

CRNCC
Canadian research network for
care in the community



RCRSC
Réseau canadien de recherche pour
les soins dans la communauté

Leading knowledge exchange on home and community care

Personal Support Workers Survey Monkey Results

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The CRNCC is funded by SSHRC and Ryerson University

Community Services at the Margins is funded by SSHRC Grant #458323

RYERSON UNIVERSITY



Social Sciences and Humanities
Research Council of Canada



P·S·N·O
PERSONAL SUPPORT
NETWORK OF ONTARIO

Background



Definition of PSW

- No single definition – dependent on job description, sector, education and training
- May provide assistance with ADL, IADL, perform controlled acts with supervision
- Cannot initiate or execute care on their own

PSW Regulation?

- PSWs are an unregulated body of workers
- Accreditation is optional:
 - Certificates provided by individual institutions
- PSWs may be supervised by medical staff, caregiver or an institution

PSW Training

- In Ontario:
 - The Personal Support Worker/ Personal Attendant Program

- Become either:
 - Personal Attendant
 - Personal Support Worker

- No further accreditation beyond PSW accreditation



PSWs in Other Provinces

- Quebec:
 - Also employs PSWs
- Alberta and British Columbia:
 - Health Care Attendants
- Manitoba:
 - Health Care Aids
- Nova Scotia:
 - PSWs known as Continuing Care Assistants.



PSW Wages

- Ontario:
 - \$9 - \$18/ hr in the community – higher in facilities
- New Brunswick:
 - \$11.25
- Saskatchewan:
 - \$11.33
- Manitoba:
 - \$11.62

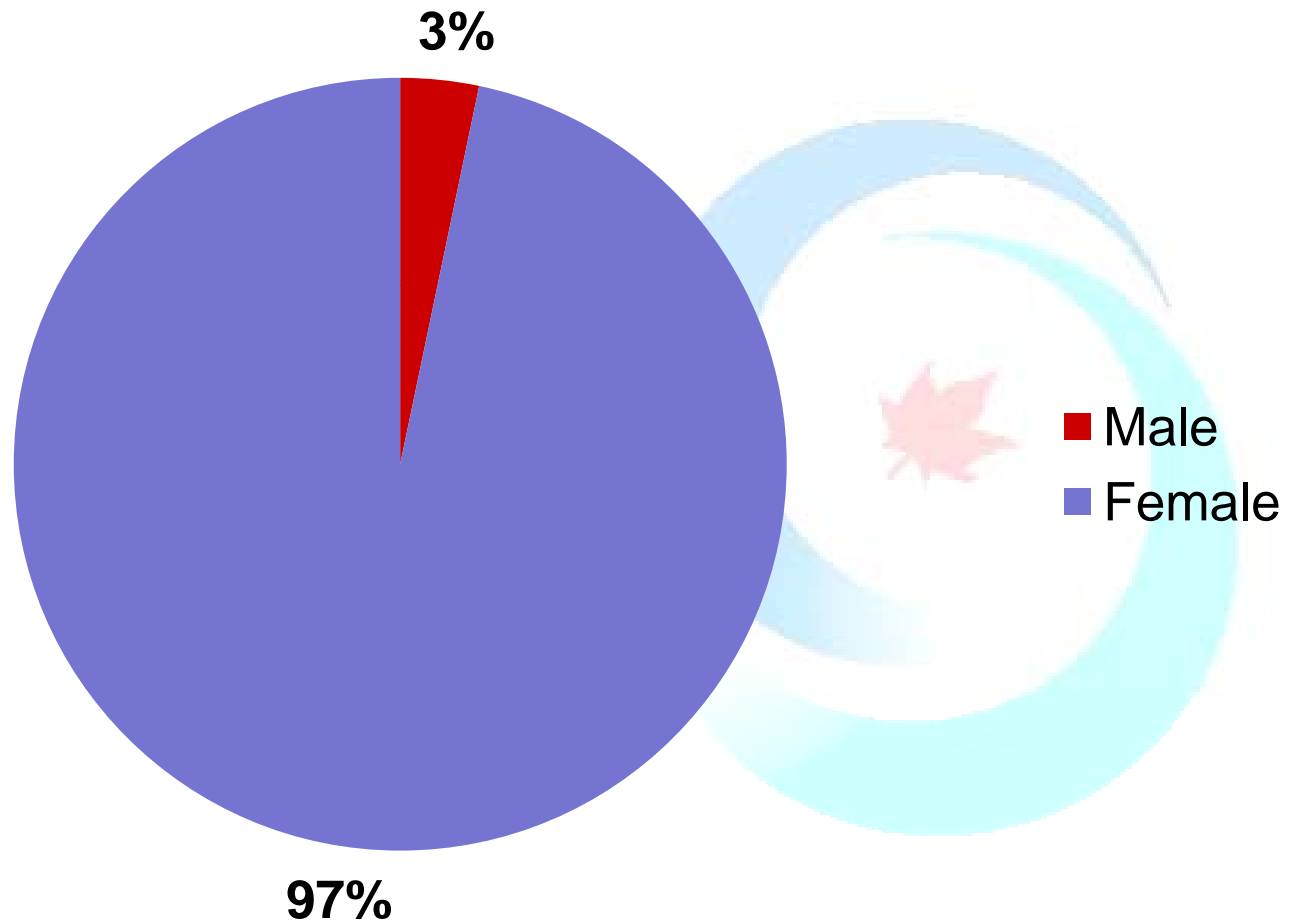


PSW Survey Monkey

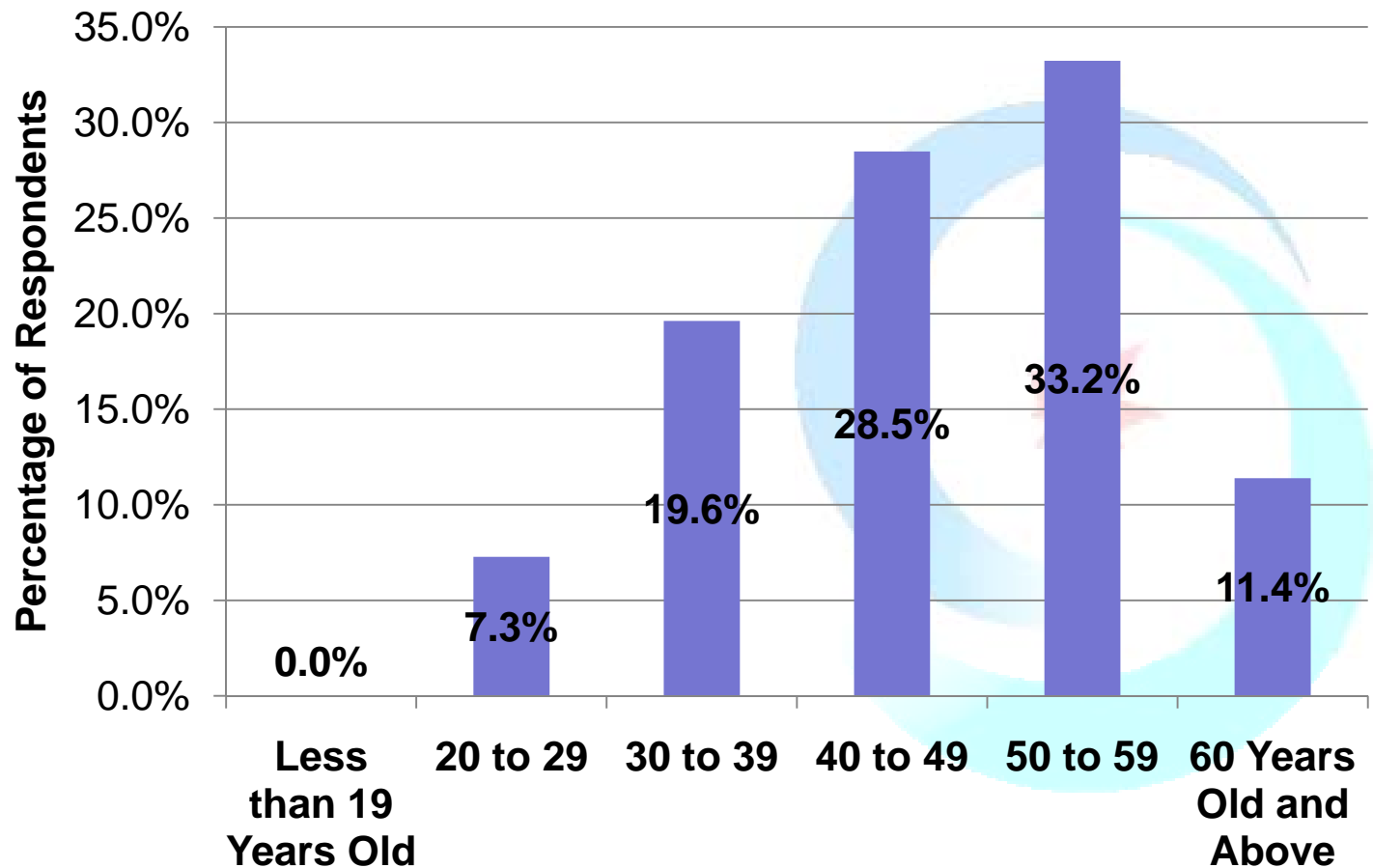
PSW Survey

- Conducted in partnership with Ryerson University, OCSA and PSNO
- Goal:
 - To gauge PSW attitudes on key issues of importance to the profession.
- Preliminary dataset (as of October 2) – 337 respondents

