



Personal Care Aide Context Guide - Bathing Support

Context-Specific Interpretation of the PCA Whole Quality Standard - Core

AMSI CONTEXT GUIDE PAB1

(Informative)

Revision 1.0 - Second Draft Edition - Updated August 2026

AMERICAN SUPPORT STANDARDS INITIATIVE

Foreword

Bathing is an ordinary part of daily life, but receiving help with bathing can be one of the most personal forms of support.

A Personal Care Aide may help prepare the bathing area, assist with movement, washing, rinsing, drying, dressing, hygiene, or the use of authorized equipment.

The work may look simple when described as a list of bathing tasks.

But the quality of bathing support depends on more than whether a bath or shower was completed.

Water, wet surfaces, movement, temperature, privacy, bodily exposure, hygiene, communication, and the person's changing condition can all affect what happens during one bathing episode.

The same task may be performed safely or unsafely, respectfully or disrespectfully, with the right level of help or with too much or too little assistance.

For this reason, the quality of bathing support cannot be understood from task completion, documentation, or absence of an incident alone.

This Guide therefore asks a practical question:

How should the PCA1 Core be applied to bathing support?

The Guide keeps the same PCA1 Core Quality Factors and Core Quality Indicators and applies them to the actual conditions of bathing support.

It provides bathing-specific Quality Outcome Criteria and identifies relevant conditions, risks, evidence, and limitations needed to examine the support responsibly.

The sections that follow develop this application step by step.

Table of Contents

Foreword..... 2

1. Scope and Purpose 4

 1.1 Scope 4

 1.2 Purpose..... 4

 1.3 Relationship to PCA1 4

 1.4 Governing Concepts and Occupational Reference..... 5

 1.5 Determination, Verification, and Claims 5

 1.6 Intended Users 5

 1.7 Relationship to Other PCA Contexts 5

2. Bathing Support Context and Quality Object 5

 2.1 Bathing Support Context..... 5

 2.2 What Bathing Support May Include..... 6

 2.3 What Is the Support Expected to Help Achieve? 6

 2.4 What Makes Up the Bathing Support Service?..... 6

 2.5 Describing the Quality Object..... 7

 2.6 Service Period and Support Arrangement 7

 2.7 How the Support May Be Provided 7

2.8 Context Variability	7
2.9 Structural Checkpoints	7
2.10 How Bathing Support Can Fail in This Context.....	8
2.11 Critical Conditions and Uncertainty	8
3. Boundaries, Interfaces, Responsibilities, and Reference Sources	8
3.1 Support Service Boundary	8
3.2 Internal Boundaries and Interfaces	9
3.3 External Boundary and Interfaces.....	9
3.4 Roles and Responsibilities	9
3.5 Equipment and Technology	9
3.6 Reference Sources	9
3.7 Assumptions, Uncertainty, and Unresolved Conditions	10
3.8 Quality Claim Boundary	10
4. Context-Specific Application of the PCA1 Core Quality Factors, Core Quality Indicators, and Quality Outcome Criteria.....	10
4.1 General	10
4.2 Factor 1 — Protection from Foreseeable Harm	11
4.3 Factor 2 — Maintenance of Health and Bodily Integrity.....	13
4.4 Factor 3 — Support for Daily-Life Functioning	16
4.5 Factor 4 — Respect for Personhood and Autonomy	18
4.6 Factor 5 — Timely Recognition and Escalation of Risk	21
4.7 Factor 6 — Continuity and Accuracy of Support-Relevant Information.....	23
4.8 Factor 7 — Control of Infection and Contamination Risks	26
4.9 Factor 8 — Practice and Judgment Within Functional Scope.....	29
5. Evidence, Findings, Factor Interpretation, and Quality State Determination	31
5.1 Determination Sequence.....	31
5.2 Evidence Sources	32
5.3 Evidence Sufficiency, Contrary Evidence, and Uncertainty	32
5.4 Evidence-Supported Findings.....	32
5.5 Quality Factor Interpretation.....	32
5.6 Critical-Condition and Non-Compensability Review.....	32
5.7 Bathing-Specific Critical Service Conditions	32
5.8 Establishing the Support Service Quality State.....	33
5.9 Absence of Observed Failure.....	33
6. Verification, Claims, and Continued Validity	33
6.1 Relationship to SCM1	33
6.2 Support Service Quality Claim Statement.....	33
6.3 Claim Limits.....	33
6.4 Continued Validity	33

6.5 Prohibition of Implied or Rolling Claims	33
7. Non-Prescriptive Interpretation and Reference-Layer Limits	34
7.1 Non-Prescriptive Interpretation	34
7.2 Limits of Task Completion.....	34
7.3 Limits of Documentation and Compliance.....	34
7.4 Care Direction, Person-Directed Instruction, and Actual Conditions.....	34
7.5 Training, Competence, and Authorization.....	34
7.6 Technology and Equipment Limits	34
Annex A (Informative) - Bathing Support Structural Checkpoint Checklist	34
Annex B (Informative) - Bathing Support Service Quality Object Illustration	35
Annex C (Informative) - Illustrative PAB1 Evidence Plan Elements	36
Annex D (Informative) - Illustrative Claim Statement Elements	37
Copyright and Use Notice	37

1. Scope and Purpose

1.1 Scope

This Context Guide applies the PCA1 Core Standard to Personal Care Aide bathing support.

Bathing support may include preparation of the bathing area and supplies; movement to and from the bathing area; entry, positioning, washing, cleansing, rinsing, drying, dressing, and related hygiene support; observation; communication; and role-appropriate escalation within the authorized PCA Support Role and Functional Scope.

The Guide may be applied in private homes, community residences, residential settings, institutional settings, or other locations where PCA bathing support is provided.

The actual support may differ from person to person and from one bathing setting to another.

This Guide does not prescribe one bathing technique, transfer method, equipment choice, clinical procedure, staffing model, or service-delivery method.

1.2 Purpose

The purpose of this Guide is to make the PCA1 Core usable in bathing support.

The Guide asks:

What does each PCA1 Quality Indicator mean when support is being provided for an actual bathing activity?

To answer this question, the Guide keeps the PCA1 Core unchanged and provides the bathing-specific details needed to apply it.

These details include the bathing context, relevant conditions and risks, bathing-specific Quality Outcome Criteria, possible evidence sources, and limitations that may affect the Quality State determination or claim.

The Guide does not create a different PCA Core Standard.

1.3 Relationship to PCA1

PCA1 establishes the common Core for Personal Care Aide support services.

It establishes the eight Core Quality Factors and thirty-two Core Quality Indicators that remain applicable across different PCA support contexts.

This Guide applies those same Factors and Indicators to bathing support.

It does not rename, replace, omit, or redefine them.

Where this Guide and PCA1 are interpreted differently, PCA1 governs.

1.4 Governing Concepts and Occupational Reference

This Guide uses the concepts and vocabulary established by the Whole Quality Institute and the American Support Standards Initiative.

The Whole Quality Institute Foundational Articles introduce the underlying ideas used in the Guide, including the Quality Object, Intended Function, Boundary, Interface, Scale and Resolution, Quality Factors, Quality Indicators, Evidence, and Quality State.

AMSI ORF1 provides the occupational reference used to distinguish the Personal Care Aide Support Role, Functional Scope, and related responsibilities.

A job title, payer category, program name, household arrangement, or service label does not by itself determine what the Personal Care Aide is authorized or responsible to do.

The actual functions, responsibilities, authorization, and important interfaces shall remain clear for the support service being examined.

1.5 Determination, Verification, and Claims

This Guide provides bathing-specific criteria and evidence considerations for applying PCA1.

AMSI SCM1 governs the more detailed method for Evidence evaluation, Quality State determination, verification, claim decisions, continued validity, and third-party certification where a separately authorized scheme applies.

Use of this Guide by itself does not constitute certification.

1.6 Intended Users

This Guide may be used by:

- Persons Receiving Support and their authorized representatives;
- Personal Care Aides and other Support Workers;
- provider organizations, supervisors, program administrators, and quality personnel;
- consumer-directed programs, payers, commissioning parties, and oversight bodies;
- evaluators, researchers, standards developers, regulators, and advocates; and
- other parties who need to understand or examine the quality of bathing support.

1.7 Relationship to Other PCA Contexts

Bathing support does not exist in isolation.

It may interact with mobility support, dressing and grooming, toileting, skin care, medication assistance, healthcare direction, equipment support, family assistance, or other services.

Those connections may be important to the quality of bathing support without automatically becoming part of the Bathing Support Quality Object.

Where another Context Guide is also used, each Guide retains its own defined scope.

Use of more than one Guide does not automatically combine separate Quality Objects or enlarge a Quality Claim.

2. Bathing Support Context and Quality Object

2.1 Bathing Support Context

Before examining the quality of bathing support, the actual person, bathing activity, and setting must be understood.

Bathing support may involve a shower, tub bath, seated bath, bed bath, partial bath, sink-based hygiene, or another authorized arrangement.

The context may include water and wet surfaces, temperature, movement and transfers, physical assistance, privacy and bodily exposure, hygiene and contamination conditions, equipment, communication, timing, pacing, and changes in the person's condition or abilities during the bathing episode.

