal with emergencies safely	_____	_____

1. LEARNING IS SUPPORTED BY DOCUMENTATION PROVIDED BY THE ORGANIZATION. EXAMPLES INCLUDE:

- ◇ Customer Service Policy
- ◇ Policy on Telephone Contact with the Client
- ◇ Guidelines and Rules of Conduct on Greeting the Client
- ◇ Code of Ethics
- ◇ Policy Concerning the Role of the Home Support Worker in Identifying the Client's Additional Needs
- ◇ Policy on Observing Abnormal Situations
- ◇ Organization Intervention Protocol: how to respond in the event of an emergency
- ◇ Key Authorization Form
- ◇ Client's Alarm System Code
- ◇ Home Security Service Emergency Number
- ◇ Client Profile
- ◇ Emergency Contact List

OTHER DOCUMENTS, IF ANY:

- ◇
- ◇
- ◇

2. LEARNING TAKES PLACE BY APPLYING THE FOLLOWING PRINCIPLES CONCERNING COMMUNICATION WITH AND ASSISTANCE TO THE CLIENT:

- ◇ Organization's client service approach;
- ◇ Client communication techniques;
- ◇ Effect of aging on people's behaviour;
- ◇ Early signs of deterioration of the client's mental or physical health.

3. LEARNING TAKES PLACE BY APPLYING THE FOLLOWING COMMUNICATION TECHNIQUES:

- ◇ Telephone contact;
- ◇ Greeting the client on arrival;
- ◇ Transmitting information;
- ◇ Observation techniques;
- ◇ Code of professional conduct;
- ◇ Dealing with special needs;
- ◇ Establishing a climate of confidence;
- ◇ Problem resolution.

CONDITIONS

- ◇ In contact with an actual client or in an environment similar to a client's home.
- ◇ Demonstrating autonomy in carrying out the work.
- ◇ Using the organization's intervention protocol.
- ◇ Based on ASSTSAS documentation on responding to emergencies safely.
- ◇ Under the direction of the workplace trainer.

CRITERIA

- ◇ Adopt an appropriate approach to the client.
- ◇ Apply the organization's approach to the client.
- ◇ Respect the organization's client service protocol.
- ◇ Accurately identify emergency situations.
- ◇ Strictly apply the organization's intervention protocol.
- ◇ Respect safe assistance rules and methods.
- ◇ Transmit clear, accurate and relevant comments to the organization.

RESULTS OBTAINED

- ◇ Respectful and professional communication with the client at all times and safe and preventive assistance in emergencies.

**The undersigned confirm that
the Module 5 skill has been mastered**

“Be able to communicate with and provide assistance to the client”

Apprentice's signature _____

Workplace Trainer's signature _____

Employer's signature _____

Date _____

Module 6

Concluding the Service at the Client's

SKILL TO BE ACQUIRED

- ◇ Be capable of concluding the service at the client's.



PROFESSIONAL ATTITUDES AND BEHAVIOURS

- ◇ Attention to detail
- ◇ Attention to the quality of work
- ◇ Attention to client satisfaction
- ◇ Respect for people's property

Elements of the skill	√	Initials of the apprentice and the workplace trainer
6A Review your work		
6A.1 Inspect the premises	___	
6A.2 Notify the client of any cleaning products that have run out or are about to	___	
6A.3 Notify the client of any defective equipment or breakage	___	
6A.4 Communicate any relevant information to the client	___	
6A.5 Transmit any relevant information to the organization	___	___ ___
6B Record all information on the timesheet		
6B.1 Total your timesheet.	___	___ ___
6C Complete the payment transaction for services rendered		
6C.1 Apply the organization's payment policy	___	___ ___

Context of the Apprenticeship

1. LEARNING IS SUPPORTED BY DOCUMENTATION PROVIDED BY THE ORGANIZATION. EXAMPLES INCLUDE:

- ◇ Billing Policy
- ◇ Policy on Equipment Malfunction
- ◇ Policy Concerning Information to be Transmitted to the Client
- ◇ Policy Concerning Information to be Transmitted to the Organization
- ◇ Timesheet
- ◇ Damage Report
- ◇ Billing Forms
- ◇ Receipts

OTHER DOCUMENTS, IF ANY:

- ◇
- ◇
- ◇

CONDITIONS

- ◇ In contact with a client.
- ◇ Demonstrating autonomy in carrying out the work.
- ◇ Using forms provided by the organization.
- ◇ Under the direction of the workplace trainer.