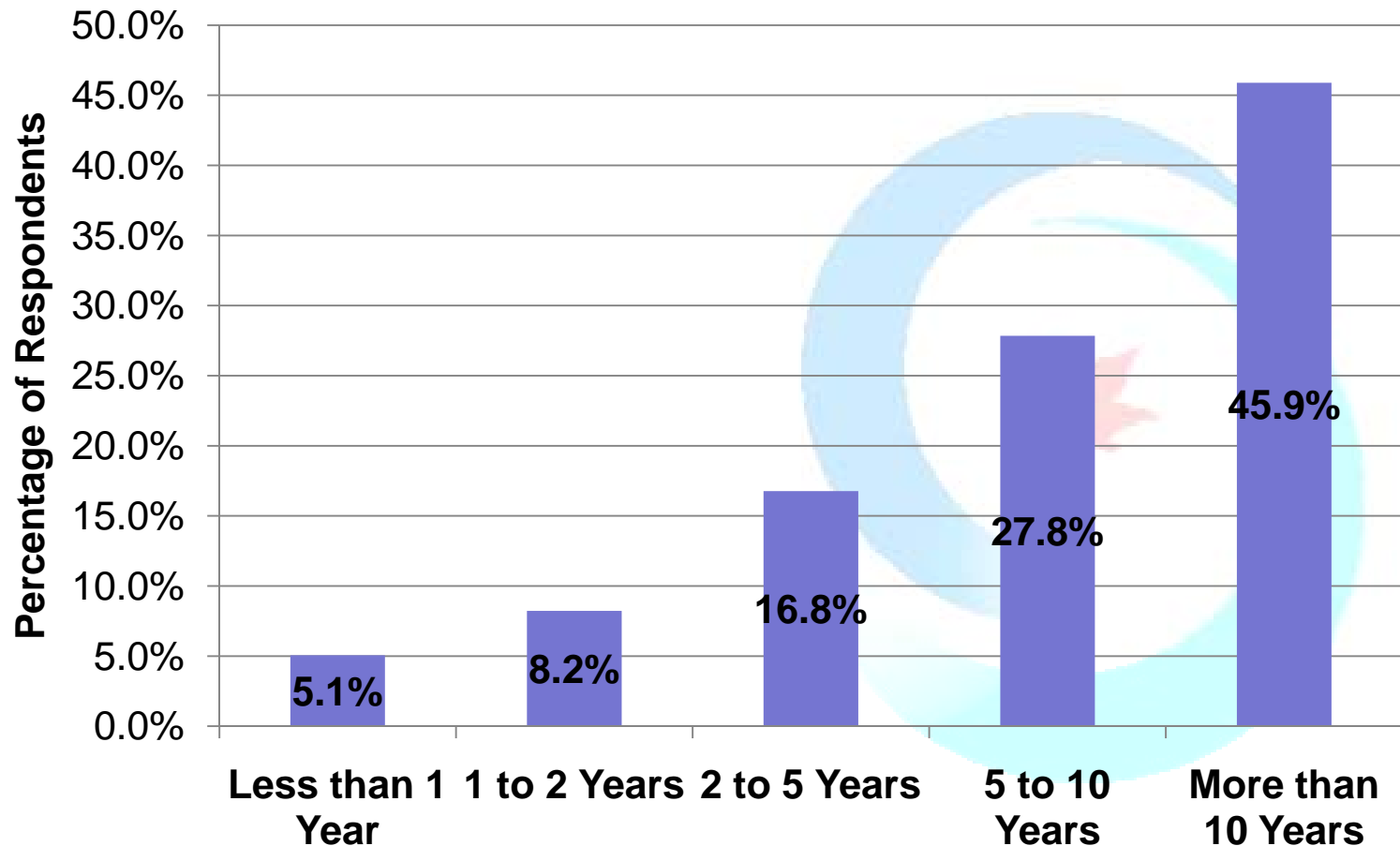
Demographics - Sex



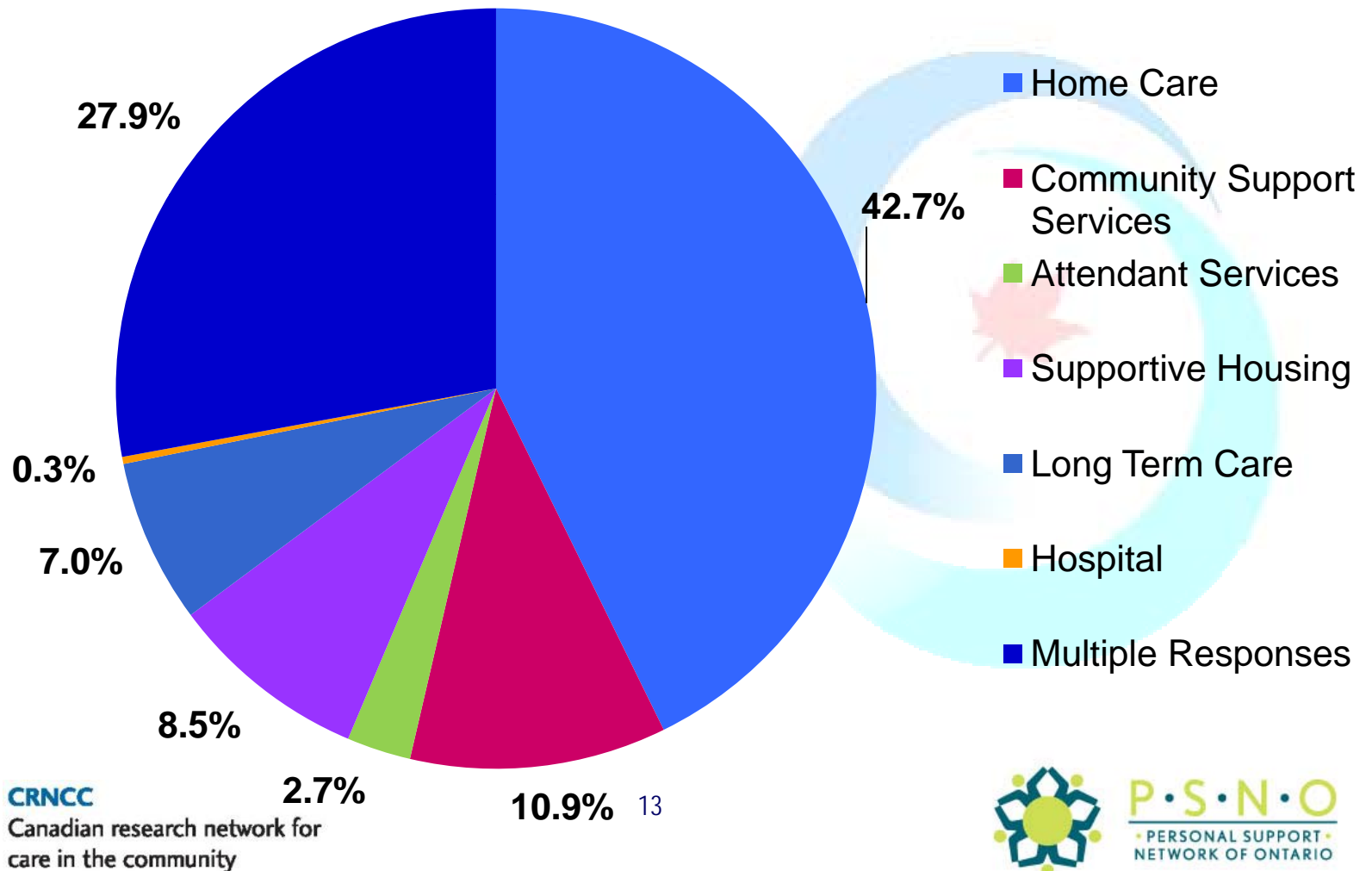
Demographics - Age



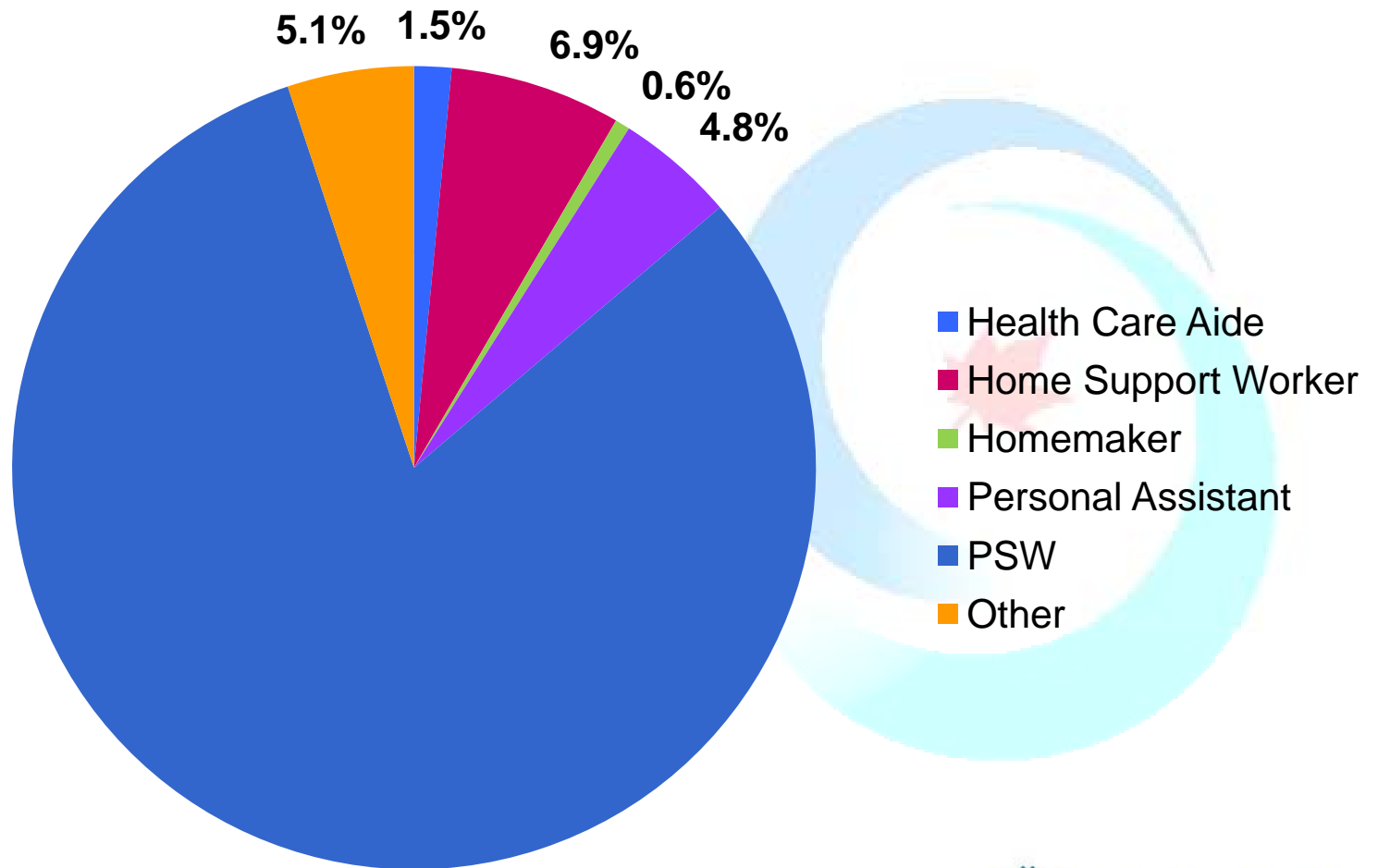
Demographics – Years as PSW



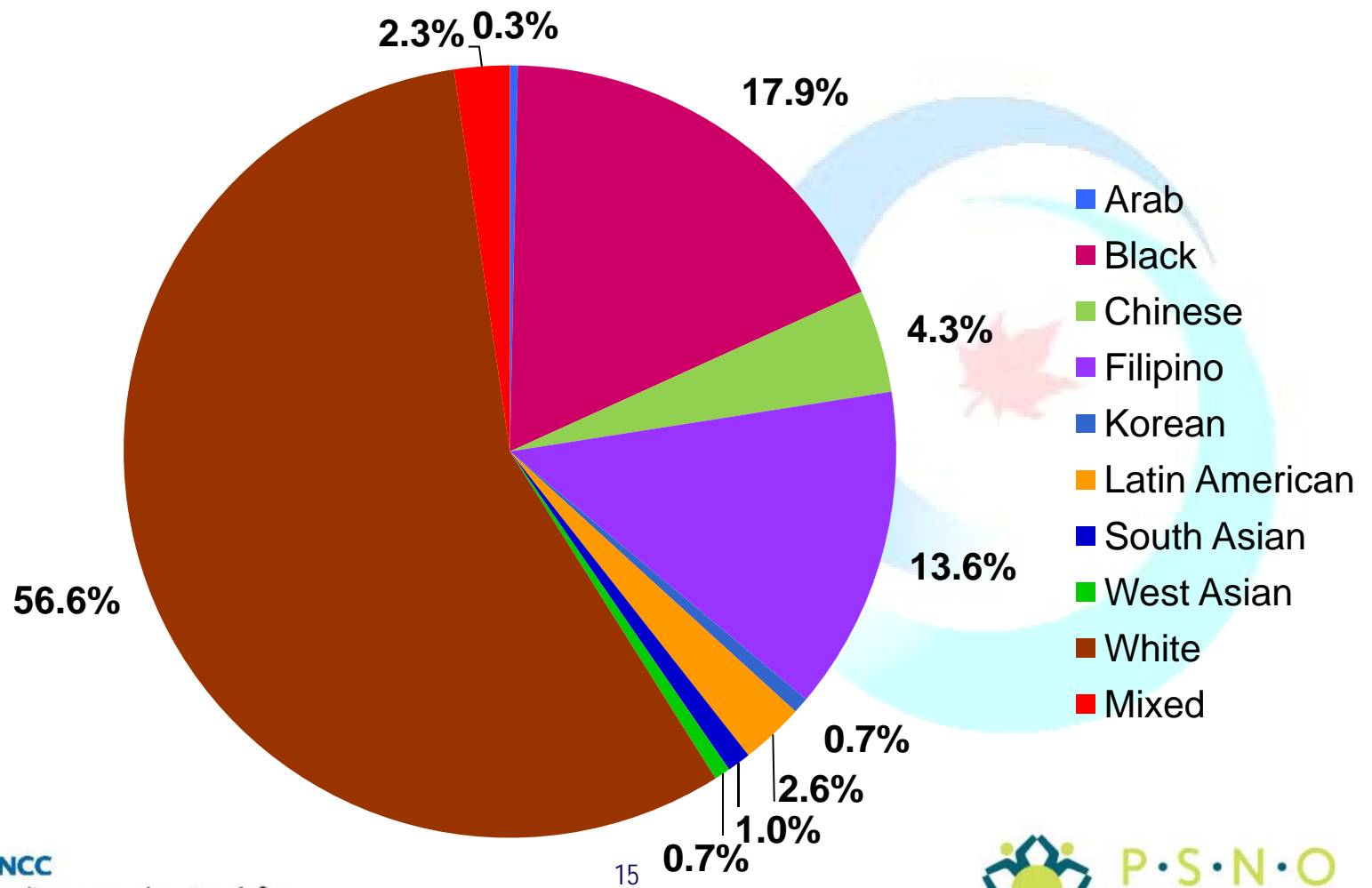
Demographics – Sector of Work



