PERSONAL CARE AIDE BATHING SUPPORT SERVICE QUALITY STANDARD

AMSI STANDARD AMSI_PCA1

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AMERICAN SUPPORT STANDARDS INITIATIVE

Foreword

This Standard applies the Quality Institute's science of quality and Whole-Quality methodology to PCA Bathing Support Services. The book Whole Quality of Complex Objects explains this approach. AMSI VOC1, Support Service Quality — Fundamentals and Vocabulary, provides shared terms for describing support services.

Safety is an essential part of Quality. An unmet requirement is a Quality Deficiency that creates a vulnerability and may lead to Harm.

This Standard is voluntary. Its application supports Evidence-based Findings and bounded Quality Claims under stated examination conditions.

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Introduction

The PCA Bathing Support Service realizes its Intended Functions and Intended Results through coordinated contributions from the person receiving support, the PCA, the service provider or consumer-directed arrangement, and the people and resources needed for the assistance. Its Work may include preparing for bathing, assisting the person during bathing, and providing follow-up needed to complete the agreed support. Work and Results from other people or organizations may also be necessary for Function Realization.

The PCA Bathing Support Service Quality Object is identified by the Intended Functions and Intended Results being examined. Its Boundaries and Interfaces account for the bathing assistance, responsibilities, resources, and external contributions needed to realize them. Depending on the service arrangement, the object may involve the person, one or more PCAs, a provider or consumer-directed arrangement, the bathing setting, equipment, supplies, and other necessary contributors. The person's choices, participation, and relationship to the assistance require explicit consideration.

The 2018 Standard Occupational Classification (SOC) identifies Personal Care Aides as the detailed occupation 31-1122 and defines the occupation as follows:

> Provide personalized assistance to individuals with disabilities or illness who require help with personal care and activities of daily living support (e.g., feeding, bathing, dressing, grooming, toileting, and ambulation). May also provide help with tasks such as preparing meals, doing light housekeeping, and doing laundry. Work is performed in various settings depending on the needs of the care recipient and may include locations such as their home, place of work, out in the community, or at a daytime nonresidential facility.
>
> *Source: U.S. Bureau of Labor Statistics, 2018 Standard Occupational Classification, 31-1122, Personal Care Aides.*

Bathing is one of the activities named in the SOC definition. This Standard applies the Whole-Quality approach to the support service associated with that activity.

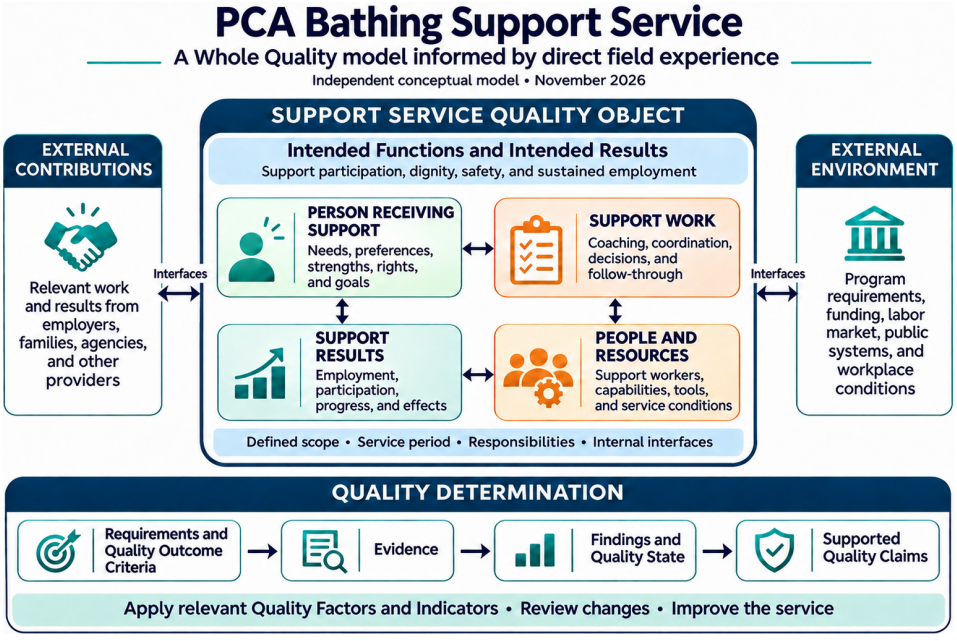

Figure 1 — PCA Bathing Support Service

Figure 1 presents the PCA Bathing Support Service Quality Object, relevant external contributions and environment, and the quality-determination process. It is a conceptual model; the object's actual scope, responsibilities, and interfaces depend on the identified service arrangement.

Conditions may change during bathing assistance. The person's expressed or observable responses, preferences, circumstances, or participation may change, as may the availability or suitability of the bathing setting,

equipment, supplies, or external contributions. Requirements therefore address preparation, assistance during bathing, transitions, necessary follow-up, and changes affecting the agreed support.

This Standard connects the service's Intended Functions and Intended Results with applicable Object Quality Requirements and Quality Determination Requirements. Examination of the service's actual conditions and performance provides Evidence for Findings and their synthesis, supporting a bounded Quality Claim. Clause 4 establishes the PCA Bathing Support Service Quality Object. Clause 5 states requirements under the 14 Quality Factors and 83 Indicators. Clauses 6 through 9 address the examination basis, Evidence, Findings and Synthesis, and Quality Claims.

1. Scope

This Standard establishes Object Quality Requirements and Quality Determination Requirements for identified PCA Bathing Support Services over the Service Period or episodes examined.

It applies to bathing assistance as an integrated service, including preparation, assistance during bathing, transitions, and follow-up needed to complete the agreed support. The identified service may cover an individual episode, a sequence of episodes, or continuing provision.

The Standard addresses the people, resources, Work and Results, Boundaries, Interfaces, and external contributions needed to realize the service's Intended Functions and Intended Results. The person's preferences, privacy, dignity, choices, and desired participation are considered in relation to the assistance arranged and provided.

The Standard applies across consumer-directed and provider-managed arrangements and applicable funding and program models. The responsibilities, Service Period, and Interfaces within the identified service are determined from the actual arrangement.

Requirements address the intended functions and results, the assistance and contributions within scope, and the application of relevant Quality Factors and Indicators. The Standard also establishes requirements for the examination basis, Evidence, Findings and Synthesis, and bounded Quality Claims.

Applicable laws, regulations, service authorizations, program and funding requirements, provider arrangements, professional obligations, and equipment instructions may form part of the Applicable Basis for the identified service.

2. Normative References

The following document is normatively referenced in this Standard and is indispensable for its application. AMSI VOC1, Support Service Quality — Fundamentals and Vocabulary.

3. Terms and Definitions

For the purposes of this Standard, the terms and definitions given in AMSI VOC1, Support Service Quality — Fundamentals and Vocabulary, and the following apply.

3.1 PCA Bathing Support Service

Personalized assistance that enables a person with a disability or illness to perform, direct, complete, or participate in bathing and related personal hygiene activities, with the level and form of assistance reflecting the person's needs, preferences, choices, rights, and desired participation. The assistance may include preparation, support during bathing, and follow-up needed to complete the service.

3.2 PCA Assistance Limit

The boundary on the bathing-related Support Work a Support Worker is assigned and permitted to perform for the person under the applicable authorization, support arrangement, and role.

4. PCA Bathing Support Service Quality Object

The PCA Bathing Support Service Quality Object is the bathing assistance arranged for and provided to an identified person under an applicable service and funding arrangement. For examination, its boundaries include the support intended and provided from preparation through bathing and any follow-up needed to complete that support. The object is identified from the arrangement and available evidence; this Standard does not require creating a separate record solely to identify the object or a bathing-specific activity log.

4.1 Intended Functions and Intended Results

The intended function is to enable the person to bathe and complete related personal hygiene to the extent the person wants and can do, with the assistance the person needs and accepts. The person may perform, direct, or participate in any part of the activity. The service is defined by what it enables the person to do, not by a fixed list of tasks that every aide must perform.

The intended result is that the person's bathing and related hygiene needs are addressed in a way consistent with the person's preferences, choices, privacy, dignity, and desired level of participation. The result and assistance level are specific to the person and the applicable support arrangement.

4.2 Service Period, Essential Work, Results, and External Contributions

The service period covers the support needed to complete the agreed bathing assistance. Depending on the person and arrangement, this may include preparing the person, supplies, equipment, and bathing space; assistance during bathing; and follow-up such as drying, dressing, or restoring the space when these are part of the assigned support.

Support Work shall follow the person's stated preferences and the applicable service plan or assignment, when one exists. The Support Worker shall provide only the assistance within the assigned role and the person's consent, adapting the assistance when the person's participation, condition, or circumstances require a change.

The service's Support Result concerns what the person was able to do or complete with the support, including the person's participation and any follow-up needed to finish the agreed assistance. Completion of a timesheet or checklist alone does not establish that result.

Where another person, provider, or organization supplies an essential contribution, such as an authorized plan, equipment, supplies, or coordinated support, the relevant contribution and handoff form part of understanding how the bathing assistance is realized.

4.3 Boundaries, Interfaces, and Constituents

The service boundary shall identify the person receiving support, the Support Worker or workers, the responsibilities included in the bathing assistance, and the period considered. It shall distinguish the PCA bathing support from related personal care, health care, or other work assigned to someone else.

