ONTARIO
CLRI
Centres for Learning,
Research & Innovation
in Long-Term Care

Implementation Guide:
Personal Support Worker Education Fund for Long-Term Care

2018-2019

This Implementation Guide provides information about the Personal Support Worker (PSW) Education Fund for Long-Term Care, including detailed instructions for Ontario long-term care homes to:
Step 1. Apply for Funding
Step 2. Certify PSW Trainers
Step 3. Educate PSW Team Members

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<u>About the Personal Support Worker Education Fund for Long-Term Care</u>

The [Ministry of Health and Long-Term Care](#) has renewed the Personal Support Worker (PSW) Education Fund for Long-Term Care (LTC). The objective of the Fund is to build PSW capacity to deliver high-quality and safe care that meets the needs of people living in LTC. The fund provides tuition and reimbursement for backfill for PSWs to participate in continuing education and professional development.

For the second year, the Ministry is working with the [Ontario Centres for Learning, Research and Innovation in Long-Term Care (Ontario CLRI)](#) to offer Excellence in Resident-Centred Care (ERCC) training to PSWs. ERCC builds practical skills using a person-centred, train-the-trainer approach. It is delivered in partnership with [Conestoga College](#) and the [Schlegel-UW Research Institute for Aging](#).

Who can apply for funding?
Ontario LTC homes are eligible to apply for funding for tuition and backfill for PSW participation in ERCC.

Space is limited. There is a limit to the number of LTC homes that can participate. Only complete and accurate applications are reviewed. Priority is given based on geographic location, complete and accurate applications, and to LTC homes who did not participate in the 2017-2018 PSW Education Fund.

Who can receive ERCC education through the Fund?
Only certified PSWs working in Ontario LTC homes can receive ERCC education through the Fund. There are limits to the number of PSWs within each approved LTC home that can receive tuition and reimbursement for backfill:

- ERCC Trainer Course: Maximum of 4 PSWs per approved LTC home

- ERCC Team Member Course: Maximum number of team members is determined based on the LTC home's application and size and is confirmed when the funding application is approved.

Key Dates

Item	Date
Application Opens	July 18, 2018
Application Closes	August 1, 2018
Notification of Application Status	August 14, 2018
Deadline for ERCC Trainer Registration	August 21, 2018
ERCC Trainer Courses	September 2018 to December 2018
ERCC Team Member Courses	September 2018 to March 31, 2019
Fund Ends	March 31, 2019

About Excellence in Resident-Centred Care

Excellence in Resident-Centred Care (ERCC) training was designed for PSWs to build practical skills using a person-centred approach. It was developed by *__Conestoga College__* and the *__Schlegel-UW Research Institute for Aging__*.

The goal of ERCC is to support better care and better outcomes for residents in LTC, but it also benefits PSWs and LTC homes. ERCC has been shown to:

- Increase PSW self-confidence
- Increase PSW job satisfaction
- Improve staff morale

ERCC uses a train-the-trainer model to build capacity within LTC homes. Select PSWs complete the ERCC Trainer Course to become Trainers and deliver the ERCC Team Member Course to fellow PSW Team Members within their LTC home. The education is delivered by Conestoga College, and features online registration and online course components delivered through the easy-to-use eConestoga platform.

The ERCC modules cover the following topics:

1. Person-Centred Care
2. Safety and Mobility
3. Continence
4. Delirium, Dementia and Depression
5. Palliative/End-of-Life Care
6. Working with Others
7. Infection Prevention and Control
8. Oral Care and Skin Integrity
9. Nutrition and Hydration
10. Pain and Comfort
11. Self-Care
12. Observational Assessment

Funding Guidelines

The Fund covers tuition for ERCC courses and also reimburses for backfill. The following guidelines must be followed in order for LTC homes to receive funding:

- Only certified full-time or part-time PSWs working within the LTC home are eligible to have tuition for ERCC covered by the Fund.
- PSWs must successfully complete their ERCC course in entirety for the LTC home to be reimbursed for backfill.
- The amounts listed in the table below are set rates and non-negotiable.
- Funding is only provided until March 31, 2019.

