

CCA Competency Framework

SECTION OF THE CCA OCCUPATIONAL STANDARDS OF PRACTICE

CCA Competency Framework Introduction

The CCA is a certified professionally designated occupation in Nova Scotia. The CCA Occupational Standards of Practice (CCA OSoP) defines the occupation and sets benchmark expectations of the role, responsibilities, and qualification requirements of the CCA. A key component of the CCA OSoP is the CCA Competency Framework (the Framework).

Purpose: this document is a **high-level visual** of the competencies of a CCA that are detailed in the CCA OSoP.

This document is intended to be used as a **visual summary for identifying the CCA competencies.**

For details relating to the certification process, occupational levels, roles, practice context and conditions, functional competencies, and limitations please refer to the CCA OSoP.

CCA Occupational Levels

CCAs provide care within certain occupational levels which impacts their roles, responsibilities, and practice application in the workplace. Occupational levels are used to define the occupation, differentiate competencies and responsibilities across a care team, and to align training.

CCAs **complete** skills and tasks that fall within the following occupational levels:

- **Understand**
- **Follow**
- **Observe**
- **Document**
- **Report**
- **Administer**
- **Guide**

CCAs **do not** complete skills and tasks that fall within the following occupational levels:

- **Assessing**
- **Analyzing**
- **Evaluating**
- **Creating**

What is a Competency Framework ?

A **competency** is a group of related knowledge, skills, behaviors, and attitudes that are required for successful job performance.

- **Knowledge:** theoretical and practical understanding
- **Skills:** practical abilities needed to apply knowledge and to perform tasks. There are essential skills and technical skills.
- **Behaviours:** observable actions that demonstrate the competency in practice
- **Attitudes/attributes:** mindset or approach that shapes behaviour

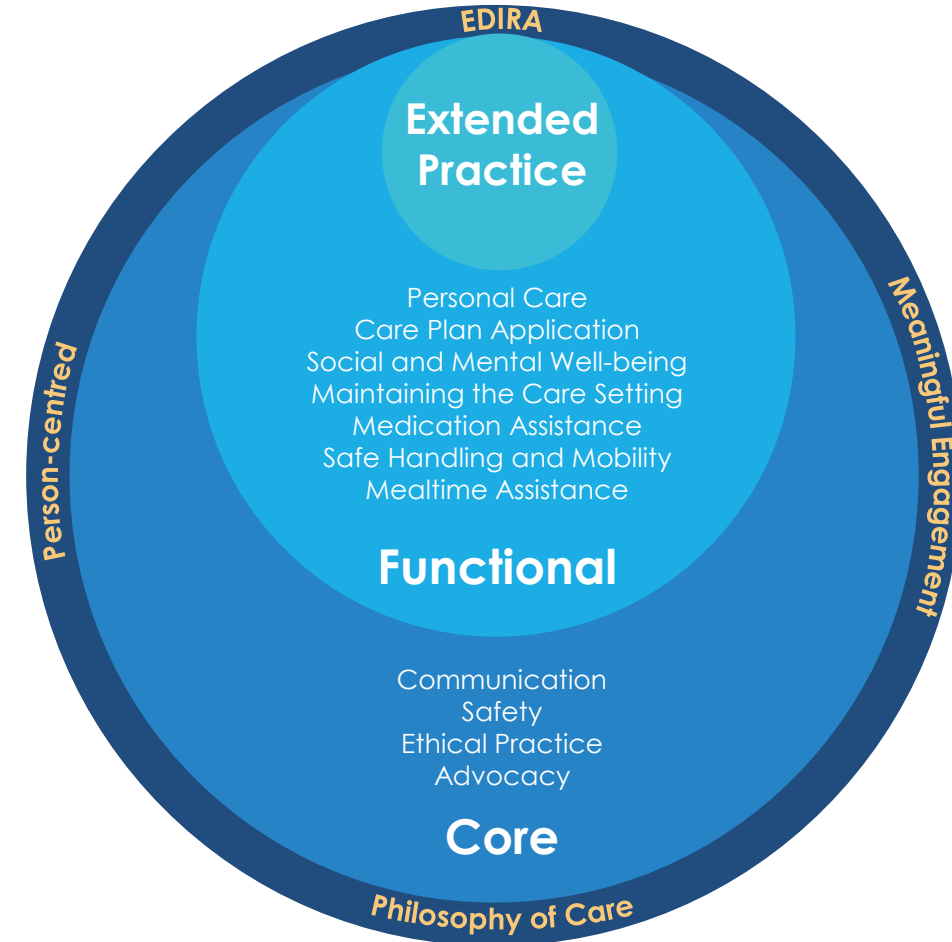
A **competency framework** is a tool that's used to define the knowledge, skills, behaviors, and abilities of the overall organization as well as the roles within the organization.

