



www.invisiblecare.ca | referrals@invisiblecare.ca | 289-335-1713

ATTENDANT CARE SERVICES

PROGRESS REPORT

Client Name: John Smith

Date of Birth:

Date of Loss:

Claim Number:

Service Period:

Report Date:

Lead PSW:

Re:

DOL:

Claim #:

DOB:

INTRODUCTION

Invisible-Care offers enhanced, remote attendant care services, delivered through technological platforms. Invisible-Care was founded in recognition of the need that exists for an *intermittent* model of care to support many clients. The clients who require this model of care often experience cognitive and/or psycho-emotional difficulties that result in the need for cuing, coaxing, encouragement, reassurances, and emotional support in addition to hands-on, direct, assistance. Our team of Personal Support Workers and Rehabilitation Support Workers engage with clients regularly through a secure and encrypted software by means of text, telephone, and/or video call. Close communication is maintained between our management team and the rehabilitation professionals who refer their clients for remote attendant care services. Every care plan is designed to meet specific client needs and is regularly adjusted as needed. Invisible-Care is available 24 hours per day to provide emergency assistance in the form of Basic Supervisory Care and/or Comfort & Care, through direct support (6AM to midnight) or via our emergency line overnight.

INFORMED CONSENT

Mr. John Smith has been informed that Invisible-Care Inc. will provide him remote attendant care services via a smart device. He has consented to receiving daily communication from Invisible-Care through secure text, calls, and/or video chat. Mr. Smith has consented to the collection and release of pertinent information relating to his functional abilities and/or medical status, to the authorized personnel on file.

BACKGROUND

Mr. John Smith was referred to Invisible-Care Inc. for continued remote personal and rehabilitation support services by Ms. Jane Doe in February 2021. Invisible-Care has been providing remote attendant care services through secure text, calls and/or video chats since March 4, 2021. This report is a comprehensive summary of the functional and objective observations made by the Support Worker during the service period March 2021.

ATTENDANT CARE PLAN

As per the referral information and consultation with Ms. Jane Doe, treating Occupational Therapist, the following cues, and support have been identified as necessary.

Tools used by our personal and rehabilitation support workers to support Mr. Smith with his activities of daily living include but are not limited to engagement, pacing tools, support with breaking down tasks, energy conservation and planning, cues and prompts when to start a task, deep breathing as a tool to calm before a task, support with exercise, and a listening ear. Prompts are provided daily by text message, unless otherwise indicated. Daily cuing and prompting in the form of text, calls and video chats, ensures comfort, safety, and security daily through 24/7 two-way communication.

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Form 1 Task	Cues/Prompts Schedule
Dressing/Undressing	
Prosthetics	
Orthotics	
Grooming	
Feeding	
Mobility	
Extra Laundering	
Hygiene (Comfort, Safety, Security)	9:00 PM – Check-In Prompt and meditation link to aid with sleep
Basic Supervisory Care	9:00 AM Wellness Check-In Call 4:00 PM Wellness Check-In Call
Coordination of Attendant Care	
Genitourinary Tracts	
Bowel Care	
Tracheostomy Care	
Ventilator Care	
Exercise	
Skin Care	
Medication	10:00 AM – Medication reminder and follow up 6:00 PM – Medication reminder and follow up
Bathing	
Other Therapy	
Maintenance of Supplies and Equipment	
Skilled Supervisory Care	
Other	Cues/Prompts Schedule
Healthy Check-In	
Pain Tracking	Daily ratings for pain and mood
Morning/Nighttime Routines	
Appointment Reminders	11:00 AM Tue and Fri – Massage therapy reminder 11:00 AM Wed – Physiotherapy reminder
Relaxation/Exercise Reminders	
Therapy Activities	
Video Calls	

Please refer to Occupational Therapy Attendant Care Report by Ms. Jane Doe and Form 1 dated December 20, 2020 for more information.

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ATTENDANT CARE SESSION NOTES

Please note the communication documented below is above and beyond the care plan outlined above and is intended to provide additional information on client need for support, cuing and prompting.

Date	Support Worker Notes
<p>March 5, 2021</p>	<p>S: Phone call. Client stated that he had his son, only for 5 hours because his son needed to be picked up to go to therapy because his son felt like dad abandoned him after the accident. The client expressed his frustration with this as he states that he nor his son should be having to go through this because it wasn't his fault. The client reported that the person who hit him was drinking and driving but he isn't in jail and is out living his life, playing with his children and client is in pain all day every day and his son is in therapy. This all provided him with a great deal of anger and frustration. Client reported that the person who hit him has a brother who is a police officer in their town so he "gets off with doing whatever the \$#@% he wants to do, he ruins people's lives, that's what he does." Client shared his stress about finances. He stated that he has no money, and he has to pay for car repairs and his son's therapy. He had to have modifications done to his vehicle due to the accident and he was angry about this as something broke right after he had it put on and he had to travel to take the car there. Client shared that driving any distance is very painful and he is unable to get comfortable in any vehicle. Client stated that he feels like people are always staring at him and judging him especially when he had to go to the methadone clinic to get his medications. Client currently gets his pain meds from his family Dr. As he "got kicked out of the clinic", because they wanted him to stand to wait his turn and he "is in too much pain to stand there in a room full of people who are staring at him." Client claims the pain medication doesn't work and that he can't find anything that helps ease his pain and he wishes that the Dr's would have just amputated his leg because "I can't deal with this pain every day, it's too much." Client mentioned that he can't go into any big box store and has difficulty in a lot of stores due to the florescent lighting and the buzzing sound they make, these give him an instant headache.</p> <p>O: Client was quiet at first, but quickly opened up and shared his struggles with PSW. Client was easily agitated when speaking about his pain and the person that hit him. PAIN 9/10 in his back and nerve pain in his leg. MOOD 2/10 FATIGUE 8/10 "I don't sleep because I</p>