The tables on the following pages describe how tuition fees, backfill and travel expenses are covered and reimbursed by the Fund.

ERCC Trainer Course		
Item	**Description**	**Amount Reimbursed**
Tuition	Tuition for the online and in-class ERCC Trainer Course is fully-funded by the Fund. No upfront payment is required by the LTC home or the PSW. *Tuition and access fees for the course are automatically covered by the Fund upon registration.*	**No amount is reimbursed.** Tuition is covered automatically upon registration.
Backfill	For each Trainer (up to 4 per LTC home), the Fund will provide reimbursement to the LTC home to cover backfill costs for the Trainer's time to complete the full 24 hours of the ERCC Trainer Course ($25 per hour x 24 hours of backfill = $600 per Trainer). *Reimbursement for backfill is mailed by cheque to the LTC home within 60 days of Trainers successfully completing the ERCC Trainer Course.*	**$600 per Trainer** (maximum of 4)
Travel	If Trainers travel over 100 km or 2 hours one way from the LTC home to the in-class workshop, the LTC home is eligible for travel reimbursement. The ERCC Trainer Travel Expense Form must be completed and mailed within 30 days of travel to the following address: Schlegel-UW Research Institute for Aging ATTN: PSW Education Fund for LTC, 250 Laurelwood Drive, Waterloo, ON N2J 0E2 *Reimbursement for travel is mailed by cheque to the LTC home within 60 days of receipt.*	**Mileage:** $0.40 per km in Southern Ontario $0.41 per km in Northern Ontario **Meals (excluding alcohol):** Breakfast - $10.00 Lunch - $12.50 Dinner - $22.50 **Parking/Accommodation:** If required, rates vary based on location. Maximum of one-night single accommodation in a standard room.

ERCC Team Member Course		
Item	**Description**	**Amount Reimbursed**
Tuition	Tuition for the ERCC Team Member Course is fully-funded by the Fund. No upfront payment is required by the LTC home or the PSW. *Tuition and access fees for the course are automatically covered by the Fund upon registration for each Team Member and submission of the ERCC Trainer Attendance Tracking in eConestoga.*	**No amount is reimbursed.** Tuition is covered automatically upon registration.
Backfill	For Trainers, the Fund will provide reimbursement to the LTC home to cover backfill costs for the Trainer's time to teach the course ($25 per hour x 8 hours of backfill = $200 per Trainer). Backfill is reimbursed for a maximum of 2 Trainers per ERCC Team Member Course session. For Team Members, the Fund will provide reimbursement to the LTC home to cover backfill costs for their time to complete the ERCC Team Member Course ($25 per hour x 8 hours of backfill = $200 per Team Member). Backfill is reimbursed for the maximum number of PSWs listed in the application approval e-mail. *Reimbursement for backfill is mailed by cheque to the LTC home within 60 days of Team Members successfully completing the ERCC Team Member Course.*	**$200 per approved Trainer** (maximum of 2) **$200 per approved Team Member** (maximum provided in approval of application)
Travel	ERCC Team Member Courses take place within the LTC home. No travel is required.	Not applicable

Step 1: Apply for Funding Online

How do LTC homes apply?

Ontario long-term care (LTC) homes must apply online at www.pswfundltc.ca. Applications are open from July 18, 2018 at 9:00am EST until August 1, 2018 at 5:00pm EST.

Each LTC home must select one staff member, typically a member of the leadership team (e.g., director of care, administrator, or educator) to be the Lead Contact. The Lead Contact serves as the primary contact to receive all Fund-related information (primarily via email). They are responsible for:

- Coordinating and submitting the online application for funding,
- Supporting PSWs in registering and completing the ERCC Trainer Course,
- Supporting Trainers in organizing and submitting documentation for the ERCC Team Member Course,
- Reporting additional information as requested to the fund, and
- Completing evaluation surveys.

