The Ontario Personal Support Workers Association
A chapter of the Canadian Support Workers Association

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Dear Minister Elliott and Minister Fullerton,

On behalf of the Ontario Personal Support Worker Association, we are pleased to provide the Ontario Ministry of Health and the Ministry of Long Term Care, our unsolicited proposal to Self-Regulate Personal Support Workers in the Province of Ontario.

Countless hours have gone into our proposal; in the development of policy, Self-Regulation model, definition of personal support worker, that will Self Regulate every Personal Support Worker within 3 years at no cost to the taxpayers of Ontario.

We would be pleased to review and discuss implementation of this no-cost proposal, following your review.

Sincerely,

Miranda Ferrier
President
What is the OPSWA?

OPSWA is the Professional Association for PSWs (and all Support Worker) in Ontario, bringing Standards and Recognition to the vocation every day. OPSWA is a not for profit incorporated legal association and the only one of its kind in the world, bringing together over 33,000 fully verified Personal Support Workers since conception in 2010. Our goal is to transform the PSW into a profession of choice in the Health Care field.

OPSWA’s Mission Statement

To continuously strive to improve the professional status of the Personal Support Workers of Ontario through advocacy for excellence and consistency in education and training, services, working conditions, and value to those we serve.

Vision - Standardization of the Personal Support Worker will afford all Ontarians the quality of care which they are entitled to.

What is a PSW?

A Personal Support Worker (PSW) is an individual who assists those with Activities of Daily Living (ADL's). Although often associated with geriatric care, a PSW may also work with children and all other vulnerable members of society.

Under the direction of a Registered Nurse (RN) or Registered Practical Nurse (RPN), a PSW aids in the care needs for their client as stated in their client/resident's care plan. Duties often include dressing, bathing, toileting, transferring, emotional/physical/mental support, companionship etc. PSWs are front line workers and are often the first professional to notice changes in a client’s well-being. For example, changes in appetite or the beginning stages of skin breakdown. PSWs are VITAL in the success of client care.

1 The OPSWA recognizes ‘Support Worker’ as an individual employed in duties that materially match that of the PSW in the delivery of any health or personal care services in Ontario. The OPSWA will assume regulatory oversight for any support worker in Canada operating in the delivery of any health services.
Becoming an OPSWA PSW

We at the OPSWA believe in due diligence and our PSWs must meet certain criteria in order to be an OPSWA Registered PSW; all of our PSWs have an annual National Police Check completed at no additional cost to them. Further to this, OPSWA PSWs have opportunities to obtain extra training at a discounted price, liability insurance and so much more.

To become a member of the Ontario Personal Support Workers Association the PSW must meet these requirements.

- Must be a Personal Support Worker graduate of a recognized program in the Province of Ontario
- Must not be a criminal
- Must be able to work in Ontario legally
- Must have proper identification, verifying identity

OPSWA works with Sterling Backcheck Solutions, who performs National Criminal Record Checks, ID Checks and local police checks. OPSWA undertakes educational verification checks.

OPSWA maintains a professional relationship with all colleges in Ontario that offer the PSW program.

OPSWA does not house any personal information relating to our PSWs. All sensitive information is housed with Sterling Backcheck on their databases.

Once the PSW has cleared our membership process, they receive an ID Badge clearly stating their name and designation as an officially recognized PSW, Registration number and Picture. Most importantly, an OPSWA badge will allow any client, employers or family members to verify the status of their PSW through the Sterling Talent Solutions.
PSW Membership Benefits

• Must complete an annual nationally enhanced criminal record and local police check

• Code of Ethics

• Scope of Practice

• Standards of Practice

• Group Health Benefits² (Provided by Canadian Benefits Providers)

• Group Car and Home Insurance

• Unlimited Endorsements from OPSWA for Job Interviews: Available upon Request

• Connecting PSWs with TOP PSW Employers

• 24/7 Support for all PSWs questions and concerns

• Up to date information provided to PSWs on government regulations affecting the Personal Support Worker profession