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	<p>can't get comfortable with all this pain." Client was very vocal about his struggles and frustrations in his life.</p> <p>A: Client is struggling to complete daily tasks due to high levels of pain. His pain levels are affecting his relationship with his son and his son's mother as well as his ability to communicate with others in public on an amicable level. Pain levels are affecting his sleep patterns, therefore affecting his mood as well.</p> <p>P: PSW provided an empathetic ear and suggested client use heat for his pain (client mentioned he will not use a heating pad of any sort as he electrocuted himself with Dr. Ho's Tens machine). PSW suggested ice packs, client stated that then he's chilled to the bone and can't get warm again. Encouraged client to do gentle stretches and complete exercises given to him by this therapy team. Client encouraged to reach out if he requires emotional support throughout the day.</p> <p style="text-align: right;">Sign:</p>
<p>March 5, 2021</p>	<p>S: Client Call. Client stated that he prefers to be called "Jo" when asked by PSW. Client stated that he is in constant pain. Client reported he has plates in his hands, hip, leg and pelvis, and that restricts his mobility. When he uses his hands, they swell up and create more pain. Client stated the stairs are very steep at his home and there are approximately 30 of them, making it very difficult to get around his home or even outside. Client reports falling on many occasions, and he is fearful of using the stairs. Client stated that his body is always compensating so he is always tired. Client admitted that he can go from nice to irritated really fast due to pain. Client stated the best place for him to find any kind of comfort is in his wheelchair which he uses to get around parts of his home. Client stated his sleep is worse even with the medication he uses due to pain and goes some days without sleeping at all. Client stated he has an infection in his mouth so it's making it hard to eat. Client stated he was at his son's mother's doing laundry but in actual fact she was doing the laundry, he was just there. Client stated his son doesn't like leaving him because he is afraid he won't see him again. Client stated "it's my fault my son is in therapy."</p> <p>O: Client is very bitter about how he has to live as a result of the accident. Client goes from calm to irritated very easily and recognizes when he does. Client's ADLs are affected by his inability to move around his home properly and do the things he used to be able to do before the accident. Client tries to be as involved in his son's life like he was before but is unable to do many things now. Client gets frustrated when he can't because he knows how it affects his son.</p>

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	<p>A: Client struggling daily with all tasks due to high levels of pain which also affect his level of fatigue. This causes an increased risk for falls and injuries. His relationships with his son and his son’s mom (his best friend since high school) are also being affected due to pain as he can become very irritable and hard to be around. High levels of pain are also affecting his sleep patterns and his Mood.</p> <p>P: PSW supported client by listening and reminding client to reach out if he needed anything. PSW’s efforts for pain management were declined by client as nothing works. Continue to support through calls and prompts.</p> <p style="text-align: right;">Sign:</p>
<p>March 6, 2021</p>	<p>S: Client reported he had a busy week with appointments. Client is sleeping well because of sleeping pills, but without them he is not able to sleep – constant flashbacks of the accident.</p> <p>O: Both knees pain 8/10. His mood has been good with the assistance of his medication.</p> <p>A: Client has had a busy week. Client requires extra support through prompts and reminders to take his medication which have a positive impact on his mood and sleep.</p> <p>P: Continue to provide support through prompts and calls.</p> <p style="text-align: right;">Sign:</p>
<p>March 7, 2021</p>	<p>S: Client Call. Client stated “I could be better. I ate a brownie before bed with my pills last night and my stomach didn’t like it.” Client stated he stayed at Erin’s house last night (his son’s Mom) and his laundry was completed. Client stated he had a tough time getting comfortable due to stomach pain. Client stated his stress level goes up when stays at Erin’s and he hoped to be going home soon. Client stated his pain wasn’t too bad because he had taken his pain meds about an hour ago. Client stated he likes to be aware of some pain so he knows what he’s doing wrong so he can correct it. Client stated he needs his equipment to be more transportable for comfort and accessibility.</p> <p>O: Client reported PAIN 4/10. Client expressed concerns of not being in his own home as he likes things done a certain way and he can’t control those things in someone else’s home. It sounded chaotic in the house while he was on the phone and client was becoming short tempered at times.</p> <p>A: Client gets frustrated easily when he can’t do things for himself. Client does recognize his patience runs out fast and he reacts in the wrong way. Client depends heavily on Erin to help complete ADLs like laundry.</p> <p>P: PSW encouraged client to take deep breaths when he was feeling frustrated to calm himself down before he reacted negatively and</p>

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	<p>felt bad for doing so. Continue to support client through prompts and calls.</p> <p style="text-align: right;">Sign:</p>
<p>March 7, 2021</p>	<p>S: Client reports that he couldn't sleep well last night. The client stated that he feels that he must have slept on his neck wrong. He was in an incredible amount of pain. "Stating that it was so aggravated and bothering him all night." Client reported that he took his pain pills, but they did not bring relief. The client described having ruminating thoughts and stated, "My mind just won't stop thinking, it doesn't shut off" Client then expressed his frustration with never yet seeing the psychiatrist in person. Then jumped back to speaking about his sleep and saying he rests and sleeps through the day. Then changing topic to driving, stating, "I don't like driving because it causes me so much pain in my leg and back, when I use my walker, it causes me lots of pain." The client then changed the topic and discussed the struggles that he has with bathing and getting in and out of his high raised bathtub safely. Expressing that he can't get in and out safely.</p> <p>O: Pain in neck, back, leg. The client expressed frustration. Spoke rapidly</p> <p>A: The nature of the conversation was very tangential. The client is struggling with sleep and pain, which affect his energy and mood.</p> <p>P: Listened, encouraged, and validated the clients concerns and feelings. Discussed Pain management strategies. Encouraged the client to speak with his Team about concerns with bathing</p> <p style="text-align: right;">Sign:</p>
<p>March 8, 2021</p>	<p>S: Client acknowledged morning medication prompt. Client reported pain in his knees and neck. Client reported his plan for the day was to watch videos on YouTube and complete an upper body workout.</p> <p>O: Client reported the pain in his neck and knees to be a 11/10 on a pain rating scale. Client stated that he had a cryo-cuff on his knees for 15 minutes every hour and believes that he had acupuncture for his neck tomorrow.</p> <p>A: Client struggles with pain and requires support for medication prompting.</p> <p>P: PSW encouraged client to take caution while working out and stay hydrated.</p> <p style="text-align: right;">Sign:</p>
<p>March 9, 2021</p>	<p>S: Client reports that he fell asleep around 2am and woke up at 4am. He tried to do the meditation link that IC sends him but it wanted him to download an app so he went on YouTube and listened to some from there and he woke up at 7am sweating. Client reports that he is staying at his son's mother's house as she needed to leave early for work this morning. Client reports he is depressed when he</p>