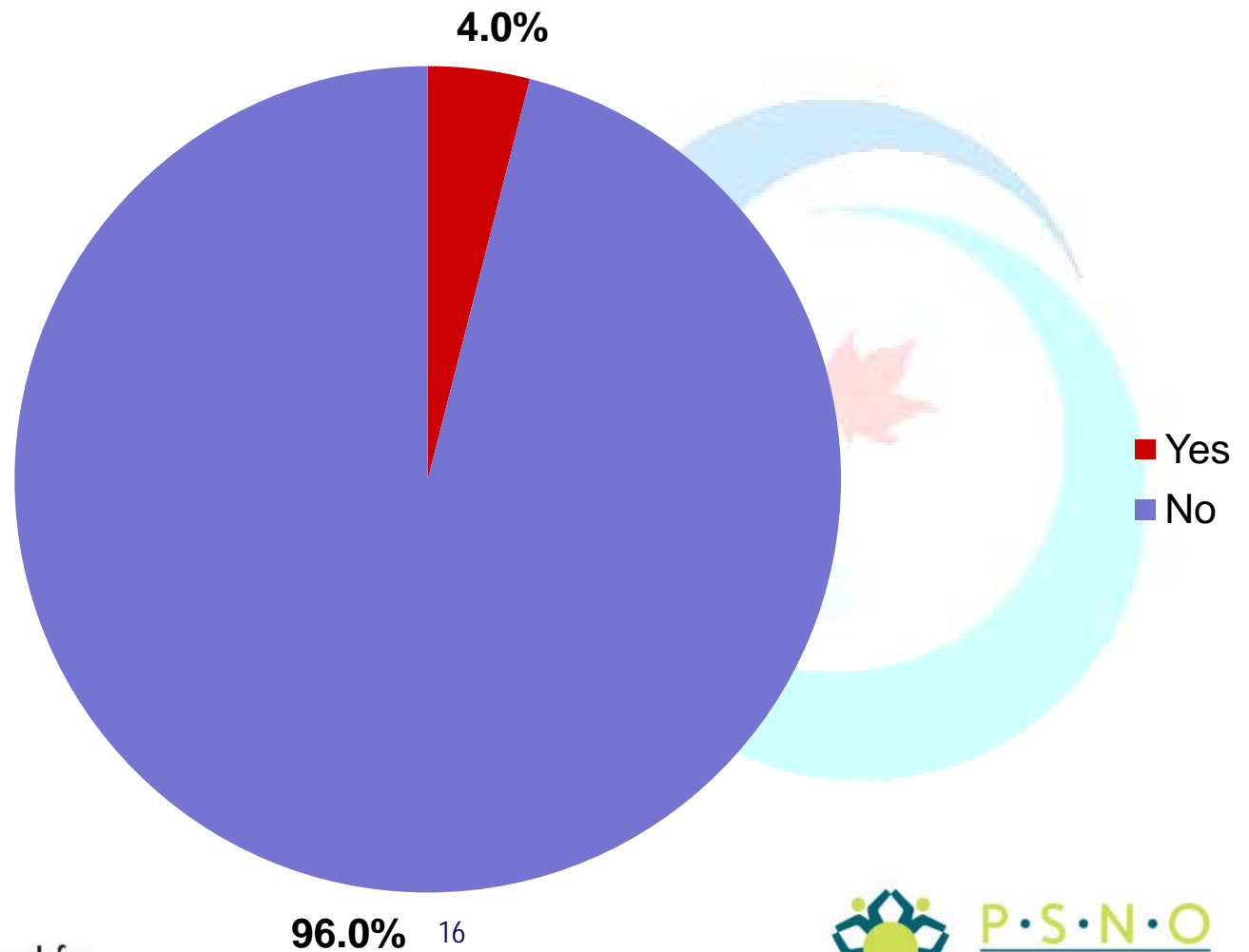
Demographics – Work Title



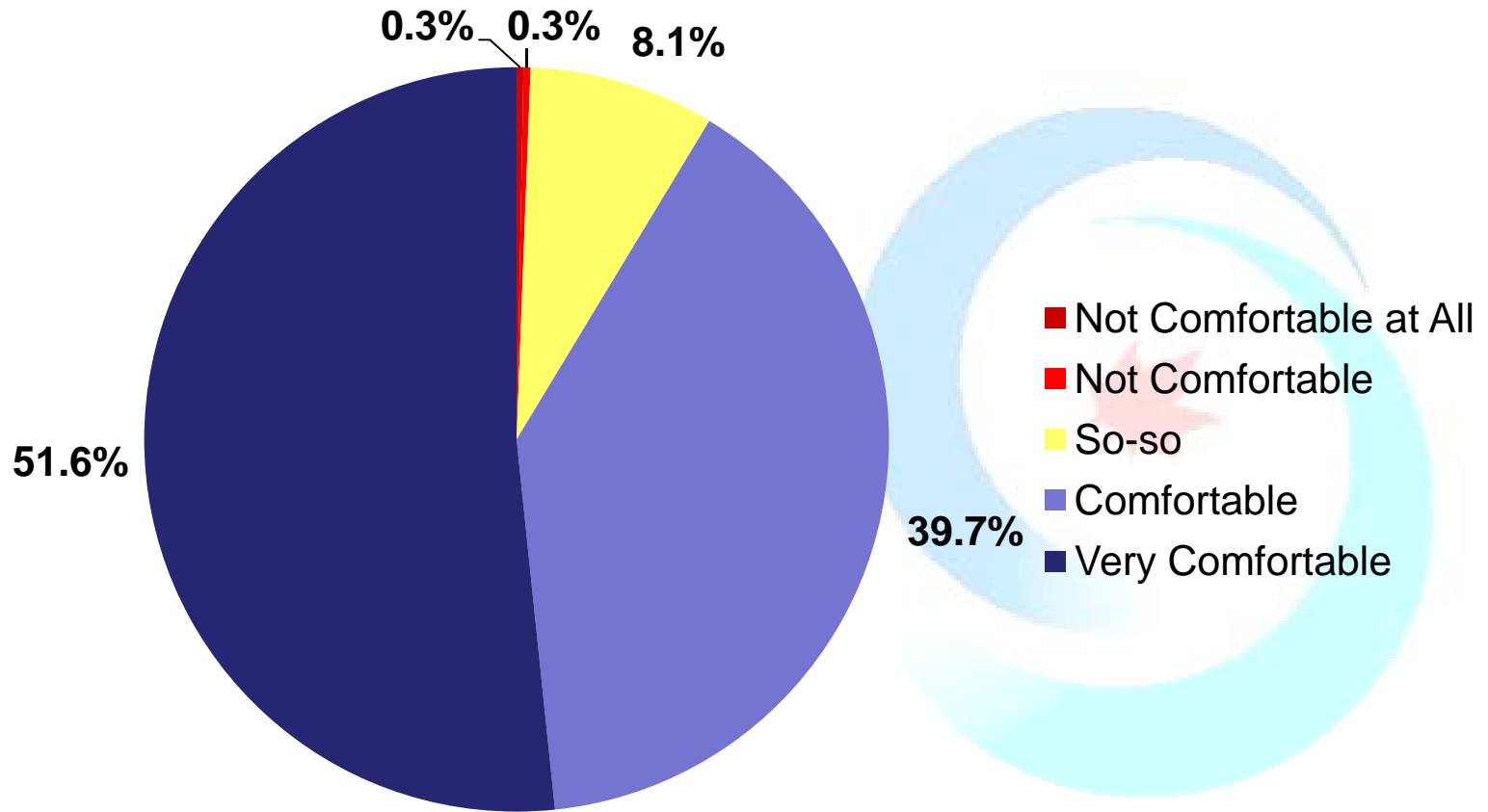
Demographics – Visible Minorities



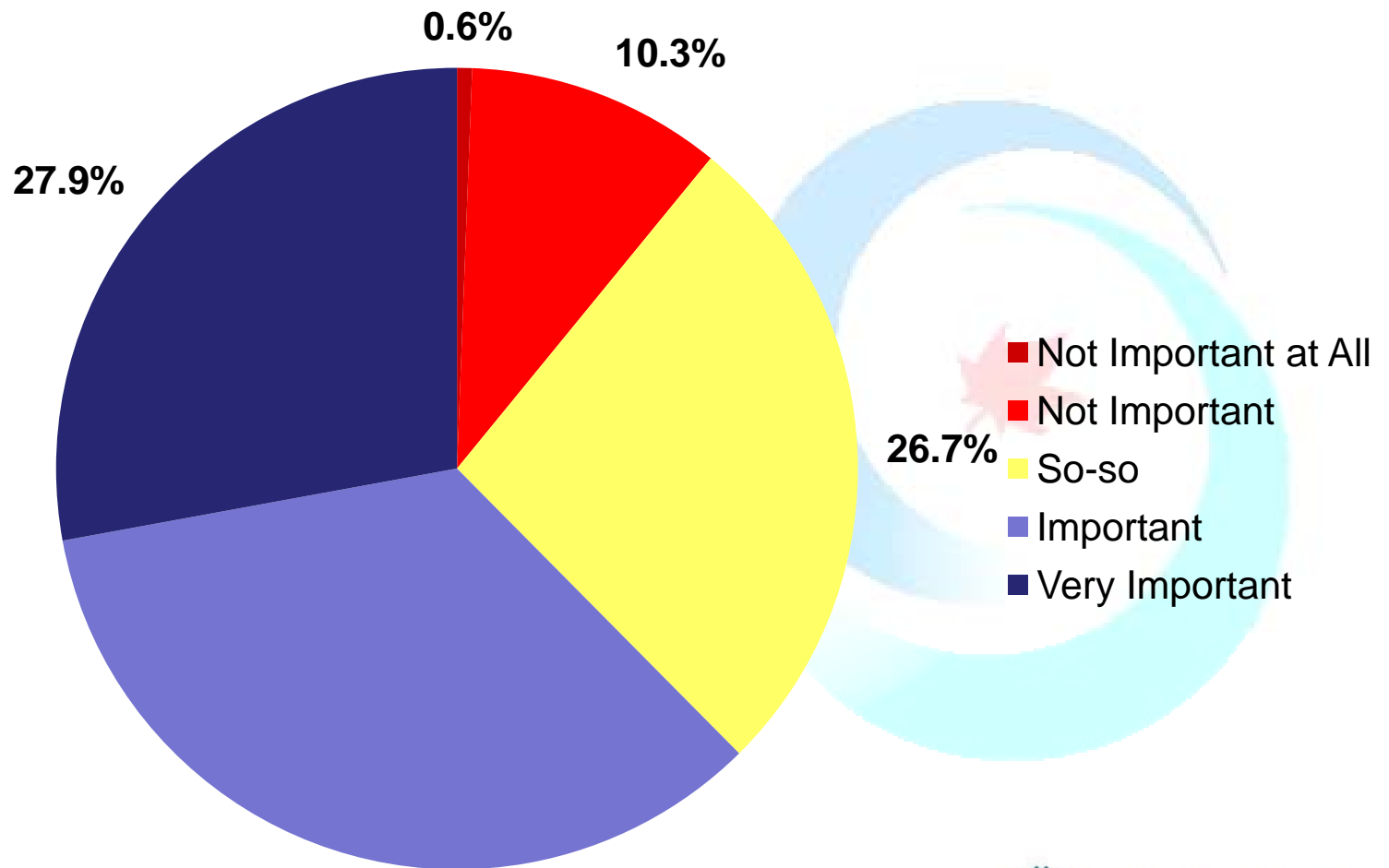
Demographics – Aboriginal Status



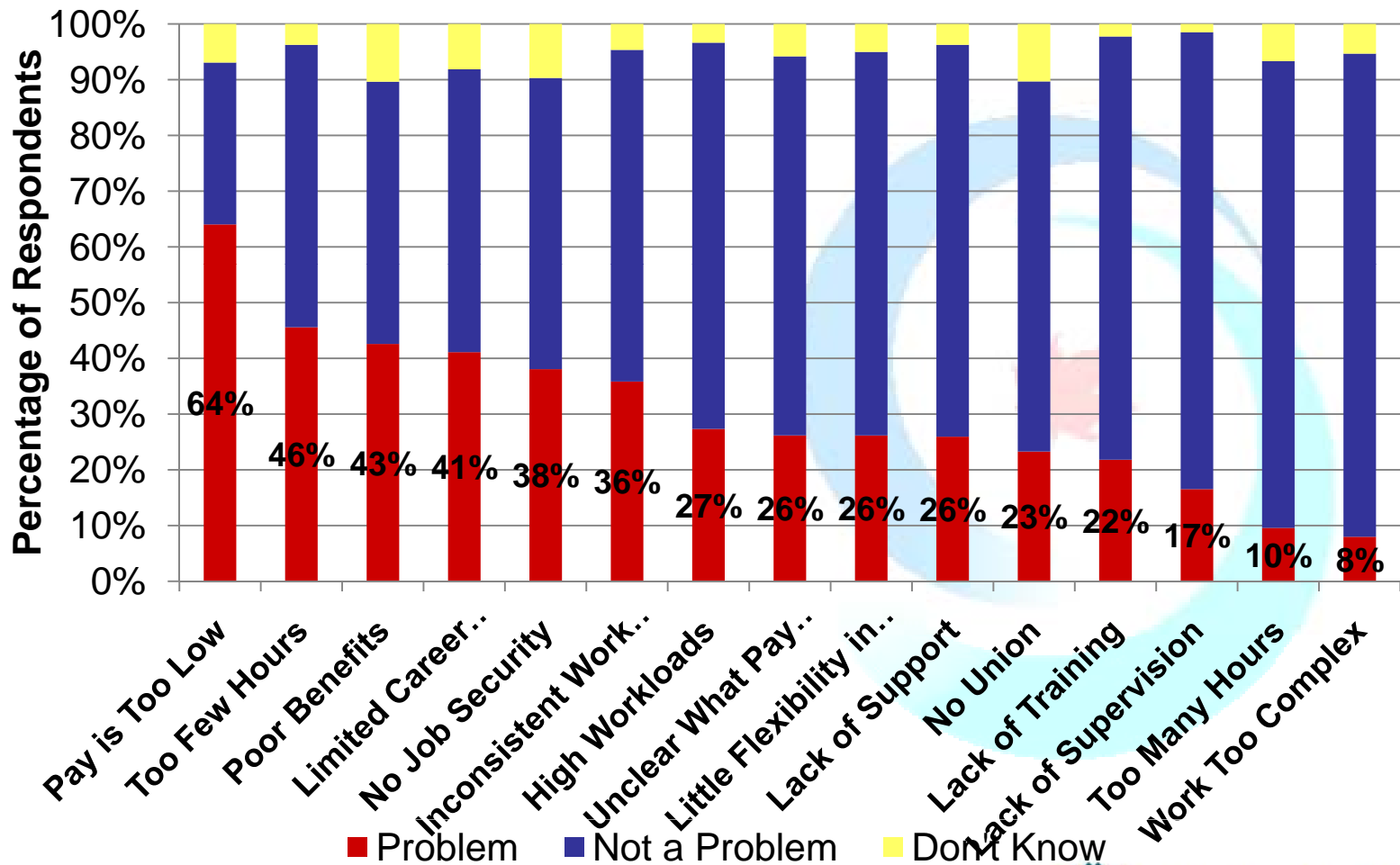