CRITERIA

- ◇ Quality of work.
- ◇ Observe time specified in the service agreement for the execution of each task.
- ◇ Full review of the work performed.
- ◇ Clear and relevant information transmitted to the client and the organization.
- ◇ Apply organizational policy in case of breakage or damage.
- ◇ Timesheet conforms to the instructions provided.
- ◇ Apply the organization's payment policy.

RESULTS OBTAINED

- ◇ Satisfactory service provided to the client, needs assessment performed in advance of the next service and follow up conducted with the organization.

<p>The undersigned confirm that the Module 6 skill has been mastered</p> <p>“Be capable of concluding the service at the client’s”</p>	
Apprentice’s signature	_____
Workplace Trainer’s signature	_____
Employer’s signature	_____
Date	_____

Module 7

Seasonal Housekeeping (Spring Cleaning)

(optional)

SKILL TO BE ACQUIRED

- ◇ Be able to perform seasonal housekeeping.

PROFESSIONAL ATTITUDES AND BEHAVIOURS

- ◇ Positive and courteous attitude
- ◇ Autonomy
- ◇ Ability to establish a trusting relationship with the client
- ◇ Ability to adapt
- ◇ Ability to work as a team
- ◇ Collaboration and coordination of effort
- ◇ Confidentiality
- ◇ Stamina and physical strength
- ◇ Management of priorities
- ◇ Communication skills
- ◇ Judgement
- ◇ Efficient work organization
- ◇ Punctuality
- ◇ Professionalism
- ◇ Respect for people's privacy
- ◇ Respect for clients' needs within the structure of the service agreement
- ◇ Respect for people's property
- ◇ Respect for time commitments
- ◇ Attention to the quality of work
- ◇ Concern for personal safety and that of others
- ◇ Attention to client satisfaction



Elements of the skill	√	Initials of the apprentice and the workplace trainer
7A Prepare to do the seasonal housekeeping		
7A.1 Wear appropriate attire	_____	
7A.2 Wait for your colleague at the client's residence (if the work is to be done by two people)	_____	
7A.3 Review the service agreement with the client and inform the organization of any change	_____	
7A.4 Establish work priorities according to the client's needs	_____	
7A.5 Evaluate the workload	_____	
7A.6 Divide work among team members, if necessary	_____	
7A.7 Prepare materials, equipment and products to perform seasonal housekeeping tasks	_____	
7A.8 Clear, illuminate and ventilate the workspace	_____	_____
7B Do the seasonal housekeeping (spring cleaning)		
7B.1 Moving loads (heavy furniture))	_____	
7B.2 Do the spring cleaning		
◇ Clean the ceilings	_____	
◇ Wash windows and frames	_____	
◇ Clean chandeliers and lamps	_____	
◇ Clean the refrigerator	_____	
◇ Clean the freezer	_____	
◇ Clean the oven	_____	
◇ Clean the microwave	_____	
◇ Clean the stove and range hood	_____	
◇ Clean blinds (horizontal and vertical)	_____	
◇ Wash curtains	_____	
◇ Wash walls	_____	
◇ Thorough floor cleaning	_____	
◇ Clean kitchen cupboards (inside and outside)	_____	
◇ Clean closets	_____	
◇ Rotate mattresses	_____	_____

Elements of the skill	√	Initials of the apprentice and the workplace trainer
7B Do the seasonal housekeeping (spring cleaning) (con't.)		
<ul style="list-style-type: none"> ◇ Clean the heating vents and radiators ◇ Clean various devices such as fans (ceiling), humidifiers, dehumidifiers, air conditioners, bathroom ventilation systems 	<p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p>
7C Use appropriate methods to store housekeeping materials, products and equipment		
<p>7C.1 Inspect the premises to check that all work has been done correctly</p> <p>7C.2 Maintain and store material, cleaning products and equipment used</p>	<p>_____</p> <p>_____</p>	<p>_____</p> <p>_____</p>

1. CLOTHING, SAFETY EQUIPMENT AND HYGIENE PRODUCTS USED:

- | | |
|---|-------------------------------------|
| Gloves (nitrile or latex) | <input checked="" type="checkbox"/> |
| Hand sanitizer (example: <i>Purell</i>) | <input type="checkbox"/> |
| Knee pads or garden kneeling pad | <input type="checkbox"/> |
| Closed shoes with nonskid soles, according to organizational policy | <input type="checkbox"/> |
| Appropriate clothing, according to organizational policy | <input type="checkbox"/> |
| Short-sleeved shirt or t-shirt | <input type="checkbox"/> |
| Dust mask | <input type="checkbox"/> |