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	<p>has to stay at his son’s mom’s house because he doesn’t have his wheelchair to get around, just his walker. Client reports that mid-day is when his back is the weakest. Client reports he was able to go all day yesterday without leg pain until nighttime. Client reports he achieved this by staying off his leg for most of the day and scooting around on his walker. Client expressed his frustration about his memory loss and states that he has to walk around with a backpack of pens and notebooks so he can write everything down or he will forget. Client stated that reading and writing is difficult for him since the accident which makes him angry. Client reported that he is stressed about his Dr’s appointment on Friday as his in person PSW has taken the day off and now he doesn’t know how he’s going to get there. Client talked a lot about how his accident happened and how much it has depressed him because he can’t be active like he used to be and play with his son the way his son deserves. Client’s friend is coming to pick him up tomorrow and taking him home to do some laundry. Client reports he overdoes it sometimes because he’s trying to be a good father and a good be a good role model for his son. Client spoke at length about how he doesn’t talk to his mom or dad and this has affected the way he looks at life and is sad that he can’t be a better dad for his son as his dad wasn’t a good father according to client.</p> <p>O: Client was in better spirits today however, showed a lot of frustration about having the accident and how it wasn’t his fault, but he is “paying for it.”</p> <p>A: Client struggles with physical and emotional pain due to feeling guilty that he can’t play with his son like he used to. Client's accident has negatively impacted his emotions.</p> <p>P: Continue to provide emotional support client as well as pain management strategies and encouragement to try his best because his best is enough.</p> <p style="text-align: right;">Sign:</p>
<p>March 10, 2021</p>	<p>S: Client stated he was in a lot of pain and is struggling to sleep. Client stated sleep meditation doesn’t help and he has a problem settling in to sleep for the night. Client stated he had just been in and out of his buddy’s truck and his pain is tolerable.</p> <p>O: Client reported PAIN 5/10. Client struggling to sleep at night, only getting 2-4 hours at times of broken sleep. Client is feeling frustrated.</p> <p>A: Client’s sleep patterns are affected by higher levels of pain. Pain strategies are not helping.</p> <p>P: PSW reviewed pain strategies, but client has tried everything without success. Continue to support through prompts and calls.</p>

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<p>March 10, 2021</p>	<p>S: Client reported that he was sitting in his truck waiting for his friend to come pick him up and his friend and his wife were taking client out to get gas in his truck. Client reported that he is feeling less stressed about his appointment on Friday because his friend is going to drive him. Client reported that he got some sleep last night. He slept from 2am-7am. Client stated that his Dr. Changed his medication times, so he takes a capsule at nighttime with food, but he is waking up in the morning and throwing up. Client reported that he wants to take the medication at bedtime because he feels like it helped with pain so he could sleep a little bit but doesn't like throwing up. Client mentioned that he used to love working on his truck and doing his own maintenance but since the accident he's unable to do it anymore and it upsets him.</p> <p>O: Client was very chatty. Client was in better spirits today than he has been in previous conversations. PAIN: 5/10</p> <p>A: Client is frustrated that he has to pay someone to fix his truck and do oil changes on his truck when he used to be able to do all that himself and since the accident, he is unable to complete these tasks.</p> <p>P: PSW suggested client speak to his Dr. About his medication side effect.</p> <p style="text-align: right;">Sign:</p>
<p>March 11, 2021</p>	<p>S: The client reported that he had a near fall yesterday, stating that his knee's just gave out. The client does not have a date yet for his next surgery. The client reports having a migraine last night and went to bed early. The client reported his mood is stable and he feels ok.</p> <p>O: Pain rated 8/10. Client was sitting in a chair with his foot elevated.</p> <p>A: With the continued use of his antidepressants the client is in a stable mood. The client continues to struggle with pain.</p> <p>P: Discussed pain management strategies and engaged the client in conversation creating a sense of community.</p>
<p>March 12, 2021</p>	<p>**Please note the report below is intended to give context, insight and to reflect the scattered & chaotic nature in which the conversation took place. **</p> <p>S: Client reported that he really wants to get back to his home, so he can be comfortable. He said that they adjusted his medication yesterday to help improve his sleep. Last night he slept from 2-6am. Pain- 7/10 - client reported that he was moving around a lot. He had an appointment with his lawyer's office and all the moving around really increases his pain. He reported that he is using his walker but is so sore and so tired.</p>