Why is it important?

- ✓ Defines an occupation
- ✓ Enhances recruitment and retention
- ✓ Identifies areas for professional development
- ✓ Aligns training and development programs
- ✓ Promotes employee growth and identifies areas for workforce optimization
- ✓ Focuses on competencies that identifies capability over restricting the completion of tasks and skills

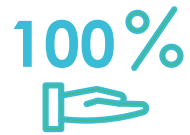
Components of the Competency Framework

- **Philosophy of Care:** approach to care delivery for the entire care team.
- **Core competencies** identify the required competencies for the entire care team, regardless of position, and are required competencies throughout continuing care. They are pivotal in developing the abilities for how one performs within an organization and role.
- **Functional competencies** are role specific competencies are used to define a profession identifying what is required to be successful in a specific role. These can be both shared across similar roles in a care team or be specific to the role.
- **Job Functions** are the primary roles and responsibilities of a specific role that represents the overarching set of activities that are performed by the specific team member.
- **Occupation Indicators** are observable and are used to demonstrate how a competency (knowledge, skills, behaviours, attitudes) are applied in practice. They indicate the higher occupational action, skill, or task to encompass the lower occupational indicators.
- **Extended practice** provides additional flexibility to develop advanced proficiencies or new competencies. Extended practice is assignment and is not a delegated task.



Applying the Competency Framework

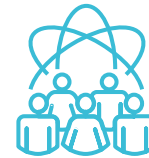
CCAs are **trained and qualified as generalist with entry-level proficiency**. Depending on the environment in which a CCA works some competencies and skills will be used more frequently than others. **Regardless of the environment, a CCA is trained to have the capability to perform to their full standards.**



A **certified** CCA has developed the **capability to work to full standards** of the Framework and a CCA **should be utilized** to their full standards.



Different environments provide various opportunities for a CCA to demonstrate competencies. Employers should always seek opportunities to utilize CCAs to their full standards.



Various conditions and opportunities to demonstrate a competency could be due to demand or need, accessibility of equipment or devices, degree of working autonomously, or care team contributors.



Regardless of frequency in practicing and demonstrating a skill/task a certified CCA has the capability to re-fresh, acquire, and develop all CCA competencies.

Practice Philosophy and Core Competencies

The holistic philosophy of care has been integrated into the Competency Framework to equip CCA's with the knowledge, skills, behaviours, and abilities needed to provide care that is person-centred, creates and fosters meaningful engagement, and focuses on equity, diversity, inclusion, reconciliation and accessibility (EDIRA). Core competencies define *how* a CCA provides and maintains the philosophy of care in Nova Scotia. The CCA continuously develops these core competencies to provide them with the knowledge, skills, behaviours, and attitudes needed to provide the holistic philosophy of care to Nova Scotian's.

Philosophy of Care

EDIRA

EDIRA is a philosophy and values-based approach to care that promotes equity, diversity, inclusion, reconciliation and accessibility. EDIRA promotes a person's independence, individuality, control, and agency throughout all aspects of care. By embracing diversity of experiences, backgrounds, and identities the approach to care is founded on fostering and providing inclusivity.

Person-Centred Care

Person-centred is honoring the uniqueness of each person recognizing their autonomy, preferences, and life experiences. Person-centred care is guided by a deep respect for the dignity and individuality of each person placing the person at the center for all care decisions and interventions. Each person is prioritized in decision-making processes and engaged with to empower them to make choices and participate in all aspects of their care.

Meaningful Engagement

Meaningful engagement is essential for promoting well-being and enhancing quality of life. Meaningful engagement is provided through every interaction with persons from socialization, personal care, care plan application, to assisting with mobility and beyond. Through engagement a vibrant and supportive community is created where people feel valued, connected, and empowered to live life to the fullest.

Core Competencies

Communication

The knowledge, skills, behaviours and ability to receive, understand, consider, and share information and ideas through speaking, listening, and interacting with others. It is conveying information, thoughts, and emotions effectively and respectfully through verbal, non-verbal, and written means. It includes active listening, using clear and concise language, approaching with empathy and compassion, and being diversity sensible.