These conditions form the bathing context in which the PCA support is examined.

2.2 What Bathing Support May Include

Depending on the person's needs and the authorized support arrangement, Bathing Support Work may include:

- preparing the bathing area, supplies, clothing, and authorized equipment;
- communication, consent confirmation, sequencing, cueing, and pacing;
- assistance with movement to and from the bathing area and with entry, positioning, or exit;
- support during washing, cleansing, rinsing, drying, dressing, and related hygiene activities;
- protection of privacy, bodily dignity, comfort, and personal preferences;
- observation of conditions relevant to safety, bodily integrity, functioning, hygiene, or support tolerance;
- handling clean and soiled materials within Functional Scope;
- communication, assistance seeking, documentation, and role-appropriate escalation; and
- other authorized Bathing Support Work included in the declared Quality Object.

These examples do not prescribe one task sequence, technique, or service-delivery method.

2.3 What Is the Support Expected to Help Achieve?

The basic question is:

What is the bathing support expected to help the person do, maintain, or experience?

The principal Intended Function is to provide personalized assistance that enables the person to participate in or receive bathing and related hygiene support safely, respectfully, and consistently with the person's needs, abilities, rights, preferences, choices, and goals.

Expected results may include:

- a hygienic and comfortable condition;
- safe and respectful completion or appropriate discontinuation of the bathing episode;
- preserved skin, joints, bodily integrity, privacy, and dignity;
- appropriate participation, choice, and autonomy;
- controlled infection and contamination risks;
- timely recognition and communication of relevant changes; and
- Support Work performed within the authorized PCA Support Role and Functional Scope.

2.4 What Makes Up the Bathing Support Service?

The support service exists through the relationship between the work performed and what happens as a result.

Bathing Support Work + Bathing Support Result = Bathing Support Service

This relationship is conceptual rather than arithmetic.

Completion of Bathing Support Work does not by itself demonstrate that the expected result was achieved.

A completed bath may coexist with avoidable harm, loss of dignity, unresolved risk, contamination, inappropriate assistance, or support outside Functional Scope.

2.5 Describing the Quality Object

Before quality is examined, it must be clear what Bathing Support Service is being considered.

The description should make clear, as applicable:

- the Person Receiving Support;
- the Personal Care Aide and other included Support Workers;
- the Bathing Support Work included;
- what the support is expected to help achieve;
- the bathing setting and relevant environmental conditions;
- the relevant supplies, equipment, and technology;
- the Service Period or Bathing Support Episode;
- the Support Service Arrangement;
- important responsibilities and role limits;
- important connections with people or systems outside the service;
- applicable requirements; and
- the evidence available for examining the support.

The amount of detail needed depends on the service and the determination being made.

2.6 Service Period and Support Arrangement

Quality is always determined for a defined period of time.

The Service Period may be one interaction, one Bathing Support Episode, a recurring series of episodes, an authorization period, or another sufficiently defined period.

A determination based on one isolated episode shall not automatically be treated as representing repeated bathing support.

The Support Service Arrangement describes how the bathing support is authorized, organized, directed, coordinated, and provided.

Different arrangements may be appropriate for different people and settings.

The arrangement does not change the PCA1 Core Quality Factors or Core Quality Indicators.

2.7 How the Support May Be Provided

Bathing support may be provided in different ways.

It may include direct physical assistance, prompting, standby support, adaptive equipment, coordinated support, or combinations of these approaches.

No one approach is automatically better than another.

The important question is whether the approach works appropriately for the person, bathing activity, setting, and period being examined.

2.8 Context Variability

Bathing support varies from one person and setting to another.

Differences may include the person's abilities, communication, health conditions, support tolerance, preferences, culture, environment, equipment, staffing arrangement, Service Period, and other circumstances.

These differences may change the applicable Quality Outcome Criteria and evidence.

They do not change the PCA1 Core Quality Factors or Core Quality Indicators.

2.9 Structural Checkpoints

Before detailed Factor interpretation begins, it must be clear enough what Bathing Support Service is being examined.

Structural Checkpoints provide this completeness check.

They ask whether the following are sufficiently clear:

- the Quality Object and purpose of the determination;
- the person and included Support Workers;
- the Bathing Support Work and expected results;
- the Service Period and Support Service Arrangement;
- the bathing environment and relevant supplies, equipment, or technology;
- important responsibilities, role limits, boundaries, and interfaces;
- applicable external requirements;
- the evidence basis and important uncertainty; and
- the intended scope of any Quality Claim.

A Structural Checkpoint does not determine whether the bathing support is good or bad.

If important parts of the Quality Object remain unclear, the description or proposed determination shall be refined before proceeding.

2.10 How Bathing Support Can Fail in This Context

Bathing support can fail or weaken in recurring ways.

These may include:

- wet-surface, temperature, lighting, drainage, clutter, or other environmental hazards;
- movement, transfer, positioning, balance, or equipment problems;
- avoidable pain, discomfort, skin injury, joint strain, fatigue, or other bodily stress;
- loss of privacy, consent, dignity, choice, autonomy, or effective communication;
- hygiene, infection, contamination, or clean-soiled separation problems;
- inaccurate, incomplete, delayed, or lost support-relevant information;
- support outside the authorized PCA Support Role or Functional Scope;
- equipment, supply, technology, timing, or continuity problems; and
- evidence too weak or incomplete to support a responsible determination.

These recurring ways of losing or weakening the intended support help explain the PCA1 Core Quality Factors applied in Section 4.

2.11 Critical Conditions and Uncertainty

Some conditions are too important to be offset by good performance elsewhere.

For example, a completed bath cannot compensate for an unsafe transfer, serious loss of privacy or consent, unresolved contamination, or support performed outside authorized Functional Scope.

Such conditions may be treated as Critical Service Conditions.

Uncertainty shall also remain visible.

Incomplete information, conflicting evidence, changing conditions, unclear responsibility, or other unresolved matters shall not automatically be treated as satisfactory merely because the bathing activity was completed or no incident was reported.

3. Boundaries, Interfaces, Responsibilities, and Reference Sources

3.1 Support Service Boundary

The Boundary identifies what is included in the Bathing Support Service Quality Object and what remains outside it.

Depending on the determination, the Quality Object may include particular people, Bathing Support activities, settings, equipment, Service Periods, responsibilities, and other relevant conditions.

The Boundary shall be sufficiently clear for the evidence and resulting Quality Claim to be interpreted responsibly.

3.2 Internal Boundaries and Interfaces

Different parts of the Bathing Support Service interact while support is being provided.

These may include the person, Personal Care Aide, other Support Workers, Support Work, Support Results, information, equipment, and service conditions.

An Interface is an important connection or interaction among these parts.

In bathing support, internal Interfaces may include communication, consent, cueing, observation, physical assistance, movement, equipment use, information exchange, response to discomfort, or coordination among Support Workers.

A problem at an Interface may weaken the whole support service even when an individual task appears to have been completed correctly.

3.3 External Boundary and Interfaces

The Bathing Support Service may also interact with people and systems outside the Quality Object.

These may include family or natural supports, supervisors, provider management, healthcare professionals, emergency services, equipment suppliers, payers, regulators, technology providers, or other services.

They do not automatically become part of the Quality Object.

Their influence remains relevant where an external connection affects whether the bathing support can work as intended.

3.4 Roles and Responsibilities

Bathing support may involve responsibilities belonging to the person, Personal Care Aide, other Support Workers, provider organization, healthcare professionals, equipment providers, supervisors, emergency services, or other parties.

The Bathing Support Quality Object shall not silently absorb responsibilities that belong to another party.

Important responsibilities, decision authority, communication paths, and escalation routes shall therefore remain clear.

3.5 Equipment and Technology

Bathing support may depend on equipment, assistive devices, alarms, sensors, communication systems, electronic records, scheduling tools, or other technology.

These may affect the support even when they are not themselves part of the Quality Object.

Their relevant connection with the support shall be considered where it affects safety, functioning, communication, or continuity of support.

Technology does not replace person-specific observation, consent, judgment, responsibility, or evidence evaluation.

3.6 Reference Sources

Bathing support operates within requirements and information from outside this Guide.

These may include:

- laws and regulations;
- program and payer requirements;
- service authorizations;
- clinical direction where applicable;
- person-directed instructions;
- provider procedures;
- equipment instructions;
- infection-control or hygiene requirements;
- emergency procedures; and
- other applicable professional or service requirements.

Together, relevant sources form the Reference Layer for the particular application.

Compliance with these requirements is important, but compliance alone does not establish the Quality State of the Bathing Support Service.

3.7 Assumptions, Uncertainty, and Unresolved Conditions

Not every condition can always be known with certainty.

Information may be missing, conflicting, outdated, or controlled by parties outside the Bathing Support Service.

Important assumptions and uncertainty shall therefore remain visible.

An unresolved condition shall not automatically be treated as satisfactory because the bath was completed, documentation is complete, or no complaint or incident was reported.

3.8 Quality Claim Boundary

A Quality Claim shall not say more than the completed determination supports.

The claim shall remain limited to the declared Bathing Support Service Quality Object, Service Period, context, evidence, and known limitations.

A Quality Claim concerning bathing support does not automatically establish the quality of the Personal Care Aide, provider organization, clinical care, equipment, household, or another support service.