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	<p>The client switched topics and said he is sitting by his window but trying to hide from the sunlight. “The sunshine is so aggravating why is it so freaking strong”. He explained that he got a pair of protective glasses from his dentist that he wears to block the rays from his eyes because it causes so much pain. He went on to explain that even in the hospital and offices that the lighting is so strong that he can hear the buzzing/humming sound that the lights make. He stated, “the sound is so intense and so annoying it just makes me angry.”</p> <p>He then expressed how his constant pain makes him so angry. Stating “I just need some real sleep so I feel half normal, but I cannot sleep. I am tired but nothing is working, they were supposed to get me help, I even got a letter from the KOPI clinic, but was then told no that was wrong (?) and now I have to wait for a referral. Everything is just so messed, and I just need to sleep and not have so much pain. The doctor used the word “possible manic state” (when?).</p> <p>He then expressed how all the moving around and going back and forth drives him nuts and makes him aggravated, “Going up and down the elevators make me angry” (It is my interpretation the Rob meant the moving around trying to locate the correct location of his appointment not specifically riding the elevator, but this was not verified)</p> <p>Rob mentioned that he has really bad pain in his hips, especially his left side hip / low back going down his calf. He feels that doctors do not take his pain seriously. Rob explained that he does not want to take medications if there are other ways for him to manage his pain, and if he is going to resort to taking medications that he wants and expects that they actually work. Rob believes that it should be the priority to fix the core issue, not cover it up with medications. He stated, “I feel like I’m going insane with pain, I don’t want to take all kinds of medications, but I want the ones I do take to actually work” He feels hopeless “I can’t win, I don’t want to take medications, but I don’t want to be in pain. What I really want is so sleep.”</p> <p>He went on to express his deep level of anger and stress “I am filled with so much anger and rage” “They judged me when I chose to leave the hospital, but they wouldn’t let me see my son, he is my world,” Then there were visiting days on certain floors, but I kept getting moved to different floors, so I would miss the visiting day. They wouldn’t let me leave my bedroom, I was trapped and isolated, there were addicts yelling and hollering in my room, I couldn’t get away.”</p>
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	<p>Rob went on to expresses his need to get home to his own house but that at his house he doesn't have a safe place to bathe, "I have a high tub that I can't get in and out of safely, so I can't bathe"</p> <p>Rob became a little emotional when speaking about his son. "I just want my life to get back to normal. "I can't take my kid tobogganing. I can't do normal things; I don't want to be this angry all of the time."</p> <p>O: slept from 2-6am. Pain- 7/10 Triggers for anger: Pain, lack of sleep, bright lights, strong sunshine, sound of lights buzzing/ humming, having to go back and forth up elevators, personal limitations. The client expressed feelings, of anger, rage, sadness, hopelessness, despair, depression. The clients' thoughts and flow of conversation were very tangential in nature. Often displaying Flight of idea's which is reflected when reading the report. PSW could feel the palpable anger and frustration throughout the conversation.</p> <p>A: The client continues to struggle with high levels of pain that effect his ability to do his ADL's. Client struggles with sleep of affecting his energy, mood, anxiety and ability to manage his pain. The client has and overwhelming amount of tangible anger and frustration that could be felt over the phone. At no point did the PSW feel that any anger was directed towards her and was solely focused on his life circumstances. At times, the client was emotionally charged and used profanities to express his anger. He changed the topic of conversation multiple times and often one word or theme would trigger his recall and lead into the next topic. The client expressed a sense of hopelessness and often feels misunderstood by his team, social circles. Rob's physical limitations really impact his day both in functionality and emotional. Client has a lot of guilt that he is not able to do for his son as he feels he should. Client has lost his sense of self.</p> <p>P: Listened, supported, and encouraged the client. Notified Management about safety concerns with bathing in the client's home.</p> <p style="text-align: right;">Sign:</p>
<p>March 13, 2021</p>	<p>S: Client reported that he had a really bad panic attack last night. Client woke suddenly from a sound sleep, struggling to catch his breath, sweating heavily to the point that his bed sheets were wet, and his face was dripping. Feeling panicked and scared the client sat up hoping to improve his laboured breathing. Unable to shaking the anxiety and sacred feeling he decided to get up and make a coffee. Client said that he was feeling very scared and stressed, so he decided to try his prescribed cannabis to ease his nerves. Client fell back to sleep shortly after but has had an uneasy, panicked, anxious</p>

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	<p>feeling all morning. Client stated “Panic attacks really freak me out! I feel like I don’t have control.” He shared that he has spent most of his Moring with heavy anxious ruminating thoughts about tonight, tomorrow and his future. Client reported that he really hates how he is limited by his physical abilities. He reported that he had an ensure.</p> <p>O: Pain- 5/10 hips low back, Mood- low, Heavy rapid breathing, sweating heavily, anxiety.</p> <p>A: The client had a bad anxiety attack last night and is affecting him still today. Client has a lot of uncertainty in his life currently and it is weighing heavily on his mind. Client continues to struggle with pain and fatigue.</p> <p>P: Listened and supported the client. Encouraged him to eat regular meals and stay hydrated. Encouraged him to take some time to sit outside and get some fresh air.</p> <p style="text-align: right;">Sign:</p>
<p>March 14, 2021</p>	<p>S: Client responded to scheduled prompt, reporting he stayed in bed today. Client also explained he was experiencing a bad mood, headache and dizziness throughout the day, as well as anxiety.</p> <p>O: Client rated pain 10/10. Client took pain killers.</p> <p>A: Client has been struggling with his mood, fatigue and physical pain. It creates difficulty for him to get out of bed and relies on medicine to help treat his pain.</p> <p>P: PSW offered breathing exercise.</p> <p style="text-align: right;">Sign:</p>
<p>March 15, 2021</p>	<p>S: The client reports that he is feeling very tired. He has an appointment tomorrow in Kingston and is feeling anxious about it. He is having a friend drive him to the appointment. The client reports that he has a lot of pain when riding in a vehicle for periods of time and that he feels each bump. The client said that he “hates having to wait in the waiting that it takes for ever and I am always so uncomfortable.” The client discussed the expensive prices for parking and how frustrating that is. Rob reported that he took his pain medications but that his pain was still a 5/10. He is feeling a little better after his anxiety attack and the cannabis seems to really help. He reported that he did take his 3 ensures but will eat a meal when his family gets home. The client expressed his love and passion for custom motorcycles.</p> <p>O: Pain 5/10 fatigue 6/10 The client seemed calmer in the afternoon though the nature of the conversation was very tangential.</p> <p>A: The client is feeling anxious about the far drive and his appointment with the orthopedic surgeon. The client continues to struggle with pain and finding ways to feel comfortable.</p>

