



SKILLSFORSUCCESS INITIATIVES SERVICE DELIVERY PILOTS 2023/24

CASE STUDY OVERVIEW

From 2022 to 2024, Ontario's Literacy and Basic Skills (LBS) program received federal funding to undertake projects in support of Canada's Skills for Success (SFS) framework.

Resource development and/or service delivery pilots were funded under five initiatives:

- **Supporting Underrepresented Groups;**
- **Supporting Apprenticeship Integration;**
- **Supporting Better Jobs Ontario Integration;**
- **Workplace Literacy;** and
- **Expanding and Enhancing Digital Delivery.**

Projects were designed in accordance with the Ontario Adult Literacy Curriculum Framework (OALCF).

The goals of SFS initiatives are:

- to support ongoing LBS program development objectives by building capacity across cultural streams and delivery sectors;
- to strengthen LBS employment and apprenticeship outcomes;
- to integrate LBS services into the broader workforce development system; and
- to enhance and expand blended and fully distance learning opportunities.



CASE STUDY OVERVIEW

PROGRAM: HEALTH CARE AIDE PROGRAM FOR NEWCOMERS

SECTOR: SCHOOL BOARD CULTURAL STREAM: ANGLOPHONE

INITIATIVE: UNDERREPRESENTED GROUPS

GOALS

To implement a Health Care Aide program to help newcomers get some training and hands on experience to prepare them to work in a retirement home (and thereby help address the staff shortage in Retirement Homes in Ottawa).

To provide underrepresented groups the opportunity to obtain the training and hands-on experience working with residents in a retirement home. This will also benefit the employer in being able to fill some of their vacancies with employees that have some prior training and experience. This will provide employment opportunities for this population in that they will have some Canadian workplace experience to add to their resumes.

LESSONS LEARNED

Having the opportunity to complete an Organizational Needs Assessment with a retirement home was very helpful for us. It helped us to update the curriculum that had been developed previously that we could use in delivery the Health Care Aide Program.

We also found it helpful to have an advisor (CESBA PSW Lead) that helped by providing resources and feedback in regards to the in-class along with the hands-on training needed to help prepare our students for placement.

OUTCOMES

The project is still in progress. The employer has on-boarded these students as casual employees so if they wish to pick up a shift, they can when they aren't in school (weekends, over Christmas break for example). If the students show that they can do the job well, they stand a good chance at obtaining employment with this retirement home.

One student already received 2 job offers and is now employed as a Home Health Care Aide.



SKILLSFORSUCCESS INITIATIVES SERVICE DELIVERY PILOTS 2023/24

CASE STUDY

PROGRAM: HEALTH CARE AIDE PROGRAM FOR NEWCOMERS

SECTOR: SCHOOL BOARD **CULTURAL STREAM:** ANGLOPHONE

INITIATIVE: UNDERREPRESENTED GROUPS

SNAPSHOT

Health Care Aide Program

440 Albert Street, Ottawa

17 participants (1st Intake), Underrepresented Groups (women, newcomers to Canada)

The Ottawa YMCA and the Waterford Grand Retirement Home

Looking at a second intake

Delivery is still in progress

REASON FOR PROJECT

Retirement Homes in Ottawa have a staff shortage (Health Care Aides for example) and we wanted implement a Health Care Aide program to help newcomers get some training and hands on experience to prepare them to work in a retirement home.

At this time, you do not need to have your Personal Support Worker Certification to work in a retirement home. This provided us with a space to update our PSW prep curriculum and develop partnerships both with the YMCA (for employment supports) and with a retirement home in Ottawa to assist in providing hands-on training and a place for students to complete their placements.

This is one of the ways that our organization is trying to provide underrepresented groups the opportunity to obtain the training and hands on experience working with residents in a retirement home. This will also benefit the employer in being able to fill some of their vacancies with employees that have some prior training and experience. This will provide employment opportunities for this population in that they will have some Canadian workplace experience to add to their resumes.

PROJECT IMPACT

The project is still in progress. The employer has on-boarded these students as casual employees so if they wish to pick up a shift, they can when they aren't in school (weekends, over Christmas break for example).

If the students show that they can do the job well, they stand a good chance at obtaining employment with this retirement home. There is a definite need in this field for sure.

One student already received 2 job offers and is now employed as a Home Health Care Aide.

Having the opportunity to complete an Organizational Needs Assessment with a retirement home was very helpful for us. It helped us to update the curriculum that had been developed previously that we could use in delivery the Health Care Aide Program.