2. MATERIAL AND EQUIPMENT USED:

- ◇ Broom and dustpan;
- ◇ Mop bucket with or without wringer;
- ◇ Mop with refill (with or without telescoping handle);
- ◇ Rags;
- ◇ Scraper;
- ◇ Squeegee;
- ◇ Vacuum cleaner and accessories;
- ◇ Scrub brush;
- ◇ Ladder (complying with ASSTSAS standards);
- ◇ One- or two-step ladder;
- ◇ Stool;
- ◇ Various tools (e.g., knife, screwdriver);
- ◇ Carpet steam-cleaner (according to the organization).

3. HOUSEHOLD CLEANING PRODUCTS USED:

- ◇ Water and vinegar;
- ◇ Cleaning products;
- ◇ Disinfecting products.

4. LEARNING IS SUPPORTED BY DOCUMENTATION PROVIDED BY THE ORGANIZATION. EXAMPLES INCLUDE:

- ◇ Organization Dress Code
- ◇ Customer Service Policy
- ◇ Policy on Telephone Contact with the Client
- ◇ Guidelines and Rules of Conduct on Greeting the Client
- ◇ Policy Concerning Client Service Agreements for Seasonal Housekeeping (Spring Cleaning)
- ◇ Policy Concerning How to Enter the Client's Home
- ◇ Policy on Health and Safety at Work
- ◇ Needs Assessment/Service Agreement
- ◇ New Client Form
- ◇ ASSTSAS Prevention Checklist
- ◇ Key Authorization Form
- ◇ Alarm System Code
- ◇ Home Security Service Emergency Number

OTHER DOCUMENTS, IF ANY:

- ◇
- ◇
- ◇

5. LEARNING TAKES PLACE IN APPLYING HEALTH, HYGIENE AND OCCUPATIONAL SAFETY PREVENTION RULES IN RELATION TO THE FOLLOWING RISKS:

- | | | |
|--------------------|-----------------------------|--------------------------|
| ◇ Physical risks | ➤ effort | <input type="checkbox"/> |
| | ➤ posture | <input type="checkbox"/> |
| ◇ Chemical risks | ➤ type of product | <input type="checkbox"/> |
| | ➤ product conditions of use | <input type="checkbox"/> |
| ◇ Biological risks | ➤ basic hygiene rules | <input type="checkbox"/> |

6. LEARNING TAKES PLACE BY PERFORMING THE FOLLOWING SEASONAL HOUSEKEEPING TASKS:

- ◇ Move loads (heavy furniture)
 - ◇ Clean the ceilings
 - ◇ Wash windows and frames
 - ◇ Clean chandeliers and lamps
 - ◇ Clean the refrigerator
 - ◇ Clean the freezer
 - ◇ Clean the oven
 - ◇ Clean the microwave
 - ◇ Clean the stove and range hood
 - ◇ Clean blinds (horizontal and vertical)
 - ◇ Wash curtains
 - ◇ Wash walls
 - ◇ Thorough floor cleaning
 - ◇ Clean kitchen cupboards (inside and outside)
 - ◇ Clean closets
 - ◇ Rotate mattresses
 - ◇ Clean the heating vents and radiators
 - ◇ Clean various devices such as fans (ceiling), humidifiers, dehumidifiers, air conditioners, bathroom ventilation systems
- OTHER:
- ◇
 - ◇
 - ◇

CONDITIONS

- ◇ Under conditions similar to a client's home.
- ◇ Demonstrating autonomy in carrying out the work alone or as a member of a team (workplace trainer and apprentice).
- ◇ Based on a service agreement between the organization and the client.
- ◇ Using materials, equipment and cleaning products commonly found at the client's and specialized products and equipment furnished by the organization.
- ◇ Using the documentation on techniques and applying safe work practices for seasonal cleaning.
- ◇ Under the direction of the workplace trainer.