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	<p>P: Listen and supported the client. Encouraged the client to try heat to help with pain and discomfort. Discussed pacing and resting.</p> <p style="text-align: right;">Sign:</p>
<p>March 16, 2021</p>	<p>S: The client had to travel to Kingston for an appointment with his back doctor. His friend is driving him to the appointment. Client reported that has not slept yet, stating “there is too much going on to sleep, you know what would have happened if I went to sleep, I would have crashed and I would have missed my appointment” When asked how he is staying up so long he said “adrenaline.” The client arrived 45 mins early to his appointment so they wouldn’t be late. When asked about his pain he responded, “Yes I’m very sore, he did his best, but I felt every bump and turn.” (He’s referring to his friend that drove him)</p> <p>O: The client sounded hyper / anxious. Flight of idea’s.</p> <p>A: The client has been struggling with anxiety about the traveling and his appointment which may have played a factor in him not sleeping before his appointment. The client had fears of missing or being late to his appointment.</p> <p>P: Encouraged the client to eat, hydrate and take it easy while waiting for his appointment. Encouraged the client to reach out if he needed support.</p> <p style="text-align: right;">Sign:</p>
<p>March 16, 2021</p>	<p>S: The client reached out to IC, stating “All done at doctor's, got bad news and good news.” The client reported that the good news is “he isn’t crazy.” The bad news is that the surgeon agreed that something may be wrong. Stating “I really hope they won’t have to take out the hardware.” The surgeon is going to have him go for an X-Ray on his back. The surgeon mentioned that he wants to rule out if there is an allergic reaction. The surgeon gave him 6 injections and a referral to the KOPI pain clinic. The client was expressing his frustration when saying “See, everyone kept telling me that I need to move more, but I knew something was wrong because when I move, I am in so much pain.” Client changed the direction of the conversation explaining that he was frustrated with his in-home PSW because she cancelled on him, and he had to find an alternative ride to Kingston today.</p> <p>O: The client sounded a little hyper/anxious. Flight of idea’s but calmer than earlier in the day. The client expressed his frustration.</p> <p>A: The client has had a very busy and overwhelming day, and at risk for crashing, as he has not slept in over 24hrs and got some concerning news from his surgeon that will only added to his anxiety.</p>

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	<p>P: PSW offered the client a support call. Encouraged the client to speak with his team and let them know what happened with the surgeon.</p> <p style="text-align: right;">Sign:</p>
<p>March 17, 2021</p>	<p>S: Client responded to daily prompt outlining he had not completed his exercise program today due to low mood. He noted he had eaten but only after the prompt as he was caught up in his own thoughts and tasks (he reported he can be distracted).</p> <p>O: Client was open to discussion around daily exercise. He has challenges with occasional pain and low mood that impact follow-through of recommendations.</p> <p>A: The client is not consistent with his exercise program due to challenges with fluctuating mood and occasional pain.</p> <p>P: Continue to support client as per care plan.</p> <p style="text-align: right;">Sign:</p>
<p>March 18, 2021</p>	<p>S: Client Call. Client stated he was very tired from his trip today but the Drs are hearing him and they believe there's something wrong with his back. He stated it's either irritation from the hardware OR an allergy from the hardware that's causing the swelling on his left side. Client stated if they have to remove the hardware he will be left in a wheelchair. Client stated he's been trying for 7 months for someone to look at him and get some answers. Client's pain was so bad once he got there the Dr froze his back with 6 needles so he could drive back home.</p> <p>O: Client is frustrated that therapists are not listening to him when he says he is unable to do certain things because he truly can't. The surgeon actually told the client he was overexerting himself and that was causing even more irritation to his back. Client was eating his first meal while on the phone at 7:45pm and refuelling.</p> <p>A: Client struggles with extreme sleep loss due to pain. Client's body is physically tired from compensating as he tries to maintain some of his ADLs. Client requires reminders to pace himself and take time to rest and rehydrate and refuel with nutrition.</p> <p>P: PSW encouraged client to eat and drink now that he was home and do his best to get some good sleep tonight. Continue to support through calls.</p> <p style="text-align: right;">Sign:</p>
<p>March 19, 2021</p>	<p>S: Client phone call. Client stated he has been sitting on the edge of the bathtub with the hot shower on his back to alleviate some of the pain. Client spoke about his Dr's appointment yesterday. Client stated that he is happy that someone is finally listening to him and is willing to expedite treatment. Client expressed his fear that if they remove the hardware in his back and he falls he could end up</p>

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	<p>in a wheelchair for the rest of his life. Client reported he is home now and fell asleep last night in his chair and woke up to the sun. Client stated that he is most comfortable in the daytime in his wheelchair but at nighttime in his chair at home although it is hard to get in and out of. Client reported that his surgeon will be sending a letter to his OT and family doctor as they deemed him “load bearing” and the surgeon said he has done more damage to himself because of the exercises they have him doing, according to the client. Client reported that the surgeon said he won’t know until after the x-ray what they are dealing with. It could be an allergic reaction to the hardware, or the muscle could be growing around the hardware and pulling. Client claims that no doctor wants to help him because he left the hospital against 5 Dr’s orders. Client voiced his dislike for hospitals and hospital staff, stating that “nobody wants to work around there, you ring the bell, and they take forever to come so my son’s mom had to come wipe my ass because the nurses are too busy sitting around talking. I know about every one of their lives because all they do is talk instead of helping people.” Client stated that the Dr’s want to put him on medication, and he doesn’t want medication because he doesn’t want to walk around all high, he wants to get to the root of the pain and fix it. Client stated that he is tired of not being able to sleep, being in so much pain, having to rely on his ex because he has to stay at her house, and he knows she and her boyfriend just want to move on with their lives, but he feels like he is a burden to her. According to the client, his ex has told him that she can’t keep helping him because she’s not his mom.</p> <p>O: Client was grunting and groaning when he tried to move. Client was visibly in a lot of pain. Client sounded frustrated that he has not slept and is in so much pain.</p> <p>A: Client continues to struggle with pain and not wanting to take medication. Client struggles with not being able to drive himself around and take care of his child. Client is frustrated by his moods and knows his ex is getting sick of helping him and his moodiness.</p> <p>P: PSW empathized with the client and encouraged him to continue to try pain management that works for him, like the shower. Encouraged client to reach out when he needs additional support or is feeling like he can’t handle things on his own or needs to vent to someone to alleviate some of the pressure from his ex.</p> <p style="text-align: right;">Sign:</p>
<p>March 20, 2021</p>	<p>S: Client provided pain and fatigue rating in response to evening prompt.</p> <p>O: Client reported his pain at 8.5 close to 9/10, and fatigue at 8/10.</p>