What is required in the online application?

The online application will ask for the following key information. It is recommended that LTC homes gather this information before applying to ensure it is correct. Only complete and accurate applications are reviewed. Only one application per LTC home is accepted.

- LTC home name, address, city, LHIN and postal code
- Parent organization (if applicable) (e.g., Extendicare, Revera, etc.)
- Number of PSWs employed at the LTC home (full-time and part-time)
- Number of LTC beds at the LTC home
- Contact name, title, phone and email for a Lead Contact at the LTC home
- A brief explanation (250 words) of why implementing ERCC is important to the LTC home. This can include commitment to person-centred care, quality outcomes, and/or educational goals.
- Names of 1-4 PSWs who will act as Trainers and complete the ERCC Trainer Course. These names cannot be changed once the application is submitted.

How to choose PSWs to become ERCC Trainers?

Each LTC home must select 1 to 4 PSWs employed within the LTC home to become Trainers. Trainers are responsible for:

- Completing the ERCC Trainer Course (16-hours of online learning followed by an 8-hour regional in-class workshop which may require travel)
- Deliver ERCC Team Member Course(s) alone or paired with another Trainer to fellow PSWs in the LTC home

Trainers full name must be included in the application and no changes will be permitted after the application is submitted.

To help LTC homes select Trainers, the following *Trainer Selection Guidelines* have been developed:

Personal	Interpersonal	Communication	Problem Solving
• Committed to the mission, vision, and values of the LTC home • Provides care that is person-centred • Holds a positive perspective • Is enthusiastic about seniors' care • Is committed to culture change initiatives	• Is valued as an emerging leader • Interacts and engages with others • Models respect for the diverse opinions, values, belief systems, and contributions of others • Fosters effective working relationships • Has an interest in facilitating group activities	• Communicates clearly and concisely • Is comfortable speaking in front of large groups • Can facilitate large group discussions • Establishes therapeutic relationships with residents and their families	• Is comfortable using technology • Is organized • Can effectively multi-task • Is able to think critically • Manages problems constructively

When will LTC homes receive notification of application status?

The Lead Contact will be e-mailed with the status of the LTC home's application by August 14, 2018. This e-mail will contain the following important information:

- o Number of approved PSWs who can register for the ERCC Trainer Course
- o Number of approved PSWs who can register for the ERCC Team Member Course
- o Terms and Conditions of participating in the Fund
- o Details on the in-class workshop for Trainers (date and location)
- o Instructions for Trainers to register for the ERCC Trainer Course

Step 2: Certify PSW Trainers

How do Trainers register for their course?

The Lead Contact will be responsible for ensuring that each approved Trainer registers for the ERCC Trainer Course (individually) via Conestoga College's Trainer Registration Portal.

After registering, Trainers will receive a confirmation email. Trainers are required to keep this email for reference, as it will identify their student number, which will be used to log in to access the online education and course materials through eConestoga. Trainers will be asked to provide the following information in their online registration.

Page 1 of Online Registration:

My Information

Personal Information
To complete registration the following must be entered.

Title   [▼] *
Last Name: [   ] *
First Name: [   ] *
Second Name/Initial: [   ]
Previous Last Name   [   ]
Gender: [▼] *
Date of Birth: [▼] - [▼] - [▼] *
Social Insurance Number: [   ]
OEN: [   ]
Country of Citizenship: [▼] *
Citizenship Status: [▼] *
First Language: [English ▼]
* These fields are required to continue.

☐   I hereby certify that all statements are correct and complete, including my declaration of citizenship and
     status in Canada. I understand that I may have to provide documentation at some future date to substantiate
     my claim and that any misrepresentation of this data may result in the cancellation of my admission or
     registration status.