4. Context-Specific Application of the PCA1 Core Quality Factors, Core Quality Indicators, and Quality Outcome Criteria

4.1 General

The previous sections establish the bathing context, the Bathing Support Service Quality Object, and the conditions needed to understand that service.

The next question is:

What does each PCA1 Core Quality Indicator mean in this particular bathing context?

The eight PCA1 Core Quality Factors and thirty-two Core Quality Indicators remain unchanged.

This Guide applies them to bathing support by providing Context-Specific Quality Outcome Criteria and related evidence considerations.

In simple terms:

PCA1 Core Quality Factor

↓

PCA1 Core Quality Indicator



Bathing-Specific Quality Outcome Criterion



Evidence

The Core identifies what shall be examined.

This Guide states what is expected in the bathing-support context.

The evidence shows what is actually happening in the declared Bathing Support Service Quality Object.

Section 4.2 begins with Factor 1 - Protection from Foreseeable Harm.

4.2 Factor 1 — Protection from Foreseeable Harm

Purpose of the Factor

The Support Intended Function of the Personal Care Aide service cannot be realized if foreseeable harm is not appropriately identified, prevented, minimized, or escalated within the boundaries of the authorized PCA Support Role and Functional Scope.

This Factor addresses conditions in which PCA work may affect physical safety, psychological safety, dignity, bodily integrity, daily functioning, or continuity of support.

This Factor focuses on foreseeable harm conditions that may be present before or during service delivery. Emerging or changing risks requiring recognition, judgment, communication, escalation, or follow-through are addressed under Factor 5.

Core architecture role: Makes foreseeable harm conditions visible and supports prevention, mitigation, pausing, modification, or escalation.

Context-Specific Interpretation

In Bathing Support, foreseeable harm may arise from wet surfaces, water temperature, movement and transfer, fatigue, balance change, environmental hazards, privacy loss, unsafe equipment, communication barriers, contamination, or other conditions affecting Function Realization.

Core Quality Indicators

The Indicator titles below are invariant and governed by PCA1. PAB1 provides Bathing Support Context-Specific Interpretation, Context-Specific Quality Outcome Criteria, and illustrative Evidence considerations. It does not replace the authoritative PCA1 Indicator statements.

4.2.1 Indicator 1.1 — Identification of Foreseeable Harm Conditions

Bathing-Support Interpretation

Within the bathing support context, foreseeable harm conditions may include wet or slippery surfaces, unsafe water temperature, unstable transfers, inadequate lighting, unsuitable equipment, clutter, restricted movement, fatigue, dizziness, pain, privacy loss, contamination, communication barriers, or other conditions that may interfere with realization of the Support Intended Function.

Some foreseeable harm conditions may be identified before bathing begins, while others become visible only during realization of the bathing support service.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 1.1-a** - foreseeable bathing-support hazards are recognized before or during Support Service delivery.
- **PAB1-QOC 1.1-b** - relevant environmental, functional, and personal conditions are considered.

- **PAB1-QOC 1.1-c** - conditions exceeding the authorized PCA Support Role and Functional Scope are recognized for communication or escalation.
- **PAB1-QOC 1.1-d** - foreseeable harm conditions are not ignored because bathing is considered a routine activity.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- direct observation of the bathing environment;
- observations made during the bathing episode;
- communication records;
- support documentation;
- information from the Person Receiving Support or other relevant participants;
- reports of identified hazards or concerns; and
- other evidence relevant to the declared Support Service Quality Claim Statement.

4.2.2 Indicator 1.2 — Adjustment of Support to Mitigate Identified Risk

Bathing-Support Interpretation

Bathing support may require modification of pacing, positioning, sequencing, communication, environmental preparation, privacy protection, use of authorized equipment, or assistance level in response to identified conditions.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 1.2-a** - support is adjusted to actual bathing conditions.
- **PAB1-QOC 1.2-b** - adjustments remain within the authorized PCA Support Role and Functional Scope.
- **PAB1-QOC 1.2-c** - identified risks are addressed appropriately.
- **PAB1-QOC 1.2-d** - support remains responsive throughout realization of the Bathing Support Service.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- observation of modified support;
- reports describing changes in assistance;
- communication records;
- information from the Person Receiving Support;
- Support Worker observations; and
- other evidence supporting the Support Service Quality Claim Statement.

4.2.3 Indicator 1.3 — Prevention of Avoidable Injury or Harm

Bathing-Support Interpretation

Within the bathing support context, prevention of avoidable harm includes physical injury, thermal injury, slips, falls, unnecessary discomfort, loss of dignity, contamination, psychological distress, or other preventable adverse conditions occurring within the declared Support Service Boundary.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 1.3-a** - avoidable harm is minimized.

- **PAB1-QOC 1.3-b** - bathing support remains consistent with realization of the Support Intended Function.
- **PAB1-QOC 1.3-c** - dignity-related harm is considered together with physical harm.
- **PAB1-QOC 1.3-d** - conditions outside PCA authority are recognized and communicated appropriately.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- observations;
- incident reports;
- communication records;
- information from the Person Receiving Support;
- follow-up actions; and
- other evidence relevant to the Support Service Quality Claim Statement.

4.2.4 Indicator 1.4 — Pausing, Modifying, or Escalating When Unsafe Conditions Arise

Bathing-Support Interpretation

When unsafe conditions become visible during bathing support, realization of the Support Intended Function may require pausing, modifying, or discontinuing support, seeking assistance, or escalating concerns through appropriate channels.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 1.4-a** - unsafe continuation of bathing support is avoided.
- **PAB1-QOC 1.4-b** - appropriate assistance or escalation occurs.
- **PAB1-QOC 1.4-c** - actions remain within the authorized PCA Support Role and Functional Scope.
- **PAB1-QOC 1.4-d** - unsafe conditions are not ignored.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- communication records;
- incident reports;
- observations of modified support;
- documentation of assistance sought;
- supervisor or Support Worker reports; and
- other evidence supporting the Support Service Quality Claim Statement.

4.3 Factor 2 — Maintenance of Health and Bodily Integrity

Purpose of the Factor

The Support Intended Function of the Personal Care Aide service includes supporting the person's health, bodily integrity, comfort, and daily well-being within the boundaries of the authorized PCA Support Role and Functional Scope.

This Factor addresses the extent to which PCA support contributes to maintaining physical well-being while respecting the limits of occupational responsibility.

The Factor does not require diagnosis, treatment, or clinical judgment beyond the authorized PCA Support Role and Functional Scope.

Core architecture role: Examines whether Bathing Support preserves health-related stability, bodily integrity, comfort, and physical well-being within Functional Scope.

Context-Specific Interpretation

Bathing Support may directly affect skin, joints, posture, pressure areas, physical comfort, fatigue, heat tolerance, physiological stress, and bodily integrity. Interpretation remains within the authorized PCA Support Role and Functional Scope and does not transfer clinical responsibility.

Core Quality Indicators

The Indicator titles below are invariant and governed by PCA1. PAB1 provides Bathing Support Context-Specific Interpretation, Context-Specific Quality Outcome Criteria, and illustrative Evidence considerations. It does not replace the authoritative PCA1 Indicator statements.

4.3.1 Indicator 2.1 — Protection of Skin, Joints, and Physical Integrity

Bathing-Support Interpretation

Within the bathing support context, bathing activities may directly affect skin integrity, joints, posture, movement, pressure areas, physical comfort, and bodily integrity.

Realization of the Support Intended Function requires that bathing support protects the person's physical well-being while remaining within the authorized PCA Support Role and Functional Scope.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 2.1-a** - bathing support minimizes unnecessary friction, pressure, twisting, pulling, or rough handling.
- **PAB1-QOC 2.1-b** - skin, joints, and bodily integrity are appropriately protected during support.
- **PAB1-QOC 2.1-c** - observable concerns are recognized and communicated through appropriate channels.
- **PAB1-QOC 2.1-d** - support remains respectful of the person's dignity and comfort.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- direct observation of bathing support;
- observations of positioning and movement;
- communication records;
- information from the Person Receiving Support;
- reports of discomfort or concerns; and
- other evidence supporting the Support Service Quality Claim Statement.

4.3.2 Indicator 2.2 — Support of Hydration, Nutrition, and Physiological Stability Within Functional Scope

Bathing-Support Interpretation

Bathing support may influence physiological stability through fatigue, heat, exertion, dizziness, discomfort, anxiety, or reduced tolerance.

Within the authorized PCA Support Role and Functional Scope, realization of the Support Intended Function includes providing support that recognizes these conditions without assuming clinical responsibility.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 2.2-a** - bathing support considers the person's tolerance and comfort.

- **PAB1-QOC 2.2-b** - pacing is appropriate to the person's presentation.
- **PAB1-QOC 2.2-c** - observable concerns are communicated appropriately.
- **PAB1-QOC 2.2-d** - physiological stress is not unnecessarily increased during bathing support.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- observations during bathing;
- reports of fatigue or discomfort;
- communication records;
- information from the Person Receiving Support;
- support documentation; and
- other evidence relevant to the Support Service Quality Claim Statement.