CRITERIA

- ◇ Positive attitude.
- ◇ Respect the service agreement agreed between the organization and the client.
- ◇ Comply with the organization's quality standards and with the time allotted for each task.
- ◇ Optimal use of time.
- ◇ Apply heavy housekeeping techniques.
- ◇ Wear personal protection accessories and clothes and appropriate hygiene accessories.
- ◇ Apply hygiene and disinfection standards to seasonal housekeeping tasks.
- ◇ Apply prevention rules for preventing risks associated with tasks performed and products used.
- ◇ Apply safe work rules and practices.
- ◇ Clean material and equipment after use.
- ◇ Properly store materials, products and equipment.

RESULTS OBTAINED

- ◇ Seasonal cleaning of the client's home performed in conformance with the service agreement, according to the organization's quality standards and to the client's satisfaction.

**The undersigned confirm that
the Module 7 skill has been mastered**

“Be able to perform seasonal housekeeping”

Apprentice's signature _____

Workplace Trainer's signature _____

Employer's signature _____

Date _____

Module 8

Preparing Nondietetic Meals (optional)

SKILL TO BE ACQUIRED

- ◇ Be able to prepare nondietetic meals

PROFESSIONAL ATTITUDES AND BEHAVIOURS

- ◇ Positive and courteous attitude
- ◇ Autonomy
- ◇ Ability to adapt
- ◇ Confidentiality
- ◇ Judgement
- ◇ Efficient work organization
- ◇ Punctuality
- ◇ Consideration for the client's preferences
- ◇ Professionalism
- ◇ Personal neatness
- ◇ Respect for clients' needs
- ◇ Respect for the client's budget
- ◇ Attention to the quality of work
- ◇ Attention to client satisfaction
- ◇ Concern for providing a balanced diet
- ◇ Attention to hygiene and safety



Elements of the skill	√	Initials of the apprentice and the workplace trainer
8A Create menus		
8A.1 Wear appropriate attire	_____	
8A.2 Greet the client	_____	
8A.3 Plan the meals with the client and determine the portions	_____	
8A.4 Determine what dishes you are going to prepare and choose the recipes	_____	
8A.5 List the ingredients needed according to the menu chosen by the client	_____	
8A.6 Check availability and freshness of ingredients supplied by the client that are needed for the planned menu	_____	
8A.7 Identify suitable substitutes as needed	_____	_____
8B Prepare the meals for cooking		
8B.1 Check and ensure the cleanliness of the work surface	_____	
8B.2 Defrost food as needed	_____	
8B.3 Prepare the work surface	_____	
8B.4 Handle kitchen tools, appliances and equipment	_____	
8B.5 Prepare and season the food as called for in the recipe	_____	_____
8C Cook the prepared meals		
8C.1 Select and prepare the equipment you need for cooking prepared meals	_____	
8C.2 Cook the food that has been properly prepared	_____	_____
8D Preserve the food that has been prepared		
8D.1 Select the appropriate storage containers for the food that is to be preserved	_____	
8D.2 Place food in containers and store	_____	_____

Elements of the skill	√	Initials of the apprentice and the workplace trainer
8E Maintain the workspace and equipment		
8E.1 Clean the work surface	_____	
8E.2 Clean and store tools, appliances and equipment used	_____	_____

Context of the Apprenticeship

1. CLOTHING, SAFETY EQUIPMENT AND HYGIENE PRODUCTS USED:

- ◇ Appropriate clothing, according to organizational policy
- ◇ Closed shoes with nonskid soles, according to organizational policy
- ◇ Surgical gloves
- ◇ Apron
- ◇ Hairnet

2. LEARNING IS SUPPORTED BY DOCUMENTATION PROVIDED BY THE ORGANIZATION. EXAMPLES INCLUDE:

- ◇ Policy on Preparing Cooked Meals
- ◇ Organization Dress Code
- ◇ Customer Service Policy
- ◇ Policy on Telephone Contact with the Client
- ◇ Guidelines and Rules of Conduct on Greeting the Client
- ◇ Policy Concerning Client Service Agreements for Preparing Cooked Meals
- ◇ Policy Concerning How to Enter the Client's Home
- ◇ Policy on Hygiene and Sanitation
- ◇ Policy on Health and Safety at Work
- ◇ Needs Assessment/Service Agreement
- ◇ New Client Form
- ◇ ASSTSAS Prevention Checklist
- ◇ Key Authorization Form
- ◇ Alarm System Code
- ◇ Home Security Service Emergency Number

OTHER DOCUMENTS, IF ANY:

- ◇
- ◇
- ◇

3. LEARNING TAKES PLACE BY USING THE FOLLOWING TOOLS, APPLIANCES AND EQUIPMENT:

- ◇ Knives
- ◇ Preservation or freezing containers (flat or Ziplocs)
- ◇ Spoons
- ◇ Peeler
- ◇ Whisk
- ◇ Ladle
- ◇ Pots, casserole dishes and other baking dishes
- ◇ Colander
- ◇ Potato masher
- ◇ Cutting board
- ◇ Grater
- ◇ Rolling pin
- ◇ Spatulas
- ◇ Measuring cups

4. LEARNING TAKES PLACE BY USING THE FOLLOWING RESOURCES:

- ◇ Canada's Food Guide;
- ◇ Recipe books.