Comfortable communicating with clients of different ethnic/cultural/religious backgrounds



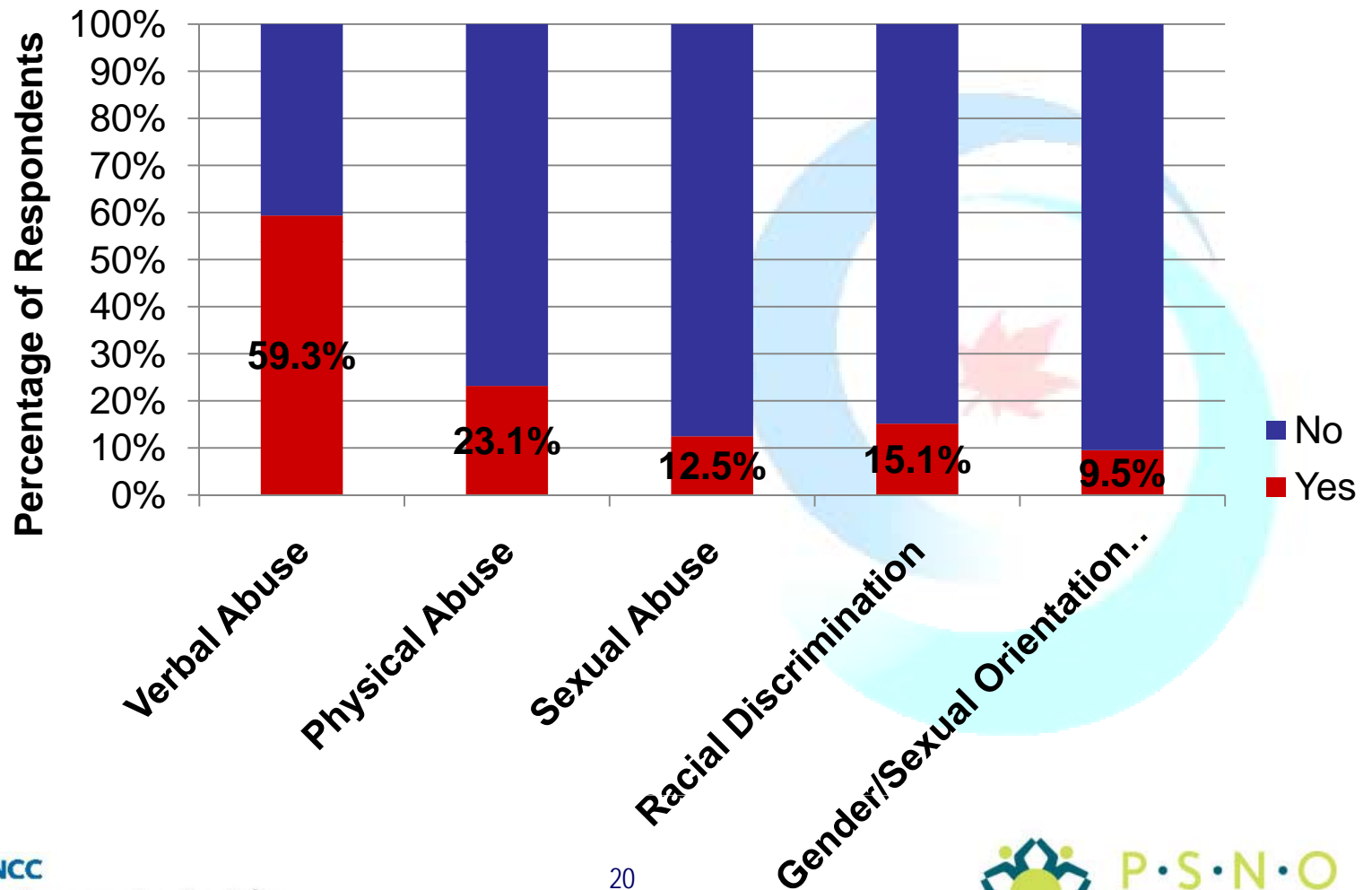
It is important to be able to speak to client(s) in their own language



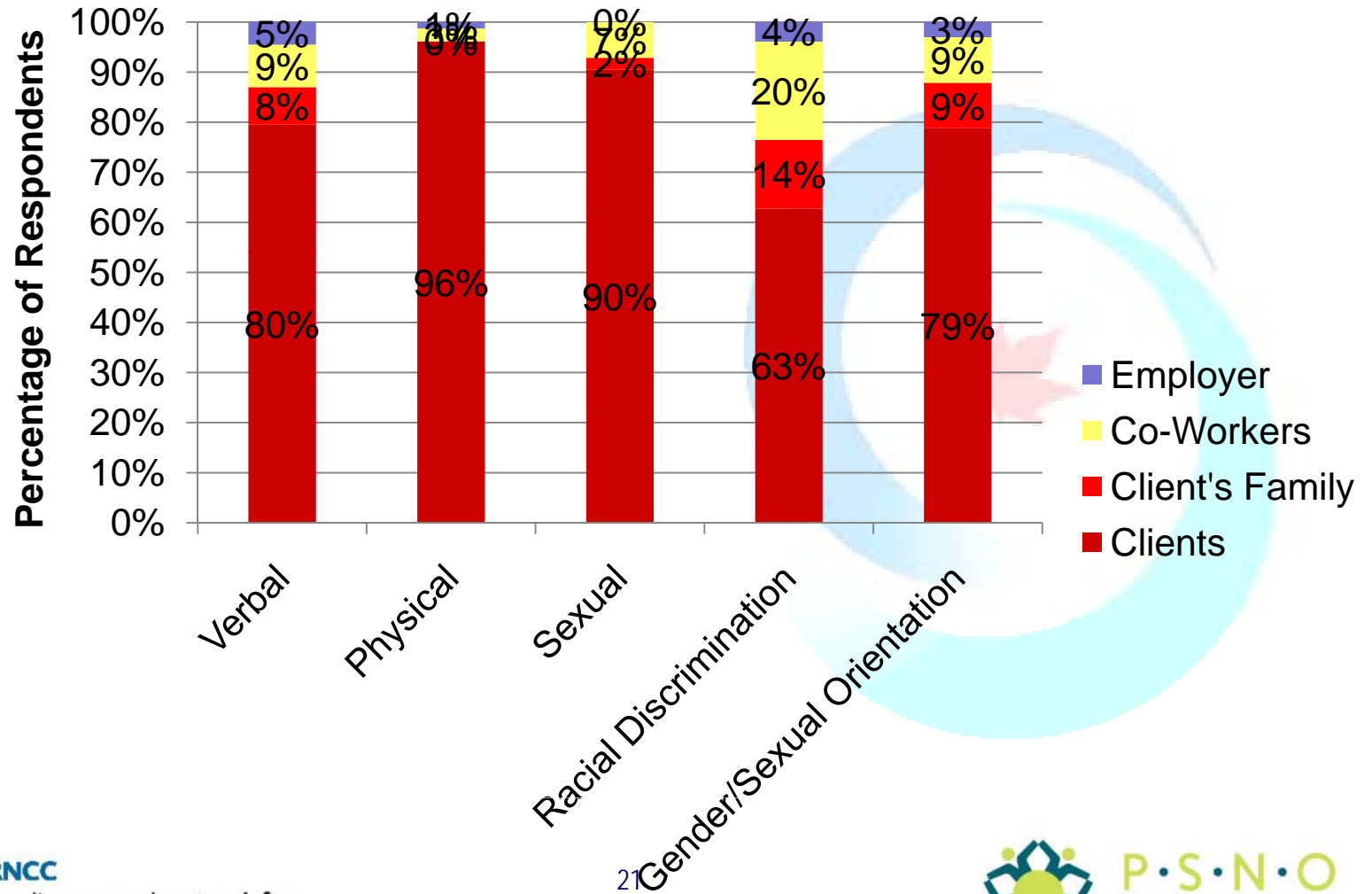
What are some of the challenges you face with your employer