4.3.3 Indicator 2.3 — Recognition of Physical Changes Relevant to Health Stability

Bathing-Support Interpretation

Bathing support may reveal observable physical changes including changes in skin condition, bruising, swelling, pain, mobility, weakness, fatigue, breathing, balance, or other conditions that may influence realization of the Support Intended Function.

Recognition of such changes does not require diagnosis.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 2.3-a** - observable physical changes are recognized when relevant.
- **PAB1-QOC 2.3-b** - changes affecting bathing support are communicated appropriately.
- **PAB1-QOC 2.3-c** - recognition remains within the authorized PCA Support Role and Functional Scope.
- **PAB1-QOC 2.3-d** - diagnosis or treatment is not undertaken by the Personal Care Aide.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- observations;
- communication records;
- support documentation;
- reports to authorized persons;
- follow-up actions; and
- other evidence supporting the Support Service Quality Claim Statement.

4.3.4 Indicator 2.4 — Minimization of Physiological Stress During Assistance

Bathing-Support Interpretation

Bathing support should minimize avoidable physiological stress arising from temperature, exertion, prolonged standing, positioning, anxiety, discomfort, fatigue, or other bathing-related conditions.

Support should remain responsive to the person's changing presentation throughout realization of the Bathing Support Service.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 2.4-a** - bathing support is appropriately paced.

- **PAB1-QOC 2.4-b** - avoidable physiological stress is minimized.
- **PAB1-QOC 2.4-c** - discomfort or reduced tolerance results in appropriate modification or communication.
- **PAB1-QOC 2.4-d** - efficiency does not override safety, dignity, or well-being.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- direct observation;
- information from the Person Receiving Support;
- communication records;
- support documentation;
- reports regarding modified assistance; and
- other evidence relevant to the Support Service Quality Claim Statement.

4.4 Factor 3 — Support for Daily-Life Functioning

Purpose of the Factor

The Support Intended Function of the Personal Care Aide service is realized through support that enables the person to perform, maintain, or participate in activities of daily living to the greatest extent appropriate within the person's abilities, preferences, and support needs.

This Factor addresses the extent to which PCA services support daily functioning while promoting independence, participation, dignity, and continuity of daily life.

The Factor recognizes that the purpose of support is not simply to complete tasks, but to assist the person in realizing intended daily-life outcomes within the boundaries of the authorized PCA Support Role and Functional Scope.

Core architecture role: Examines whether assistance supports the person's actual daily-life functioning and participation rather than task completion alone.

Context-Specific Interpretation

Bathing Support should enable participation or appropriate receipt of support consistent with the person's abilities, preferences, goals, safety, and support needs. The emphasis is on daily-life functioning and the intended Support Result, not merely completion of bathing tasks.

Core Quality Indicators

The Indicator titles below are invariant and governed by PCA1. PAB1 provides Bathing Support Context-Specific Interpretation, Context-Specific Quality Outcome Criteria, and illustrative Evidence considerations. It does not replace the authoritative PCA1 Indicator statements.

4.4.1 Indicator 3.1 — Alignment of Assistance with Functional Ability

Bathing-Support Interpretation

Within the bathing support context, assistance should be aligned with the person's actual functional abilities, current presentation, preferences, and support needs throughout realization of the bathing support service.

Functional abilities may vary before, during, or after bathing because of fatigue, pain, weakness, anxiety, balance, cognition, environmental conditions, or other context-specific factors.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 3.1-a** - assistance is consistent with the person's actual functional abilities.

- **PAB1-QOC 3.1-b** - support reflects the person's current presentation rather than assumptions or routine practice.
- **PAB1-QOC 3.1-c** - changes in functional ability during bathing support are recognized.
- **PAB1-QOC 3.1-d** - support remains responsive throughout realization of the Support Intended Function.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- direct observation of bathing support;
- participation of the Person Receiving Support during bathing;
- communication records;
- support documentation;
- information from the Person Receiving Support or other relevant participants; and
- other evidence supporting the Support Service Quality Claim Statement.

4.4.2 Indicator 3.2 — Support Without Creating Unnecessary Dependency

Bathing-Support Interpretation

Bathing support should encourage the person's participation to the greatest extent appropriate while avoiding unnecessary dependency or inappropriate withdrawal of assistance.

Support should remain consistent with the person's abilities, preferences, safety, dignity, and authorized service arrangements.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 3.2-a** - participation is encouraged whenever appropriate.
- **PAB1-QOC 3.2-b** - unnecessary dependency is avoided.
- **PAB1-QOC 3.2-c** - assistance is neither excessive nor insufficient.
- **PAB1-QOC 3.2-d** - realization of the Support Intended Function remains the primary objective.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- observation of participation during bathing;
- information from the Person Receiving Support;
- Support Worker observations;
- communication records;
- support documentation; and
- other evidence relevant to the Support Service Quality Claim Statement.

4.4.3 Indicator 3.3 — Appropriate Use of Available Supports and Equipment Within Functional Scope

Bathing-Support Interpretation

Bathing support may involve authorized equipment, assistive devices, and bathing-related materials that contribute to realization of the Support Intended Function.

The Personal Care Aide uses available equipment appropriately within Support Role and Functional Scope without prescribing, modifying, or repairing equipment beyond authorized responsibilities.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 3.3-a** - authorized equipment is used appropriately.
- **PAB1-QOC 3.3-b** - equipment contributes to safe and effective bathing support.
- **PAB1-QOC 3.3-c** - equipment concerns are recognized and communicated appropriately.
- **PAB1-QOC 3.3-d** - support remains within the authorized PCA Support Role and Functional Scope.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- direct observation;
- communication records;
- equipment-related reports;
- information from the Person Receiving Support;
- support documentation; and
- other evidence supporting the Support Service Quality Claim Statement.

4.4.4 Indicator 3.4 — Adaptation of Assistance as Functional Abilities Change

Bathing-Support Interpretation

Functional abilities may change during realization of the bathing support service.

Appropriate bathing support remains responsive to changes in strength, balance, fatigue, cognition, discomfort, communication, confidence, or other conditions affecting realization of the Support Intended Function.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 3.4-a** - assistance is adapted to changing functional presentation.
- **PAB1-QOC 3.4-b** - modifications remain within the authorized PCA Support Role and Functional Scope.
- **PAB1-QOC 3.4-c** - significant changes are communicated appropriately.
- **PAB1-QOC 3.4-d** - realization of the Support Intended Function continues to guide the support provided.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- direct observation;
- communication records;
- support documentation;
- reports describing modified assistance;
- information from the Person Receiving Support or other relevant participants; and
- other evidence relevant to the Support Service Quality Claim Statement.

4.5 Factor 4 — Respect for Personhood and Autonomy

Purpose of the Factor

The Support Intended Function of the Personal Care Aide service includes supporting the person as an individual with inherent dignity, rights, preferences, values, and personal autonomy.

This Factor addresses the extent to which PCA services respect the person's individuality while providing support consistent with the Support Intended Function of the Support Service Quality Object. Respect for personhood and autonomy shall be realized within the person's abilities, informed choices, service objectives, applicable legal requirements, and the boundaries of the authorized PCA Support Role and Functional Scope.

Core architecture role: Examines whether privacy, dignity, choice, consent, preferences, and autonomy remain integral conditions of the service.

Context-Specific Interpretation

Bathing is intimate support. Privacy, bodily exposure, consent, refusal, modesty, culture, pace, communication, emotional safety, and personal preferences are part of the quality of the service, not optional interpersonal additions.

Core Quality Indicators

The Indicator titles below are invariant and governed by PCA1. PAB1 provides Bathing Support Context-Specific Interpretation, Context-Specific Quality Outcome Criteria, and illustrative Evidence considerations. It does not replace the authoritative PCA1 Indicator statements.

4.5.1 Indicator 4.1 — Maintenance of Privacy and Bodily Dignity

Bathing-Support Interpretation

Within the bathing support context, bathing assistance frequently involves physical exposure, intimate personal care, close physical interaction, and protection of the person's private space.

Realization of the Support Intended Function requires that privacy and bodily dignity be preserved throughout the bathing support service.

Protection of dignity is an integral element of service quality rather than a separate courtesy or optional practice.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 4.1-a** - privacy is maintained throughout the bathing support service.
- **PAB1-QOC 4.1-b** - unnecessary exposure is avoided.
- **PAB1-QOC 4.1-c** - bodily dignity is preserved during assistance.
- **PAB1-QOC 4.1-d** - communication and interaction remain respectful.
- **PAB1-QOC 4.1-e** - realization of the Support Intended Function supports both physical assistance and preservation of personhood.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- direct observation of bathing support;
- information from the Person Receiving Support;
- Support Worker observations;
- communication records;
- support documentation; and
- other evidence supporting the Support Service Quality Claim Statement.

4.5.2 Indicator 4.2 — Respect for Choice, Consent, and Individual Preferences

Bathing-Support Interpretation

Bathing support should recognize the person's choices, consent, preferences, pace, and participation throughout realization of the bathing support service.