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	<p>A: Client’s pain consistently increases during the evening following his functional and therapeutic activities. He finds the elevated level of pain significantly impacts his fatigue.</p> <p>P: Encouraged client to rest and use his pain management.</p> <p style="text-align: right;">Sign:</p>
<p>March 21, 2021</p>	<p>S: Client Call. Client answered the phone and stated, “I’m exhausted” Client stated he wasn’t feeling too good since his freezing wore off from his appointment yesterday. Client stated he will be negatively affected by this long trip to Kingston for the next 3-4 days. Client stated it’s like this every time he goes to a hospital appointment. Client stated his pain feels like a wine corkscrew is twisting through and pulling his muscles. Client stated he hadn’t slept all night. He tries to go to sleep but can’t. Client stated his Pain is high and he used a hot water massager on his back this morning while sitting on the edge of the tub. He stated it helped for a bit. Client is laying on the couch as he has several pillows on there that he can use to get himself comfortable. Client expressed his frustrations with not being able to do the things he used to but he’s doing his best to adapt.</p> <p>O: Client gets easily frustrated when Drs and Therapists don’t listen to him. Client is doing his best to adapt to new ways of doing things so that he can have some quality of life. Client is exhausted not only from being sleep deprived but from the impact all these appointments have on him and from the pain he endures daily.</p> <p>A: Client was not wound up, today but calm, when explaining his frustrations. Client’s sleep patterns are extremely messed up due to pain, and he is exhausted.</p> <p>P: PSW encourages client to rest when he can and continue using the pain strategies that are working for him. Continue to support through prompts and calls.</p> <p style="text-align: right;">Sign:</p>
<p>March 22, 2021</p>	<p>S: Client Call. Client stated he had a better sleep last night and slept on the couch where he could position himself better with pillows for support. Client stated he has throbbing pain just below the shoulder blades, at times it feels like fire (very hot) when he moves certain ways. Client reports he is still quite swollen on the left side. Client stated he is “making the best of the day because he needs to.” Client stated he is relaxing today as yesterday he knew his body was “done” after traveling 2 days ago.</p> <p>O: Client reported PAIN 5-6/10. Client sounded more rested today and reports getting 3 hrs sleep at once, then a shorter period this morning. Client is feeling hopeful after his appt with his Dr Friday because someone is finally listening to him.</p>

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	<p>A: Client continues to struggle with disrupted sleep patterns at night due to pain and positioning. Client needs extra support to seek out the best pain management strategies for him as most have not worked in the past. Client can get lonely at times so having conversation with IC staff allows him to feel heard and helps him to de-escalate when he is having a hard day.</p> <p>P: PSW used a listening ear and encouraged client to rest today so his body could recuperate from his trip to Kingston. Continue to support through prompts and calls.</p> <p style="text-align: right;">Sign:</p>
<p>March 23, 2021</p>	<p>S: Client reports today he took a nap. The humid gloomy weather is having an impact on his pain and mood. His back gets very tense with the weather. He has been home all day. He is going to try and vacuum. Client had some leftovers for lunch.</p> <p>O: Client rated his pain at 8.5/10. Client was in a lot of pain when trying to straighten himself out.</p> <p>A: The weather has an impact on the client pain and mood. Client is experiencing elevated levels of pain and fatigue necessitating a nap.</p> <p>P: Reminded client to pace himself and use his pain management.</p> <p style="text-align: right;">Sign:</p>
<p>March 24, 2021</p>	<p>S: Client answered the call and immediately told me “well I’m feeling better now but wasn’t ok this morning when I fell in the shower.” Client reported he slipped in the shower, going face first into the shower wall, banging his mouth, and then bounced off the wall whipping his head back and arching his back. Client stated the PSW was in his home at the time this happened but not in the bathroom. Client has a fat lip; his right hand is red and inflamed and he is sore but chose not to go to the hospital after speaking to his Dr on the phone. Client also reported that he woke up in extreme pain at 2:30am and ended up in an anxiety attack. Client stated he feels his sleeping medication and pain aren’t working together and when he wakes up in pain, he’s groggy and although is awake, his mind doesn’t feel awake. Client stated he called IC and left a message, but no one called him back. Client stated he tried to calm himself and relieve the pain with prescribed medicinal Marijuana 4x but ended up staying awake at 3am for the rest of the day. Client reported he was having difficulty with shortness of breath this morning while trying to wash and put away dishes as he had to hang on to the counter to stand there, he was unable to go down the stairs to let his son inside as his fear of falling was heightened today after falling in the shower this morning. Client stated he cannot use cold for pain and swelling relief as he gets the shivers and can’t warm up. Client expressed his concerns about PSWs and how he</p>

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	<p>can't trust them. Client stated he has been ripped of financially due to PSWs claiming more hours than they were actually there, they don't come when they say they are coming, and they've damaged clothing and household linens in the laundry because they don't know how to do it.</p> <p>O: Client was frustrated with his misunderstanding of the IC service hours when the call initially started. Client gets frustrated trying to do simple tasks like dishes because he can't hold his body weight for too long and it increases the pain that he is in. Client needs to develop trust with the caregivers coming into his home because he very vulnerable and can easily be taken advantage of because his mobility is impaired. Client reported PAIN 7/10 in his right leg, left side of his back and his neck. Client's fear of falling prevents him from properly caring for and parent his son due to the accessibility of his home and his fears for falling. Client relies heavily on his son's Mom to help with the accessibility issues surrounding his son. Client relies on IC staff to help de-escalate him when in active anxiety attacks.</p> <p>A: Client requires a lot of extra support from multiple team members both mentally and physically. Client continues to struggle with disrupted sleep patterns due to pain and can escalate to high anxiety if it's not quickly addressed. Client is at risk for falls with mobility limitations, accessibility barriers and lack of sleep.</p> <p>P: PSW provided a listening ear and empathy toward client's struggles. PSW reminded client of IC service hours for future reference. PSW encouraged client to rest a bit before his son arrived. Continue to support through prompts and calls.</p> <p style="text-align: right;">Sign:</p>
<p>March 25, 2021</p>	<p>S: Client phone call. Client reported that he had a good sleep last night. He only woke up twice. Client was happy that he didn't have a panic attack last night. Client stated that he has a phone call with his Dr. At 10am to get requisitions for x rays and other tests that the Dr. Had ordered. Client reports that his pain is in his neck and leg mostly right now. Client stated that he has a fat lip and hurt his back when he fell in the shower yesterday. Client spoke a great deal about his past and how his parent's left him and how he has always had to do things for himself, which is another reason he struggles so much with having to rely on other people now. Client mentioned that he was disappointed with his PSW because she was supposed to bring him a big package of ground beef and she only brought a small one which he doesn't feel will feed him and his son because they are big eaters. Client talked about his struggles with his job when he was going through chemo for colon cancer. Client spoke</p>