• Resource Material & E-Learning opportunities & Seminars at a discount

  o All OPSWA PSWs will receive an automatic one-million-dollar liability insurance built right into their membership

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² See Appendix, Fig. 1
Student Membership Benefits

• Unlimited Endorsements from OPSWA for Job Interviews: Available upon Request
• Connecting the PSW student with TOP PSW Employers
• Support for all PSW students’ questions and concerns
• Up to date information provided to PSW students on government regulations affecting their profession
• Resource Material & E-Learning Opportunities & Seminars at a discount.
• Discount for OPSWA Conference tickets
• All Student Memberships are FREE for their time in school

Can a PSW join the OPSWA if already in a Union?

Yes, if you are a Personal Support Worker who is employed and is a union member you are eligible to join the Ontario Personal Support Workers Association. Unions play a valuable role in determining specific working conditions and pay scales for their members and the OPSWA is not involved in labor or wage negotiations.

Code of Ethics

To deliver on its mission, OPSWA wants to elevate the PSW profession and protect the vulnerable members of the public we serve by ensuring that members are competent and act in an ethical manner.

The Code of Ethics accomplishes this objective by providing guidance to Personal Support Worker’s as to what is acceptable professional conduct, and by establishing and encouraging the acceptance and maintenance of province-wide standards of knowledge.
The OPSWA Code of Ethics consists of four broad principles:

1.) **Working with Skill and Competence**

- Members must provide high-quality services to the individuals under their care.
- Members must employ appropriate health and safety measures in the work environment in which they are practicing.
- Members must ensure that their work activities are within the limits of their knowledge, experience and skill, and aligned with the defined professional responsibilities of PSWs.
- Members must strive to balance the needs of the individuals under their care with the interests of the individuals’ families/guardians and/or the member’s employer, acting in good faith towards all parties at all times.

2.) **Working with Integrity and Respect for the Law**

- Members must work with integrity, in a manner that supports and advances the PSW profession.
- Members must provide services in an honest and diligent manner.
- Members must not knowingly assist in or encourage dishonesty or illegal conduct.
- A member who discovers that dishonesty or illegal activity has been occurring in an organization or in the workplace should take every appropriate and reasonable step to stop the activity.
- Members must not allow personal interests to cloud their judgment or to cause them to act in an unprofessional manner.
- Members must hold in strict confidence all confidential information acquired in the course of the performance of their duties, unless required by law and/or where serious harm is imminent.
• Members must refrain from using such information with a view to obtaining a direct or indirect benefit for him/herself or for another person.

3.) A Commitment to Respect and Dignity

• Members must respect the rights and dignity of all individuals for whom they provide care and support

• Members must, as far as they are able, protect the physical and mental health of all individuals for whom they provide care and support

• Under no circumstances should a member, in the course of their work, engage in or condone any of the following acts directed against the individuals for whom they provide care and support

  o Any acts of physical or psychological violence; o acts of harassment or intimidation, any acts of discrimination on the grounds of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, gender, sexual orientation, age, record of offences, marital status, family status or disability;
  o Any sexual impropriety

• Under no circumstances should a member engage in or condone any of those same acts directed against their fellow PSWs.

4.) A Commitment to Professional Growth and Support of Other PSWs

• Members must make every effort to keep their knowledge and skills up to date

• Members must, as far as they are able, take part in activities and professional development sessions organized for the members of the Association

• Members must, as far as they are able, contribute to the development of PSWs by sharing their knowledge and experience with other members of the Association and students.
Complaints and Discipline

The growing need for PSW Self-Regulation arose in response to a growing number of complaints from the public regarding professional misconduct such as theft, assault and battery. Self-Regulation alone however, will not re-establish trust between the PSW and vulnerable clients unless the Complaints and Discipline functions are separated from the association proper. This will ensure that processes are kept confidential and that the investigative functions are not impacted by the functions of the Association and vice versa. As a result, the OPSWA, like the OACETT, has established an independent and separate Board of Directors, President and administrative body prepared to monitor complaints and enforce discipline which will be known as The Personal Support Workers Institute of Canada.