The person's preferences should be respected whenever consistent with safety, authorized support, and the authorized PCA Support Role and Functional Scope.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 4.2-a** - consent is appropriately respected.
- **PAB1-QOC 4.2-b** - individual preferences are recognized.
- **PAB1-QOC 4.2-c** - bathing support proceeds at an appropriate pace.
- **PAB1-QOC 4.2-d** - refusal or discomfort is recognized and addressed appropriately.
- **PAB1-QOC 4.2-e** - support remains consistent with the Support Intended Function.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- direct observation;
- information from the Person Receiving Support;
- communication records;
- support documentation;
- reports describing preferences or concerns; and
- other evidence relevant to the Support Service Quality Claim Statement.

4.5.3 Indicator 4.3 — Respect for Cultural, Personal, and Household Values

Bathing-Support Interpretation

Bathing routines may reflect personal, cultural, religious, linguistic, household, or family preferences.

Realization of the Support Intended Function should respect these preferences whenever they remain consistent with safety, authorized support, and the authorized PCA Support Role and Functional Scope.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 4.3-a** - relevant personal and cultural preferences are recognized.
- **PAB1-QOC 4.3-b** - support reflects household or family routines where appropriate.
- **PAB1-QOC 4.3-c** - uncertainty or conflict is communicated appropriately.
- **PAB1-QOC 4.3-d** - realization of the Support Intended Function remains respectful of the person's individuality.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- person-directed instruction;
- information from the Person Receiving Support, family members, or other relevant participants;
- communication records;
- support documentation;
- direct observation; and
- other evidence supporting the Support Service Quality Claim Statement.

4.5.4 Indicator 4.4 — Absence of Coercive, Disrespectful, or Demeaning Practices

Bathing-Support Interpretation

Bathing support shall be free from coercive, humiliating, intimidating, disrespectful, or demeaning practices.

Realization of the Support Intended Function requires that the person be treated with respect throughout the bathing support service regardless of functional ability, communication style, age, diagnosis, or support needs.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 4.4-a** - support is free from coercive or demeaning practices.
- **PAB1-QOC 4.4-b** - communication remains respectful.
- **PAB1-QOC 4.4-c** - unnecessary force, humiliation, or intimidation is absent.
- **PAB1-QOC 4.4-d** - realization of the Support Intended Function preserves trust, dignity, and personhood.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- direct observation;
- information from the Person Receiving Support;
- Support Worker observations;
- communication records;
- complaints or commendations;
- support documentation; and
- other evidence relevant to the Support Service Quality Claim Statement.

4.6 Factor 5 — Timely Recognition and Escalation of Risk

Purpose of the Factor

The Support Intended Function of the Personal Care Aide service requires timely recognition of observable changes that may affect the person's health, safety, daily functioning, or continuity of support.

This Factor addresses the extent to which relevant changes are recognized, appropriately communicated, and escalated within the boundaries of the authorized PCA Support Role and Functional Scope.

The Factor recognizes that timely recognition and escalation support realization of the Support Intended Function without transferring clinical, supervisory, or management responsibilities to the Personal Care Aide.

Core architecture role: Examines whether changing or emerging risks are observed, interpreted within Functional Scope, communicated, escalated, and followed through.

Context-Specific Interpretation

Bathing may reveal changes not visible during planning, including weakness, dizziness, pain, fatigue, distress, skin changes, confusion, altered balance, or reduced tolerance. Timely recognition and role-appropriate response are essential to safe and responsible continuation.

Core Quality Indicators

The Indicator titles below are invariant and governed by PCA1. PAB1 provides Bathing Support Context-Specific Interpretation, Context-Specific Quality Outcome Criteria, and illustrative Evidence considerations. It does not replace the authoritative PCA1 Indicator statements.

4.6.1 Indicator 5.1 — Observation of Relevant Changes in Condition or Response

Bathing-Support Interpretation

Within the bathing support context, realization of the Support Intended Function requires continuous awareness of relevant changes that may become visible before or during the bathing support service.

Observable changes may include alterations in physical condition, balance, mobility, skin condition, pain, fatigue, breathing, cognition, emotional response, communication, tolerance, privacy concerns, environmental conditions, equipment performance, or other circumstances affecting realization of the Support Intended Function.

Recognition of such changes remains within the authorized PCA Support Role and Functional Scope and does not require clinical diagnosis.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 5.1-a** - relevant changes are recognized during realization of the bathing support service.
- **PAB1-QOC 5.1-b** - observations are based upon actual service conditions rather than assumptions.
- **PAB1-QOC 5.1-c** - changes affecting realization of the Support Intended Function are not ignored.
- **PAB1-QOC 5.1-d** - observations remain within the authorized PCA Support Role and Functional Scope.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- direct observation during bathing support;
- communication records;
- support documentation;
- information from the Person Receiving Support or other relevant participants;
- reports of observed changes; and
- other evidence supporting the Support Service Quality Claim Statement.

4.6.2 Indicator 5.2 — Judgment Regarding the Significance of Observed Changes Within Functional Scope

Bathing-Support Interpretation

Observed changes may require the Personal Care Aide to determine whether continuation of support remains appropriate or whether communication, modification of assistance, or escalation is required.

Judgment remains limited to the authorized PCA Support Role and Functional Scope and does not include diagnosis or independent clinical decision-making.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 5.2-a** - relevant changes are appropriately evaluated within role boundaries.
- **PAB1-QOC 5.2-b** - appropriate distinction is made between routine variation and significant change.
- **PAB1-QOC 5.2-c** - uncertainty results in appropriate communication or escalation.
- **PAB1-QOC 5.2-d** - realization of the Support Intended Function remains the guiding consideration.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- communication records;
- escalation documentation;
- supervisor observations;
- support documentation;
- reports describing decision-making within role boundaries; and
- other evidence relevant to the Support Service Quality Claim Statement.

4.6.3 Indicator 5.3 — Timely Communication of Concerns

Bathing-Support Interpretation

Realization of the Support Intended Function may require timely communication of concerns identified before, during, or immediately following bathing support.

Communication should occur through appropriate channels while respecting privacy, dignity, and the boundaries of the authorized PCA Support Role and Functional Scope.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 5.3-a** - significant concerns are communicated in a timely manner.
- **PAB1-QOC 5.3-b** - communication follows authorized pathways.
- **PAB1-QOC 5.3-c** - necessary information is communicated accurately.
- **PAB1-QOC 5.3-d** - unnecessary disclosure of personal information is avoided.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- communication records;
- support documentation;
- reports to supervisors or authorized persons;
- information from the Person Receiving Support or other relevant participants;
- follow-up records; and
- other evidence supporting the Support Service Quality Claim Statement.

4.6.4 Indicator 5.4 — Appropriate Follow-Through After Escalation

Bathing-Support Interpretation

Following communication or escalation, realization of the Support Intended Function requires appropriate follow-through within the authorized PCA Support Role and Functional Scope.

Follow-through may include modifying support, following updated direction, documenting communication where appropriate, or avoiding continuation of unsafe bathing support.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 5.4-a** - follow-through remains consistent with the authorized PCA Support Role and Functional Scope.
- **PAB1-QOC 5.4-b** - communicated concerns are appropriately addressed.
- **PAB1-QOC 5.4-c** - updated direction is followed where applicable.
- **PAB1-QOC 5.4-d** - unsafe continuation of bathing support is avoided.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- communication records;
- follow-up documentation;
- supervisor reports;
- observations of modified support;
- information from the Person Receiving Support or other relevant participants; and
- other evidence relevant to the Support Service Quality Claim Statement.

4.7 Factor 6 — Continuity and Accuracy of Support-Relevant Information

Purpose of the Factor

The Support Intended Function of the Personal Care Aide service depends upon the continuity, accuracy, and appropriate communication of support-relevant information.

This Factor addresses the extent to which information necessary for realizing the Support Intended Function is available, accurately communicated, appropriately protected, and maintained throughout service delivery.

The Factor recognizes that continuity of support requires continuity of relevant information within the boundaries of the authorized PCA Support Role and Functional Scope.

Core architecture role: Examines whether support-relevant information remains accurate, current, available, protected, and continuous across the Service Period and Interfaces.

Context-Specific Interpretation

Bathing Support depends on accurate and continuous information concerning preferences, routines, risks, instructions, equipment, support methods, observed changes, escalation, and follow-through. Information failure at an Interface can interrupt Function Realization even when an isolated task is completed.

Core Quality Indicators

The Indicator titles below are invariant and governed by PCA1. PAB1 provides Bathing Support Context-Specific Interpretation, Context-Specific Quality Outcome Criteria, and illustrative Evidence considerations. It does not replace the authoritative PCA1 Indicator statements.

4.7.1 Indicator 6.1 — Accuracy of Information Used to Guide PCA Support

Bathing-Support Interpretation

Within the bathing support context, realization of the Support Intended Function depends upon accurate, current, and relevant information available before and during the bathing support service.

Such information may include the person's support needs, preferences, bathing routine, authorized assistance, equipment, environmental conditions, observed changes, and other facts relevant to realization of the Support Intended Function.

The Personal Care Aide uses available information appropriately within the authorized PCA Support Role and Functional Scope and recognizes when clarification is required.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 6.1-a** - information used during bathing support is accurate and relevant.
- **PAB1-QOC 6.1-b** - outdated, incomplete, or conflicting information is recognized and clarified where appropriate.
- **PAB1-QOC 6.1-c** - bathing support reflects current service information.
- **PAB1-QOC 6.1-d** - realization of the Support Intended Function is not based upon unsupported assumptions.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- support documentation;
- communication records;
- person-directed instruction;
- observations during service;
- reports from authorized persons; and
- other evidence supporting the Support Service Quality Claim Statement.