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	<p>about his criminal past and how he has a criminal record for hitting a pylon and it hitting the car behind him although, client reports that he didn't hit the pylon, that it was the guy in front of him and it went flying over his windshield. Client struggling with the snow because his scooter is stuck at the end of the driveway so he can't go anywhere unless a friend comes to take him out.</p> <p>O: PAIN 7/10 in neck and leg. Client was super chatty and chatted a lot about his achievements in life and how he wants his son to be successful.</p> <p>A: Client struggles with his upbringing and criminal past and doesn't want that for his son. Client continues to struggle with pain which affects his ability to go places and to do things with his son. Client struggles with his mental health since the accident.</p> <p>P: PSW provided empathy toward client and provided pain management strategies and encouraged client to use them.</p> <p style="text-align: right;">Sign:</p>
<p>March 26, 2021</p>	<p>S: Client reported the weather and temperature are not good for his pain. He is using his heat pad and is going to take a warm shower later.</p> <p>O: Client rated his pain at 9.5/10 and fatigue at 8.5/10.</p> <p>A: Client is limiting his engagement in his daily walk secondary to the impact of the cooler weather on his pain. With escalation of his pain, he experiences an increase in his overall level of fatigue.</p> <p>P: Encouraged client to use his heating pad. Continue with care plan.</p> <p style="text-align: right;">Sign:</p>
<p>March 26, 2021</p>	<p>S: Client reached out for a phone call. Client reported he is feeling very anxious thinking about attending his upcoming doctor's appointment. Client has had a traumatic past with a medical situation which triggers him to feel very anxious. Client talked about his cancer journey and all the difficulties he had to face. Client spoke about his past and all the struggles he had to face growing up until now. He is trying to be positive and be the best father for his son. Client tried calling at 2am for a phone call, let client know we are on until midnight for phone calls.</p> <p>O: Client feels constant pain. Client was very chatty on the phone and spoke about his whole life story.</p> <p>A: Client has experienced a lot of trauma growing up and certain situations trigger this causing anxiety. Client continues to struggle with daily pain. Client likes to engage in conversations and have someone to talk to about what he is feeling.</p> <p>P: Reminded client he can reach out when he is feeling anxious. Encouraged him to get some rest.</p> <p style="text-align: right;">Sign:</p>

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<p>March 26, 2021</p>	<p>S: Client stated that he is not looking forward to having to go to Toronto for his Dr's appointment today because the long drives cause him anxiety and pain. Client is attending his Dr's appt. To check on his body due to the fall in the shower the other day. Client reported that he tried to go in the shower alone because his PSW was off that day. Client is unsure whether he lost consciousness or not because there is 15 minutes not accounted for. Dr. will check for concussion symptoms today during client's appointment. Client stated that he has a fat lip and a bump on the side of his head. Client spoke again about how he's angry that he can't take his son fishing when it gets nice out and that he can't handle the long drives. He stated, "I just want to be able to leave the house and do things with my son, the only time I can leave the house is when I go to Dr's appointments." Client stated that he has been having a tough time with negative thoughts lately, feeling like bad things are going to happen since his fall in the shower. E.g. When he has to go down the stairs, he thinks he's going to fall down the stairs before he starts to go down. Client mentioned that he reached out for a call last night because his anxiety was high because when he came back upstairs from bringing his son to his mom, he felt lonely and saw his son's blanket there and sat and watched ninja turtles for an hour after his son left because he missed him. Client spoke about how he has high anxiety about ever going to the hospital because he was raped as a child and had to go to the hospital, then when he had his accident he had to go to the hospital and when he had cancer he was at the hospital so he associates hospitals with all the negative things in his life and he feels like if he goes to the hospital they have control to keep him there.</p> <p>O: SLEEP 12:00pm-4:00am got up, used the washroom then slept until 7:30am. PAIN 5/10 in his lower back. Client went from "nothing is going to ruin my day today" to irate when speaking about his inability to do things with his son.</p> <p>A: Client is struggling with the past and the emotions that he is having now. Client is struggling with his relationship issues with his son since the accident and not being able to leave the house with his son to do activities.</p> <p>P: PSW encouraged client to breath and listened with an empathetic ear.</p> <p style="text-align: right;">Sign:</p>
<p>March 27, 2021</p>	<p>S: The client reported that he had problems getting to sleep didn't get to sleep until early this morning and stated, "I think I'm just gonna have a lazy day on my bed today."</p>

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	<p>O: Client expressed fatigue and frustration with his current status, and in particular his difficulty with sleep the previous night.</p> <p>A: The client continues to experience significant limitations in attaining restorative sleep secondary to pain and comfort at rest. This impacts his activity the following day, due to need to remain in bed.</p> <p>P: Continue with the care plan.</p> <p style="text-align: right;">Sign:</p>
<p>March 28, 2021</p>	<p>S: The client reported that he slept most of the day yesterday. The client woke up at midnight took his medication and went back to bed until this morning. He was in bed resting/sleeping for approximately 24hrs. The client reports sweating heavily during this time. Rob referred to his appointment earlier in the week when they discussed a possible infection in his back. The client reported that he has a long list of calls to make since he slept all-day. The client was frustrated that his bathroom floor is covered in water from his shower. When questioned about his positioning for bathing he explained that he sits on the edge of the tub and the water goes everywhere as the transfer tub bench he currently has at home does not fit his current tub, and he does not feel safe using it. The client sent in an image of his transfer tub bench to aid the discussion. PSW sent the client an image of a similar shaped tub with the transfer tub bench in it as an example of how it works. Stating “my tub is too high for it to go that way.” The PSW encouraged the client to speak with his in-home PSW to adjust the height on the transfer shower bench, if she knows how to do so safely. The client wrote back requesting a call, asking to include PSW in discussion with his in home PSW about use of the bath bench in his tub, and to discuss the on-going environmental limitations that limit the use of the tub bench.</p> <p>O: The client expressed frustration with functional limitations and lack of appropriate equipment to meet his current needs.</p> <p>A: The client is struggling to shower safely. In an attempt to better understand the clients concerns and struggles with bathing client engaged PSW in conversation with in-home care provider to document the on-going concerns and environmental limitations.</p> <p>P: PSW discussed/shared picture of set up with a similar shaped tub to show the client how the shower bench is intended to be used. PSW call scheduled as requested by client to obtain collateral information from in-home care provider.</p> <p style="text-align: right;">Sign:</p>
<p>March 28, 2021</p>	<p>S: Follow-up telephone call with client and spoke with PSW.</p>