At present, there is no Self Regulating Body that can monitor and enforce complaints or disciplines. This remains an ongoing concern with PSW’s and there have been several incidents of physical, financial and emotional/sexual abuse reported in the media (see “Fraud Prevention Strategy” p.11). As it currently stands the public is unable to protect themselves and their family members from sustaining abuse at the hand of a PSW. The duty of the PSW is simple, to protect those we care for. For this to be effective, OPSWA proposed that each PSW who has completed their PSW certificate in Ontario must register and become a member of OPSWA (Ontario Personal Support Worker Association).

The PSW follows the standards (guidelines to practice) set out by the OPSWA regarding the therapeutic PSW-client relationship. Failure of the PSW to provide care in a safe, ethical and effective method requires the PSW take accountability and ensure the incident is immediately brought forward to the complaints and discipline board at the Personal Support Workers Institute of Canada (PSWIoC). Once brought before the discipline board an investigation takes place and the PSW is educated and/or disciplined. Like a regulated profession such as Nursing, the OPSWA intends to make public incidents of misconduct which will serve to identify areas for improvement to the PSW’s practice. This is not meant to be punitive but rather a tool for a PSW to use to be accountable for their practice and to learn and grow in their practice.

Some examples of complaints may include: failure to provide adequate care; inadequate documentation; using inappropriate language and verbal abuse; use of restraints without the proper physician order; being rough; having sexual relations with a client; asking for or borrowing money from a client; breaching confidentiality; and theft.

The complainant must put their concerns in writing including their name (the board will not accept anonymous complaints) and a number they can be reached at. The discipline and complaints board of directors consists of a PSW, OPSWA Human Resources, member(s) of the public, and a Registered Nurse. The board then reviews the complaint and determines whether it constitutes a valid complaint.

Addressing Complaints

The process for addressing complaints is adapted from the College of Nurses “Addressing Complaints at the College of Nurses - Process Guide”.
• **Alternative Dispute Resolution**: The Resolution Process uses a voluntary resolution program to address complaints. This allows the PSW to play a role in how their complaints are addressed. The purpose of the resolution program is to protect the public, not to determine what happened or to lay blame. This innovative process allows the PSW to work together with OPSWA to develop an acceptable resolution that addresses the issues raised and promote quality care. By choosing this option, the PSW’s are helping promote excellence in practice by providing the PSW with an opportunity for learning and self-reflection. Self-reflection plays a major role in healthcare and allows the provider to recognize and make changes in their practice. Most complaints about practice and conduct could be suitable for resolution through this process.

The PSWIoC Resolution Process uses the PSW’s standards of practice as a basis for resolution. Through the process, the PSWIoC determines what standards are relevant to the issues raised in the complaint. PSWIoC works together with the PSW and the complainant to identify the terms of the agreement. Through the process, the PSW will consider the issues in relation to her/his practice and OPSWA standards. When the PSW agrees to use the resolution process, it is expected that the PSW will act in good faith. This means that the PSW must accept the resolution agreement as the full and final resolution of the complaint, while the PSW agrees that she/he will fulfil the terms of the agreement. Everyone participating in the process must concur with the final agreement. All resolution agreements must be approved by the PSWIoC Board of Directors. OPSWA staff ensure that the PSW fulfils her or his commitments. Once both parties agree to try addressing concerns through the resolution process, all communication between parties and the investigator must remain confidential.