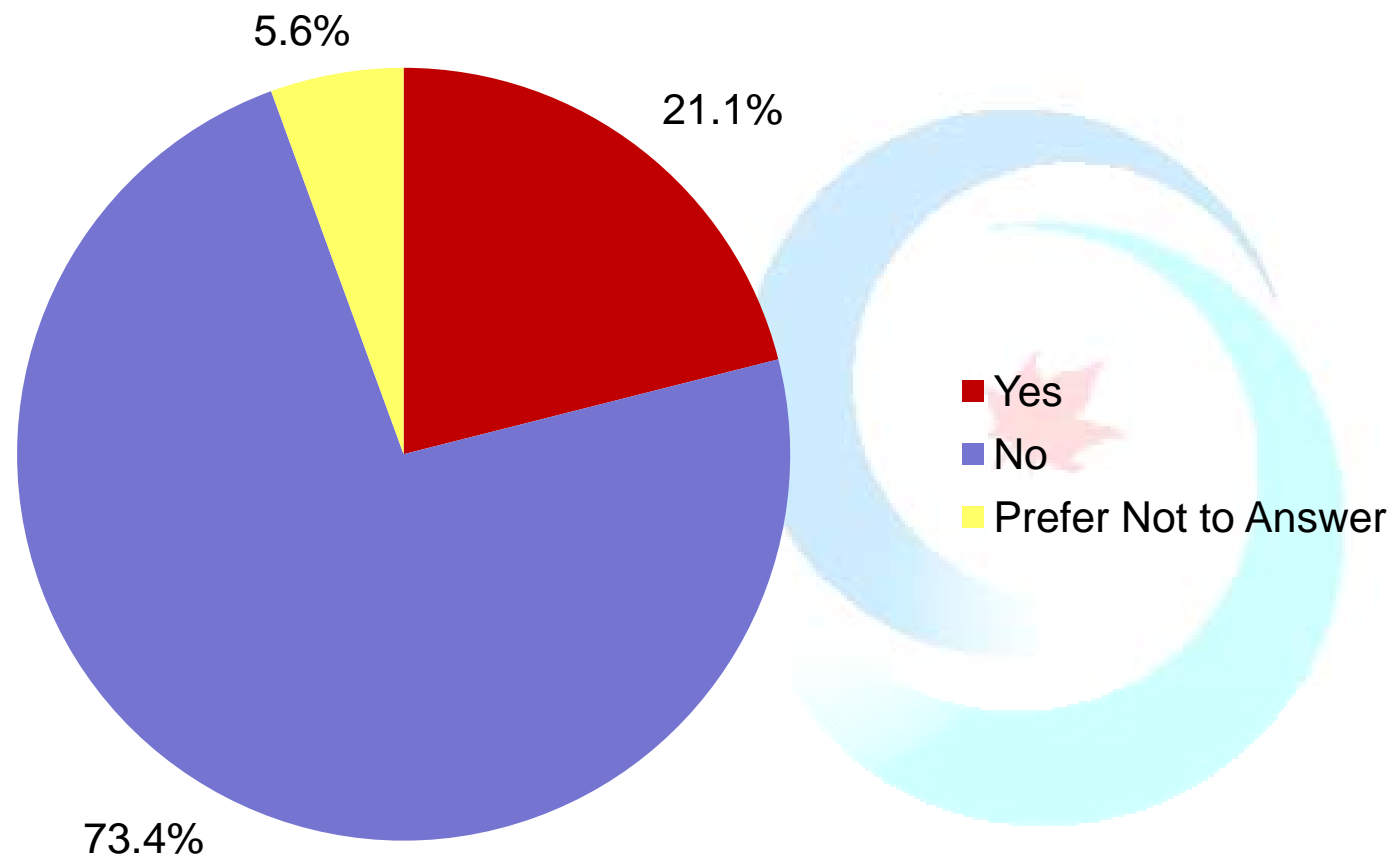
What type of abuse/harassment and discrimination have you experienced?



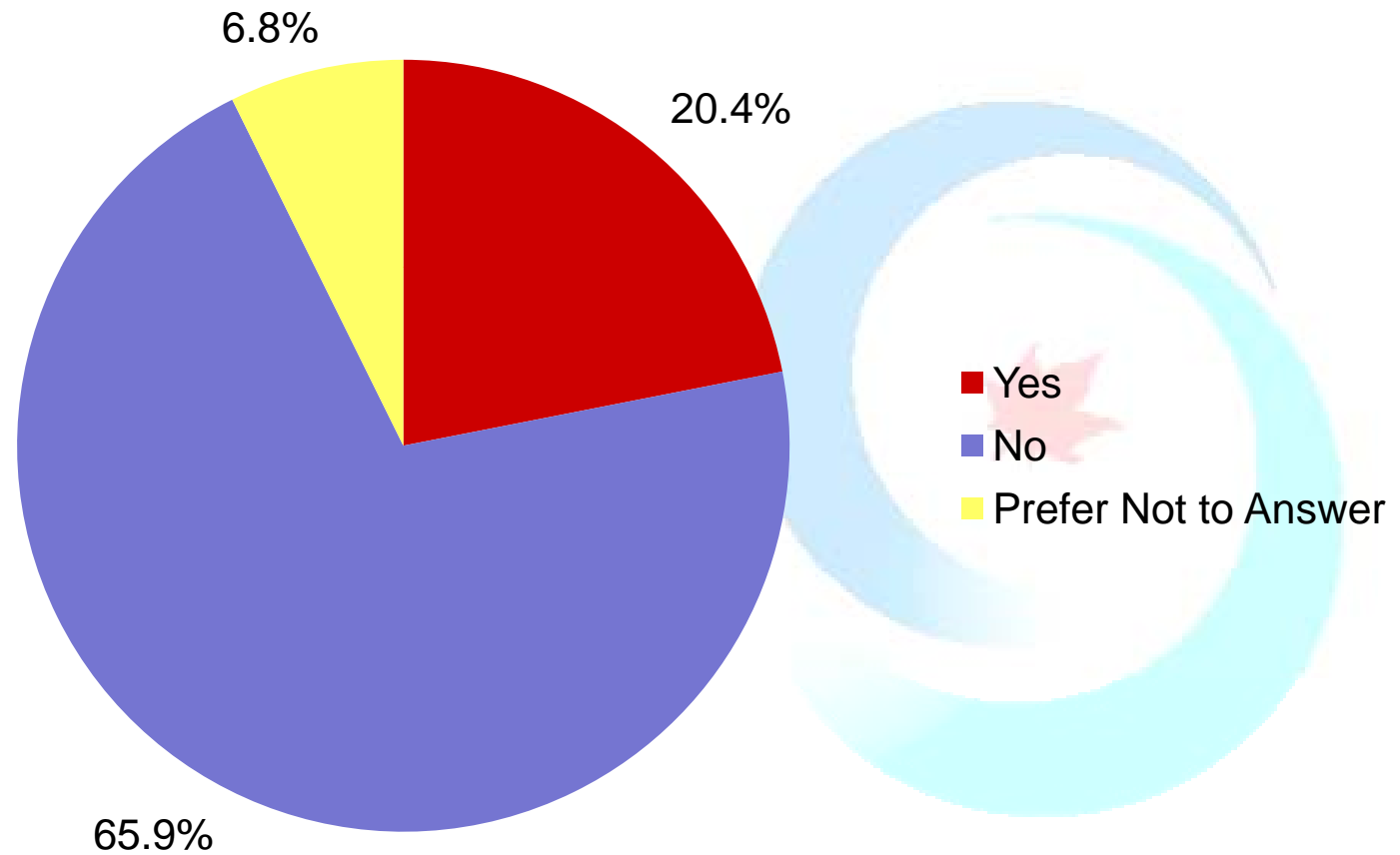
Who was the abuse from?



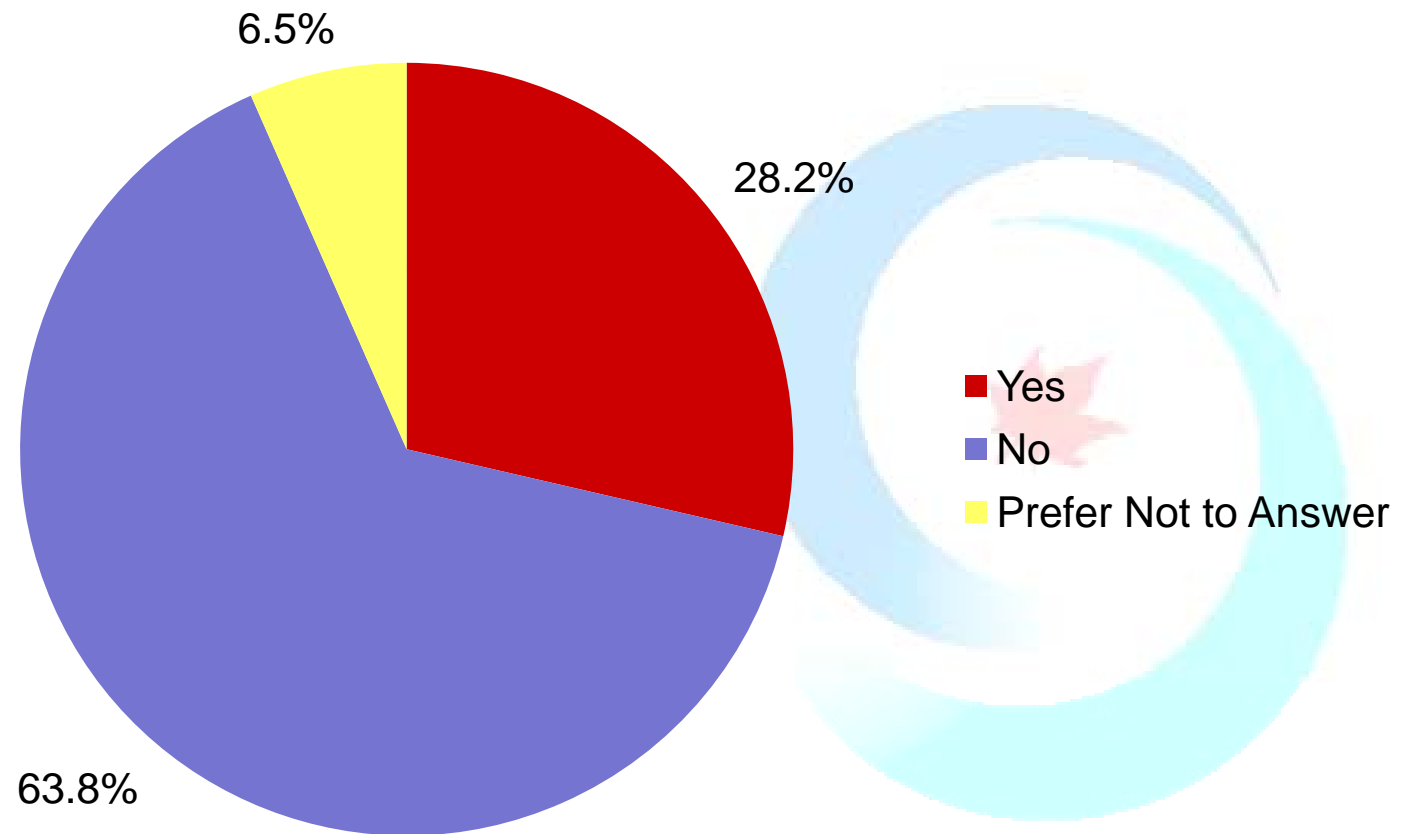
Have you been bullied in the workplace?



