



Personal Support Worker Training Fund

Fiscal Year 2017-2018

MEMORANDUM OF UNDERSTANDING

Training plan Submission deadline is June 23, 2017

1.0 Introduction

- 1.1 Meals on Wheels London administers the Personal Support Worker Training Fund on behalf of the Ministry of Health and Long-Term Care.
- 1.2 The Fiscal Year in which this Memorandum of Understanding encompasses is from April 1, 2017 to March 31, 2018.
- 1.3 Compliance with this Memorandum of Understanding will promote effective use of all available funds which are to be shared amongst eligible agencies providing personal support services in the counties of Chatham-Kent, Elgin, Essex, Grey-Bruce, Huron, Lambton, Middlesex, Oxford and Perth.

2.0 Eligibility and Purpose

- 2.1 In order to receive funds, Eligible Organizations must:
 - a) provide community support services or personal support services in accordance with the Home Care and Community Services Act, 1994; and
 - b) be in receipt of LHIN or ministry funding for the provision of such services.
- 2.2 The Personal Support Worker Training Fund is intended to fund training of direct service workers to the Personal Support Worker Level and specialized direct client care training for said workers in approved topics. Workers must be employed by one of the eligible agencies listed in Section 2.1.
- 2.3 All information and communication regarding the Personal Support Worker Training Fund will come directly from Meals on Wheels London.
- 2.4 All correspondence is pending receipt of funding from the Ministry of Health and Long-Term Care for the 2017-2018 fiscal year. Guidelines are subject to change upon receipt of an approval letter from the Ministry of Health and Long Term Care. Confirmation of funding and any changes to guidelines will be communicated to all eligible agencies when the funding is received and will remain in place for the duration of the fiscal year.

3.0 Definitions

3.1 In this Memorandum of Understanding and related correspondence the following terms shall have the respective meanings indicated below:

“Benefits” means the mandatory costs the agency incurs on top of employee wages including: Canada Pension Plan (CPP), Employment Insurance (EI), Employer Health Tax (EHT), Workplace Safety and Insurance Board (WSIB) and vacation pay.

“CCAC” means a Community Care Access Centre.

“CSS” means Community Support Service which includes long-term care supportive housing service providers, attendant outreach providers and adult day service providers funded by the Ministry of Health and Long-Term Care or through a Local Health Integration Network.

“Eligible agency” or “agency” means those agencies eligible to access the PSW Training Fund as outlined under Section 2.1.

“Enhanced Training” means specialized direct client care training which falls within an approved topic as outlined in Section 4.6.

“Funding” or “fund” refers to the Personal Support Worker Training Fund.

“HNSA” means the Homemakers and Nurses Services Act.

“LHIN” means a Local Health Integration Network.

“MOHLTC” or “the ministry” means the Ministry of Health and Long-Term Care.

“MOU” refers to this Memorandum of Understanding.

“MOWL” means Meals on Wheels London.

“PSW” means Personal Support Worker

“Training Provider” means an institution approved to deliver the PSW Training Curriculum as outlined in Section 4.4. For Enhanced Training it refers to a person, agency, or institution certified or recognized in the specific course topic.

Eligible Expenses

3.2 Meals on Wheels London is responsible for the verification of submitted expenses, distribution of funds, reconciliation of agency accounts and overall administration of the fund.

3.3 Eligible agencies may charge the following expenses against the PSW Training Fund:

For Eligible PSW Enhanced Education: salaries/wages and benefits (as applicable) to backfill shifts for PSWs who are required to be away from their regularly scheduled hours of employment to attend training provided under this Fund, for the hours spent in the classroom and on placement; trainer's fee, classroom rental and associated administrative costs. **Food and refreshment costs are not eligible for courses that are less than 6 continuous hours of training.**

Note: If Eligible Organizations want to pool resources together to facilitate a training session. It must be noted on the training plan(s) who will be the lead and how costs are to be distributed amongst the Eligible Organizations involved.