Relevant interfaces may include the person or representative who directs the support, the provider or consumer-directed arrangement, the program or funding authority, and others whose work or resources are necessary. Their roles shall reflect the actual arrangement; this Standard does not make every outside party part of the PCA service.

The service may be identified from information already available, such as an authorization or service plan, assignment, schedule, timesheet, checklist, the person's or Support Worker's account, and observation. These sources have different evidentiary roles: a plan or assignment can show what was authorized or expected, and a timesheet can show hours reported, but neither necessarily records the bathing actions performed or the result. The absence of a detailed bathing log is not by itself evidence that the support was not provided.

Where multiple documents, records, or other sources are used together to describe the identified service, their relationships, applicable versions where relevant, and relevance to the identified service arrangement and period shall be established. Material inconsistencies shall be identified and resolved or recorded as limitations

on the description of the service. This requirement does not require creating a separate record or a bathing-specific activity log.

5. Quality Factors and Indicators

The requirements in this clause apply to the PCA Bathing Support Service Quality Object identified in accordance with Clause 4. Their application shall reflect the person's intended participation and assistance needs, the defined Service Period, and the responsibilities and Interfaces established for the service.

5.1 Factor 1 — Object's Functional Requirements

Indicator 1.1 — Completeness of Functional Requirements

5.1.1.1 The PCA's assigned assistance shall cover the support needed to prepare for bathing, assist the person during bathing, and complete necessary follow-up. The intended Result shall identify what the service is to enable the person to do or have done, including the person's desired level of participation and the assistance to be provided by the PCA.

5.1.1.2 As applicable to the person and service arrangement, the PCA's assigned assistance shall address preparation of the bathing area and needed items; entry, positioning, washing, rinsing, and exit; drying, dressing, and return to the person's chosen next activity; and agreed follow-up.

5.1.1.3 The PCA shall have access to relevant information about the person's preferences and communication needs, the bathing assistance requested or agreed, and any applicable limits on the PCA's role. If information is unclear or conflicting in a way that could materially change the assistance, the PCA shall clarify it with the person or the appropriate responsible party before proceeding with the affected assistance.

Indicator 1.2 — Clarity and Unambiguity of Functional Intent

5.1.2.1 The intended Result shall be expressed in terms of what the service enables the person to do or have done, consistent with the person's preferences, privacy, dignity, and chosen participation. Completion of assigned tasks alone shall not establish that the intended Result was achieved.

5.1.2.2 The service arrangement shall make clear which bathing assistance the PCA is expected to provide and how the person's choices affect that assistance, including whether and how the person wants assistance with particular parts of the service.

5.1.2.3 If the person declines, changes, or pauses requested assistance, the PCA shall respond in a way that respects the person's choice and addresses any necessary communication or follow-up within the PCA's assigned role.

Indicator 1.3 — Explicit Treatment of Functional Boundaries and Interfaces

5.1.3.1 Where bathing assistance depends on another person, provider, or service, the service arrangement shall identify the contribution needed and the responsibility for arranging or providing it. This may include preparation of the bathing space, availability of supplies or equipment, transfer assistance, or follow-up outside the PCA's assigned role.

5.1.3.2 If a necessary contribution is unavailable, the PCA shall adjust or pause the affected assistance, or seek direction, according to the person's preferences and the applicable service arrangement. The PCA shall not treat an unavailable contribution as completed.

Indicator 1.4 — Identification and Documentation of Functional Assumptions and Uncertainties

5.1.4.1 When planned assistance depends on an assumption about the person's preference, ability, condition, or available equipment, the PCA shall check that assumption when it is material to the assistance being provided.

5.1.4.2 If the person's expressed preference or observed condition differs from what the planned assistance assumes, the PCA shall adapt or pause the affected assistance and seek clarification or appropriate direction within the assigned role.

Indicator 1.5 — Traceability of Functional Requirements Across the Lifecycle

5.1.5.1 The basis for the bathing assistance shall be identifiable from the service arrangement and information available to the PCA, such as an authorized service plan, instructions, checklist, or direction from the responsible provider. A separate bathing-activity record is not required where the service arrangement does not call for one.

5.1.5.2 Where available information conflicts or does not identify the assistance needed, the PCA shall seek clarification from the person or appropriate responsible party before providing assistance that could materially affect the person's choice, privacy, dignity, or safety.

Indicator 1.6 — Functional Changes

5.1.6.1 When the person's preferences, requested participation, or relevant circumstances change during the service, the PCA shall adjust the assistance within the assigned role and applicable instructions.

5.1.6.2 If a change requires assistance beyond the PCA's role, or prevents completion of the intended service, the PCA shall communicate the unresolved need through the applicable provider arrangement. Any required follow-up shall be assigned to the responsible party and shall not be represented as completed until it is completed.

5.2 Factor 2 — Object's Technical Requirements

Indicator 2.1 — Completeness of Technical Specifications

5.2.1.1 The service arrangement shall identify the bathing area, supplies, and equipment needed for the PCA to provide the assigned bathing assistance. It shall identify any person-specific equipment or setup instructions that apply.

5.2.1.2 Where the assistance depends on equipment or supplies, the PCA shall use items that are available, suitable for the assigned assistance, and consistent with applicable instructions. The PCA shall not use equipment when its suitability or operation is uncertain.

5.2.1.3 Where the arrangement specifies a bathing-area condition or equipment setting needed for the assigned assistance, that condition or setting shall be available before the PCA proceeds with the affected assistance.

Indicator 2.2 — Correctness and Unambiguity of Translation from Functional to Technical Requirements

5.2.2.1 The equipment, supplies, and bathing-area conditions provided for the service shall support the assistance assigned to the PCA and the intended Result for the person.

5.2.2.2 Where the assigned assistance depends on person-specific equipment or setup instructions, the PCA shall use the specified equipment and follow the applicable instructions within the PCA's role.

5.2.2.3 The PCA shall not substitute equipment, supplies, or a setup method when the substitution could materially change the assistance or its result, unless the substitution is authorized under the service arrangement.

Indicator 2.3 — Internal Consistency and Coherence of Technical Specifications

5.2.3.1 Equipment, supplies, and setup instructions used for the bathing assistance shall be compatible with one another and with the assistance assigned to the PCA.

5.2.3.2 Where the service arrangement provides different instructions for equipment or setup, the PCA shall seek clarification before proceeding when the difference could materially affect the assistance.

5.2.3.3 The PCA shall arrange the available supplies and equipment so they support the assigned assistance and do not obstruct the person's access, privacy, or chosen participation.

Indicator 2.4 — Explicit Treatment of Technical Assumptions and Uncertainties

5.2.4.1 When the assigned assistance depends on the suitability, condition, or operation of equipment or supplies, the PCA shall check the relevant condition when it is within the PCA's role and material to the assistance.

5.2.4.2 If the PCA cannot establish that needed equipment or supplies are suitable or available, the PCA shall pause or adapt the affected assistance and seek clarification or direction within the assigned role.

5.2.4.3 Where the service arrangement specifies a bathing-area condition, equipment setting, or check before assistance proceeds, the PCA shall establish that it is met or seek direction before proceeding with the affected assistance.

Indicator 2.5 — Alignment of Technical Specifications with Lifecycle Conditions

5.2.5.1 Where another person, provider, or organization supplies or prepares equipment, supplies, or the bathing area needed for the assigned assistance, the service arrangement shall identify the needed contribution and who is responsible for providing it.

5.2.5.2 If a needed item or condition is unavailable, unsuitable, or not ready, the PCA shall communicate the issue through the applicable service arrangement and shall not treat the affected assistance as completed.

5.2.5.3 Where equipment or setup instructions are provided by another party, the PCA shall use them only within the assigned role and seek direction if the instructions conflict with the person's preferences or the assigned assistance.

Indicator 2.6 — Traceability of Technical Specifications to Functional Requirements

5.2.6.1 The basis for person-specific equipment, supplies, or setup used in the bathing assistance shall be identifiable from information already available for the service, such as an authorized service plan, instructions, checklist, or equipment labeling.

5.2.6.2 Where existing information does not establish the suitability or use of equipment needed for the assigned assistance, the PCA shall seek clarification before relying on it.

5.2.6.3 A separate technical record or bathing-equipment log is not required unless the service arrangement calls for one. An existing timesheet or checklist alone does not establish that equipment or setup conditions were suitable for the assistance provided.

Indicator 2.7 — Technical Specification Changes

5.2.7.1 Changes to equipment, supplies, bathing-area setup, or instructions that form the technical basis for assigned bathing assistance shall be identified and assessed before the changed condition is used. The assessment shall consider effects on the intended assistance, the person's participation, relevant functional requirements, the PCA's assigned role, and applicable safety controls.

5.2.7.2 The service arrangement or information available to the PCA shall identify any authorized change and the instructions that apply to it. Where a change is unclear, unauthorized, or materially inconsistent with available information, the PCA shall pause the affected assistance and seek clarification or direction before proceeding.

5.3 Factor 3 — Conformity Assessment

Indicator 3.1 — Defined Basis for Conformity Assessment

5.3.1.1 The party assessing PCA Bathing Support shall identify the person and service arrangement examined, the Service Period or episodes covered, the assistance assigned to the PCA, and the applicable requirements and criteria.

5.3.1.2 The assessment basis shall identify the available Evidence and any material gaps. Evidence may include existing plans or instructions, timesheets, checklists, accounts from the person or PCA, and observation. A separate bathing-activity record is not required unless the service arrangement calls for one.