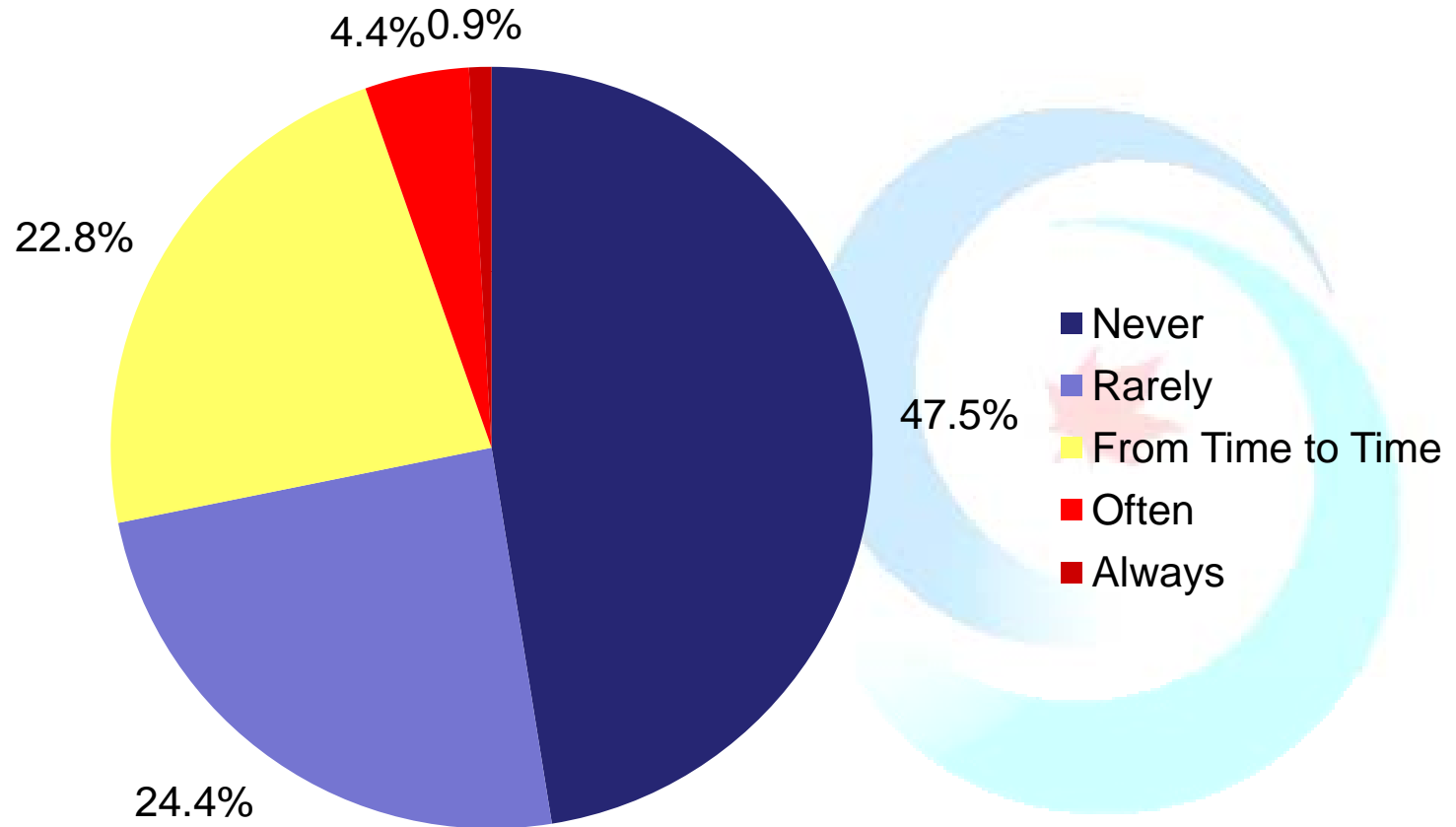
Have you seen other staff being bullied?



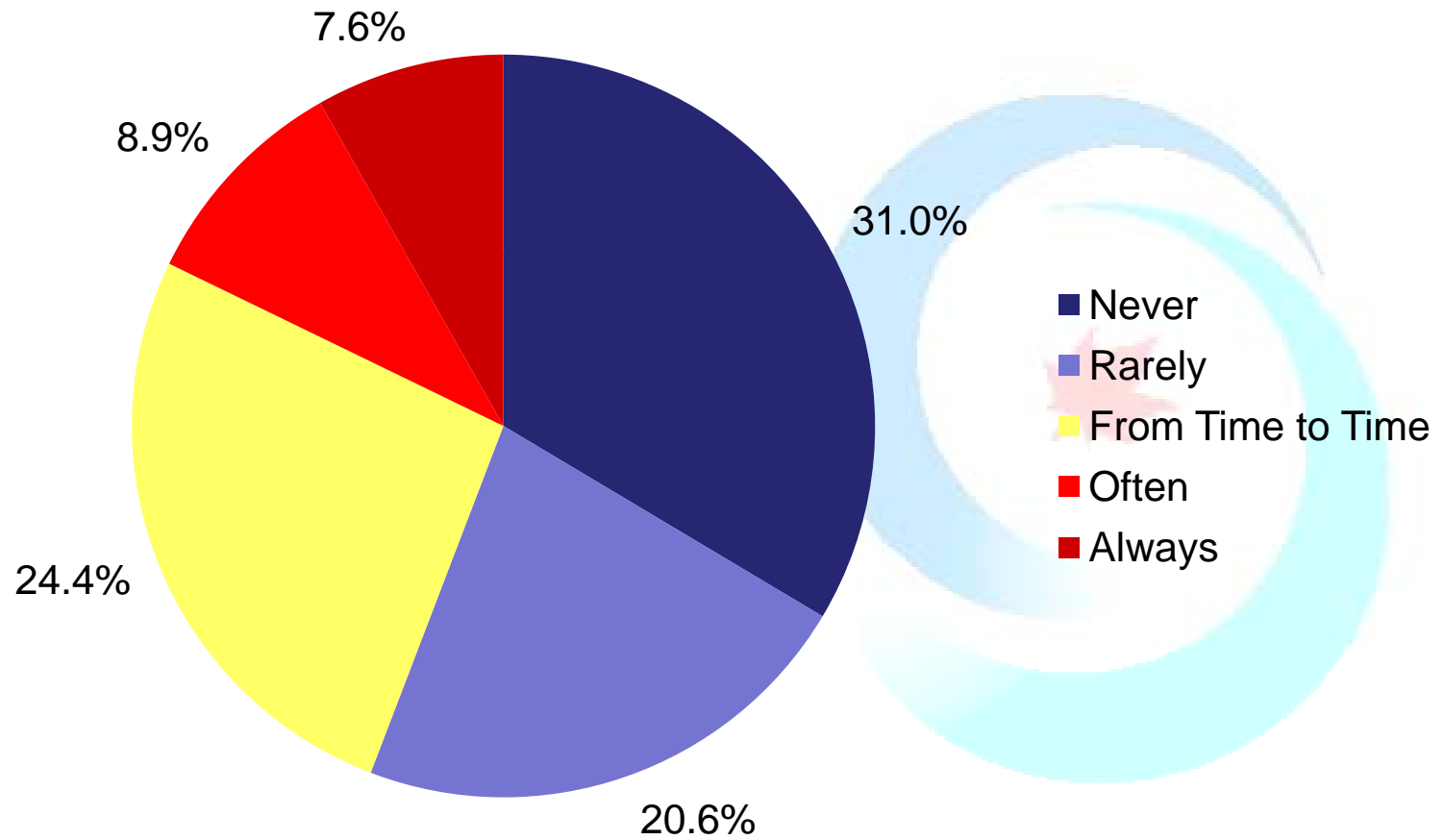
Have you seen clients being bullied?



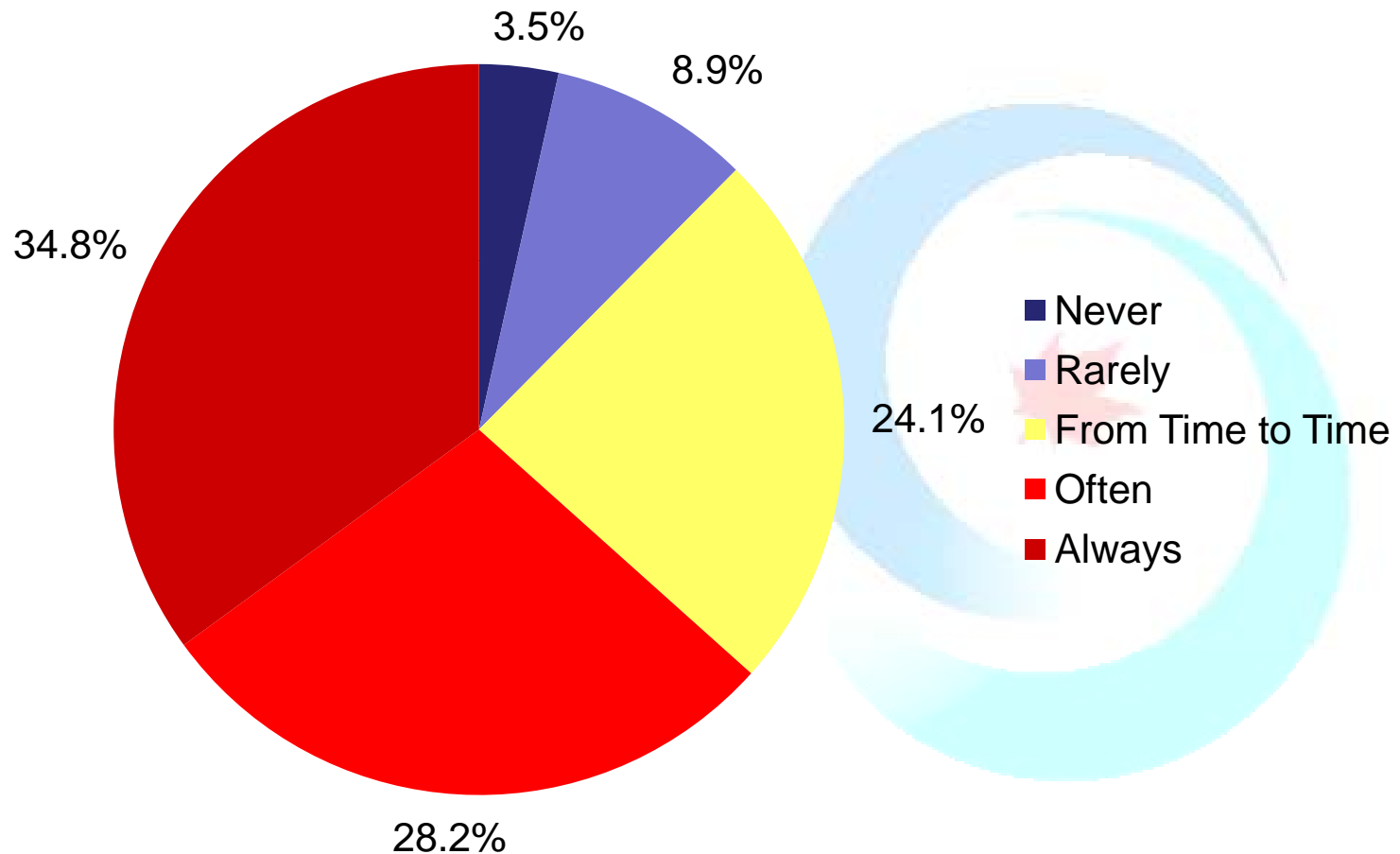
How often have you seen abuse/bullying/harassment at your workplace?



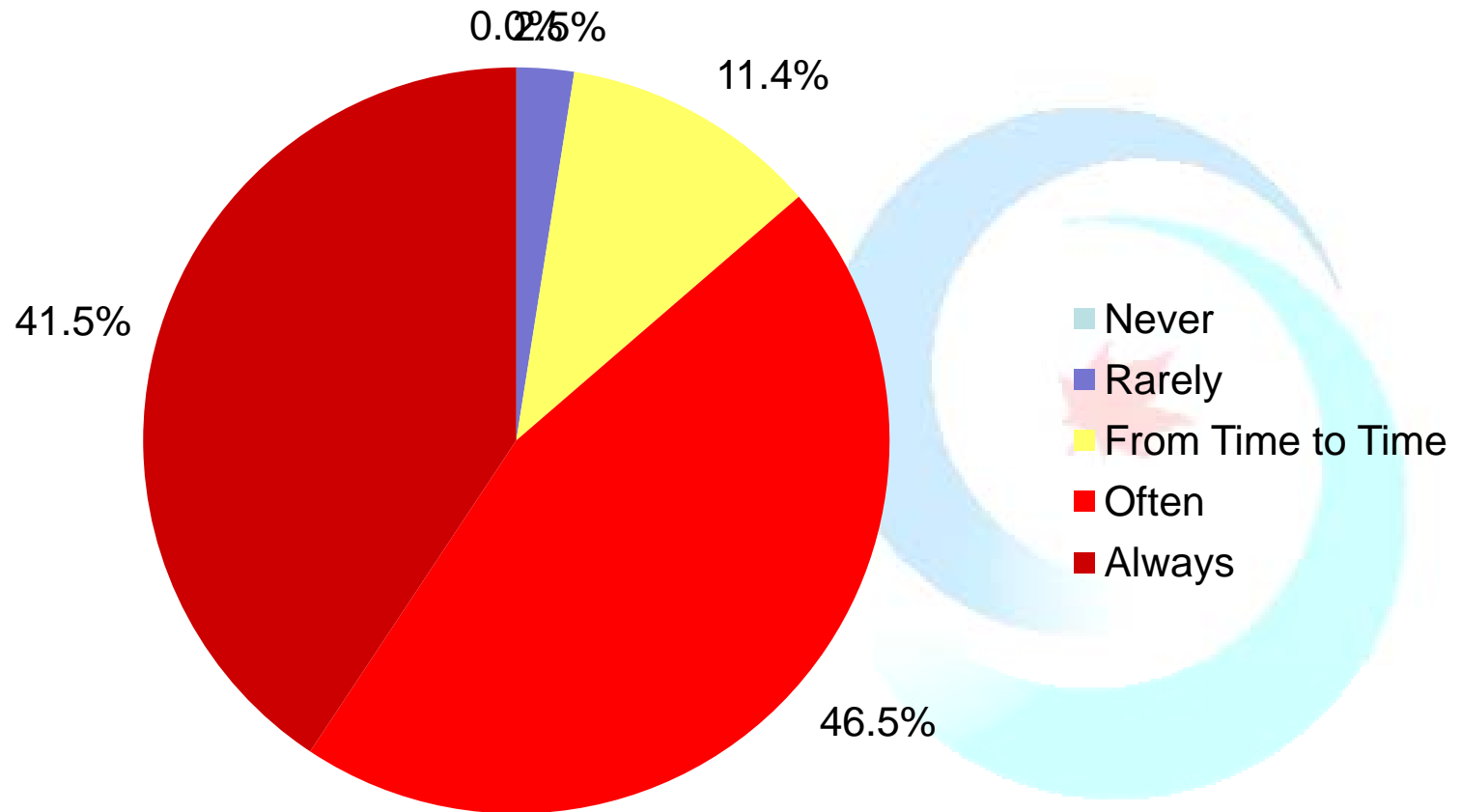
How often has your employer addressed abuse/bullying/harassment?



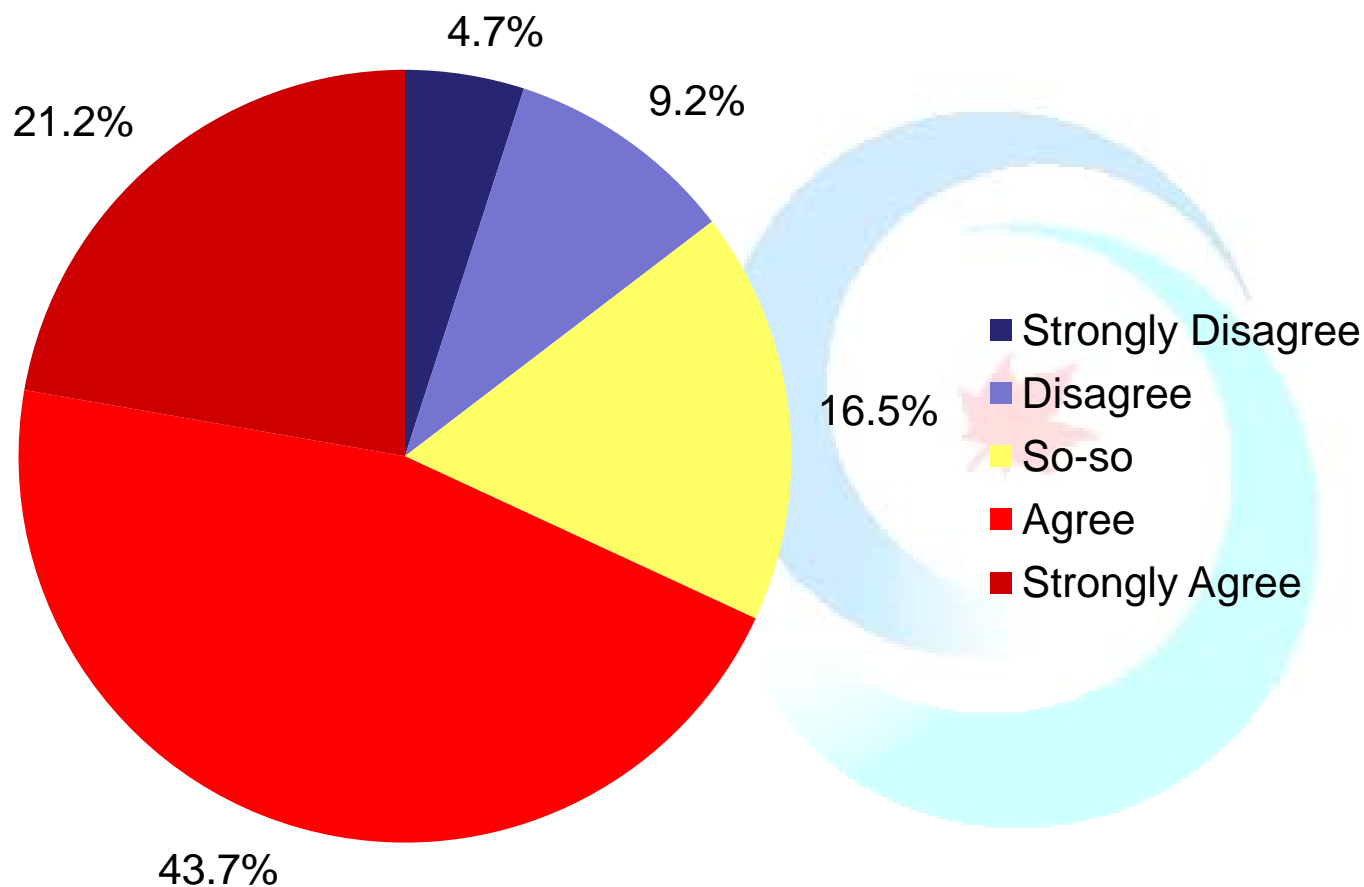
Different clients have different levels of care needs. My schedule is flexible enough to address them.



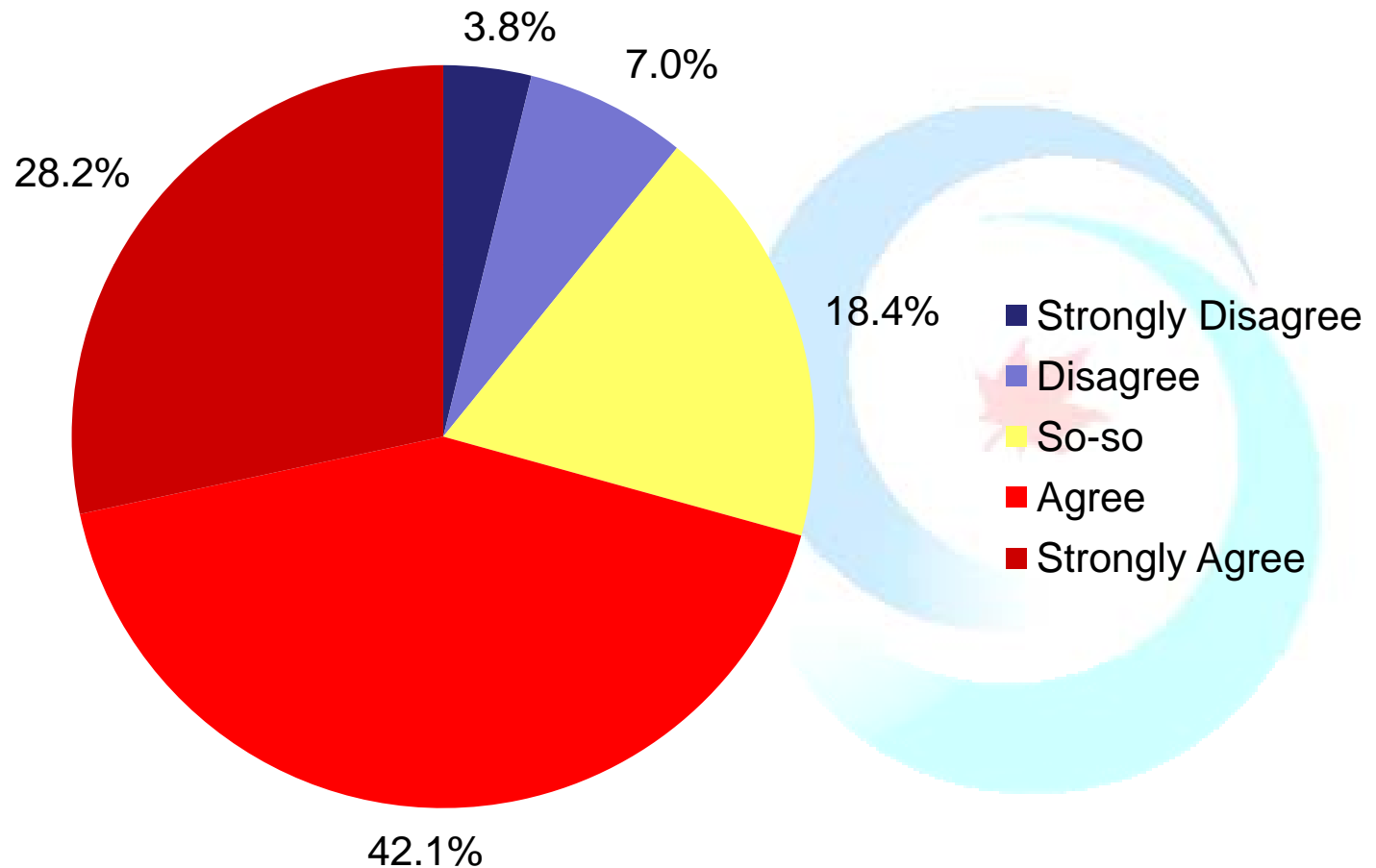
Is the physical environment of your workplace safe?