- For eligible PSW certification: salaries/wages and benefits (as applicable) for PSWs who are required to be away from their regularly scheduled hours of employment to attend training provided under this Fund, for the hours spent in the classroom and on placement; cost of tuition fees, books and other educational materials.
 - Note: Part-time students attending eligible PSW certification are not eligible for salaries/wages and benefits for hours in the classroom which are not within their regularly scheduled work
- Travel and out-of-town accommodation costs consistent with the Government's Management Board of Cabinet Travel, Meal and Hospitality Expenses Directive (amended November 2014) will be considered for funding. Out-of-town accommodation costs for those in areas of the province where geography or weather conditions preclude daily commuting to a home residence will also be considered.
- 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.
- Vaccination costs required for institutional practicum that are not publicly funded. For example:
 - Hepatitis B
 - Varicella
- Training programs related to the areas of focus listed in eligibility criteria section 4.6.
- Training length for PSW enhanced education that meets the eligibility criteria.

- 3.4 The 2017-2018 PSW Training Fund must be used for courses that begin on or after April 1, 2017 and end by March 31, 2018. Payments will only be made for services rendered in that fiscal year. Funding cannot be used for PSW Programs that continue over multiple fiscal years.
- 3.5 PSW Training Providers must be registered with the Ministry of Training, Colleges and Universities and must be approved to offer the PSW Program.
- 3.6 Funds are also available for specialized direct client care training for PSWs providing services in the community. Enhanced training must be provided by certified or recognized training providers in the specific course topic. Course Outlines and/or Learning Objectives must be provided for all enhanced training completed each fiscal year.
- 3.7 The following outlines the **Eligibility Criteria** for training:

Eligible Organizations may apply to receive funding in connection with the Training Fund for the following purposes:

1. Eligible PSW Enhanced Education – specialized clinical training for PSWs who:
 - Are employed by an Eligible Organization; and
 - provide community support services or personal support services.

The Training Fund provides reimbursement for expenditures for educational programs undertaken by an Eligible Organization for PSWs which must include one or more of the following subject matter areas:

a) Specific diseases and/or chronic conditions

For example:

- palliative and end-of-life care: content and clinical training to support clients with life limiting illness;
- chronic illness care e.g. diabetes: clinical and preventative care to clients with chronic illnesses to enable quality of life;
- mental health care: content and clinical training to understand and recognize symptoms of mental health disorders in support of clients' care;
- physical disabilities: e.g. multiple sclerosis: content and clinical training to understand and support client care to enable quality of life.

b) Specific populations (e.g. 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.
- pediatric care: content and clinical training to provide care for children requiring the care of a PSW.

c) Aging and/or geriatric care

For example:

- geriatric care: relevant content and clinical training opportunities for frontline PSW staff in geriatrics to raise awareness and address elder abuse and neglect of older adults;
- Alzheimer's and dementia care: supporting and managing challenging and complex behaviours positively and safely;
- preventing elder abuse: education to ensure safety and well-being of elders/seniors.

d) Other specialized training of a clinical nature (e.g. de-escalation, safe foot care, transfers) that will benefit client care.

In order to be eligible for funding, the Eligible PSW Enhanced Education Program must:

- (i) be comprised of a minimum of 3 hours of instruction time for PSWs; and
- (ii) incorporate an outcomes-based evaluation component (e.g., follow-up survey developed by the ministry to evaluate whether the courses were meeting the needs of the PSW).

Please also note that the following types of training are not considered to be Eligible PSW Enhanced Education:

- First aid / CPR
- Computer training
- Food handling / food and nutrition
- Health and safety / infection control
- Vehicle operations / maintenance
- Administration and documentation
- General exercise programs (e.g., Zumba)
- Educational Conferences
- 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.

2. Eligible PSW Certification Training in respect of individuals employed by an Eligible Organization in order for such individuals to obtain an educational certificate as a PSW. Such Eligible PSW Certification Training must be provided by one of the following:

- a. An Ontario College of Applied Arts and Technology and approved for funding purposes by the Ministry of Advanced Education and Skills Development (formerly, Ministry of Training, Colleges and Universities);
- b. A registered private career college that has received approval from the Superintendent of Private Career Colleges to offer the training and credential; or
- c. A publicly-funded secondary school within an Ontario district school board and whose program meets the provincial educational standard for the delivery of PSW programs.
- d. A bridging program that enables individuals to receive an educational certificate as a PSW from one of the approved educational institutions outlined above.