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Physical concerns: - currently has breakdown of skin on his bottom from sitting in his wheelchair for long periods of time. Lack of movement and blood flow to the area & hygiene struggles. PSW described the skin as "worn down, red and chaffed". The client expressed pain and tenderness on his bottom. No skin tears at this current time.

PSW expressed that the client struggles to wipe himself properly. The client is right hand dominant and struggles with his trunk range of motion due to his injuries. The dynamics of pain and balancing/leaning while on the toilet combined with the act of wiping (rotation of trunk and upper extremity reaching) is difficult and painful for the client. The client explained that he "never feels clean down there." The client wants to retain a level of dignity and independence and does not want someone else wiping his bottom. PSW went with the client to his doctor's appointment, during this appointment the client was prescribed a cream to help with rashes that he has (location of rashes was not given) The doctor strongly encouraged the client to soak in warm a bath to help with proper hygiene and cleaning of his skin & pain management.

The PSW shared that the client has difficulty standing for periods of time longer than 5 mins without the pain and or fatigue becoming overwhelming.

PSW shared that the client is physically drained and mentally drained after he has to take the stairs. He is currently unable to access the tub to soak secondary to his physical limitations.

Environmental Struggles- The client lives on the second floor of a house in a bachelor apartment. The PSW described the stairs as very narrow and steep. The PSW expressed serious concerns with the stairs and the client's safety. The PSW explained that she has to awkwardly lug the wheelchair and/or walker up and down the stairs for outing/appointments. While the client uses a combination of stair rail and bracing against the wall to manoeuvre up and down the stairs at a slow and cautious pace. The PSW expressed that this is a stressful event for both parties. She is worried about potential falls and for the client it is painful, takes significant time to complete and is physically exhausting. Emotionally frustrating as each time, it highlights the clients' limitations, and he often feels guilty that it takes him so long to do something that should be simple.

The PSW shared that this winter Rob was stuck inside of his home without the ability to get out due to a snow fall trapping, blocking the front door access him from getting out for an undisclosed period of time. PSW shared her concerned for his safety as he

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cannot remove the snow himself and would not have been able to get out in an emergency. The PSW stated that since the incident she has made a point of checking in when the snow fall is heavy so he can get out if needed to for appointments and for safety.

PSW highlighted the limitations of his ability to negotiate the stairs safely and independently, citing several examples where his quality of life and functional tasks are impacted by his lack of support at home. An example she gave was getting groceries, the client uses bottled water for his coffee maker and for hydration. The client is not able to carry a case of water up the stairs, he ran out of bottled water & was out for several days and not able to have a cup of coffee. Laundry- The client has not laundry system in his home and has to have someone carry his laundry down the stairs and to a local laundromat facility to have his laundry washed and then bring it back.

The PSW shared that the client has struggles with eating and meal preparation and finds that he often opts for an "Ensure" so he doesn't have to cook for several reasons: the client relies heavily on his wheelchair and uses it the majority of the time due to his pain and fatigue. The counters in his home are too high and he is not able to do food preparations on his counter while sitting in his wheelchair and can't stand for long periods of time. The client finds it overwhelming, exhausting to cook and follow through with washing the dishes and worries that he will burn food. The client does not have a kitchen table and often eats either in his wheelchair or on an uncomfortable bar stool that she referred to as "not very safe or comfortable."

PSW shared that the client struggles with getting dressed. He does use a gripping device but with difficulty and pain. The client has great struggles with socks and shoes due to poor grip and forward flexion. The client often gets frustrated and overwhelmed about the struggles he has and the length of time these simple activities take him.

The PSW expressed that the client struggles with a lot of anger and frustration, but that his anger is situational and environmental. The she never felt his anger directed towards her. Stating "he often gets mad when he is struggling with the simple things or when he thinks he should have been able to do it himself."

The PSW shared another situation where the client requested his window cracked open for some fresh air. Due to his inability to access the window and close it independently the client was stuck with his window open for a sustained period of time in cold winter

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	<p>temperatures, until someone was able to come and close his window.</p> <p>O: Client was frustrated and sounded distressed when sharing his difficulties. He requested to speak with his in-person PSW. PSW expressed her concern and frustration at client's current status and the number of areas requiring intervention to maximize safety and facilitate client's ability to meet his daily needs.</p> <p>A: Client is unable to effectively perform his activities of daily living independently, and as noted by the PSW with significant safety concerns related to the environment and his functional capabilities post injury. As such he is largely dependent on his family, friends & PSW for assistance in the completion of these tasks. His ongoing struggle with pain, sleep difficulties, fatigue, low mood, decreased energy, has affected his ability to initiate and complete self-care, housekeeping chores, sleep, as well as social and recreational activities. He is easily angered, irritable and frustrated over his loss of independence. He struggles with low motivation, guilt, poor self-esteem, loss of identity and negative self-image. He is struggling to cope and adapt to his current circumstance.</p> <p>P: Listened and supported the PSW. Notified management of call.</p> <p style="text-align: right;">Sign:</p>
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Please contact our office for clarification of any of the material presented.

Best regards,

Invisible-Care
289-335-1713
referrals@invisiblecare.ca
www.invisiblecare.ca

CC: