

**2019-20 and 2020-21
Program Description**

***PERSONAL SUPPORT WORKER (PSW)
TRAINING FUND PROGRAM***

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Introduction and Background

The Ministry of Health (ministry) recognizes the vital role of the front-line community and personal support service workforce in the provision of health and supportive care to the citizens of Ontario.

The Training Fund program aims to maintain a competent and stable formally educated Personal Support Worker (PSW) workforce in the home and community care sector through education and innovation with three-streams as follows:

1. a **Certificate Education Stream** for those who are currently working in personal support roles to attain a PSW certificate;
2. a **Continuing Professional Development Stream** to ensure that PSWs who have successfully completed certificate education continue to be competent in the profession and have knowledge and skills to deliver safe and effective care to increasingly diverse populations with complex care needs; and
3. a new **Innovation Stream** to support innovative projects that will strengthen PSW recruitment, professional development, and retention.

The approach for the PSW Training Fund program is similar to the prior years in providing eligible employers reimbursement for PSW educational priority expenditures to improve capacity and quality of the workforce providing personal support services. Training Plans for two fiscal years will be collected and reviewed this year. Subject to minister's approval, this is intended to maximize the number of training opportunities that can be completed by March 2021.

The PSW Training Fund program will also differ from prior years in that eligible employers will have the option of applying for project funding to develop and implement new and innovative ways to ensure:

- effective transition to practice through on-boarding/mentoring
- engagement in patient health outcome and quality improvement or
- enhancing inter-professional teamwork and communication

This document is intended to assist employers with PSW Training Fund program applications for the 2019-20 and 2020-21 fiscal years. Training Plans and Innovation Project proposals must be submitted to a Coordinating Organization who will evaluate applications for completeness and prioritize for the region in case of oversubscription.

Please note that the PSW Training Fund program is a discretionary, non-entitlement-based ministry program. The allocation of funding in connection with the PSW Training Fund program is at the ministry's sole discretion and the submission of any application or any other information to the ministry in connection with the PSW Training Fund program does not entitle the organization to the receipt of any funding or otherwise bind the ministry to provide any funding to an Eligible Organization.

ELIGIBLE ORGANIZATIONS

An Eligible Organization seeking re-imbursement from the PSW Training Fund program must:

1. provide community support or personal support services in accordance with the *Home Care and Community Services Act, 1994*; and
2. be in receipt of Local Health Integration Network (LHIN) or ministry funding for provision of personal support services.

ELIGIBLE CERTIFICATE EDUCATION

The PSW Training Fund program supports successful completion of formal PSW education at the certificate level by front-line service workers employed by an Eligible Organization. Such education must meet 2014 provincial standards and be provided by one of the following:

1. an Ontario College of Applied Arts and Technology approved for funding purposes by the Ministry of Training, Colleges and Universities;
2. a publicly-funded secondary school within an Ontario district school board who offers PSW education as an adult education program; or
3. a registered private career college that has received approval from the Superintendent of Private Career Colleges to offer a PSW education program.

This stream excludes “bridging programs” which do not result in a PSW educational certificate.

ELIGIBLE CONTINUING PROFESSIONAL DEVELOPMENT

The PSW Training Fund program supports successful completion of formal continuing education by certificate-educated PSWs employed by an Eligible Organization. Additional clinical training in evaluated courses that are a minimum of 3 hours of instruction are eligible if they are in following subject matter areas:

- a. Specific diseases and/or chronic conditions, such as
 - **palliative and end-of-life care:** content and clinical training to support clients with life limiting illness;
 - **chronic illness care:** diabetes, Chronic Obstructive Pulmonary Disease (COPD), Alzheimer’s, dementia, and other chronic illnesses to enable quality of life as well as safe management of challenging and complex behaviours;
 - **mental health care:** content and clinical training to understand and recognize symptoms of mental health disorders in clients in their care; or
 - **geriatric care:** to raise awareness and address elder abuse and neglect of older adults;
- b. Specific populations such as Indigenous communities, children, francophone, LGBTQ, for example
 - **Indigenous care:** educational content and clinical training to support a culturally appropriate and safe environment for Indigenous people requiring the care of a PSW; or
 - **pediatric care:** content and clinical training to provide care for children requiring the care of a PSW;
 - **preventing elder abuse:** education to ensure safety and well-being of elders.
- c. Other specialized training of a clinical nature (e.g. de-escalation, safe foot care, patient transfers) that will benefit client care.

This stream excludes the following courses:

- Refresher in first aid or cardiopulmonary resuscitation (CPR)
- Computer training
- Food handling / food and nutrition
- Health and safety / infection control
- Vehicle operations / maintenance
- Administration and documentation
- Exercise programs
- Conferences/training days
- Any PSW training that will be considered to be, or associated with, the regular operation or ongoing business requirements of the organization for its employees.

ELIGIBLE INNOVATION PROJECTS

The PSW Training Fund program supports projects led by certificate-educated PSWs which strengthen PSW recruitment, professional development and retention with an area of focus to ensure:

- **Effective transition to practice through on-boarding/mentoring:** Tools, processes and activities to effectively on-board and mentor new PSWs so they are well prepared and effectively integrated to provide high quality care for clients.
- **Engagement in patient health outcome and quality improvement:** Tools, processes and activities to engage PSWs in the work of quality and performance improvements to achieve excellence in clinical care and client health outcomes.
- **Enhancing inter-professional teamwork and communication:** Tools, processes and activities to enhance collaboration and communication in healthcare teams to improve health outcomes, client experience and client safety.

Eligible PSW employers, in collaboration with PSWs, will be required to demonstrate that the proposed activities are not duplicating current activities or initiatives. They may propose to develop and implement innovation activities/initiatives independently or collaboratively with other PSW employers or stakeholders in the home and community care sector.

ELIGIBLE COSTS

The following costs may be eligible for re-imbusement in connection with the PSW Training Fund program:

1. For **PSW Certificate Education**:
 - a. For full time students
 - i. salaries/wages and benefits (as applicable) to back fill their shifts away from their regularly scheduled hours of employment to attend a full-time certificate program, for the hours spent in the classroom and on placement
 - ii. tuition fees, books and other educational materials;
 - iii. travel and out-of-town accommodation expenses may be eligible if consistent with the Government's Management Board of Cabinet Travel, Meal and Hospitality Expenses Directive (<https://dr6j45jk9xcmk.cloudfront.net/documents/5042/ontario-travel-directive-effective-january-1.pdf>);
 - iv. Additional child-care expenses (outside of what the employee must pay when working in his/her community) for those in areas of the province where geography or weather conditions preclude daily commuting to a home residence; and/or
 - v. Vaccination costs required for institutional practicum that is part of the PSW training and are not publicly funded. For example: Hepatitis B, Measles, Mumps, Rubella, Varicella.
 - b. For part time students
 - i. salaries/wages and benefits for hours to back fill their shifts away from their regularly scheduled hours of employment for hours on full-time placement and
 - ii. tuition fees, books and other educational materials.
2. For **Eligible Continuing Professional Development**:
 - a. salaries/wages and benefits (as applicable) to back fill shifts for certificate-educated PSWs who are required to be away from their regularly scheduled hours of employment to attend eligible clinical training as defined for this Fund, for the hours spent in the classroom and on placement;

- b. trainer's fee, classroom rental and associated administrative costs¹ Note: If Eligible Organizations want to pool resources together to facilitate a training session, it must be clear in the Training Plan who will be the lead and how costs are be distributed amongst the Eligible Organizations involved:
 - c. Travel and out-of-town accommodation expenses may be eligible if consistent with the Government's Management Board of Cabinet Travel, Meal and Hospitality Expenses Directive (<https://dr6j45jk9xcmk.cloudfront.net/documents/5042/ontario-travel-directive-effective-january-1.pdf>);
 - d. out-of-town accommodation costs for those PSWs working in areas of the province where geography or weather conditions preclude daily commuting to a home residence will also be considered;
 - e. additional child-care expenses (outside of what the employee must pay when working in his/her community) for those in areas of the province where geography or weather conditions preclude daily commuting to a home residence; and/or
 - f. vaccination costs required for institutional practicum that is part of the PSW training and are not publicly funded. For example: Hepatitis B, Measles, Mumps, Rubella, Varicella.
3. For **Eligible Innovation Projects**
- a. salaries/wages and benefits (as applicable) to back fill shifts for certificate-educated PSWs who are required to be away from their regularly scheduled hours of employment to lead or participated in an Eligible Innovation Project defined for this Fund, for the hours spent on the project.
 - b. supplies and associated administrative costs of the project² Note: If Eligible Organizations want to pool resources with other organizations for this project, it must be clear in the Innovation Project Plan who will be the lead and how costs are be distributed amongst the Eligible and other organizations involved:
 - c. travel expenses for a participating PSW to complete project work may be eligible if consistent with the Government's Management Board of Cabinet Travel, Meal and Hospitality Expenses Directive (<https://dr6j45jk9xcmk.cloudfront.net/documents/5042/ontario-travel-directive-effective-january-1.pdf>);
 - d. Out-of-town accommodation costs for a participating PSW in those areas of the province where geography or weather conditions preclude daily commuting to a home residence for project purposes will also be considered; and
 - e. Additional child-care expenses (outside of what the employee must pay when working in his/her community) for those in areas of the province where geography or weather conditions preclude daily commuting to a home residence for project purposes.

Eligible Organizations may only apply to cover costs set out under the Eligible Costs section in this document (and associated application templates) **for PSW education or training or innovation projects successfully completed by the relevant fiscal year end, e.g March 31, 2020 or March 31, 2021.**

Application Process

1. The 2019-20 and 2020-21 PSW Training Fund program will be coordinated and administered by Coordinating Organizations (see Appendix A for your local contact).
2. Employers interested in applying for PSW Training Fund program support will submit a Training Plan and/or Innovation Project Plan to their Coordinating Organization **by 4 pm on November 29, 2019** to be considered for such funding.
3. Eligible Organizations will provide all relevant information to their Coordinating Organization in support of their proposed Training Plan (i.e. the dates and type of PSW Certificate Education program or PSW professional development training with details such as the name and location of the organization offering

¹ Food and refreshments costs are not included

² Food and refreshments costs are not included

it, length of the course or program, associated costs/ copies of invoices for payments made as well as and evidence of successful completion by the employee/PSW for programs/courses completed) and Innovation Project Plan (i.e., the PSW project lead or co-leads, the PSW stakeholder partners, the project goal and intended outcome, proposed activities, budget, and how these activities do not duplicate current activities or initiatives).

4. The Coordinating Organization acts as the primary contact for Eligible Organizations regarding applications and proposed training plans submitted.
5. Coordinating Organizations will assess and rank applications Eligible Organizations and submit recommended plans to the ministry by no later than **4 pm on December 13, 2019**.

Roles and Responsibilities of a Coordinating Organization

Each Coordinating Organization is required to apply the criteria established by the ministry and carry out the following activities in connection with the PSW Training Fund program:

- a) Contact and engage all potential Eligible Organizations within the home and community sector of each geographic area (see Appendix A for number of potential Eligible Organizations by LHIN).
- b) Provide assistance and support to Eligible Organizations regarding their proposed training plans and innovation projects including: training/project focus area, length and dates of training/project, eligible costs, other questions.
- c) Coordinate receipt of proposed training and innovation project plans from Eligible Organizations and:
 - i. review them against the funding criteria established above by the ministry;
 - ii. determine whether the educational program has quality outcomes;
 - iii. clarify and confirm any missing or unclear information including priority ranking³; and
 - iv. make a recommendation for funding to the ministry.
- d) Submit a proposal to the ministry which provides priority ranking of detailed training and innovation project plans and budget requests from Eligible Organizations that meet the PSW Training Fund program criteria.
- e) Provide a budget for administering the program as a Coordinating Organization.
- f) Communicate and provide feedback to Eligible Organizations regarding proposed training and innovation project plans.
- g) Coordinate information and data for reports to the ministry, including the administration of a course completion survey to be completed by the eligible organization and returned to the ministry.
- h) Maintain appropriate financial and operational records relating to the PSW Training Fund program for auditing purposes.
- i) Maintain responsibility for the total funding amount of approved funds for Eligible Organizations as set out in accordance with transfer payment agreement between the ministry and the Coordinating Organization.
- j) Enter into agreements with Eligible Organizations that ensure program criteria are met prior to providing any funding to them for approved PSW Training Fund program purposes.
- k) Ensure receipt of periodic financial and operational reports from Eligible Organizations to whom funding was provided in order to ensure that funding is being used for approved purposes.
- l) Submit periodic financial and operational reports to the ministry.

³ In the event of oversubscription, i.e. proposed budgets of all applications to the Training Fund program exceed \$10M, the priority ranking of training plans will be reviewed by the ministry in the approvals process.

Key Contact Information

If you are an Eligible Organization looking for further information regarding this program, please contact your Coordinating Organization as noted in the chart below.

The Coordinating Organization contact will consult with PSW Training Fund program team staff in the Capacity and Health Workforce Planning Branch at PSWTraining@Ontario.ca

Coordinating Organization by LHIN and Approximate⁴ Number of Eligible Organizations

Local Health Integration Network	Coordinating Organization	Approximate Number of Eligible Organizations
1. Erie St. Clair	Meals on Wheels London	76
2. South West	Meals on Wheels London	19
3. Waterloo Wellington	AbleLiving	16
4. Hamilton Niagara Haldimand Brant	AbleLiving	38
5. Central West	AbleLiving	9
6. Mississauga Halton	AbleLiving	21
7. Toronto Central	Centre for Independent Living Toronto (CILT)	55
8. Central	Centre for Independent Living Toronto (CILT)	32
9. Central East	The Friends	26
10. South East	Marianhill	9
11. Champlain	Marianhill	44
12. North Simcoe Muskoka	The Friends ... Supporting those with Long Term Health Care Needs	11
13. North East	Physical Handicapped Adults' Rehabilitation Association	39
14. North West	Treaty 3 Organizations - Anishinaabeg of Kabapikotawangag Resource Council	14
	Other Organizations in LHIN - Confederation College	

⁴ Source: Home and Community Care Branch survey (2015) Does not include multiple site counts with employers that have multiple sites. Does not represent an exhaustive list of potential eligible organizations.