4.7.2 Indicator 6.2 — Information Transfer Across Support Workers, Shifts, or Support Arrangements

Bathing-Support Interpretation

Bathing support may involve transitions between Support Workers, family members, agencies, consumer-directed arrangements, or different service periods.

Realization of the Support Intended Function depends upon appropriate continuity of support-relevant information across these service interfaces.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 6.2-a** - relevant bathing-support information is communicated appropriately.
- **PAB1-QOC 6.2-b** - continuity of support is maintained across service transitions.
- **PAB1-QOC 6.2-c** - critical information is not lost or distorted during information transfer.
- **PAB1-QOC 6.2-d** - communication remains consistent with privacy and role boundaries.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- handoff documentation;
- communication records;
- supervisor observations;
- information from the Person Receiving Support or other relevant participants;
- service documentation; and
- other evidence relevant to the Support Service Quality Claim Statement.

4.7.3 Indicator 6.3 — Consistency with Authorized Service Direction or Person-Directed Instruction

Bathing-Support Interpretation

Bathing support should remain consistent with applicable authorized service direction, authorized person-directed instruction, and the Support Intended Function of the Support Service Quality Object.

Where uncertainty, inconsistency, or changing conditions become visible during realization of the bathing support service, appropriate clarification or communication should occur.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 6.3-a** - bathing support remains consistent with authorized direction.
- **PAB1-QOC 6.3-b** - uncertainty is recognized and communicated appropriately.

- **PAB1-QOC 6.3-c** - realization of the Support Intended Function remains responsive to actual service conditions.
- **PAB1-QOC 6.3-d** - the Personal Care Aide does not independently modify clinical or organizational direction beyond the authorized role.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- authorized service direction;
- person-directed instruction;
- communication records;
- support documentation;
- observations during service; and
- other evidence supporting the Support Service Quality Claim Statement.

4.7.4 Indicator 6.4 — Protection from Information Loss, Distortion, or Inappropriate Disclosure

Bathing-Support Interpretation

Information supporting realization of the bathing support service should remain accurate, complete, relevant, and appropriately protected.

Protection of information contributes not only to continuity of support but also to preservation of privacy, dignity, and trust within the Support Service Quality Object.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 6.4-a** - support-relevant information is protected from unnecessary loss or distortion.
- **PAB1-QOC 6.4-b** - information is communicated only through appropriate channels.
- **PAB1-QOC 6.4-c** - privacy is preserved throughout information handling.
- **PAB1-QOC 6.4-d** - realization of the Support Intended Function is supported by appropriate continuity of information.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- communication records;
- service documentation;
- observations;
- privacy-related reports;
- information from the Person Receiving Support; and
- other evidence relevant to the Support Service Quality Claim Statement.

4.8 Factor 7 — Control of Infection and Contamination Risks

Purpose of the Factor

The Support Intended Function of the Personal Care Aide service includes supporting the person in a manner that appropriately controls infection and contamination risks within the boundaries of the authorized PCA Support Role and Functional Scope.

This Factor addresses the extent to which PCA services contribute to maintaining hygienic conditions and reducing avoidable risks of infection and contamination during service delivery.

The Factor recognizes that responsibility for diagnosis, treatment, or infection control policy remains outside the scope of the authorized PCA Support Role and Functional Scope.

Core architecture role: Examines whether hygienic conditions and clean-soiled separation control avoidable infection and contamination risk within Functional Scope.

Context-Specific Interpretation

Water, personal hygiene, bodily fluids, clean and soiled materials, reusable equipment, surfaces, towels, washcloths, gloves, and waste create context-specific contamination pathways. PAB1 interprets hygiene and contamination control without imposing clinical or sterile procedures beyond Functional Scope.

Core Quality Indicators

The Indicator titles below are invariant and governed by PCA1. PAB1 provides Bathing Support Context-Specific Interpretation, Context-Specific Quality Outcome Criteria, and illustrative Evidence considerations. It does not replace the authoritative PCA1 Indicator statements.

4.8.1 Indicator 7.1 — Maintenance of Hygienic Service Conditions

Bathing-Support Interpretation

Within the bathing support context, realization of the Support Intended Function depends upon maintaining hygienic service conditions appropriate to the bathing support activity.

Bathing support commonly involves direct contact with the person's body, personal hygiene products, towels, washcloths, water, bathing surfaces, clothing, and other materials that may influence hygienic conditions.

The Personal Care Aide contributes to maintaining hygienic conditions within the authorized PCA Support Role and Functional Scope.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 7.1-a** - hygienic conditions appropriate to the bathing support activity are maintained.
- **PAB1-QOC 7.1-b** - bathing materials and supplies are handled appropriately.
- **PAB1-QOC 7.1-c** - contamination concerns are recognized during service realization.
- **PAB1-QOC 7.1-d** - realization of the Support Intended Function is not compromised by avoidable hygienic deficiencies.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- direct observation of bathing support;
- observations of bathing supplies and environment;
- communication records;
- information from the Person Receiving Support or other relevant participants;
- support documentation; and
- other evidence supporting the Support Service Quality Claim Statement.

4.8.2 Indicator 7.2 — Appropriate Use of Clean Technique Within Functional Scope

Bathing-Support Interpretation

Within the bathing support context, realization of the Support Intended Function requires appropriate clean techniques consistent with the authorized PCA Support Role and Functional Scope.

The Guide does not prescribe clinical infection-control procedures or sterile techniques.

Rather, it interprets whether clean practices appropriate to the bathing support context contribute to realization of the Support Intended Function.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 7.2-a** - clean techniques appropriate to the bathing support context are applied.
- **PAB1-QOC 7.2-b** - contamination risks are minimized within role boundaries.
- **PAB1-QOC 7.2-c** - hygienic practices remain appropriate throughout bathing support.
- **PAB1-QOC 7.2-d** - activities beyond the authorized PCA Support Role and Functional Scope are not undertaken.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- direct observation;
- communication records;
- support documentation;
- information from the Person Receiving Support;
- reports concerning hygienic practices; and
- other evidence relevant to the Support Service Quality Claim Statement.

4.8.3 Indicator 7.3 — Prevention of Cross-Contamination

Bathing-Support Interpretation

Bathing support may involve conditions in which cross-contamination could occur between clean and soiled materials, body areas, bathing equipment, clothing, laundry, personal hygiene items, surfaces, or other service-related elements.

Realization of the Support Intended Function includes appropriate awareness of such conditions within the authorized PCA Support Role and Functional Scope.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 7.3-a** - avoidable cross-contamination is minimized.
- **PAB1-QOC 7.3-b** - clean and contaminated materials are appropriately managed.
- **PAB1-QOC 7.3-c** - contamination concerns affecting bathing support are recognized.
- **PAB1-QOC 7.3-d** - realization of the Support Intended Function remains consistent with hygienic service conditions.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- direct observation;
- communication records;
- support documentation;
- information from the Person Receiving Support or other relevant participants;
- reports of contamination concerns; and
- other evidence supporting the Support Service Quality Claim Statement.

4.8.4 Indicator 7.4 — Recognition and Escalation of Infection or Contamination Risks

Bathing-Support Interpretation

During realization of the bathing support service, infection-related or contamination-related concerns may become visible that require communication or escalation within the authorized PCA Support Role and Functional Scope.

Recognition of such concerns does not require diagnosis or treatment.

The Personal Care Aide remains responsible for appropriate observation, communication, and escalation within authorized occupational boundaries.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 7.4-a** - observable infection or contamination concerns are recognized.
- **PAB1-QOC 7.4-b** - concerns requiring additional attention are communicated appropriately.
- **PAB1-QOC 7.4-c** - escalation occurs through appropriate channels where necessary.
- **PAB1-QOC 7.4-d** - realization of the Support Intended Function remains consistent with the authorized PCA Support Role and Functional Scope.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- communication records;
- support documentation;
- reports of observed concerns;
- supervisor or information from other relevant participants;
- follow-up records; and
- other evidence relevant to the Support Service Quality Claim Statement.

4.9 Factor 8 — Practice and Judgment Within Functional Scope

Purpose of the Factor

The Support Intended Function of the Personal Care Aide service is realized through Support Work performed within the boundaries of the authorized PCA Support Role and Functional Scope and through the appropriate exercise of judgment consistent with that role.

This Factor addresses the extent to which Personal Care Aide services are provided within the authorized PCA Support Role and Functional Scope while applying sound judgment appropriate to the Support Service Context.

The Factor recognizes that quality is supported both by appropriate action and by appropriate recognition of the limits of the authorized PCA Support Role and Functional Scope.

Core architecture role: Examines whether Support Work and judgment remain within the authorized Support Role and Functional Scope, including appropriate pausing and escalation.

Context-Specific Interpretation

Bathing Support may expose situations requiring clarification, additional assistance, clinical involvement, emergency response, equipment expertise, or another authorized role. Recognizing limits and pausing or escalating are quality-preserving actions, not evidence of failure.