• **Investigations**: Very serious matters, such as complaints concerning physical or sexual abuse, are not suitable for the resolution process. In addition, a PSW’s history with the OPSWA is taken into consideration, and this may affect how a complaint is dealt with. If the PSW’s complaint is not appropriate for the resolution process, an PSWIoC investigator will be appointed to the case. The investigator will gather relevant information about the complaint. The PSW will also be invited to present information relevant to the issues raised in their complaint. Once the investigation is complete, the results are reviewed by the PSWIoC Board of Directors (BoD). The BoD decides whether the information gathered during the investigation supports the claims made in the complaint. If the information does support the complaint, the board will consider the seriousness of the issues raised in the complaint and the PSW’s history with the OPSWA is used to decide if remedial action is required to protect the public or meet the standards. The BoD may issue a letter of concern or caution to the PSW. However, the PSWIoC BoD will not take any action if the information does not support complaint. The PSWIoC BoD will provide the PSW with the reasons for their decision and make a ruling based on that evidence.

• **Outcomes of Hearings**: The Complaints and Discipline Board of Directors can order the PSW to do one or more of the following:
  • Appear in person for a reprimand delivered by the Board;
• Complete remedial education;

• Suspend the PSW from working for a set period; and/or,

• In the most serious cases (especially sexual abuse), revoke the PSW’s ability to practice. The complainant will receive a copy of BoD’s decisions and reasons after the matter is concluded. In addition, the results of all disciplinary hearings will be published on OPSWA’s website - www.opswa.com. This allows the public and employers to ensure a PSW is in good standing. The PSW is held accountable for their own actions.

No matter which option is used to resolve the complaint, a representative from the OPSWA BOD, PSWIoC Board of Directors, or Director of Human Resources is available throughout the process to answer questions.³

Fraud Prevention Strategy
As the population of Ontario ages, there is and will continue to be a, corresponding need for PSWs providing in-home care. The current model for in-home care model has left our most vulnerable citizens open to abuse and fraud. This is due to the fact that any person can claim or represent themselves as a personal support worker, gain entry into a residence with unfortunate consequences.⁴ In response to this the OPSWA has mandated to have all PSWs working in private care setting carry an official OPSWA numbered badge which allows for online verification to be performed prior to, or during an in-home visit. Failure of the PSW to adhere to this policy will be resolved through the Personal Support Worker Institute of Canada (PSWIoC).

Department of Compliance: Community Outreach and Advocacy:


⁴ “Sudbury senior scammed by woman claiming to be a PSW” Matt Duman, July 04 2018 Sudbury.com https://www.sudbury.com/local-news/sudbury-senior-scammed-by-woman-claiming-to-be-a-psw-975382
The OPSWA has established the OPSWA Department of Compliance. This department acts as a point of contact for PSWs who have exhausted traditional approaches through their union or employers, general inquiries from the public at large. This position will be responsible for in taking of reports and working with the PSWIoC if needed and acting upon any concerns that require the OPSWA to function as an advocate for PSWs in any professional matter.

**OPSWA Roles and Responsibilities**

Personal care is a service that is provided to any person in their home or Long-Term Care that meets the supportive, physical and psychosocial needs of that person. Personal care is provided by an appropriately trained Personal Support Worker and will at times require working as a member of a health care team under the supervision of a Registered Health Professional (RHP). Supervision will be required when performing a designated task as delegated by an RHP under the Regulated Health Professions Act.

Personal Support Workers provide care to any person who require personal assistance with activities of daily living (ADL). They may also provide additional care as delegated by an RHP as needed and when it can be performed safely and within Provincial legislation. PSW’s provide personal care and related paraprofessional services in accordance with an established plan of care. Typically involving both personal care tasks and incidental activities of daily living such as housekeeping, meal preparation, socialization and companionship. However, the Role and Responsibilities of the PSW has increased slightly with growth occurring yearly to meet the demands of our vulnerable sector.