5.3.1.3 The assessment basis shall include whether the PCA observes and responds to the person's verbal and nonverbal cues throughout the bathing assistance, including during each movement, and adjusts or pauses assistance when those cues indicate a change in comfort, preference, or ability.

Indicator 3.2 — Assessment of Conformity to Technical Specifications

5.3.2.1 The assessment shall examine whether the bathing area, supplies, equipment, and setup used for the assigned assistance were suitable and available under the applicable service arrangement.

5.3.2.2 Where the assessment relies on instructions or information supplied by a provider or another party, it shall establish which equipment, setup, and Service Period that information concerns.

Indicator 3.3 — Assessment of Continued Consistency Between Technical and Functional Specifications

5.3.3.1 When the person's assistance needs or preferences, assigned PCA assistance, equipment, or bathing-area conditions change, the assessment shall consider whether the assistance and available resources continue to support the intended Result.

5.3.3.2 Where a change affects the assistance the PCA can provide, the assessment shall identify any required adjustment, clarification, or restriction within the applicable service arrangement.

Indicator 3.4 — Risk-Proportionate Depth of Conformity Assessment

5.3.4.1 The depth of assessment shall reflect the possible effects of a failure or unresolved condition on the person's intended participation, privacy, dignity, and completion of the agreed bathing support.

5.3.4.2 Where bathing arrangements or episodes differ in ways material to the assistance, the assessment shall identify which arrangements or episodes were examined and any limits on applying the Findings to others.

Indicator 3.5 — Independence and Objectivity of Conformity Assessment

5.3.5.1 The party conducting the assessment shall identify any direct responsibility for the bathing assistance examined and consider how it affects the objectivity of the assessment.

5.3.5.2 The assessment shall distinguish information showing what was authorized or scheduled from Evidence of the assistance provided and the Result for the person. Access to personal information shall be limited to what the assessment requires and handled under applicable privacy obligations.

Indicator 3.6 — Treatment of Non-Conformity and Unresolved Conditions

5.3.6.1 For each material nonconformity or unresolved condition, the assessment shall identify the affected assistance or Result, any action needed to address it, and any restriction that applies pending resolution.

5.3.6.2 Where follow-up is needed from a provider or another responsible party, the assessment shall identify that party and the unresolved status. The follow-up shall not be represented as completed until it is completed.

Indicator 3.7 — Traceability of Conformity Statements

5.3.7.1 A statement that PCA Bathing Support conforms to specified requirements shall identify the service arrangement, Service Period, or episodes covered and be traceable to the applicable Findings and Evidence.

5.3.7.2 The statement shall disclose material exclusions, unresolved conditions, and limits on its application. Completion of a timesheet or checklist alone shall not support a claim that the intended Result was achieved.

5.4 Factor 4 — Structural and Functional Integrity

Indicator 4.1 — Definition of Integrity-Critical Functions and Failure Modes

5.4.1.1 The service arrangement shall identify the bathing assistance whose interruption, omission, or incorrect performance could prevent completion of the agreed support. As applicable, this includes preparation, assistance with entry or positioning, bathing assistance, exit, and agreed follow-up.

5.4.1.2 For each such part of the assistance, the arrangement shall identify the person's relevant preferences, the PCA's assigned role, and any person-specific equipment, setup, or contribution needed for it to be completed.

5.4.1.3 The PCA shall recognize when a necessary part of the assistance cannot be provided as arranged. The PCA shall pause or adjust the affected assistance and seek direction within the assigned role before treating it as complete.

Indicator 4.2 — Integrity of the Declared Quality Object

5.4.2.1 The PCA's assistance shall remain consistent across preparation, bathing, transitions, and follow-up within the defined Service Period. The person's preferences and chosen participation shall be respected throughout the service.

5.4.2.2 The PCA shall not treat completion of one part of the bathing assistance, a timesheet entry, or a checklist item as proof that the agreed support and intended Result were completed.

5.4.2.3 Where the assistance depends on another person, equipment, supplies, or a prepared bathing area, the PCA shall establish that the needed contribution is available before relying on it for the affected assistance.

Indicator 4.3 — Consideration of Degradation, Damage, and Aging Mechanisms

5.4.3.1 Before relying on equipment or supplies for the assigned bathing assistance, the PCA shall check for an apparent condition that could make them unavailable or unsuitable, when that check is within the PCA's role.

5.4.3.2 Where a change in the bathing area, equipment, supplies, or the person's circumstances could impair the agreed assistance, the PCA shall adjust or pause the affected assistance and seek clarification or direction within the assigned role.

5.4.3.3 The PCA shall report an identified condition requiring repair, replacement, or other follow-up through the applicable service arrangement. A separate equipment or bathing-activity record is not required unless the arrangement calls for one.

Indicator 4.4 — Integrity Under Foreseeable Abnormal and Transient Conditions

5.4.4.1 The PCA shall respond when an interruption, unexpected change in the bathing area or equipment, or change in the person's participation prevents the planned assistance from continuing as agreed.

5.4.4.2 The PCA shall pause or adapt the affected assistance, respect the person's choice, and seek direction or additional support when needed. The PCA shall not represent interrupted or unfinished assistance as completed.

5.4.4.3 Before resuming assistance after an interruption, the PCA shall establish that the person still wants the assistance and that the conditions needed for it are available.

Indicator 4.5 — Preservation of Integrity Through Change and Modification

5.4.5.1 When the person's preferences, assigned assistance, equipment, bathing area, or available support changes, the PCA shall establish whether the planned assistance remains appropriate within the assigned role.

5.4.5.2 If the change affects what the PCA can provide or prevents completion of the agreed support, the PCA shall adjust or pause the affected assistance and communicate the unresolved need through the applicable service arrangement.

5.4.5.3 The PCA shall resume the affected assistance only when the person's choice and the conditions needed for the assistance are established.

Indicator 4.6 — Integrity Margin and Tolerance to Uncertainty

5.4.6.1 The service arrangement shall identify any limits within which the PCA may adapt the bathing assistance while continuing to respect the person's preferences and assigned support.

5.4.6.2 When the PCA cannot establish that a necessary condition, contribution, or instruction remains applicable, the PCA shall pause the affected assistance and seek clarification or direction. Assistance that remains clear and within the PCA's role may continue if it does not depend on the unresolved condition.

5.4.6.3 The PCA shall not exceed the assigned role to compensate for uncertainty or an unavailable contribution.

Indicator 4.7 — Integrity-Relevant Information Retention

5.4.7.1 Information needed for the PCA to provide the assigned bathing assistance shall be available for the Service Period. This may include the person's preferences and communication needs, applicable instructions, and information about necessary equipment or support.

5.4.7.2 When information needed for the assistance is unclear, unavailable, or inconsistent, the PCA shall seek clarification before proceeding with the affected assistance.

5.4.7.3 The service arrangement shall identify any information that must be passed to a responsible person to complete agreed follow-up. The PCA shall communicate that information through the applicable arrangement; a separate bathing-activity record is not required unless the arrangement calls for one.

5.5 Factor 5 — Harm, Risk, and Safety

This Factor addresses conditions that could prevent the agreed PCA Bathing Support Service from being completed or could cause harm to the person. It considers the bathing assistance as an integrated service, from preparation through bathing and necessary follow-up. It does not require the PCA to create a separate risk assessment or bathing-activity record.

Indicator 5.1 — Identification of Hazards, Threats, and Object Vulnerabilities

5.5.1.1 The service arrangement shall identify known conditions that could make the agreed bathing assistance unsafe or prevent its completion. As applicable, these include conditions related to the person's mobility, balance, communication, comfort, or ability to enter, remain in, or exit the bathing area; the bathing area and its surfaces; water temperature; equipment or supplies; and the availability of required assistance.

5.5.1.2 The PCA shall attend to conditions that are apparent during the service and that could materially affect the person's safety or the agreed assistance. The PCA shall communicate a material condition through the applicable service arrangement.

5.5.1.3 Identification of a possible hazard shall not, by itself, be treated as proof that harm occurred or that a specific outcome was inevitable.

Indicator 5.2 — Identification of High-Consequence and Loss-of-Control Scenarios

5.5.2.1 The service arrangement shall address foreseeable situations in which the person could be left without necessary support, unable to continue or exit the bathing activity as intended, or exposed to a serious hazard during a transfer or other movement.

5.5.2.2 As applicable to the person and assigned assistance, the arrangement shall identify the response when the person becomes distressed, indicates discomfort, declines or withdraws consent, or shows a change that makes the planned assistance unsuitable.

5.5.2.3 The PCA shall pause or adapt the affected assistance and seek appropriate direction when a condition prevents the planned assistance from continuing safely within the PCA's role.

Indicator 5.3 — Definition of Risk Control Objectives

5.5.3.1 The service arrangement shall identify the Risk Control Objectives applicable to the assigned bathing assistance, specifying the protective outcomes needed to prevent, control, or limit identified Harm in accordance with the Applicable Basis.

5.5.3.2 Where an outcome depends on another person, equipment, supplies, or a condition of the bathing area, the arrangement shall identify the needed contribution and who is responsible for providing it.

5.5.3.3 The PCA shall not proceed with affected assistance when a necessary safety condition or contribution is absent or uncertain. The PCA shall pause or adapt that assistance and seek direction within the assigned role.

Indicator 5.4 — Effectiveness of Risk Controls Across Operating Modes

5.5.4.1 Safety measures applicable to the service shall remain effective across preparation, bathing, transitions, and necessary follow-up, including during changes in the person's participation.

5.5.4.2 Before relying on a safety measure within the PCA's role, the PCA shall establish that it is available and usable for the assistance being provided. The PCA shall not rely on an unavailable person, item, or condition as though it were present.

5.5.4.3 When a safety measure becomes unavailable or ineffective during the service, the PCA shall pause or adapt the affected assistance and communicate the unresolved need through the applicable arrangement.

Indicator 5.5 — Systemic and Cumulative Risk Consideration

5.5.5.1 The service arrangement shall account for combinations of conditions that could make the bathing assistance unsafe or prevent its completion, where those conditions are known and material. These may include the interaction of the person's assistance needs, the bathing-area conditions, equipment, and availability of support.

5.5.5.2 Where repeated interruptions or incomplete bathing assistance could leave a material need unresolved, the responsible party shall identify the follow-up needed and who is responsible for it.

5.5.5.3 A timesheet entry or completed checklist shall not, by itself, establish that safety measures were effective or that unresolved needs received follow-up.

Indicator 5.6 — Preservation of Risk Mitigation Alignment Under Change

5.5.6.1 When the person's condition, preferences, participation, assigned assistance, equipment, bathing area, or available support changes, the PCA shall establish whether the planned assistance remains appropriate within the assigned role.

5.5.6.2 If a change affects the safety of the assistance or a required control, the PCA shall pause or adapt the affected assistance and seek clarification or direction before proceeding.

5.5.6.3 The PCA shall resume the affected assistance only when the person still wants it and the conditions needed to provide it are established. Any need beyond the PCA's role shall be communicated through the applicable service arrangement.

Indicator 5.7 — Risk Information Retention and Transparency

5.5.7.1 Information needed for the PCA to provide assigned bathing assistance safely shall be available to the PCA for the Service Period. It may be included in existing plans, instructions, checklists, or other information used in the service arrangement.

5.5.7.2 When relevant safety information is unclear, unavailable, or inconsistent, the PCA shall seek clarification before providing assistance that depends on it.

5.5.7.3 The service arrangement shall identify how a material safety concern or unresolved need is communicated to the responsible person. A separate risk record or bathing-activity log is not required unless the arrangement calls for one.

5.6 Factor 6 — Object and Environment

This Factor addresses conditions in and around the bathing environment that materially affect the PCA's assigned assistance or the person's ability to receive it. It also addresses material effects of the bathing assistance on that environment and on other people who may be affected.

Indicator 6.1 — Identification of Bidirectional Environmental Interactions and Exposure Pathways

5.6.1.1 The service arrangement shall identify known conditions in and around the bathing area that could materially affect the agreed assistance or its intended Result. As applicable, these include access and layout; lighting, temperature, ventilation, and water availability; surfaces and drainage; privacy; and the presence or assistance of other people.

5.6.1.2 The PCA shall attend to environmental conditions that become apparent during the service and could materially affect the person's comfort, privacy, participation, or the assistance provided. The PCA shall communicate a material condition through the applicable service arrangement.

5.6.1.3 Where the bathing assistance could materially affect other people or the surrounding home environment, the service arrangement shall identify applicable limits or instructions. These may concern access to the bathing area, privacy, use of shared facilities, or care of the space after bathing.

Indicator 6.2 — Prevention and Limitation of Unintended Releases and Environmental Harm

5.6.2.1 The PCA shall provide bathing assistance in a way that respects the person's privacy and limits unnecessary exposure of the person or personal information to other people in the environment.

5.6.2.2 The PCA shall follow applicable instructions for use of the bathing area, equipment, supplies, and products, and for leaving the area after assistance. The PCA shall not use a product or method that conflicts with those instructions or the person's stated preferences.

5.6.2.3 If the PCA becomes aware of an unintended environmental effect related to the assistance, such as a spill, damage, or condition affecting another person's access to the area, the PCA shall address it within the assigned role or communicate the need for follow-up through the applicable arrangement.

Indicator 6.3 — Environmental Interactions Under Abnormal and Degraded Conditions

5.6.3.1 The service arrangement shall address foreseeable changes in the bathing environment that could materially affect the assigned assistance. As applicable, these include loss of water, lighting, heat, or ventilation; a newly wet or obstructed surface; unavailable equipment; or unexpected entry into the bathing area.

5.6.3.2 When such a condition occurs, the PCA shall adjust or pause the affected assistance and seek clarification or direction within the assigned role. The PCA shall respect the person's choice and shall not treat interrupted or incomplete assistance as completed.

5.6.3.3 Before resuming affected assistance, the PCA shall establish that the person still wants it and that the environmental conditions needed for it are available or that an authorized alternative is suitable.

Indicator 6.4 — Consideration of Cumulative and Long-Term Environmental Effects

5.6.4.1 Where repeated or continuing bathing assistance could create a known, material effect on the bathing area or shared home environment, the service arrangement shall identify the applicable precautions and the person responsible for follow-up.

5.6.4.2 If the PCA observes a recurring environmental condition that materially affects the assistance or the person's access to the bathing area, the PCA shall communicate it through the applicable service arrangement. The PCA is not responsible for follow-up outside the assigned role.

Indicator 6.5 — Environmental Protection Alignment Under Change

5.6.5.1 When a change in the bathing area, household arrangement, or availability of utilities, equipment, supplies, or other support could materially affect the agreed assistance, the PCA shall establish whether the planned assistance remains suitable within the assigned role.

5.6.5.2 If the change affects the person's privacy, participation, comfort, or ability to receive the assistance, the PCA shall adapt or pause the affected assistance and seek clarification or direction before proceeding.

5.6.5.3 The PCA shall resume affected assistance only when the person still wants it and the conditions needed for it are established.

Indicator 6.6 — Understanding and Limitation of Emissions and Discharges

5.6.6.1 The PCA shall follow applicable instructions for handling and disposing of bathing-related materials, products, and waste within the assigned role.

5.6.6.2 If the PCA is uncertain whether a product or disposal method is appropriate, the PCA shall seek clarification before using it or disposing of it.

5.6.6.3 Where handling or disposal requires action beyond the PCA's role, the PCA shall communicate the need to the responsible person through the applicable service arrangement.

Indicator 6.7 — Environmental Information Retention and Transparency

5.6.7.1 Information about environmental conditions or instructions needed for the PCA to provide the assigned bathing assistance shall be available to the PCA for the Service Period. It may be provided through existing plans, instructions, checklists, or communication within the service arrangement.

5.6.7.2 When relevant environmental information is unclear, unavailable, or inconsistent, the PCA shall seek clarification before providing assistance that depends on it.

5.6.7.3 The service arrangement shall identify how a material environmental condition or unresolved need is communicated to the responsible person. A separate environmental record or bathing-activity log is not required unless the arrangement calls for one.

5.7 Factor 7 — Functional Reliability

This Factor addresses whether the agreed PCA Bathing Support Service is available and performed dependably over the Service Period. Reliability is assessed against the person's preferences, the assigned assistance, and the actual service arrangement; it does not require identical steps in every episode.

Indicator 7.1 — Identification of Reliability-Critical Functions

5.7.1.1 The service arrangement shall identify parts of the agreed bathing assistance whose interruption, delay, unavailability, or inconsistent performance could materially prevent the intended Result. As applicable, these include the PCA's assigned assistance during preparation, bathing, transitions, and necessary follow-up.

5.7.1.2 Where completion depends on a scheduled PCA, another person, equipment, supplies, or access to the bathing area, the service arrangement shall identify the needed contribution and who is responsible for providing it.

5.7.1.3 The arrangement shall make it possible to distinguish assistance that was available and provided from assistance that was delayed, interrupted, unavailable, or incomplete. A change requested by the person shall not, by itself, be treated as service failure.

5.7.1.4 The service arrangement shall be reviewed when a material change in the person's assistance needs or preferences, assigned support, schedule, or necessary contributions could affect dependable completion of the service.

Indicator 7.2 — Consistency of Functional Performance Under Expected Operating Conditions

5.7.2.1 The service arrangement shall identify the expected service period and the assistance needed to address the person's bathing and related hygiene needs under the expected conditions of service.

5.7.2.2 Where timing, frequency, duration, or continuity is material to the agreed assistance, the arrangement shall identify the applicable expectation and what constitutes an acceptable change or delay.

5.7.2.3 The PCA shall provide the assigned assistance consistently with the person's current preferences and participation, while adapting the manner of assistance to the person and circumstances. Consistency does not require identical actions when the person's choices or needs differ.

5.7.2.4 Any determination of service reliability shall identify the episodes or period examined and the Evidence used. A schedule or timesheet may show when service was planned or hours reported; by itself, it does not establish that the assigned bathing assistance was provided or completed.

Indicator 7.3 — Tolerance to Operational Variability and Disturbance

5.7.3.1 The service arrangement shall address foreseeable variations that could affect dependable provision of the agreed assistance, such as reasonable schedule changes, interruption of access to the bathing area, or temporary unavailability of a necessary person, item, or condition.

5.7.3.2 When a variation or disruption prevents the PCA from providing the assigned assistance as agreed, the PCA shall adjust or pause the affected assistance within the assigned role and communicate any unresolved need through the applicable arrangement.

5.7.3.3 Where the service arrangement provides for a substitute PCA, alternate equipment, or other contingency, that alternative shall support the person's assigned assistance and preferences before it is relied on.

Indicator 7.4 — Recovery Capability Following Disruption

5.7.4.1 When bathing assistance is interrupted, the PCA shall establish what assistance has been completed, what remains needed, and whether the person still wants to continue before resuming.

5.7.4.2 Before resuming, the PCA shall establish that the conditions and contributions needed for the remaining assistance are available and that continuing is within the PCA's assigned role.

5.7.4.3 If the PCA cannot resume or complete the agreed assistance, the PCA shall communicate the remaining need through the applicable service arrangement. Unfinished assistance and required follow-up shall not be represented as completed.

Indicator 7.5 — Reliability Implications of Degradation and Aging

5.7.5.1 Where recurring unavailability, delays, interruptions, or deterioration of equipment or bathing-area conditions could materially affect dependable provision of the service, the service arrangement shall identify the responsible party for review or follow-up.

5.7.5.2 If the PCA observes a recurring condition that materially affects the assigned assistance, the PCA shall communicate it through the applicable service arrangement.

5.7.5.3 Assistance affected by an unresolved condition shall resume only when the person still wants it and the conditions needed for the assistance are established.

Indicator 7.6 — Reliability Under Change and Modification

5.7.6.1 Before a material change to the schedule, assigned PCA, service arrangement, equipment, or necessary contribution takes effect, the responsible party shall establish whether the agreed bathing assistance can continue dependably under the changed conditions.

5.7.6.2 Where the change affects the assistance the PCA can provide or the person's expected participation, the arrangement shall identify any necessary adjustment, limitation, or follow-up before the affected assistance proceeds.

5.7.6.3 Where a change occurs while assistance is underway or before an unresolved need is addressed, the PCA shall communicate the status of the assistance and any remaining need through the applicable arrangement.

Indicator 7.7 — Reliability-Relevant Information Retention

5.7.7.1 Information already maintained for the service that is needed to determine whether the agreed assistance was available and provided shall be identifiable for the Service Period examined. This may include schedules, timesheets, checklists, service instructions, accounts from the person or PCA, and observation, as applicable.

5.7.7.2 Evidence used to determine reliability shall distinguish, where the information allows, planned service, reported attendance or hours, assistance observed or described, and unresolved or incomplete assistance. The limits of each source shall be stated.

5.7.7.3 A separate bathing-activity log or reliability record is not required unless the service arrangement calls for one. A timesheet or completed checklist alone does not establish that the bathing assistance was dependable or that the intended Result was achieved.

5.8 Factor 8 — Human and Object Interaction

This Factor addresses how the PCA's interaction with the person supports the agreed bathing assistance. It considers whether the interaction fits the person's capabilities, communication, preferences, and chosen participation. It addresses the interaction itself; it does not replace Factor 5's treatment of Harm, Risk, and Safety or Factor 3's assessment of how the PCA observes and responds to cues during each movement.

Indicator 8.1 — Identification of Human–Object Interactions

5.8.1.1 The service arrangement shall identify the parts of the bathing assistance that require direct interaction between the person and the PCA. As applicable, these include preparation, entering or positioning in the bathing area, bathing, transitions, and agreed follow-up.

5.8.1.2 For each identified interaction, the arrangement shall make clear the PCA's assigned role and how the person may direct, participate in, or decline the assistance.

5.8.1.3 Where a representative or another person participates in directing or coordinating the assistance, the arrangement shall identify that person's role and how it relates to the person's choices.

Indicator 8.2 — Suitability of Object for Human Interaction

5.8.2.1 The manner of assistance shall be suitable for the person's relevant physical, sensory, cognitive, and communication capabilities, and shall reflect the person's preferences and desired participation.

5.8.2.2 The PCA shall provide assistance within the assigned role and in a manner that enables the person to do or direct the parts of bathing the person chooses and is able to perform.

5.8.2.3 Where the person's communication needs affect how assistance is requested, explained, or directed, the service arrangement shall identify the communication methods or supports needed for the interaction.

Indicator 8.3 — Prevention of Unsafe Human–Object Interaction

5.8.3.1 The PCA shall interact with the person in a way that respects the person's expressed choices and does not pressure the person to accept assistance that the person declines or withdraws.

5.8.3.2 The PCA shall explain or indicate the intended assistance in a way the person can understand before beginning an unfamiliar or changed part of the assistance, when explanation is needed for the person to participate or direct it.

5.8.3.3 The PCA shall not use an interaction method, physical approach, or direction that exceeds the assigned role or conflicts with the person's stated preferences or applicable instructions.

Indicator 8.4 — Safety of Human Interaction Under Abnormal Conditions

5.8.4.1 When a change in the person's condition, communication, preference, or participation affects the interaction, the PCA shall adjust or pause the affected assistance and establish how the person wishes to proceed.

5.8.4.2 If the person cannot communicate a choice in the usual way, the PCA shall use the communication methods or direction established for the service, within the PCA's assigned role.

5.8.4.3 The PCA shall resume affected assistance only when the person's choice and the conditions for continuing are sufficiently clear within the assigned role.

Indicator 8.5 — Clarity of Object for Its Users

5.8.5.1 Instructions, explanations, and requests used during bathing assistance shall be understandable to the person and consistent with the person's identified communication needs.

5.8.5.2 Where the person and PCA rely on an agreed word, gesture, signal, or other communication method to direct or pause assistance, that method shall be available to both during the service.

5.8.5.3 When communication is unclear in a way that could materially affect the person's choice or the assistance provided, the PCA shall seek clarification before proceeding with the affected assistance.

5.9 Factor 9 — Competence of Personnel

This Factor addresses whether the PCA and other personnel with assigned responsibilities affecting the PCA Bathing Support Service have the competence needed for their roles. It concerns competence for the assigned work, including recognizing when a situation calls for help or action beyond a person's role. It does not prescribe a particular credential or training program.

Indicator 9.1 — Identification of Object-Critical Roles

5.9.1.1 The service arrangement shall identify the PCA and any other personnel whose assigned decisions or work could materially affect completion of the bathing assistance.

5.9.1.2 For each identified role, the arrangement shall make clear the responsibilities and contributions that depend on the person's competence. These may include providing assigned bathing assistance, arranging necessary support, or responding to a request for direction or follow-up.

Indicator 9.2 — Role-Appropriate Technical and Contextual Competence

5.9.2.1 The PCA shall have the competence needed to perform the bathing assistance assigned under the service arrangement and within the PCA Assistance Limit.

5.9.2.2 The competence needed shall reflect the person's assistance needs and communication, the PCA's assigned tasks, applicable instructions, and any equipment or other contributions on which the assistance depends.

5.9.2.3 Evidence of competence shall be relevant to the assigned work. A credential, training record, or experience alone shall not be treated as establishing competence for every bathing assignment.

Indicator 9.3 — Competence for Abnormal, Degraded, and Non-Routine Conditions

5.9.3.1 The PCA shall be able to recognize when a change or non-routine condition materially affects the assigned bathing assistance or the PCA's ability to provide it as arranged.

5.9.3.2 When the condition calls for action beyond the PCA's competence or assigned role, the PCA shall pause or limit the affected assistance and seek appropriate help or direction through the service arrangement.

5.9.3.3 The service arrangement shall identify how the PCA can obtain direction or additional support when a condition exceeds the PCA's role or competence.

Indicator 9.4 — Recognition of Limits of Authority and Expertise

5.9.4.1 The PCA shall recognize the limits of the PCA's assigned responsibilities, authority, and competence in relation to the bathing assistance.

5.9.4.2 The PCA shall refer decisions or actions beyond those limits to an appropriately responsible person. The PCA shall seek clarification when uncertainty about a limit could materially affect the assistance.

5.9.4.3 The PCA shall not undertake assistance beyond the PCA Assistance Limit to compensate for an unavailable person, resource, or direction.

Indicator 9.5 — Evolution of Competence with Lifecycle and Context

5.9.5.1 When a change in the person's assistance needs, the PCA's assignment, applicable instructions, equipment, or service arrangement affects the competence needed, the responsible party shall identify the changed need before the PCA undertakes the affected work.

5.9.5.2 The PCA shall not undertake changed or additional assistance that depends on competence the PCA does not have or cannot establish. The PCA shall seek direction or support through the applicable arrangement.

Indicator 9.6 — Competence-Related Risk Awareness

5.9.6.1 Where a known competence gap, loss of an assigned PCA, or lack of necessary expertise could materially affect the bathing assistance, the service arrangement shall identify how the gap is addressed and who is responsible for doing so.

5.9.6.2 The PCA shall communicate a competence-related limitation that affects the assigned assistance and request appropriate direction or support.

5.9.6.3 A competence-related gap or unresolved support need shall not be treated as resolved solely because the PCA attended, a timesheet was completed, or a checklist was signed.

5.10 Factor 10 — Regulatory and Standards Compliance

This Factor addresses whether applicable legal, regulatory, program, funding, and standards requirements are identified and followed in the PCA Bathing Support Service. Applicable obligations may differ by jurisdiction, provider or consumer-directed arrangement, and funding model. Compliance with applicable obligations is necessary where required, but does not by itself establish the Quality of the whole service.

Indicator 10.1 — Identification of Applicable Regulatory and Standards Obligations

5.10.1.1 The service arrangement shall identify the applicable requirements that govern the PCA's assigned bathing assistance, including relevant laws, regulations, service authorizations, program and funding requirements, provider instructions, and professional obligations.