Core Quality Indicators

The Indicator titles below are invariant and governed by PCA1. PAB1 provides Bathing Support Context-Specific Interpretation, Context-Specific Quality Outcome Criteria, and illustrative Evidence considerations. It does not replace the authoritative PCA1 Indicator statements.

4.9.1 Indicator 8.1 — Support Work Within the Authorized Support Role and Functional Scope

Bathing-Support Interpretation

Within the bathing support context, realization of the Support Intended Function requires that bathing support be provided within the authorized PCA Support Role and Functional Scope.

The Personal Care Aide performs occupational work appropriate to the authorized service while recognizing the boundaries between direct support, observation, communication, escalation, and responsibilities belonging to clinicians, supervisors, emergency responders, family members, or other external parties.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 8.1-a** - bathing support remains within the authorized PCA Support Role and Functional Scope.
- **PAB1-QOC 8.1-b** - occupational responsibilities are clearly distinguished from responsibilities belonging to other parties.
- **PAB1-QOC 8.1-c** - role boundaries are maintained throughout realization of the bathing support service.
- **PAB1-QOC 8.1-d** - realization of the Support Intended Function is not compromised by role overreach.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- direct observation of bathing support;
- communication records;
- support documentation;
- supervisor observations;
- information from the Person Receiving Support or other relevant participants; and
- other evidence supporting the Support Service Quality Claim Statement.

4.9.2 Indicator 8.2 — Appropriate Judgment Within Functional Scope

Bathing-Support Interpretation

Bathing support frequently requires judgment regarding pace, sequence, positioning, privacy, communication, environmental conditions, equipment, and changing functional presentation.

Such judgment remains within the authorized PCA Support Role and Functional Scope and supports realization of the Support Intended Function without extending into clinical, supervisory, or regulatory decision-making.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 8.2-a** - judgment remains appropriate to the bathing support context.
- **PAB1-QOC 8.2-b** - decisions are responsive to actual service conditions.
- **PAB1-QOC 8.2-c** - uncertainty results in appropriate communication or clarification.
- **PAB1-QOC 8.2-d** - realization of the Support Intended Function remains the primary consideration.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- direct observation;
- communication records;
- support documentation;
- supervisor observations;
- information from the Person Receiving Support or other relevant participants; and
- other evidence relevant to the Support Service Quality Claim Statement.

4.9.3 Indicator 8.3 — Avoidance of Unauthorized Diagnosis, Treatment, or Reserved Professional Practice

Bathing-Support Interpretation

Bathing support may reveal conditions requiring attention by healthcare or other professionals.

The Personal Care Aide recognizes such conditions while remaining within the authorized PCA Support Role and Functional Scope.

Observation, communication, and escalation support realization of the Support Intended Function without assuming responsibilities belonging to licensed or otherwise authorized professionals.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 8.3-a** - clinical or professional responsibilities are not undertaken by the Personal Care Aide.
- **PAB1-QOC 8.3-b** - observations are communicated through appropriate channels.
- **PAB1-QOC 8.3-c** - role boundaries are maintained throughout realization of the bathing support service.
- **PAB1-QOC 8.3-d** - realization of the Support Intended Function remains consistent with the authorized PCA Support Role and Functional Scope.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- communication records;
- support documentation;
- supervisor observations;
- reports describing observed concerns;
- information from the Person Receiving Support or other relevant participants; and
- other evidence supporting the Support Service Quality Claim Statement.

4.9.4 Indicator 8.4 — Appropriate Pausing, Assistance Seeking, and Escalation

Bathing-Support Interpretation

During realization of the bathing support service, conditions may arise in which safe continuation is no longer appropriate.

Examples may include unexpected weakness, inability to complete a transfer safely, equipment failure, unsafe environmental conditions, significant distress, refusal, or other circumstances affecting realization of the Support Intended Function.

Appropriate pausing, assistance seeking, clarification, or escalation are quality-preserving actions within the authorized PCA Support Role and Functional Scope.

Context-Specific Quality Outcome Criteria

For this Indicator, the following criteria may be applied as relevant to the declared Bathing Support Service Quality Object, Service Period, Support Service Boundary, and Support Service Quality Claim Boundary:

- **PAB1-QOC 8.4-a** - unsafe continuation of bathing support is avoided.
- **PAB1-QOC 8.4-b** - assistance is sought when appropriate.
- **PAB1-QOC 8.4-c** - escalation occurs through authorized channels.
- **PAB1-QOC 8.4-d** - realization of the Support Intended Function remains consistent with Support Role and Functional Scope.

Illustrative Evidence Considerations

Illustrative Evidence may include, as relevant and appropriately bounded:

- communication records;
- incident documentation;
- supervisor observations;
- support documentation;
- information from the Person Receiving Support or other relevant participants; and
- other evidence relevant to the Support Service Quality Claim Statement.

5. Evidence, Findings, Factor Interpretation, and Quality State Determination

5.1 Determination Sequence

PAB1 shall preserve the controlled determination pathway: Core Quality Factors → Core Quality Indicators → Context-Specific Quality Outcome Criteria → Evidence → Evidence-Supported Findings → Quality Factor Interpretation → Critical Service Condition and Non-Compensability Review → Support Service Quality State determination → Verification → bounded Support Service Quality Claim Statement.

The controlled determination sequence is: declare the Bathing Support Service Quality Object and complete Structural Checkpoints; identify applicable Core Quality Indicators and Context-Specific Quality Outcome Criteria; plan and collect Evidence; establish Evidence-Supported Findings; perform Quality Factor Interpretation; review Critical Service Conditions and Non-Compensability; determine the Support Service Quality State; verify; and issue a bounded Support Service Quality Claim Statement in accordance with SCM1.

A PAB1 application should follow the controlled sequence established by PCA1 and SCM1: define and describe the object; complete Structural Checkpoints; identify applicable criteria; plan Evidence; collect and evaluate Evidence; establish Evidence-Supported Findings; interpret findings at the Factor level; review Critical Service Conditions and Non-Compensability; determine the Support Service Quality State; and communicate only a bounded claim supported by that determination.

5.2 Evidence Sources

Possible Evidence sources may include direct observation of the bathing environment and Support Work; information from the Person Receiving Support; information from Support Workers and other relevant participants; authorized service direction; records, handoffs, and documentation; equipment or environmental information; incident or concern records; follow-up information; and other reliable sources related to the declared object and criteria.

No single Evidence source shall automatically determine the Support Service Quality State. Documentation, self-report, task completion, absence of complaint, absence of incident, or supervisor observation may each be relevant but shall be interpreted with their limitations.

5.3 Evidence Sufficiency, Contrary Evidence, and Uncertainty

Evidence shall be relevant, credible, traceable, contextually interpretable, and sufficient for the finding or claim. Contrary Evidence shall not be ignored. Material gaps, conflicting accounts, unobserved critical conditions, limited Service Period coverage, changing conditions, or uncertain object Boundaries shall be recorded as limitations, Uncertainty, or Unresolved Conditions.

5.4 Evidence-Supported Findings

An Evidence-Supported Finding states what the Evidence supports in relation to a specific criterion and declared object. It shall distinguish observed fact, reported information, inference, professional interpretation, Assumption, and Uncertainty. A finding shall not be generalized beyond the Evidence and claim boundary.

5.5 Quality Factor Interpretation

Findings under the four Indicators of each Factor shall be interpreted together. Factor interpretation should identify satisfied conditions, failed conditions, limitations, contrary Evidence, Critical Service Conditions, and Unresolved Conditions. Factor interpretation shall not be reduced to averaging Indicator scores or counting favorable observations.

5.6 Critical-Condition and Non-Compensability Review

Before a positive Support Service Quality State is established, the determination shall review whether any applicable Critical Service Condition failed, remained prohibited, lacked sufficient Evidence, or remained unresolved. A critical failure shall not be offset by favorable conditions elsewhere.

5.7 Bathing-Specific Critical Service Conditions

- unsafe wet surfaces, drainage, lighting, space, or environmental conditions materially affecting movement or support;
- unsafe or uncontrolled water temperature or material heat, fatigue, dizziness, pain, or physiological stress;
- unsafe transfer, standing, sitting, positioning, balance, or equipment-interface conditions;
- unresolved refusal, distress, fear, communication breakdown, confusion, or inability to participate safely;
- loss of privacy, unnecessary exposure, coercion, humiliation, or disregard of bodily dignity;
- observable bodily-integrity or health-related changes requiring communication or escalation within Functional Scope;
- cross-contamination, inappropriate handling of clean or soiled materials, or unresolved hygiene or infection concern;
- equipment, supply, technology, or environmental limitation preventing safe and appropriate support;
- unclear, inconsistent, missing, or unsuitable direction, information, responsibility, or escalation pathway; and
- any condition requiring pausing, modification, assistance seeking, emergency response, or escalation because continuation is no longer appropriate within Functional Scope.

5.8 Establishing the Support Service Quality State

The Support Service Quality State shall be established only after the declared object, criteria, Evidence-Supported Findings, Factor interpretations, Critical Service Conditions, Assumptions, Uncertainty, limitations, and Unresolved Conditions have been considered together. SCM1 governs the form and decision logic of the determination.

