

Personal Support Worker (PSW) Training Fund Employer Program Application Guide and Frequently Asked Questions

This document is intended to assist employers to apply for up to two years of Training Fund program funding to support formal education of direct service staff to obtain a PSW certificate, or for those who have a PSW certificate, to complete continuing education courses and/or to participate in innovative projects to resolve PSW recruitment and retention issues within the home and community care sector.

Application Guide – Training Plan

Employers submit a plan to the Coordinating Organization for their region on the form provided. Eligible organizations include:

- Entities that provide community support services or personal support services in accordance with the *Home Care and Community Services Act*, 1994; and,
- Are in receipt of LHIN or ministry funding for the provision of such services.

Applicant Information – This section of the form identifies the employer legal name, service location within the region, contact information, Coordinating Organization, source of personal support or community service funding, overview of staffing numbers and numbers involved in training activities proposed to March 31, 2021.

Table 1 - This section of the form relates to the Certificate Education Stream to increase the number of PSWs working in the home and community care sector who have the knowledge, skills and competencies to help clients with complex care. The employer identifies on the form by program the number of direct service employees to complete PSW certificate education programs and related expenses claimed for re-imbursement. Full time program attendees should be grouped on a separate line from part time program attendees. For part time program attendees please identify expected date of completion.

Table 2 - This section of the form relates to the Continuing Professional Development Stream to increase the number of PSWs with improved clinical knowledge, skills and competencies to help clients manage chronic disease/complex care needs in home and community settings. As such, the employer identifies by continuing education course the number of PSWs expected to participate, the date and type of course, and related expenses claimed for re-imbursement. Please include only employees who have a PSW educational certificate in these claims.

Application Guide – Innovation Plan

In recognition that PSWs and organizations who deliver care often have ideas about new and innovative approaches to improving competence, engagement, and retention of PSWs, the **Innovation Stream** of the PSW Training Fund program is intended to strengthen PSW recruitment, professional development, and retention with new and innovative solutions. Areas of focus include development and implementation of ways to ensure:

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

Employers submit a plan to the Coordinating Organization for their region on the form provided.

Applicant Information – This section of the form identifies the employer legal name, service location within the region, contact information, Coordinating Organization, source of personal support or community service funding, overall staffing numbers and number involved in Innovation Projects proposed to March 31, 2021.

Innovation Project(s) - This section of the form identifies the PSWs who will be involved in the project(s), and how the proposed activities are not duplicating current activities or initiatives. The project(s) may be developed independently or collaboratively with other PSW employers or stakeholders in the home and community care sector

Frequently Asked Questions

Q1: How do I know who my Coordinating Organization is?

A1: Please visit <http://www.lhins.on.ca/> and enter your postal code. Once your Local Health Integration Network (LHIN) is identified, please review the table below to see your Coordinating Organization.

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	

Q2: We have multiple branches/offices across Ontario. Can we submit all our proposals to one Coordinating Organization?

A2: Yes, you can submit to one Coordinating Organization, preferably to the LHIN region where your corporate head office is located. In addition, we request that you indicate on your application that the funding is for various branches of your organization, including the addresses of all service locations and staffing information related to those locations.

Q3: Can we change our designated Coordinating Organization to submit our applications?

A3: No, the Coordinating Organization is identified by LHIN region. The Coordinating Organizations have a good understanding of the needs within their geographic locations and can organize with local partners.

Q4: Are courses for individuals to become a certified trainer covered under the fund?

A4: Yes, if the course is for formally educated PSWs to become trainers in an approved subject and all other eligibility requirements are met, the course may be recommended for approval by the Coordinating Organization.

Q5: I have an in-house trainer that can provide training to staff. Will that be eligible for funding?

A5: Yes, if the training meets the eligibility criteria within the PSW Training Fund Program Description. However, priority will be given to third-party external programs that fulfill the criteria outlined in the program description.

Q6: Must individuals have formal (certificate level) education as a PSW to access the post-certificate clinical training eligible under the PSW Training Fund Program Description?

A6: Yes, as the PSW Training Fund was established to increase the supply of formally educated PSWs and improve quality patient care through post-certificate clinical training for PSWs. While there may be different job

titles for individuals who provide similar services as PSWs, the Training Fund is for PSWs who have formal education as a PSW (not nurses, developmental service workers, etc.).

Q7: Are costs for PSWs in managerial roles but also provide front-line care eligible?

A7: Yes, if the individual provides front-line care in accordance to the *Home Care and Community Services Act*, 1994 and is an employee of an Eligible Organization.

Q8: May for-profit agencies that contract with LHINs apply to the PSW Education & Training Fund?

A8: Yes, both for-profit and not-for-profit organizations are eligible to apply as long as they are under contract with a LHIN in accordance with the *Home Care and Community Services Act*, 1994.

Q9: Do you have French versions of the documents provided?

A9: French versions of the Program Description and Application Guide have been provided to the Coordinating Organizations.

Q10: Must the programs or courses be successfully completed in the 2019-20 or 2020-21 fiscal years?

A10: Yes. The PSW Training Fund program is for formal education programs or courses successfully completed between April 1, 2019 and March 31, 2020 or between April 1, 2020 and March 31, 2021.

Q11: What if we have staff turnover before March 31, 2021?

A11: Any changes to the planned training or innovation projects involving front-line employees need to be communicated to the Coordinating Organization in the quarterly/interim reports/forecasts requested.

Q11: Will the full amount of the courses be paid?

A11: Costs outlined in the Program Description will be considered for coverage. However, allocations may be reduced based on priority ranking submitted by the Coordinating Organization if the PSW Training Fund program is oversubscribed.

Q12: When we will be notified to submit re-imbusement requests?

A12: Coordinating Organizations will notify Eligible Organizations when and how to do this including guidelines on supporting documentation for their review in addition to the completed Training Plans and Innovation Project templates.

Q13: Which Travel, Meal and Hospitality Directive do I review for Training Fund applications?

A13: The January 2017 version at: <https://www.ontario.ca/document/travel-meal-and-hospitality-expenses-directive>

Q14: Is there a mechanism for the Training or Innovation plans submitted by a Coordinating Organization to be re-evaluated?

A14: The PSW Training Fund program is a discretionary, non-entitlement-based ministry program. Any decisions concerning the allocation of funding in connection with the program is at the ministry's sole discretion and the submission of any application or any other information by an Eligible Organization or a Coordinating Organization does not entitle that organization to the receipt of any funding or otherwise bind the ministry to provide any funding to that organization. The ministry will consider re-evaluation requests on a case by case base. Please contact pswtraining@ontario.ca.