Freedom of Information

The information obtained on this registration will be used for administrative and statistical purposes of the College and
may be shared with the Ministries and Agencies of the Government of Ontario and the Government of Canada. This
information is collected and used under the authority of the Ontario Colleges of Applied Arts and Technology Act, R.S.O.
2002, and regulations thereunder. Questions regarding the collection of this information should be directed to the
Registrar, Conestoga College, 299 Doon Valley Drive, Kitchener Ontario, N2G 4M4. Telephone 519-748-5220.

[Continue]

Page 2 of Online Registration:

Address Information

Please note: If applicable, students must update addresses separately with OSAP, Apprenticeship, McMaster University and employees must also notify Payroll.

Home Address

Number + Street:	
Address 2:	
City:	
Province:	Ontario
Country:	CANADA
Postal Code:	

Default Address
◉ Default mailing address

Local Address (if different from Home Address)

Number + Street:	
Address 2:	
City:	
Province:	Ontario
Country:	CANADA
Postal Code:	

Default Address
○ Default mailing address

Phone Numbers

Phone Information

	Country Code (Int'l # Only)	Area Code	Number	Ext.	Default
Home:					○
Work:					◉
Cell:					○
Fax:					○
VRS:					○

Email Address

Email Address Information

Home:		○ Default
Work:		◉ Default

No College Email address has been assigned to you at this time. Should you be enrolled in courses that require an account, one will be assigned to you and displayed on this page.

[Save]

What is included in the ERCC Trainer Course?

The ERCC Trainer Course consists of 16 hours of self-paced online learning, followed by 8 hours of in-class learning, for a total of 24 hours of training. The course content includes 12 modules that cover a variety of important topics identified in consultation with the LTC sector.

Online Learning *(16 hours)*

The 16 hours of self-paced online learning includes an overview of the content for 12 ERCC Modules. Trainers must be given scheduled work time within the LTC home to complete this online learning in the 2 weeks prior to attending the 8-hour in-class workshop.

Trainers will be required to log-in to Conestoga College's online learning platform ([eConestoga](#)) using their personalized login information provided in their registration confirmation email:

> User: first initial last name last four digits of their student number (example: jdoe4567)
> Password: capital "C" lower case "c" followed by their student number (example: Cc1234567)
>
> ***If Trainers have any questions about logging in, including password resets, please contact the Conestoga College IT Department at (519) 748-5220 ext. 3444.***

At the end of the 16 hours of online learning, each Trainer will be assigned a module to facilitate during the in-class ERCC Trainer workshop (in groups). These assignments and instructions will be posted on [eConestoga](#). Each Trainer is responsible to prepare the required supplies for their assigned module based on the number of attendees. The LTC home is responsible for covering these supply costs.

In-Class Workshop (8 hours)
The 8-hour in-class workshop includes an overview of how to facilitate the ERCC Modules, along with informative discussions and hands-on activities. ERCC Trainers will apply their learnings by facilitating select ERCC Modules.

Attendance at the in-class workshop is mandatory to receive ERCC Trainer certification and reimbursement for backfill.

What happens after Trainers complete their course?
Upon successful completion of the ERCC Trainer Course, Trainers and the Lead Contact receive a confirmation email with instructions on how to begin the ERCC Team Member Course. Trainers will receive a certificate of course completion and lapel pin (via mail to the LTC home) within 60 days.

How long are Trainers certified for?
Trainers will be certified for two years from their date of certification. This means they can train PSWs within their LTC home in the ERCC Team Member Course until their two-year renewal date.

Backfill and other funding is only available until March 31, 2019 at the amount specified in the application approval. If Trainers wish to continue teaching ERCC past their two-year renewal date, they need to re-certify through Conestoga College.

Step 3: Educate PSW Team Members

When can LTC homes begin ERCC Team Member Courses?

The LTC home can begin ERCC Team Member Courses immediately after Trainers receive notification of successful certification in the ERCC Trainer Course.

How is the ERCC Team Member Course taught?

The ERCC Team Member Course is an 8-hour course delivered within the LTC home by the newly-certified Trainers. Using a peer-to-peer model, Trainers educate their fellow Team Members.