5.9 Absence of Observed Failure

Absence of observed injury, complaint, contamination, refusal, or service interruption does not by itself establish a positive Support Service Quality State. The Evidence must show that applicable criteria were sufficiently examined and that critical conditions were visible during the relevant Service Period.

6. Verification, Claims, and Continued Validity

6.1 Relationship to SCM1

SCM1 governs first-party, second-party, and third-party verification and claim decisions. PAB1 supplies the context-specific interpretation against which Evidence and findings may be evaluated. PAB1 does not itself certify a worker, provider, program, method, or service.

6.2 Support Service Quality Claim Statement

A claim shall be derived from a completed and bounded Support Service Quality State determination. It shall identify the Bathing Support Service Quality Object, Person Receiving Support or appropriately de-identified object, Service Period, Support Service Arrangement, Support Service Boundary, included

and excluded Interfaces, applicable criteria, Evidence basis, Evidence Sufficiency, Assumptions, Uncertainty, Critical Service Conditions, limitations, Unresolved Conditions, and conditions of continued validity.

6.3 Claim Limits

A claim concerning one Bathing Support Episode shall not imply continued conformity across later episodes. A claim concerning one Support Worker, one setting, or one support pathway shall not imply conformity of a broader provider, program, population, or service system unless the broader object and Evidence support that scope.

6.4 Continued Validity

The continued validity of a claim may depend on unchanged person-specific conditions, Support Service Arrangement, roles, equipment, environment, service direction, Functional Scope, technology, Reference Layer, Critical Service Conditions, and Evidence continuity. Material change requires review, restriction, re-determination, suspension, or withdrawal as governed by SCM1.

6.5 Prohibition of Implied or Rolling Claims

A past positive determination shall not be treated as a continuously valid or rolling claim without Evidence demonstrating continued validity across the claimed period. Current task completion or absence of reported concern shall not automatically extend an earlier claim.

7. Non-Prescriptive Interpretation and Reference-Layer Limits

7.1 Non-Prescriptive Interpretation

PAB1 defines what quality conditions should remain visible. It does not prescribe one technique, sequence, staffing model, equipment configuration, communication method, documentation format, or organizational procedure. Different realization pathways may support satisfactory Function Realization when the criteria, Evidence, and Critical Service Conditions are met.

7.2 Limits of Task Completion

Completion of a bathing task does not by itself demonstrate satisfactory quality. A bath or shower may be completed despite unsafe temperature, wet-surface risk, poorly supported transfer, avoidable exposure, ignored refusal, inadequate communication, cross-contamination, unreported body-condition concerns, or Functional Scope overreach.

7.3 Limits of Documentation and Compliance

Complete records, authorized hours, billing conformity, training completion, licensing status, or compliance with a procedure may form part of the Evidence or Reference Layer. None is independently equivalent to demonstrated Bathing Support Service Quality.

7.4 Care Direction, Person-Directed Instruction, and Actual Conditions

Authorized service direction and person-directed instruction may define routines, preferences, limits, and responsibilities. They shall be interpreted with the actual conditions of the Bathing Support Episode. Clarification, modification within Functional Scope, assistance seeking, or escalation may be required when the environment, body condition, equipment, refusal, fatigue, water temperature, contamination concern, or transfer condition makes ordinary continuation unsafe or inappropriate.

7.5 Training, Competence, and Authorization

Training and demonstrated Competence may support quality but shall be interpreted in relation to the actual Support Work, Functional Scope, person-specific conditions, environment, equipment, and Service Period. Training completion alone does not establish Competence for every Bathing Support object or a positive Support Service Quality State.

7.6 Technology and Equipment Limits

Equipment or technology may support safe movement, communication, observation, documentation, or privacy. Availability or use of a device does not by itself establish quality. Suitability, condition, authorization, correct use, human oversight, person-specific fit, and relevant Evidence remain necessary.

Annex A (Informative) - Bathing Support Structural Checkpoint Checklist

A.1 Purpose

This checklist supports object completeness before detailed PAB1 interpretation. It does not determine the Support Service Quality State.

No.	Structural Checkpoint	Status / Notes
1	The Bathing Support Service Quality Object and purpose of the determination are declared.	
2	The Person Receiving Support, included Support Workers, Support Work, and Support Results are described.	
3	The Service Period and Support Service Arrangement are declared.	
4	Support Intended Functions and Support Intended Results are identified.	
5	The Support Service Boundary and relevant internal and external Interfaces are visible.	
6	Support Roles, Functional Scopes, responsibilities, and escalation pathways are identified.	
7	The setting, equipment, technology, supplies, and realization pathway are described.	
8	The applicable Reference Layer, Assumptions, Uncertainty, and Evidence basis are identified.	
9	Applicable Failure-Mode Families and potentially Critical Service Conditions are visible.	

No.	Structural Checkpoint	Status / Notes
10	The proposed claim boundary does not exceed the described object or available Evidence.	

Annex B (Informative) - Bathing Support Service Quality Object Illustration

B.1 Purpose

Figure B.1 provides an editable, simplified illustration of the Bathing Support Service Quality Object. The actual object and claim boundary shall be declared for each application.

Figure B.1 - Bathing Support Service Quality Object

DECLARED BATHING SUPPORT SERVICE QUALITY OBJECT		
PERSON RECEIVING SUPPORT	BATHING SUPPORT SERVICE	PCA SUPPORT WORKER(S)
• needs and preferences • abilities and support needs • rights, dignity, privacy, autonomy • communication and participation	• Support Work • Support Results • Service Period and arrangement • internal Boundaries and Interfaces	• knowledge, skills, values, judgment • communication and observation • authorized Support Role and Functional Scope • accountability and well-being
SUPPORT INTENDED FUNCTIONS AND SUPPORT INTENDED RESULTS Safe, respectful, effective, person-directed bathing and related hygiene support with protected bodily integrity, dignity, privacy, autonomy, comfort, and daily-life functioning.		
BOUNDARIES, INTERFACES, RESPONSIBILITIES, CONTEXT, ASSUMPTIONS, UNCERTAINTY, AND EVIDENCE BASIS		
PCA1 invariant Core + PAB1 context-specific criteria + SCM1 determination, verification, and claim methodology		

The illustration does not place all surrounding systems inside the object. External systems interact through declared external Interfaces. The actual object may be narrower or broader only when its Boundary, Scale, Service Period, responsibilities, Evidence, and claim scope are explicitly declared.

Annex C (Informative) - Illustrative PAB1 Evidence Plan Elements

C.1 Evidence Plan

An Evidence plan may identify:

- the declared object, Service Period, Support Service Arrangement, and claim boundary;
- the applicable PAB1 criteria and potentially Critical Service Conditions;
- the Evidence sources, collection periods, responsible persons, and privacy safeguards;

- how information from the Person Receiving Support will be obtained and respected;
- how direct observation, records, reported information, technology outputs, and other Data will be evaluated;
- how contrary Evidence, Evidence gaps, Assumptions, Uncertainty, and Unresolved Conditions will be handled;
- how Factor-level traceability will be preserved; and
- conditions requiring immediate pausing, escalation, or restriction of the determination.

C.2 Privacy and Dignity in Evidence Collection

Bathing Support involves intimate personal care. Evidence collection shall be proportionate, respectful, consent-aware, and no more intrusive than necessary. Direct observation, images, recordings, sensors, or detailed body-related information require appropriate authorization, privacy protection, and explicit consideration of dignity, autonomy, and data minimization.

Annex D (Informative) - Illustrative Claim Statement Elements

D.1 Required Elements

- identity and description of the Bathing Support Service Quality Object;
- Service Period, setting, and Support Service Arrangement;
- Support Service Boundary and included or excluded Interfaces;
- applicable PCA1 Factors, Indicators, and PAB1 criteria;
- Evidence basis, Evidence Sufficiency, and material contrary Evidence;
- Factor interpretations and Critical-Condition review;
- Support Service Quality State determination;
- Assumptions, Uncertainty, limitations, and Unresolved Conditions;
- claim boundary and intended audience;
- verification or decision type under SCM1; and
- conditions of continued validity, review, restriction, suspension, or withdrawal.

D.2 Illustrative Bounded Form

Illustrative form: "For the declared Bathing Support Service Quality Object and Service Period [identify], evaluated against PCA1 and the applicable PAB1 Context-Specific Quality Outcome Criteria, the available Evidence supports [state the bounded Support Service Quality State or finding], subject to [state Assumptions, Uncertainty, limitations, Unresolved Conditions, Critical Service Conditions, excluded Interfaces, and conditions of continued validity]."

Copyright and Use Notice

© 2026 American Support Standards Initiative (AMSI). All rights reserved.

This Context Guide is provided as a public-interest standards and methodology resource. Permission is granted to copy, distribute, share, cite, reference, and reproduce this Guide for non-commercial educational, research, professional, governmental, regulatory, service-delivery, and standards-development purposes, provided that AMSI is clearly identified as the source, proper attribution is maintained, and the content is not altered in a manner that misrepresents AMSI or WQI positions.

This Guide is not a law, regulation, clinical guideline, professional practice guideline, service authorization, training curriculum, quality management system, accreditation program, certification scheme, funding requirement, reimbursement rule, legal opinion, or professional advice. Application shall be appropriately bounded, evidence-supported, and interpreted within the relevant Service Context and Reference Layer.