5. LEARNING TAKES PLACE BY APPLYING THE FOLLOWING COOKING AND PREPARATION TECHNIQUES:

- ◇ Menu planning
- ◇ Kitchen organization and upkeep
- ◇ Basic preparations (sauces, broth, etc.)
- ◇ Defrosting techniques
- ◇ Cooking techniques
- ◇ Soups
- ◇ Meat
- ◇ Poultry
- ◇ Fish
- ◇ Fruits and vegetables
- ◇ Pasta and rice
- ◇ Desserts
- ◇ Preservation techniques (vacuum, refrigeration, and others)
- ◇ Freezing and defrosting techniques
- ◇ Cutting techniques
- ◇ Techniques for disinfecting work tools and cooking equipment

6. LEARNING TAKES PLACE BY APPLYING PREVENTION AND SAFETY TECHNIQUES DESIGNED TO REDUCE THE RISKS RELATED TO:

- ◇ Work methods;
- ◇ The use of potentially hazardous foods;
- ◇ Sources of food poisoning;
- ◇ Cooking equipment and accessories that are unclean or not working properly;
- ◇ Sanitary conditions of the working environment.

7. LEARNING TAKES PLACE BY APPLYING THE FOLLOWING HYGIENE AND SANITATION TECHNIQUES:

- ◇ Hand washing;
- ◇ Cleaning and sanitizing work surfaces;
- ◇ Disinfecting work tools;
- ◇ Handling food;
- ◇ Preventing cross contamination.

Mastery of the Skill

CONDITIONS

- ◇ Under conditions similar to a client's home.
- ◇ Demonstrating autonomy in carrying out the work.
- ◇ Using materials, equipment and products commonly found at the client's.
- ◇ Based on documentation and training on cooking techniques and safe working methods.
- ◇ Based on training received on hygiene and sanitation techniques.

CRITERIA

- ◇ Respect the service agreement agreed between the organization and the client.
- ◇ Comply with the organization's quality standards and with the time allotted for each task.
- ◇ Apply culinary techniques.
- ◇ Wear personal protection accessories and clothes and appropriate hygiene accessories.
- ◇ Apply hygiene and disinfection standards.
- ◇ Apply prevention rules for preventing risks associated with tasks performed and products used.
- ◇ Apply safe work rules and practices.
- ◇ Clean material and equipment after use.
- ◇ Properly store materials, products and equipment.

RESULTS OBTAINED

Quality, nondietetic meals cooked, prepared and stored according to the client's needs and preferences.

**The undersigned confirm that
the Module 8 skill has been mastered**

“Be able to prepare nondietetic meals”

Apprentice's signature _____

Workplace Trainer's signature _____

Employer's signature _____

Date _____

TABLES

Apprentice:	Emploi-Québec Booklet No.:
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WORKPLACE LEARNING PROGRAM

MODULE	LEARNING PROFILE		MONITORING OF LEARNING		
	To be mastered	To be verified	Signature of Emploi-Québec representative	Date	Agreement (no.)
REQUIRED					
1. Work Organization					
2. General Housekeeping					
3. Washing Household Clothes and Linens					
4. Shopping For and Preparing Nondietetic Meals					
5. Client Communication and Support					
6. Concluding the Service at the Client's					
OPTIONAL					
7. Seasonal Housekeeping (Spring Cleaning)					
8. Preparing Nondietetic Meals					

EMPLOYER INFORMATION		
Name		
Address		
City	Postal code	Telephone
Workplace trainer		
Agreement	Start	End

EMPLOYER INFORMATION		
Name		
Address		
City	Postal code	Telephone
Workplace trainer		
Agreement	Start	End

EMPLOYER INFORMATION		
Name		
Address		
City	Postal code	Telephone
Workplace trainer		
Agreement	Start	End