The LTC home can offer the ERCC Team Member Course in a one-day (8-hour) format, or a two-day (4-hours per day) format. Only 2 Trainers per ERCC Team Member Course are eligible for backfill reimbursement. As a guideline, it is recommended that LTC homes use a ratio of 2 ERCC Trainers to 10-20 Team Members when scheduling ERCC Team Member Courses.

What is included in the ERCC Team Member Course?

Team Members are required to complete seven modules within the ERCC Team Member Course to receive a certificate, lapel pin and backfill reimbursement. Modules 1 and 12 are mandatory and the remaining modules can be selected based on the LTC home's individual needs.

The ERCC modules include:

1. Person-Centred Care* (Mandatory)
2. Safety and Mobility
3. Continence
4. Delirium, Dementia and Depression
5. Palliative/End-of-Life Care
6. Working with Others
7. Infection Prevention and Control
8. Oral Care and Skin Integrity
9. Nutrition and Hydration
10. Pain and Comfort
11. Self-Care
12. Observational Assessment* (Mandatory)

What preparation is required for the ERCC Team Member Course?

The LTC home is responsible for organizing ERCC Team Member Course(s) —including scheduling dates, room bookings, audiovisual equipment, and food and beverages, as well as printing necessary handouts and/or purchasing necessary supplies at its own expense.

The following table is provided to support the Lead Contact and Trainer in preparing for each ERCC Team Member Course. This preparation should be done well in advance of the scheduled ERCC Team Member Course.

Tasks for ERCC Team Member Course	Projected Date of Completion
Prior to Delivery:	
Identify delivery format: • One full day, or • Two half days	
Book dates	
Book a suitable room	
Accommodate training schedule with staffing (i.e. book a date, schedule staff to attend training and schedule a PSW to provide backfill)	
Notify Team Members of training dates and times	
Book the following equipment for each course date: • Projector and projector screen • Computer or laptop • Extension cord/power bar, and • Speaker(s)	
Print the following resources for each Team Member participating in training (located on eConestoga): 1. *UPLOAD Assessment tool* 2. *Key Messages handout* 3. *Summative Test* 4. *Team Member Expectations handout* 5. *Reflective Journal* 6. *Team Member Evaluation Survey*	
Purchase the necessary supplies: • Request *Supplies and Resources List* on eConestoga from ERCC Trainer	
Obtain the following supplies: • White board or chart paper • Dry erase markers or permanent markers • Name tags • Extra paper, pens and/or pencils • Sign-in sheet • Stick-it notes • Variety of markers	
During Each Course	
Have each Team Member complete the following:	

Tasks for ERCC Team Member Course	Projected Date of Completion
• *Course Registration (online)* • *Team Member Evaluation Survey (paper-based)* • *Summative Test (paper-based)* Have the Trainer complete: • *Trainer Attendance Tracking Sheet (online via the ERCC Trainer Portal)*	
After Review and Approval of Course Documentation	
• The LTC home will receive a backfill reimbursement cheque. Each PSW Team Member who successfully completes the ERCC Team Member Course will receive a certificate and lapel pin via mail to the LTC home.	

What happens after Team Members complete their course?

Upon successful completion of the ERCC Team Member course, Team Members will receive a certificate and lapel pin (via mail to the LTC home) within 60 days.

Does the LTC home receive recognition for ERCC training?

If the LTC home has trained over 70 percent of its PSW workforce (full-time and part-time) over the 2-year training period, your LTC home may apply for a certificate of recognition as an ERCC Organization from the Schlegel-UW Research Institute for Aging and Conestoga College. Your ERCC Trainer(s) can access this application on the ERCC Training and Orientation course shell on eConestoga.

Questions

Application or Funding Questions: *ERCC Course or Content Questions:*

info@pswfundltc.ca   *ERCC@conestogac.on.ca*

519-904-0660 x. 4116   *519-748-5220 x. 3635*