We also found it helpful to have an advisor (CESBA PSW Lead) that helped by providing resources and feedback in regards to the in-class along with the hands-on training needed to help prepare our students for placement.

BEST PRACTICES

1. Advisor : We found having an advisor who worked in the health care field was very helpful.

2. Community Partners:

Working with Employment Services (YMCA Employment Services) - provides employment support for up to year after graduation. Placement can be used as a COOP credit that will help students to get Prior Learning Assessment (PLAR) completed. If they wish to eventually become a nurse, they would need to complete their high school diploma or get credits such as sciences or math to qualify for the nursing programs.

Employer Partnerships: In our case, it was a Retirement Home. It always starts with one. This provides the potential to develop more partnerships as our program becomes known in our community.

FUTURE IMPACT POTENTIAL

The pilot allowed us to start making connections with a retirement home in Ottawa. There are so many retirement homes in need of finding health care aides to fill their vacancies. It is important for them to be able to hire trained staff that offer quality care for their residents. **If this initiative/funding continued, this would provide an opportunity to do more outreach (tell them who we are and what we offer them) and partner with more retirement homes.**

As word as gotten out about our Health Care Aide Program, **our waiting list for this program is enormous.** If everyone met the criteria, for the first time, we would be looking at offering two classes. There has been an uptake in newcomers that have settled in Ottawa and are looking for training to be able to work in a retirement home and we have employers looking to fill those vacancies.

RESOURCES & SUPPORTS

We had some curriculum resources that we had developed previously, along with CESBA's PSW Lead that provided some additional resources for us to use from when she trained PSW's with another school board in Ontario. She was able to provide some guidance on what a Health Care Aide needed to know versus what a Personal Support Worker (PSW) needed to know.

This along with our ONA and feedback from the retirement home that has partnered with our project, we are still in the process of developing the placement preparation and placement. These were areas that we needed to focus on.

BENEFIT TO PARTICIPANTS / EMPLOYERS

We have community partners that we've had partnerships with over the years such as Ontario Works, The Ottawa Mission, Settlement Agencies for Newcomers to Canada and World Skills.

We have a significant population of Newcomers. Newcomers are interested in our programs because they are interested in working in retirement homes offering to provide care to older adults. Some may have prior education and work experience in the health care field. Unfortunately, once they arrive in Canada, what they have does not meet the requirements needed to work in their field. This is starting point for many of our newcomers.

The retirement home that has partnered with us has offered their second location as an option as we can see our program growing. If we had two cohorts for our next intake, they would be willing to take one cohort at one site and the other cohort at the second site.

They have invested in our program by providing the space for students to obtain hands on training. The staff at the current retirement home look forward to seeing our students on Fridays (their placement days). Students attend the "Ten at Ten" (ten minute staff meeting) before they are paired up with a PSW.

At first they shadow the PSW, they are taught what to do, then the student has time to practice. The preparation for placement is from 9am to 2pm. Once they started working with residents, it was a positive experience for them, the staff and the residents.

Our students have asked to be able to come in and experience the whole shift (7am to 3pm). This was supposed to start in January 2024. The retirement home is open to students completing their placement sooner because this helps students to practice more and gain confidence. That and they have the opportunity to fill some of their vacancies once our students complete our program. Students understand that in order to obtain employment with this retirement home, they need to complete our program first.

PARTICIPANT: NELLY

HEALTH CARE AIDE PROGRAM PILOT

How did this participant become involved in your project?

She learned about us at the OCDSB Family Reception Centre and saw the flyer. She had a meeting with her son's school settlement worker. She had only been in Canada for three months.

What were/are their goals? What do/did they hope to achieve by participating?

Her goal is to be a registered nurse practitioner. When the Health Care Aide Teacher (me) told the class about a friend who is finally starting her education as a Midwife, after applying every year for 4 years and finally got accepted at age 49 with 3 young children, Nelly was inspired set this goal of many years of education to become a nurse practitioner.

After this program she hopes to work in a retirement home or Long Term Care Home and look after the vulnerable. She plans to continue her education at the same time as working. She thinks this will help her stay motivated.

What makes their story unique?

She has a passion to give back. She did have an opportunity to care for her mother who died very young. She wants to help others. She is studying all the time and it is inspiring her son to study hard too.

Since joining the program, **she has been successful in gaining employment with GEM Home Health Care** as a home health care aide. Nelly wants us to know that she is very empathetic and passionate. She is very creative, industrious, self motivated, friendly and organised.

How did they benefit / how are they benefitting from their participation?

She has already received 2 job offers.



NELLY SAYS...

"I want to teach my children that no matter how old you are, you can still achieve your dreams."