The Personal Support Worker:

- *Can assist person(s) with activities of daily living such as feeding, lifts and transfers, bathing, skin care, oral hygiene, and toileting* • *Can perform delegated tasks which have been delegated by an RHP in compliance with the RHPA for which transfer of functional training has been completed, such as insertion of a digit or instrument into a body cavity, care or procedure under the dermis and any task or skill needing a physician’s prescription*

- *Can assist with medication and medication reminders to person(s) in accordance with established employer or government policy*

- *Can perform light housekeeping duties such as sweeping and mopping floors, vacuuming, washing dishes, and laundry*
• **Must continuously observe person(s) and their environments, and must report and document unsafe conditions and behavioral, physical, and / or cognitive changes to an appropriate supervisor; i.e. family member, employer, care coordinator etc.**

• **Must communicate and demonstrate basic information to person(s) in relation to activities of daily living, light housekeeping, meal planning and preparation, in accordance with pre-established Plan of Care**

• **Must complete and maintain related records and documentation such as communication books and progress notes.**

**OPSWA Standards of Practice**

Regulatory organizations play an important and vital role in ensuring patient safety and accountability for their professions. Personal Support Workers (PSWs) as mentioned in the Health Professions Regulatory Advisory Council (HPRAC) report of 2006 pertaining to the consideration to regulation of PSWs, what is “needed for self-regulation, the leadership must show that it will distinguish between the public interest and the profession’s self-interest and will favor the former over the latter.”

“HPRAC is confident that the majority of the PSW’s wants to serve their client’s or patient’s interests. However, the lack of a fully developed professional association representing the majority of the PSW’s makes it difficult to identify leadership which can ensure that the role of advocacy for the profession is understood as having different goals and requirements than the promotion and protection of the public interest.”

OPSWA has taken the initiative to develop and uphold Standards of Practice to protect not only the public in the delivery of the services provided by PSW’s but to protect all vested stakeholders through the development of a defined role and responsibilities, development of standards of care and a complaints process for all.

**Standard of Practice - Alzheimer's Care**

**Standard of Practice - Ambulation**

**Standard of Practice - Bathing**

**Standard of Practice - Bladder**
Standard of Practice - Bowel Care

Standard of Practice - Dementia Care

Standard of Practice - Dressing

Standard of Practice - Exercises

Standard of Practice - Feeding

Standard of Practice - Hearing Aid Care

Standard of Practice - Medication

Standard of Practice - Mouth Care

Standard of Practice - Nail Care

Standard of Practice - Specialty Care - Ostomy Care

Standard of Practice - Specialty Care - Oxygen Administration

Standard of Practice - Specialty Care - Trach/Ventilator Care

Standard of Practice - Specialty Care - Tube Feeding

Standard of Practice - Specialty Care - Wound Care

Standard of Practice - Shaving

Standard of Practice - Skin Care
**Setting New Provincial Education standards**

Upon Self - Regulation, the OPSWA commits to the standardization of post-secondary curriculums across the Province of Ontario and the eventual implementation of a provincial PSW certification exam. As it currently stands, PSWs in Ontario can gain qualification using one of three separate curriculums. This practice must be transitioned into a standardized curriculum established in concert with post-secondary institutions. An example of such cooperation can be seen with the partnership that the OPSWA has built with colleges such as Conestoga College in Kitchener. As mentioned the OPSWA will achieve this is by developing a Standardized Examination evaluating theory and practical knowledge. This exam will be developed in partnership with Conestoga College, with a target Provincial implementation for all PSWs and HCAs by year 3.

**Specialized Education & Training**

**Perinatal Support Worker Program (PNSW)**

The Perinatal Support Worker (PNSW) program offers PSW’s specialized professional development to provide support and care for fertility, pregnancy, birth and continuing on into the first year of a newborn's life. The PNSW curriculum delivers a comprehensive approach to providing prenatal and post-natal support for all types of families including: low and high risk women (social as well as medical), teens, aboriginal, LGBTQ, newcomers and the disabled community.

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See “Specialized Education & Seminars: Enhanced Personal Support Worker: Mental Health and Substance Use Program – Specialized Stream”. Pg.17
The PNSW program is comprised of over 800 hours of specialized education including: 8 weekends (1 per month) of in-class education, directed independent learning and a 500-hour practicum. Upon completion of the PNSW program, students will be eligible to write the exam. A mark of 80% or more is required for graduation and awarding of the PNSW diploma.

Upon completion of the program, the PNSW will function as an advanced Personal Support Worker, acting as an independent caregiver who is privately funded or in a clinical setting under supervision of a licensed health care professional such as a nurse or midwife depending upon the circumstance of their employment.

As an independent, ancillary member of the health care team the PNSW will be able to act as an advocate for the women and families whom they support. Working in collaboration with other members of a woman's health care team, the PNSW can create the most appropriate and personalized emotional, educational and physical support for mother, baby and family.

In recognition that the PNSW role is one which requires suitable governance to ensure that a standard of education is upheld and that all work remains within the designated scope of practice OPSWA membership is required. This is a mandatory condition which must be met in order to practice as a PNSW. With OPSWA providing membership services such as badges, a grieving process and access to insurance, the PNSW work can be promoted as being professional and protection can be provided to the public who utilize their services.

It is expected that the employment opportunities for the PNSW will be similar to those available to the PSW, offering the opportunity for both self and gainful employment, depending upon the needs/desires of the individual PNSW.

Veterans Transition Program @ University of British Columbia – Veterans Training

This program presented via live webinar will explore and expand on the following objectives:

Key Proposed Learning Objectives:

• To introduce core active listening skills to promote rapport with clients/patients; This includes assertive communication strategies to establish boundaries and parameters;
• To nurture coping and regulation skills to support PSWs, as well as their clients, and to prevent secondary trauma
• For individuals who work long-term with clients, a specific intervention will be explored: The Life Review This intervention helps facilitate a client’s storytelling and promotes meaning-making, particularly in relation to trauma-related injuries PSW’s will gain insight and education when working with veterans and expanding their abilities to adjust to their clientele.
OPSWA Seminar: Trauma in the Workplace

What is Trauma? - Trauma is a term to describe single or multiple distressing events that may have long lasting and harmful effects on a person’s physical and/or emotional well-being. There is a direct correlation between trauma and physical health conditions such as diabetes, COPD, heart disease, cancer, and high blood pressure.

Examples of traumatic events experienced include:

- Physical/Emotional abuse
- Natural and human caused disasters (hurricanes, floods, fires, etc.)
- War (combat experience) or civil unrest
- Violence (witnessing or being the victim of domestic assault)
- Sexual abuse or rape
- Childhood neglect or abandonment

Trauma can be experienced by anyone including individuals we serve, colleagues, and family members, and is a near universal experience for individuals using human services. Addressing trauma through OPSWA’s training program is expected to improve the quality and impact of our services, increase safety for all, enhance engagement with the individuals we serve, and reduce employee burnout and turnover.

Trauma in the Workplace is a 4-hour seminar that can be delivered in person, or via webinar. It is currently being delivered to Personal Support Workers through OPSWA & CANSWA.

OPSWA Seminar: Through the Lens of Neurodiversity

Neurodiversity describes the range of differences in individual brain function and behavioral traits, regarded as part of normal variation in the human population. This includes Autism, ADHD, OCD, ODD, Sensory Processing Disorder, Developmental Delay and a variety of mental health conditions that often co-occur in our society. Autism and varying neurological disorders are complex and multifaceted, often accompanied by additional complex mental health conditions. These conditions create dynamic and complicated crisis intervention situations.

This education program would combine crisis intervention strategies with a trauma-sensitive approach with the educated awareness of the challenges those with Neurodiversity experience. Through background theory, observation and interpretation of communication techniques, varying communication education and an adaptive mindset to manage crisis, frontline workers will be more successful in diffusing and creating safe and respectful interactions.
Traditional therapy systems and models are not designed or viable for crisis response situations. We have developed the curriculum specifically and thoughtfully, with the direct input from autistic youth and adults, to fully prepare and inform workers with the tools to observe, assess and determine individual success of clientele.

Participants, through interaction, will expand their skillset with concrete strategies to manage crisis situations, medical emergencies, relationships, resiliency, well-being and self-regulation. These are our provinces citizens, it is imperative that their support system and citizens can adapt and provide a safe, respectful environment that fosters self-care, esteem and sense of self.

*Through the Lens of Neurodiversity*© is a 6-hour seminar that can be delivered in person, or via webinar. It is currently being delivered to Personal Support Workers through OPSWA & CANSWA.

**Enhanced Personal Support Worker: Mental Health and Substance Use Program – Specialized Stream**

In partnership with Conestoga College, this program responds to the need for specialized training at varying levels of the health and social service workforce by offering training when working with populations who suffer from Mental Health and/or substance use issues. In short “[Graduates] will gain a deeper understanding of the importance of community collaboration, public participation, social inclusion, and advocacy in their work with persons experiencing complex conditions. Integrative themes of self-determination, capacity building, resilience, recovery and empowerment will be examined from person-centered, community-based and population-oriented perspectives”6

**Personal Support Worker Bridging Program**

The Ontario Personal Support Workers Association sit on the Advisory Committee for the National Association of Career Colleges and was instrumental in creating the PSW bridging program.

The NACC Personal Support Worker Bridging (PSWB) Program is based upon the Ontario Personal Support Worker Training Standard released in October 2014. The NACC program content, standards and guidelines, combined with the clinical component of the program, ensure that the graduates have the knowledge and skills necessary to be successful as a Personal Support Worker. It is a single training program that sets a common standard for Regulated Career Colleges, Ontario Colleges of Applied Arts and Technology and Boards of Education.

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6 Conestoga College, School of Community Services. Program calendar 2018/2019
The Personal Support Worker Bridging program prepares graduates to provide supportive care to individuals across their lifespan by assisting them with their activities of daily living, including clients experiencing cognitive impairment, physical disability, and mental health challenges.

**Indigenous PSW Training Program**

The OPSWA is currently working to build a program with a focus around the specific needs of Ontario’s Indigenous communities, the objective being a refocus of care training to be delivered within the local community to serve that community.

We believe that this can achieve the following:

- Improved ability offer care in their resident communities to Elders and those with needs and using members of that same community to provide remunerated care to their Elder population
- Offer additional training and educational opportunities that can be delivered *remotely and solely within* these communities
- Ensuring community control over the delivery of this program from the outset
- Indigenous healing traditions be actively integrated into training
- Increasing employment opportunities to members of indigenous communities

The OPSWA recognizes the unique care and training challenges that exists in Ontario’s Indigenous communities and feels this program will provide indigenous leadership a new tool to address the challenges of care in their communities.

**OPSWA Caregiver Mentorship Program**

OPSWA values the critical role of caregivers in their field and as such has introduced the OPSWA Caregiver Mentorship Program. The OPSWA Caregiver Mentorship Program together with the Regional Geriatric Program of Toronto are pleased to offer a specialized program designed for PSW’s to become effective mentors in the education of caregivers to provide care to their family and loved ones.

The OPSWA Mentorship Program curriculum involves a registered webinar series with the Regional Geriatric Program of Toronto, handbook, and the coaching webinar series provided by OPSWA to provide PSW’s with the mentorship skills to direct and support the abilities of caregivers in their community. A mentor will be responsible for providing resources, assistance, and continuation support to caregivers in their care of their loved ones. This will expand the impact of knowledgeable and educated frontline staff to their clientele and grow the well-being of communities.
Statistical and Information Analysis

The OPSWA will undertake the creation of provincial wide database of all PSWs authorized to work Ontario. This will include, but not be limited to, the collection of PSW names, addresses, location of work, nature of service, client concerns, hours worked, employment status, reports of incidents (abuse, neglect abandonment of shifts etc.), PSW to client population ratios, PSW insurances claims. The accumulation of this data will be useful in identifying gaps in service which are detrimental to the health of the people of Ontario. These studies will be conducted by the OPSWA internally and made freely available to the public.

OPSWA as the Self-Regulating Body

As the self-regulation body for the Personal Support Workers in Ontario, the OPSWA and the Personal Support Workers Institute of Canada (PSWIoC) will work to regulate this profession by setting qualification requirements and standards of practice and professionalism for Personal Support Workers.

This partnership creates a regulatory mechanism that allows for the assurance of qualified PSWs adhering to established professional standards. Assurances of this will be maintained through a combination of investigatory and point of contact monitoring reinforced by the OPSWA membership database. Further to this, the PSWIoC is tasked for auditing OPSWA membership, compiling of statistics related to the PSW workforce, housing disciplinary committee(s) and investigation activities.

The OPSWA will further work with its educational stakeholders to develop and implement a provincial PSW examination to measure and confirm a successful transfer of knowledge of students of the different programs.

As it currently stands the OPSWA serves as a national singular point of contact for any Ministries impacted by the PSW profession (i.e. Health and LongTerm Care, Labour, et al.), for the National media (CBC, CTV) and most importantly the public at large. This role was solely established by gaining the mutual trust of the profession and the public through continued demonstrable acts of professional leadership.

Despite this grassroots leadership, the profession of Personal Support and Health Care Workers in Ontario is in peril as thousands of PSWs are abandoning their public PSW roles and are opting to work in the rapidly growing ‘shadow health care system’. The impact being twofold in that those who participate expose themselves to greater potential health and safety risks while the government loses billions of dollars of revenue in unreported income. This directly impacts our public’s safety and wellbeing.

The OPSWA is confident that with the support of the Government of Ontario this situation can be remedied thus reversing the duality of damages while working to restore fiscal solvency to the Province of Ontario.
Provincial Enrollment Strategy:

Ayd Cares is Ontario PSW Association’s exclusive technology partner for Document Management System (DMS).

Ayd Cares Document Management system digitizes, scans,catalogues and indexes paper documents into our cloud repository. A document management system creates a catalogue of information that can be referenced and searched. Each record details out permission to change and read, owner of the record, what the document contains, and the last change made to it. The data repository keeps a specific population of data isolated so that it can be mined for business intelligence or to be used for a specific reporting need. There are two phases to digitizing member information. Both phases deposit the information into a secure cloud repository to maintain and reference as required.

Phase 1 of digitizing information is converting the current paper documents and member information into searchable records, has 3 steps.

1. **Audit.** Assess the records to ensure only the necessary information is being prepared to be digitized.
2. **Sort.** Conceptualize the filing order, categories and sub-divide these paper records into the same. This ensures all the digital information is not stored into one folder and making search in the future, that much difficult.
3. **Naming Convention.** The ease of searching records in the future will depend on the proper naming of each file. This is a critical step to reduce search time when referencing records in the cloud repository.

A multi-function-device (MFD) is the quickest method to feed large volumes of paper into the machines with paper feeders.
Phase 2 is provisioning a portal that enables new members to register and validate their records electronically through colleges and universities. A portal includes multiple interfaces for members, to simplify collection of member information and index to the catalogue in the cloud repository.

Ayd Cares member portal interface includes user access through a web browser and mobile-app for data collection. The portal authenticates users with local user accounts and accounts from trusted domains. Common features of portal include attributes like member name and college degrees, graduating year and field of study. Each member information can interface securely with servers at educational institutions to validate information provided through the portal. Member verification include course completion forms, transcripts or course descriptions from the educational institution. Upon successful validation, the member information is catalogued and recorded into the cloud repository.

APPENDIX A

A: This document was adapted from “Addressing Complaints at the College of Nurses – Process Guide”. Pub No. 42017, 2015 http://www.cno.org/globalassets/docs/ih/42017_resolvingcomplaints.pdf

B: 1 Conestoga College, School of Community Services. Program calendar 2018/2019