4.0 Roles and Responsibilities

5.1 Meals on Wheels London is responsible for the following:

- Communicating ministry information, guidelines and expectations to all eligible agencies electronically (via email).
- Providing assistance and support to eligible organizations regarding completion of proposed training plans, including: training focus area, length of training, eligible costs, other questions.
- Coordinating receipt of proposed training plans from eligible organizations and:
 - i. reviewing them against the funding criteria established above by the ministry;
 - ii. determining whether the educational program has quality outcomes;
 - iii. clarifying and confirming information;
 - iv. making a recommendation for funding to the ministry.
- Reviewing submissions and submitting a proposal to the ministry regarding training needs, as determined by the training plans submitted to MOWL which provides the details of the training plans and budget requests from eligible organizations.
- Approving training plans and allocating funds
- In the event of an oversubscription of funds, MOWL will work with all potential eligible organizations and the ministry to provide a revised proposal to the ministry.
- Providing confirmation of funding to eligible agencies upon receipt of ministry approval letter and advising agencies of any changes to guidelines or policy.
- Communicating and providing feedback to eligible organizations regarding proposed training plans.
- Adhering to ministry terms, conditions and guidelines for disbursement of funds.
- Maintaining and distributing, when required, a contact list of eligible agencies.
- Answering agency questions regarding the PSW Training Fund in a timely manner.
- Verifying submitted expenses and remitting payment to eligible agencies or directly to the training provider on the agency's behalf.
- When requested, completing and distributing agency spending sheets at the end of the fiscal year and providing a general financial and statistical report at the end of the fiscal year to all eligible agencies.
- Answering specific agency questions regarding expenditures and statistics.

5.2 Eligible agencies are responsible for the following:

- Complete follow-up courses surveys, designed by the Ministry, to evaluate course outcomes
- Adhering to the terms, conditions and guidelines of the funding.
- Submitting a signed Personal Support Worker Training Plan outlining proposed training and estimated costs for the fiscal year and an authorized copy of the signature page of the Memorandum of Understanding (MOU) no later than **June 23, 2017**.

- Notifying Meals on Wheels London if the training plan is adjusted or estimated costs change.
- Responding to MOWL requests for information, proof of expenses or general questions about invoices in a timely manner.
- Providing agency contact information to be used in the contact list and informing MOWL if contact information changes.
- Providing Course Outlines and/or Learning Objectives for all enhanced training listed in Sections 4.6.
- Participating in a financial review at the end of the calendar year and relinquishing reserved funds if training plans or estimated costs have changed.
- Submitting invoices for eligible training expenses as requested by MOWL
- Ensuring invoices contain accurate and complete information and include a breakdown of expenses (tuition, wages, travel, etc.). Invoices for enhanced training must indicate the number of participants. If multiple agencies are participating, a breakdown by agency must be provided. Invoices for enhanced training must be accompanied by a course outline and/or learning objectives if not already provided. Supporting receipts and/or other documentation may also be requested. Incomplete invoices will not be paid.
- Ensuring that PSW Training Providers are registered with the Ministry of Training, Colleges and Universities and are approved to offer the PSW Program. Proof of these requirements may be requested of the agency prior to payment or reimbursement.
- Staying informed by reviewing all correspondence sent by MOWL.

5.0 Oversight

- 5.1 Meals on Wheels London oversees and enforces all requirements of the Memorandum of Understanding.
- 5.2 The Memorandum of Understanding and associated guidelines will be reviewed at the onset of each fiscal year.
- 5.3 MOWL reserves the right to make changes to the administration of the program to ensure an effective and efficient flow of information.
- 5.4 Any issues affecting policy, recommendation, administration and/or subsequent change will be implemented only at the onset of the fiscal year and will remain in effect for the duration of the fiscal year. Changes will not be implemented mid-year unless instructed to do so by the ministry.
- 5.5 Failure to comply with the MOU may result in invoices being unpaid and funds being returned to the ministry.



Meals on **Wheels**
London

Personal Support Worker Training Fund

Fiscal Year 2017-2018

MEMORANDUM OF UNDERSTANDING

I, the undersigned, agree with the terms and conditions of the above Memorandum of Understanding. I understand the responsibilities and expectations of utilizing the Personal Support Worker Training Fund. I have read and understood the information provided. I have the authority to bind the agency I am representing.

Agency Name _____

Representative Name _____

Position Title _____

Date _____

Signature _____