Safety

The knowledge, skills, behaviours, and ability to identify, mitigate and prevent potential hazards, risk, and dangers in the care setting that are environmental, physical, emotional, and psychological. Safety informs and guides the overall approach to all care interactions and extends beyond traditional risk management, infection control, safe handling, and emergency preparedness to include the emotional and mental wellbeing of all persons within the care setting.

Ethical Practice

The knowledge, skills, behaviours, and ability to uphold standards of integrity, accountability, and ethical conduct in all interactions. Ethical practice is the ability to recognize, reflect, behave, and navigate complex environments and situations by establishing boundaries, responding respectfully, maintaining confidentiality, recognizing when to report and escalate, and adhering to the CCA Standards of Practice, Competency Framework, Healthcare legislation, and employer policies.

Advocacy

The knowledge, skills, behaviours, and abilities to promote and safeguard the rights, interests, and wellbeing of all persons, including the self. It includes the awareness of rights and ability to build trusting open relationships that create safe supportive environments. The CCA supports in identifying barriers, challenges, and risks recognizing when to report and escalate to ensure safe fair and equitable care for all persons.



Essential Skills and Behaviours

In a competency framework essential skills, behaviours and attitudes are defined as the underlying foundation required for the development and application of knowledge and skills necessary for successfully demonstrating a competency and performing in a particular role. Essential skills are components of a competency which are required to learn, to develop technical skills, and to develop the capability to apply a competency. Behaviours and attitudes are components of a competency which are observable and demonstrates how an individual applies and uses competencies in practice.

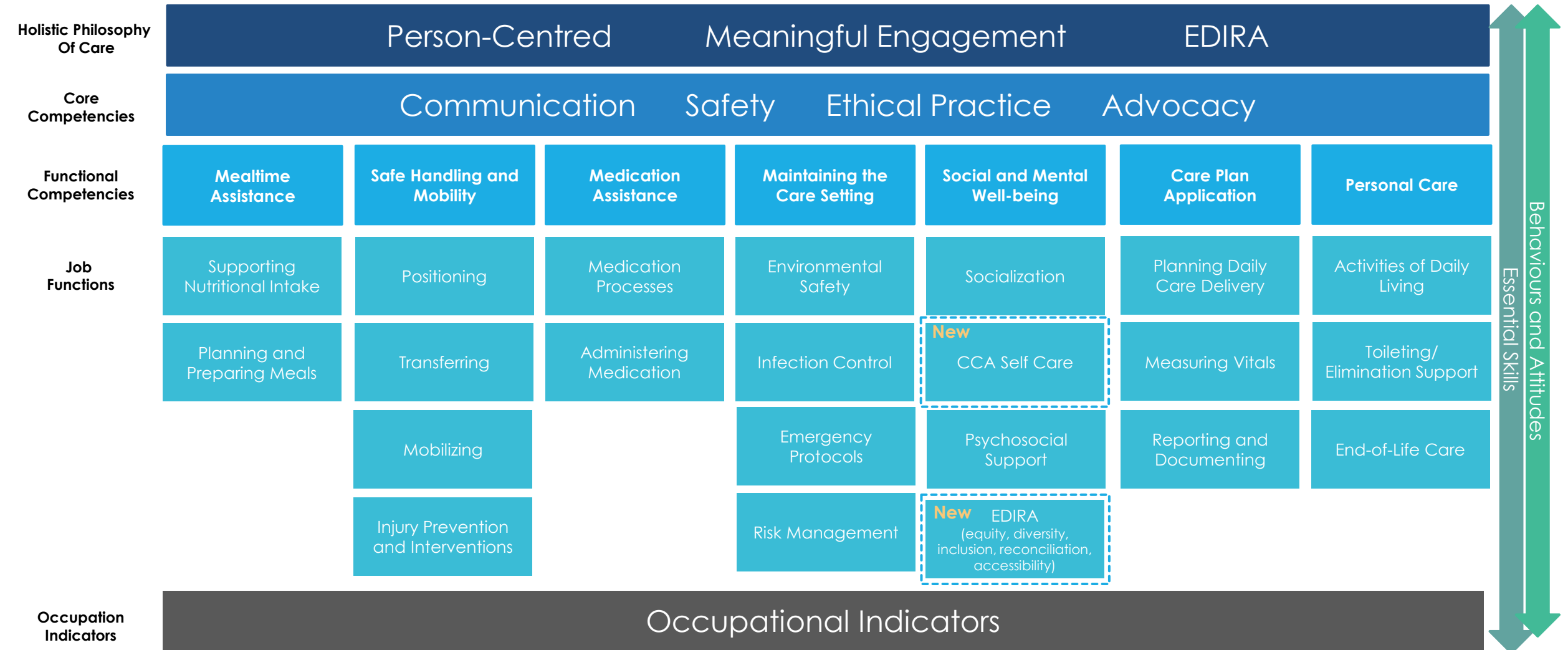
Essential Skills		
Interpersonal Communication	Collaboration	Self-Awareness
Decision Making	Adaptability	Resilience
Cultural Humility	Attention to Detail	Time Management
Critical Thinking	Problem-Solving	

Essential Skill defined in CCA OSoP

Behaviours and Attitudes		
Demonstrates care and respect towards others	Shows compassion and cultural sensitivity to a persons' needs, preferences, and emotions	Communicates effectively and respectfully verbally and non-verbally
Advocates for a persons' needs, preferences, and changes in condition verbally and in writing using appropriate language and reporting processes	Establishes and maintains an individualized approach to care through EDIRA and person-centred communication	Displays a positive, friendly, helpful, courteous attitude
Applies critical thinking by identifying a problem, gathering information, evaluating the information, and formulating a decision for action	Adapts effectively to change with a positive attitude	Applies stress management techniques by recognizing how one's approach, values and preferences impact care
Engages in continuous learning by advocating for learning opportunities to continuously enhance skills and knowledge	Respects confidentiality through honesty, ethics, and reliability	Applies time management strategies through punctuality, preparedness, and prioritizing workloads
Applies health related knowledge when assessing and providing care in accordance with the CCA Standards of Practice	Promotes independence by supporting individual capabilities, needs, and preferences	Functions as an effective team player that actively contributes, offers support, and is dependable and accountable

Competency Framework

The revised CCA competency framework displays the integration of the holistic philosophy of care, core competencies, functional competencies, job functions, and the technical skills and tasks of a CCA. This framework identifies the CCA's area of expertise and how they contribute to the care of Nova Scotian's.



Competency Framework

Philosophy of Care	Person-Centred		Meaningful Engagement		EDIRA	
Core	Communication		Safety	Ethical Practice	Advocacy	
Functional	Mealtime Assistance		Safe Handling and Mobility			
Job Functions	Supporting Nutritional Intake	Planning and preparing Meals	Positioning	Transferring	Mobilizing	Injury Prevention and Interventions
Occupation Indicators	Assisting with feeding (partial and complete)	Following therapeutic diets and culturally appropriate meal requirements	Applying positioning techniques	Applying transferring techniques	Applying range of motion exercises	Preventing and/or responding to falls
	Assisting with adaptive feeding devices	Promoting nutrition and healthy eating habits	Assisting with positioning equipment	Assisting with transferring equipment	Assisting with ambulation	Applying skin integrity protocols
	Preventing and/or responding to choking	Following food handling guidelines			Assisting with mobility equipment	Applying skin integrity procedures
		Supporting co-planning and preparing meals				
		Preparing food				
		Cooking food				



Competency Framework

Philosophy of Care	Person-Centred		Meaningful Engagement		EDIRA	
Core	Communication		Safety	Ethical Practice	Advocacy	
Functional	Medication Assistance		Maintaining the Care Setting			
Job Functions	Medication Processes	Administering Medication	Environmental Safety	Infection Control	Risk Management	Emergency Protocols
Occupation Indicators	Applying the rights of medication	Applying non-medicated drops	Collecting, sorting and disposing of waste	Identifying and applying PPE	Identifying risk	Supporting emergency assessments
	Understanding medication routes, forms, types, packaging, storage	Applying medicated drops	Maintaining environmental safety	Identifying infection control risks	Mitigating risk	Applying emergency interventions
	Recognizing changing needs/symptoms	Applying medicated creams	Navigating expectations of family and person	Implementing infection control protocols	Responding to risk	
		Applying medicated ointments	Applying disinfecting techniques	Handling hazardous materials	Respecting client's right to live with risk	
		New *Assisting with opening medication	Applying cleaning techniques	Handling biohazardous materials	Following restraint protocols	
			Disposing of sharps	New Applying Employer Policies and Procedures		



*Assisting with opening medication: when specified in the care plan a CCA can assist a person in care **to open** a prescribed daily routine medication should the individual not be able to complete the task independently. A CCA has the capability to complete sub tasks such as handing over bottles/packages, reading labels, providing verbal reminders, offering water.