5.10.1.2 The applicable basis shall distinguish binding requirements from voluntary guidance or other reference material where that distinction affects the assistance or its examination.

5.10.1.3 The responsible provider or party shall review the applicable basis when a relevant requirement, service arrangement, or condition changes. A separate register of requirements is not required unless the applicable arrangement calls for one.

Indicator 10.2 — Integration of Regulatory and Standards Requirements into Object Decisions

5.10.2.1 Decisions about the PCA's assigned bathing assistance, service period, responsibilities, and necessary contributions shall reflect the applicable requirements governing the service.

5.10.2.2 The PCA shall provide assistance within the assigned role and follow applicable instructions. If an instruction appears inconsistent with a binding requirement or the person's stated choice, the PCA shall pause the affected assistance and seek direction through the applicable arrangement.

5.10.2.3 The service arrangement shall identify who is responsible for resolving a conflict or gap that is beyond the PCA's assigned role.

Indicator 10.3 — Demonstration of Conformity with Applicable Requirements

5.10.3.1 A determination that the service conforms to applicable requirements shall be supported by Evidence relevant to the identified person, service arrangement, and Service Period examined.

5.10.3.2 The determination shall identify the applicable requirements addressed and the Evidence supporting the Findings. Evidence may include existing authorizations, plans, instructions, timesheets, checklists, accounts, and observation, as relevant to the requirement.

5.10.3.3 A timesheet, checklist, approval, or authorization alone shall not establish that the assigned bathing assistance was provided or that its intended Result was achieved.

Indicator 10.4 — Treatment of Conflicting or Overlapping Requirements

5.10.4.1 Where applicable requirements or instructions conflict or overlap in a way that could materially affect the bathing assistance, the responsible party shall identify the issue and determine which requirements apply to the service.

5.10.4.2 The PCA shall seek clarification before providing affected assistance when the conflict could materially affect the person's choice, privacy, dignity, or safety, or exceed the PCA's assigned role.

5.10.4.3 Any unresolved conflict and its effect on the assistance shall remain clear. The PCA shall not treat affected assistance as completed while the conflict prevents its provision as agreed.

Indicator 10.5 — Continued Validity of Compliance Under Change

5.10.5.1 When a relevant requirement, service arrangement, assigned role, or circumstance changes, the responsible party shall determine whether the planned bathing assistance remains consistent with the applicable requirements.

5.10.5.2 The PCA shall follow applicable updated instructions within the assigned role and seek clarification when it is unclear whether a change affects the assistance.

5.10.5.3 Where a change requires review, reassignment, authorization, or follow-up by another party, the service arrangement shall identify the responsible party. The unresolved action shall not be represented as completed until it is completed.

Indicator 10.6 — Recognition of Compliance Limitations

5.10.6.1 A compliance Finding shall identify the requirements and Service Period or episodes it covers, and any material exclusions or unresolved conditions.

5.10.6.2 Compliance with applicable requirements shall not, by itself, be presented as proof that the person received the agreed assistance, achieved the intended Result, or experienced no Quality Deficiency or Harm.

5.10.6.3 A statement of compliance shall not extend beyond the Evidence and examination conditions supporting it.

5.11 Factor 11 — Object and Stakeholders

This Factor addresses people and parties who are affected by or depend on the PCA Bathing Support Service. The person receiving support is central to this consideration, though the person is not the service Quality Object. Relevant parties may include a representative, household members, the PCA, the provider or consumer-directed arrangement, and others whose work or resources affect the service. Their roles depend on the actual arrangement. This Factor considers service effects and concerns; it does not replace requirements concerning the person's direct interaction with the PCA, Harm and Safety, or the service's environment.

Indicator 11.1 — Identification of Affected Stakeholders and Communities

5.11.1.1 The service arrangement shall identify the person receiving support and other people or parties whose interests, work, or dependencies could be materially affected by or necessary to the bathing assistance.

5.11.1.2 Where a representative or other person participates in directing or coordinating the service, the arrangement shall identify that person's role and the basis for their involvement, consistent with the person's choices and applicable authority.

5.11.1.3 The identification shall be reviewed when a change in the service, household, or relevant arrangement could materially change who is affected or whose contribution is needed.

Indicator 11.2 — Identification of Object Impacts Relevant to Stakeholders and Communities

5.11.2.1 The service arrangement shall identify known beneficial and adverse effects of the bathing assistance that are material to the person receiving support or other affected people. These may concern the person's privacy, dignity, participation, access to the bathing area, or use of shared space.

5.11.2.2 The identification shall distinguish effects on the person receiving support from effects on other affected people and shall address material conditions or uncertainties relevant to those effects.

5.11.2.3 A person's satisfaction, a representative's approval, or the absence of a concern shall not, by itself, establish that the service achieved its intended Result or had no adverse effect.

Indicator 11.3 — Alignment with Declared Commitments and Expectations

5.11.3.1 The bathing assistance shall reflect applicable obligations and commitments made through the service arrangement, including the agreed assistance, service period, responsibilities, and relevant preferences communicated by the person.

5.11.3.2 The scope and conditions of a commitment shall be clear to the parties responsible for providing or arranging the assistance.

5.11.3.3 A material difference between an applicable commitment and the assistance provided shall be identified and addressed through the service arrangement. Any unresolved difference shall remain clear.

Indicator 11.4 — Consideration of Cumulative and Long-Term Community Effects

5.11.4.1 Where repeated or continuing bathing assistance could create a known material effect on the person or other affected people, the responsible party shall consider the combined effect across the relevant Service Period.

5.11.4.2 As applicable, this consideration shall include recurring effects on the person's privacy, dignity, participation, or access to shared areas, and effects on other people's use of the bathing area or household space.

5.11.4.3 Material assumptions, uncertainties, and limits on what is known about continuing or cumulative effects shall be made clear. A separate record of cumulative effects is not required unless the applicable service arrangement calls for one.

Indicator 11.5 — Responsiveness to Object-Related Community Concerns

5.11.5.1 A concern raised by the person receiving support or another affected party about the bathing assistance shall be received and addressed according to its substance and significance, within the PCA's assigned role and the applicable service arrangement.

5.11.5.2 The PCA shall respond to a concern within the assigned role and communicate any matter requiring action by another responsible party through the applicable arrangement.

5.11.5.3 The responsible party shall identify any needed response or follow-up and whether it has been completed. The absence of complaints or expressed concerns shall not, by itself, establish that no adverse effect or unmet need exists.

Indicator 11.6 — Transparency of Object Impacts and Limitations

5.11.6.1 Information communicated to affected people or parties about the bathing assistance, its known effects, or its limitations shall be clear and shall not omit material information in a way that could mislead them.

5.11.6.2 Communication shall distinguish established Findings from assumptions, expectations, or unresolved matters. Its scope shall not exceed what the available Evidence supports.

5.11.6.3 Information about the person shall be communicated only to people authorized to receive it and as needed for their role in the service. Unresolved limitations or follow-up needs shall be communicated to the responsible party through the applicable arrangement.

5.12 Factor 12 — Object Monitoring

Indicator 12.1 — Identification of Monitoring-Relevant Object Behaviors

5.12.1.1 The service arrangement shall identify the service conditions and changes relevant to monitoring PCA bathing support over the defined Service Period. These may include whether assigned support and necessary contributions are available; whether the agreed assistance is started, adjusted, paused, or completed; and whether changes or unresolved needs require follow-up.

5.12.1.2 Monitoring shall use information available through the actual service arrangement, which may include schedules, timesheets, checklists, reports of concerns, the person's or PCA's account, and observation. The purpose and limits of each source shall be clear. For example, a timesheet may show reported hours but does not, by itself, establish which bathing assistance was provided or its result.

5.12.1.3 The service arrangement shall identify who reviews relevant monitoring information and who is responsible for responding when it indicates a missed or interrupted service, a recurring change in assistance needs, or unresolved follow-up. Monitoring shall not require a separate bathing-activity record unless the service arrangement requires one.

NOTE The PCA's moment-by-moment assessment during bathing remains addressed under Factor 3. This indicator concerns identifying what is monitored across the service period.

Indicator 12.2 — Adequacy of Monitoring to Detect Degradation and Deviation

5.12.2.1 The monitoring arrangements shall be adequate to detect a material difference between the bathing assistance agreed or assigned and the assistance available or provided, including repeated missed, interrupted, or incomplete service.

5.12.2.2 Monitoring shall be capable of identifying changes over the Service Period that may affect the service's intended Result, such as recurring unavailability of necessary supplies or equipment, repeated unresolved follow-up, or a change in the person's requested assistance or participation.

5.12.2.3 Where schedules, timesheets, checklists, or other existing sources cannot show whether a material change or repeated deviation occurred, the responsible party shall identify an appropriate way to obtain that information within the actual service arrangement. This does not, by itself, require a separate bathing-activity record.

5.12.2.4 The PCA shall communicate a missed contribution, recurring deviation, or change that affects the assigned bathing assistance through the applicable service arrangement. Monitoring shall not depend on the PCA maintaining a separate record unless the arrangement requires one.

Indicator 12.3 — Interpretation of Monitoring Information in Context

5.12.3.1 The person responsible for monitoring shall interpret available information in relation to the identified service, Service Period, assigned responsibilities, agreed bathing assistance, and the person's relevant preferences and circumstances.