Competency Framework

Philosophy of Care	Person-Centred			Meaningful Engagement		EDIRA	
Core	Communication			Safety	Ethical Practice	Advocacy	
Functional	Social and Mental Well-being				Care Plan Application		
Job Functions	Socialization	New CCA Self-Care	Psychosocial Support	New EDIRA (equity, diversity, inclusion, reconciliation, accommodation)	Planning Daily Care Delivery	Measuring Vitals	Reporting and Documenting
Occupation Indicators	Creating meaningful engagement	Promoting self-care	Understanding psychosocial needs	Creating and fostering psychological safety	Participating in care planning	Blood pressure	Recognizing when to escalate a change in condition/situation
	Supporting appropriate preferences/activities		Understanding mental health disorders	*Providing culturally competent and safe specific care	Observational point of care assessment	Temperature	Following documentation guidelines
	Supporting participation in recreational/social activities		Recognizing psychosocial needs	Neuro-affirming care	Adapting approaches to care	Oxygen levels	Documenting care provided
			Responding to changing psychosocial needs		Applying the care plan	Pulse	Reporting risk and incidents
			Implementing planned interventions and strategies for behaviour expressions		New Following personal directives	Respirations	Reporting abuse
					Conducting skin integrity checks	Weight	Supporting data collection
					Participating in skin integrity assessments		



Essential Skills

Behaviours and Attitudes

*Providing culturally competent and safe care: in alignment with the philosophy of care this is the skill/task of providing care that is appropriate and aligned with the person in cares culture and preferences. CCA's will continue to develop this skill as they experience cultures through on-the-job training.

*Observational point of care assessment: in alignment with the CCA occupational levels the CCA can perform observation assessments, point of care assessments (POC), and are not permitted to conduct any assessments that reside within the nursing competency of assessing, interpreting, analyzing, or evaluating such as nursing, resident, and/or health related assessments.

Competency Framework

Philosophy of Care	Person-Centred			Meaningful Engagement		EDIRA
Core	Communication		Safety	Ethical Practice	Advocacy	
Functional	Personal Care					
Job Functions	Activities of Daily Living		Toileting/ Elimination Support		End-of-Life Care	
Occupation Indicators	Assisting with dressing		*Providing incontinence care		*Supporting end-of-life	
	Assisting with hair care and washing					
	Assisting with oral care		Implementing toileting programs: bowel and bladder		*Supporting end-of-life culture and religious customs	
	Assisting with full and partial bathing					
	Nail trimming and care (toes and fingers)		Providing urinary catheter care		*Providing post-mortem care	
	Applying prosthetics/orthotics/ assistive devices		Providing ostomy care		Supporting the family needs and engagement	
	Assisting with glasses/hearing aids/wigs					
	Applying compression/anti-embolism garments		Collecting specimens			
	Providing perineal care					
	*Handling oxygen therapy equipment					
	Applying/adjusting face masks and nasal prongs					



*Nail trimming and care: not permitted to provide assistance for individuals with diabetes.

*Handling oxygen therapy equipment: includes moving oxygen therapy equipment around or between rooms, following emergency oxygen equipment procedures (turning on/off devices). Adjusting oxygen flow rates is outside the OSoP of a CCA but can be a client-specific or delegated task from a regulated health care professional in alignment with employer policies and procedures.

*Providing incontinence care: includes person specific checks/rounds, checking for incontinence issues, providing personal care for incontinence-related needs such as changing and cleaning, and/or completing client-specific or delegated tasks from a regulated health care professional (such as suppositories).

*Supporting end-of-life: a CCA follows the request and needs of a person in care through end-of-life by following the care plan and communicating with regulated health care professionals to meet the request and needs of the family and the person in care. This can include a variety of tasks that are completed to support end-of-life that align with employer policies and regulated professionals.

*Supporting end-of-life culture and religious customs: aligns with the philosophy of care and is a person in care specific task based on the identified needs and customs of the person. The CCA will develop proficiencies across cultures through on-the-job training to provide specific cultural and religious customs to support end-of-life.

*Providing Post-mortem care: a CCA completes various tasks from engaging with family members, completing personal care tasks from wiping and cleaning of a body, brushing hair, and shaving, etc. A CCA is following personal care directives, care plan, and employer policies under the supervision of a regulated health care professional.