5.12.3.2 Interpretation shall distinguish what a source establishes from what it only suggests. For example, a timesheet may establish hours reported, and a checklist may show that an item was marked complete; neither, by itself, establishes which bathing assistance was provided or whether the intended Result was achieved. The absence of a detailed bathing record, by itself, does not establish that assistance was not provided.

5.12.3.3 When information indicates a possible deviation, change, or unresolved need, the person responsible for monitoring shall consider its context and significance, including whether it is isolated or recurring and what further clarification is appropriate under the service arrangement. Unverified information shall not be treated as an established finding.

Indicator 12.4 — Detection of Emerging and Systemic Risk

5.12.4.1 Monitoring shall support identification of repeated or related deviations across bathing-service episodes that may indicate an emerging problem affecting the person's agreed support. Examples include recurring missed or interrupted assistance, repeated unavailability of necessary supplies or equipment, or follow-up needs that remain unresolved.

5.12.4.2 A pattern indicated by monitoring information shall be reviewed in context before conclusions are drawn about its cause or effect. The review shall distinguish confirmed information from reports, indications, and unresolved questions.

5.12.4.3 When a repeated or related deviation may affect the person's bathing support, the responsible party shall determine whether action or follow-up is needed and who is responsible. The PCA shall communicate relevant observations or unresolved needs through the applicable service arrangement.

Indicator 12.5 — Monitoring Relevance Under Change

5.12.5.1 When a change in the person's preferences or assistance needs, the assigned PCA, the service arrangement, necessary equipment, or another relevant condition may affect the bathing support, the responsible party shall review whether the existing monitoring remains relevant to the service.

5.12.5.2 If the change affects what information is needed to understand whether the agreed assistance is available and provided, the responsible party shall identify an appropriate way to obtain that information through the existing service arrangement.

5.12.5.3 The PCA shall communicate a change observed during assigned bathing support when it may affect the assistance or exceeds the PCA's assigned role. Monitoring arrangements shall not rely on the PCA making assessments or keeping separate records outside that role.

5.13 Factor 13 — Documentation and Traceability

Indicator 13.1 — Documentation of Object-Relevant Decisions and Assumptions

5.13.1.1 The basis for decisions that materially affect the PCA's assigned bathing assistance, responsibilities, or necessary contributions shall be identifiable from information available through the service arrangement. This may include an authorization, service plan, assignment, schedule, checklist, or direction from the responsible provider.

5.13.1.2 Where a decision changes the agreed assistance or the responsibility for arranging or providing it, the responsible party shall ensure that the change is communicated to those whose work is affected and is reflected in applicable service information.

5.13.1.3 Where an assumption about the person's preferences, assistance needs, or available equipment materially affects the planned support, its basis and any unresolved uncertainty shall be clear to the responsible party. This indicator does not require a separate bathing-activity record.

Indicator 13.2 — Traceability Between Functional Intent, Technical Requirements, and Realized Object

5.13.2.1 For the identified PCA Bathing Support Service, information available through the service arrangement shall make it possible to trace the intended Result to the bathing assistance assigned to the PCA and to applicable requirements for equipment or other technical resources used in providing that assistance.

5.13.2.2 Where equipment instructions or other technical requirements affect how assigned bathing assistance is provided, the applicable instruction or requirement and its relationship to the assistance shall be identifiable to the responsible party and the PCA, as relevant to their roles.

5.13.2.3 Evidence used to examine the realized service shall be related to the intended Result and applicable requirements it can address. A schedule, timesheet, checklist, account, or observation may support different parts of that traceability; a record of attendance alone does not establish that the intended assistance or Result was realized.

Indicator 13.3 — Documentation of Uncertainty, Limitations, and Known Vulnerabilities

5.13.3.1 Material uncertainty or limitation in information used to arrange or examine the PCA bathing support shall be made clear to the responsible party. This may include uncertainty about the assistance assigned, a necessary contribution, or what an existing record establishes. The absence of a bathing-specific activity record, by itself, does not establish that assistance was not provided.

5.13.3.2 Where a known vulnerability could materially affect the agreed bathing assistance or its intended Result, information available to the responsible party shall identify the vulnerability, its relevant basis, and any action or follow-up assigned under the service arrangement.

5.13.3.3 The PCA shall communicate a material uncertainty, limitation, or observed vulnerability that affects the assigned assistance through the applicable service arrangement. This indicator does not require the PCA to create a separate bathing-activity record unless the arrangement requires one.

Indicator 13.4 — Traceability of Assessments, Evaluations, and Conformity Statements

5.13.4.1 Any assessment or evaluation of the PCA Bathing Support Service shall identify the person and Service Period examined, the scope and applicable requirements considered, and the Evidence supporting its Findings.

5.13.4.2 Each Finding shall be traceable to the Evidence and examination conditions on which it is based. Where Evidence consists of schedules, timesheets, checklists, accounts, or observations, the assessment shall make clear what that Evidence establishes and any material limits on its use.

5.13.4.3 A statement that the service conforms to a requirement shall identify the requirement and the Evidence supporting that statement. The statement shall not extend beyond the person, Service Period, and conditions examined. A schedule, timesheet, or checklist alone shall not establish that the intended bathing assistance or Result was achieved.

Indicator 13.5 — Documentation of Changes and Their Rationale

5.13.5.1 When a change is made to the assigned bathing assistance, applicable instructions, necessary equipment or contributions, or service responsibilities, information available through the service arrangement shall identify the change, its basis, and who is responsible for any required action or follow-up.

5.13.5.2 When the PCA adjusts or pauses assistance within the assigned role in response to the person's choice or a relevant change during the service, the PCA shall communicate the change and any unresolved need through the applicable service arrangement.

5.13.5.3 Information about a change shall make clear which instructions or arrangements currently apply to the bathing support. Existing service records or communication methods may be used; a separate bathing-activity record is not required unless the arrangement requires one.

Indicator 13.6 — Accessibility and Continuity of Quality-Critical Information

5.13.6.1 Information needed for the PCA to provide the assigned bathing assistance—including applicable instructions, the person's relevant preferences and communication needs, role limits, and necessary contributions—shall be accessible to the PCA in time to guide the assigned support.

5.13.6.2 When responsibility for the bathing assistance changes or another PCA provides coverage, the service arrangement shall make current, relevant information available to the person taking on the assignment and identify any unresolved need or follow-up requiring continuity.

5.13.6.3 Access to information about the person shall be limited to people authorized to receive it for their role in the service. Existing service records and communication methods may support access and continuity; a separate bathing-activity record is not required unless the arrangement requires one.

5.14 Factor 14 — Object Adaptability

Indicator 14.1 — Capability of Object to Accommodate Required Changes

5.14.1.1 The PCA Bathing Support Service shall be capable of accommodating changes in the person's preferences, desired participation, or assistance needs during the service or across the Service Period, within the PCA's assigned role and applicable service arrangement.

5.14.1.2 When the PCA can accommodate a change within the assigned role, the PCA shall adapt the assistance to the person's choice. When the change requires a different assignment, authorization, equipment, or contribution from another party, the responsible party shall determine how the service can respond and arrange the needed support.

5.14.1.3 Until a necessary change in assignment or contribution is arranged, the PCA shall adjust, pause, or seek direction about the affected assistance in accordance with the person's choice and the applicable service arrangement. An unmet need shall remain clear and shall not be treated as completed assistance.

6 Examination Basis

6.1 Identification of the PCA Bathing Support Service Quality Object

6.1.1 Before establishing the Applicable Basis under 6.2 and the Examination Scope and Conditions under 6.3, the party responsible for the examination shall identify the PCA Bathing Support Service Quality Object for the person and Service Period examined. The examination record shall identify the applicable service arrangement and reference the object established under Clause 4.

6.1.2 The identification shall state the intended bathing-related functions and results and identify the assistance assigned to the PCA, the person's intended participation, the service responsibilities, and the relevant Boundaries and Interfaces. It shall include necessary contributions from other people, providers, or organizations where they affect realization of the service.

6.1.3 The identification shall establish the period or episodes examined and identify material changes in the service arrangement, assigned PCA, assistance, or necessary equipment and contributions during that period.

6.1.4 Where the examination concerns only part of the PCA Bathing Support Service, the examination record shall identify that part, its relationship to the integrated service, and the dependencies necessary to examine it. Material uncertainty about the object or its boundaries shall be recorded and considered when establishing the scope and conditions.

6.2 Applicable Basis

6.2.1 Before evaluating Evidence, the party responsible for the examination shall establish and document the Applicable Basis for the identified object. It shall identify the requirements and criteria against which the object or examined part will be evaluated.

6.2.2 The Applicable Basis shall include, as relevant, this Standard's applicable requirements; the person's authorized or agreed bathing assistance; applicable service plans, assignments, and instructions; and relevant legal, regulatory, program, funding, provider, and professional obligations or declared commitments.

6.2.3 For each requirement or criterion, the examination record shall identify its source, applicable version or period, why it applies, and the service function, result, work, responsibility, or Interface to which it relates. Where an examination criterion is needed, it shall state the observable condition or result used to determine fulfillment.

6.2.4 Requirements determined not to apply to the identified object shall be distinguished from applicable requirements excluded from the examination scope. The reason for each determination or exclusion shall be documented. Unresolved applicability shall be recorded with its possible effect on Findings and Quality Claims.

6.2.5 Where requirements, instructions, or service arrangements conflict or change during the period examined, the examination record shall identify the applicable versions and when they applied. A conflict shall be resolved or recorded as unresolved, together with its effect on the examination.

6.3 Examination Scope and Conditions

6.3.1 Before evaluating Evidence, the party responsible for the examination shall establish and document the purpose and scope of the examination. The scope shall identify the object or part examined, the applicable requirements, and the Service Period or episodes covered.

6.3.2 The scope shall identify the intended functions and results, bathing assistance, work, Boundaries, Interfaces, and external contributions covered. Where the examination covers only part of the service, it shall include the dependencies necessary to evaluate that part against the requirements in scope.

6.3.3 The examination conditions shall identify relevant features of the actual service arrangement and circumstances, including the person's preferences and intended participation, assigned responsibilities, necessary equipment or supplies, and external contributions, to the extent they affect the requirements being examined.

6.3.4 Where selected episodes or other limited coverage are examined, the examination record shall identify what was selected and the basis for selection. Conclusions shall not be extended to other episodes or conditions beyond what the Evidence and selection basis support.

6.3.5 Exclusions, access restrictions, unavailable information, and other material limitations shall be documented with their effect on the examination. The absence of a detailed bathing-activity record, by itself, shall not remove an applicable requirement from scope or establish whether the assistance was provided.

6.3.6 Changes to the scope or conditions during the examination shall be recorded with their reason and effect on the Evidence and Findings. The final examination record shall state the scope and conditions actually covered; any resulting Quality Claim shall remain within that coverage.

7 Evidence

7.1 Evidence shall be examined in relation to the identified PCA Bathing Support Service Quality Object, the Applicable Basis established under 6.2, the examination scope and conditions established under 6.3, and the Finding it is intended to support. Evidence relied upon shall be linked to the applicable requirement or criterion and to the bathing assistance, Result, responsibility, or Interface it concerns.

7.2 Evidence shall be examined separately for:

a) Sufficiency: whether its coverage and detail are adequate to support the intended Finding;

b) Truthfulness: whether it faithfully represents what it purports to show; and

c) Applicability: whether it relates to the identified person, service arrangement, requirement, Service Period, and conditions examined.

Strength in one consideration shall not conceal or compensate for a material limitation in another. A timesheet may establish that a PCA was assigned or present during a period; by itself, it does not establish what bathing assistance occurred or what Result was achieved. A checklist or service record shall be interpreted according to what it actually records.

7.3 Evidence may include direct observations; the person’s statements or other communication; information provided by the PCA or responsible provider; service plans, instructions, schedules, timesheets, checklists, and other available service records; and information about relevant equipment, supplies, conditions, incidents, or follow-up. Evidence obtained through direct observation shall respect the person’s privacy, dignity, preferences, and applicable consent and access conditions.

7.4 Evidence concerning assistance during bathing shall account for the PCA’s ongoing assessment of the person’s responses and circumstances while providing assistance. This may be communicated verbally or nonverbally, including through words, gestures, eye movement, movement, touch, or other observable responses. The examination shall consider the relevant sequence of assistance and response where needed to determine whether the PCA adapted, continued, paused, or sought direction in accordance with the applicable requirements.

7.5 Evidence shall retain sufficient context to establish its source, how and when it was obtained, and the service episode or period and conditions it represents. Where information is filtered, summarized, redacted, or otherwise transformed, the transformation shall be identifiable to the extent it could affect interpretation, with a traceable link to the source where available.

7.6 Where selected episodes or sources of Evidence are examined, the examination record shall identify what was selected and the basis for selection. Evidence from one episode or source shall not be extended to other episodes or conditions unless its applicability to them is established. Evidence from different periods or materially different service arrangements shall not be combined as though it represents one consistent condition without establishing their compatibility.

7.7 Missing, conflicting, or unverifiable Evidence that could affect a Finding shall be recorded. The record shall identify the requirement or criterion affected, any steps taken to resolve the issue, and the uncertainty that

remains for consideration under Clause 8. The absence of a detailed bathing-activity record, by itself, shall not establish whether assistance occurred or whether a requirement was met.

7.8 Evidence supplied by another person, provider, or organization shall be examined for its relationship to the actual contribution, Interface, episode or period, and conditions concerned. An assignment, instruction, or service commitment shall be distinguished from Evidence that the related assistance or contribution was provided.

7.9 Evidence relied upon shall remain retrievable by authorized parties for the applicable retention period and protected against loss, unauthorized alteration, or removal of material context. Where access, disclosure, or retention restrictions limit examination, the examination record shall identify the restriction and its effect on what can be verified.

8 Findings and Synthesis

8.1 Findings shall be established for applicable requirements identified under Clause 6, using Evidence examined under Clause 7. Each Finding shall identify the requirement or criterion, the bathing assistance or Result examined, the supporting Evidence, and the reasoning connecting the Evidence to the Finding.

8.2 Each Finding shall state whether the Evidence establishes that the requirement or criterion was fulfilled, establishes that it was not fulfilled, or leaves fulfillment unresolved. It shall identify the service episode or period, relevant conditions, and the part of the bathing service to which it applies.

8.3 Where a requirement concerns the assistance provided or the Result achieved, the Finding shall address what the Evidence establishes about the service in practice. A service plan, assignment, timesheet, or checklist shall establish only what its contents support. Its existence alone shall not establish that particular assistance occurred or that the intended Result was achieved.

8.4 Findings concerning assistance during bathing shall consider the relevant sequence of the person’s responses and the PCA’s actions, including whether the PCA continued, adapted, paused, or sought direction as circumstances or the person’s expressed or observable responses required.

8.5 Missing, conflicting, or unverifiable Evidence that could affect a Finding shall be addressed in establishing it. The examination record shall state what remains unresolved and how that uncertainty limits the Finding. The absence of a detailed bathing-activity record, by itself, shall not establish either fulfillment or non-fulfillment of a requirement.

8.6 Findings shall be synthesized in relation to the service’s Intended Functions and Intended Results. The synthesis shall consider how preparation, assistance during bathing, transitions, and necessary follow-up worked together, including relevant interactions among the person’s preferences and participation, the PCA’s Support Work, available resources, and necessary contributions from others.

8.7 Findings from different episodes, periods, or materially different conditions shall be combined only where their compatibility and relevance to the conclusion are established. A favorable Finding for one part or episode shall not cancel a Finding of non-fulfillment or unresolved fulfillment for another applicable requirement or condition.

8.8 A planned or corrective action shall affect a Finding or synthesis only to the extent that its implementation and relevant effectiveness are supported by Evidence. Findings shall remain traceable to the service conditions and period they address.

8.9 Requirements determined to be inapplicable, requirements excluded from the examination, and applicable requirements whose fulfillment remains unresolved shall remain distinguishable from requirements established as fulfilled or not fulfilled. Restricted examination coverage shall limit the resulting conclusion.

8.10 The synthesis shall state what the Findings establish about the PCA Bathing Support Service Quality Object within the examination scope, including relevant results, limitations, unresolved matters, and conditions. Findings and synthesis shall provide the basis for Quality Claims under Clause 9, and their conclusions shall not exceed the coverage and certainty supported by the Evidence.

9 Quality Claims

9.1 A Quality Claim shall be based on the Findings and synthesis established under Clause 8. The party issuing the Claim shall identify its intended recipients and the decision or use it is intended to support.

9.2 The Claim shall identify the PCA Bathing Support Service Quality Object, or an accessible reference to it that protects the person's privacy, and state the service arrangement, assistance or part examined, and Service Period or episodes covered.

9.3 The Claim shall state what the examination established about specified requirements, Intended Functions, or Intended Results. Its scope and certainty shall not exceed what the supporting Findings and synthesis establish.

9.4 Material conditions, exclusions, requirements not fulfilled, unresolved Findings, conflicting Evidence, and examination limitations necessary to interpret the Claim shall accompany it, including in summaries. An unresolved condition shall not be presented as demonstrated fulfillment or non-fulfillment.

9.5 A Claim shall distinguish the assistance assigned or planned from assistance shown by Evidence to have been provided. A Claim about a particular episode or person shall not imply a finding about other episodes, people, PCAs, or the provider's overall service unless the examination supports that broader scope.

9.6 Planned improvements, instructions, or corrective actions shall remain distinguishable from assistance whose implementation and effectiveness are supported by Evidence. A Claim about the service's capability shall state relevant limits, conditions, and necessary contributions on which that capability depends.

9.7 The Claim shall remain traceable to its issuer, issue date, revision, examination, and supporting Findings. The issuing party shall retain a record linking material assertions and qualifications to the synthesis and, through it, to applicable requirements and supporting Evidence.

9.8 Where a Quality Claim includes a Conformity Statement, it shall identify the requirements or criteria assessed, the examination scope and conditions, and the party that performed the assessment. It shall not imply conformity beyond the scope supported by the examination.

9.9 Where a change to the service arrangement, assistance, person's circumstances, requirements, or supporting Evidence could materially affect a Claim, its continued applicability shall be reviewed. The Claim shall be qualified, revised, or withdrawn when its continued use would exceed what remains supported; relevant recipients shall be informed of material changes.

Bibliography

The following sources are listed for informative purposes. Their inclusion does not make them normative references or establish their applicability to a particular Quality Determination.

[1] U.S. Bureau of Labor Statistics. 2018 Standard Occupational Classification (SOC) Manual, 31-1122, Personal Care Aides.

[2] Quality Institute. Whole Quality of Complex Objects — How Objects Realize Their Intended Functions. WQI_ARB1. First edition, November 2026.

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