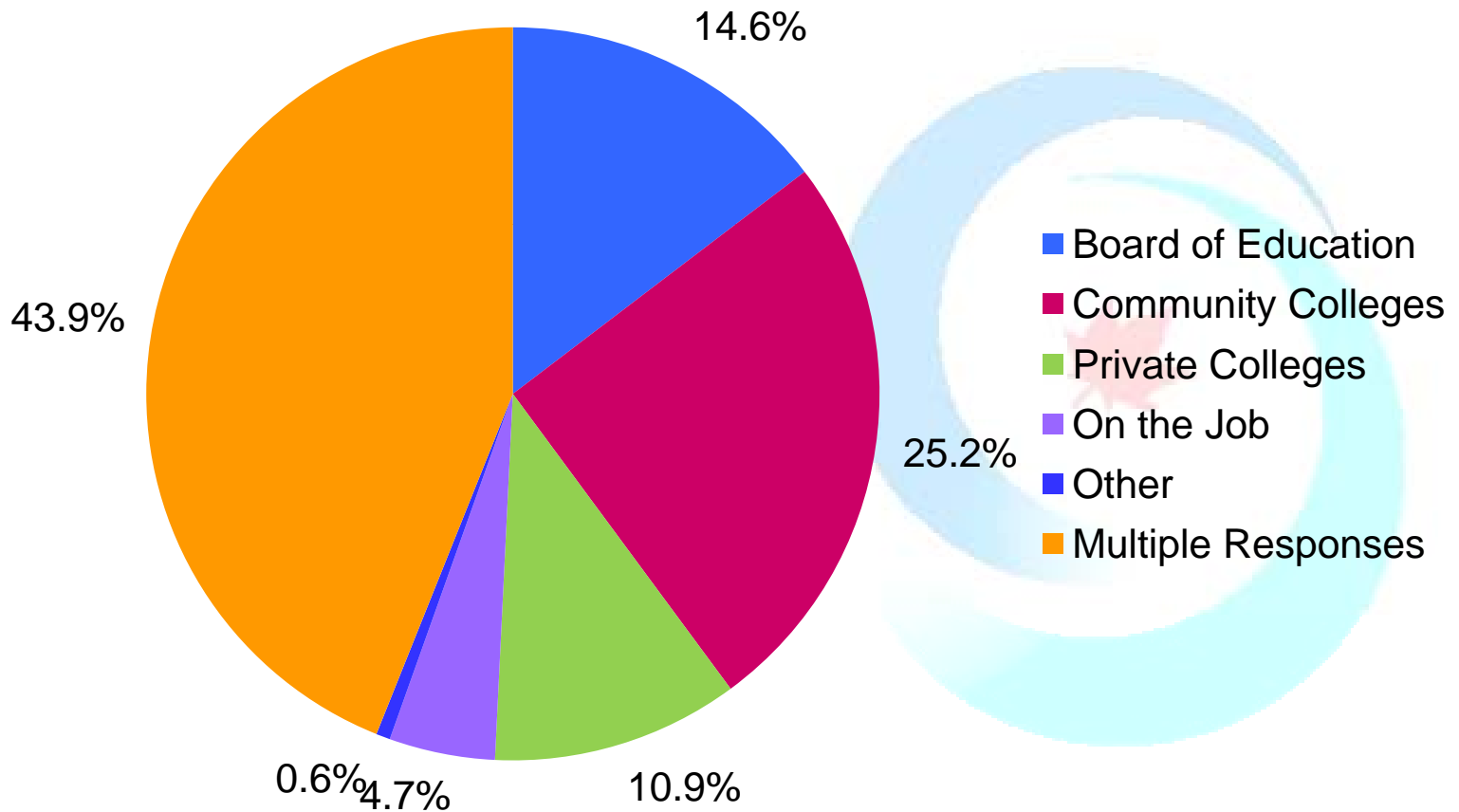
I am valued as a front line member of a multidisciplinary care team



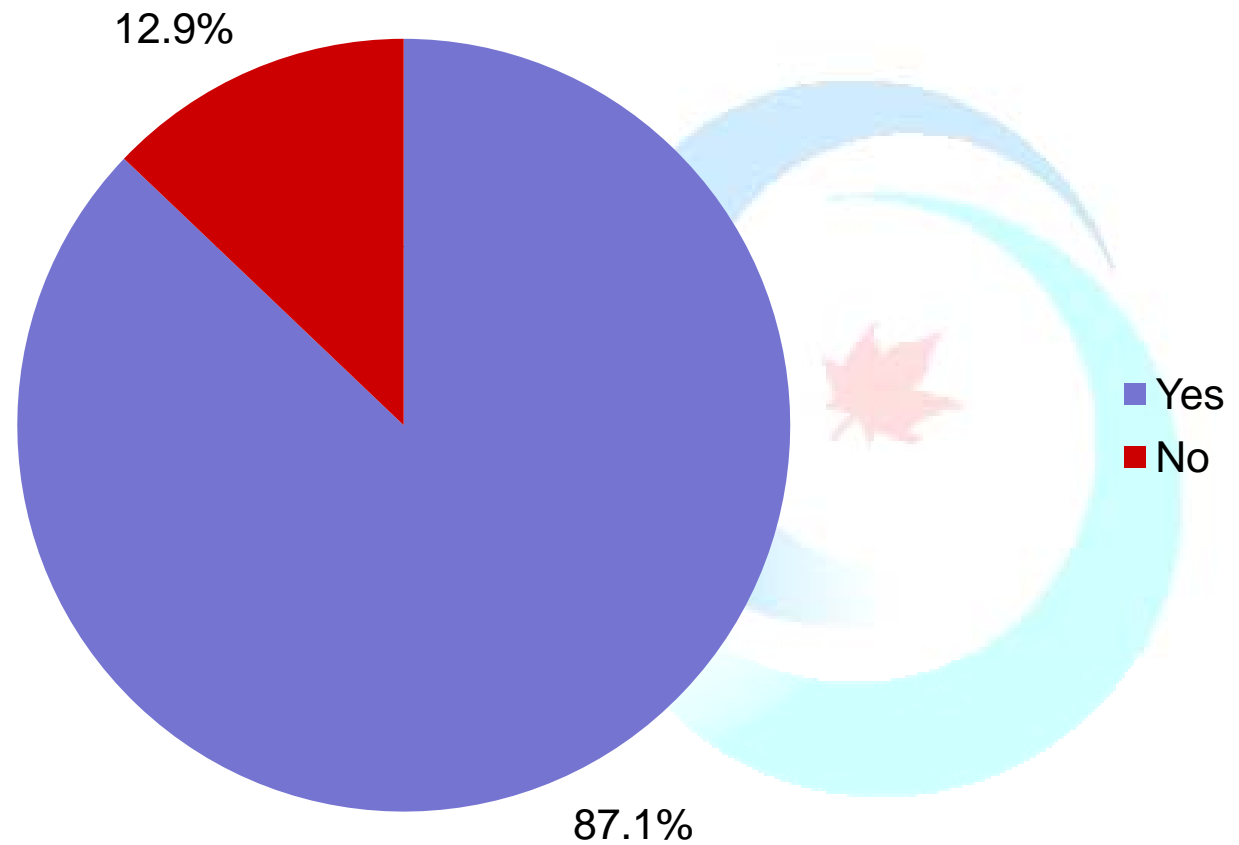
My unique, on the ground experience as a PSW is valued.



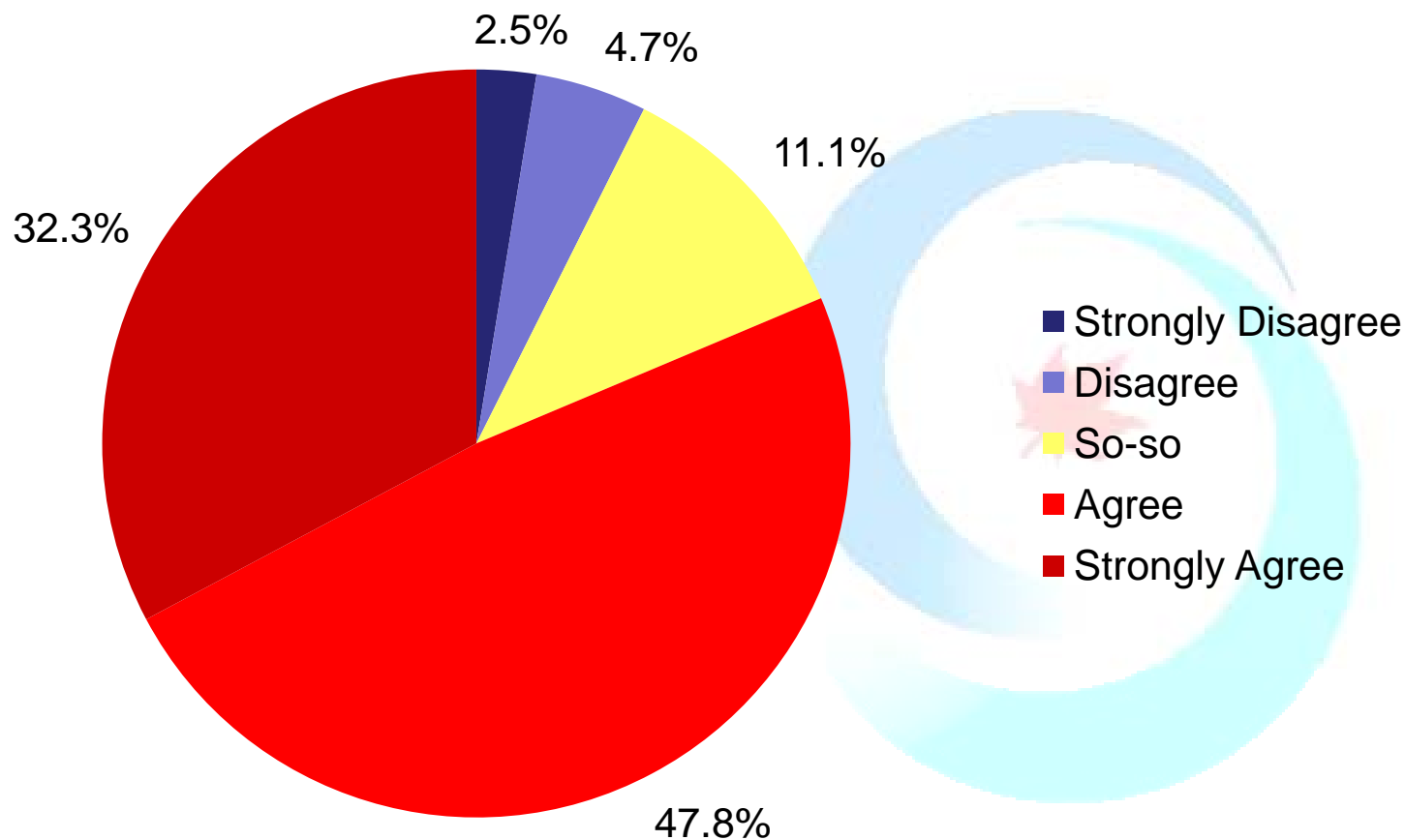
What kinds of PSW training you have had



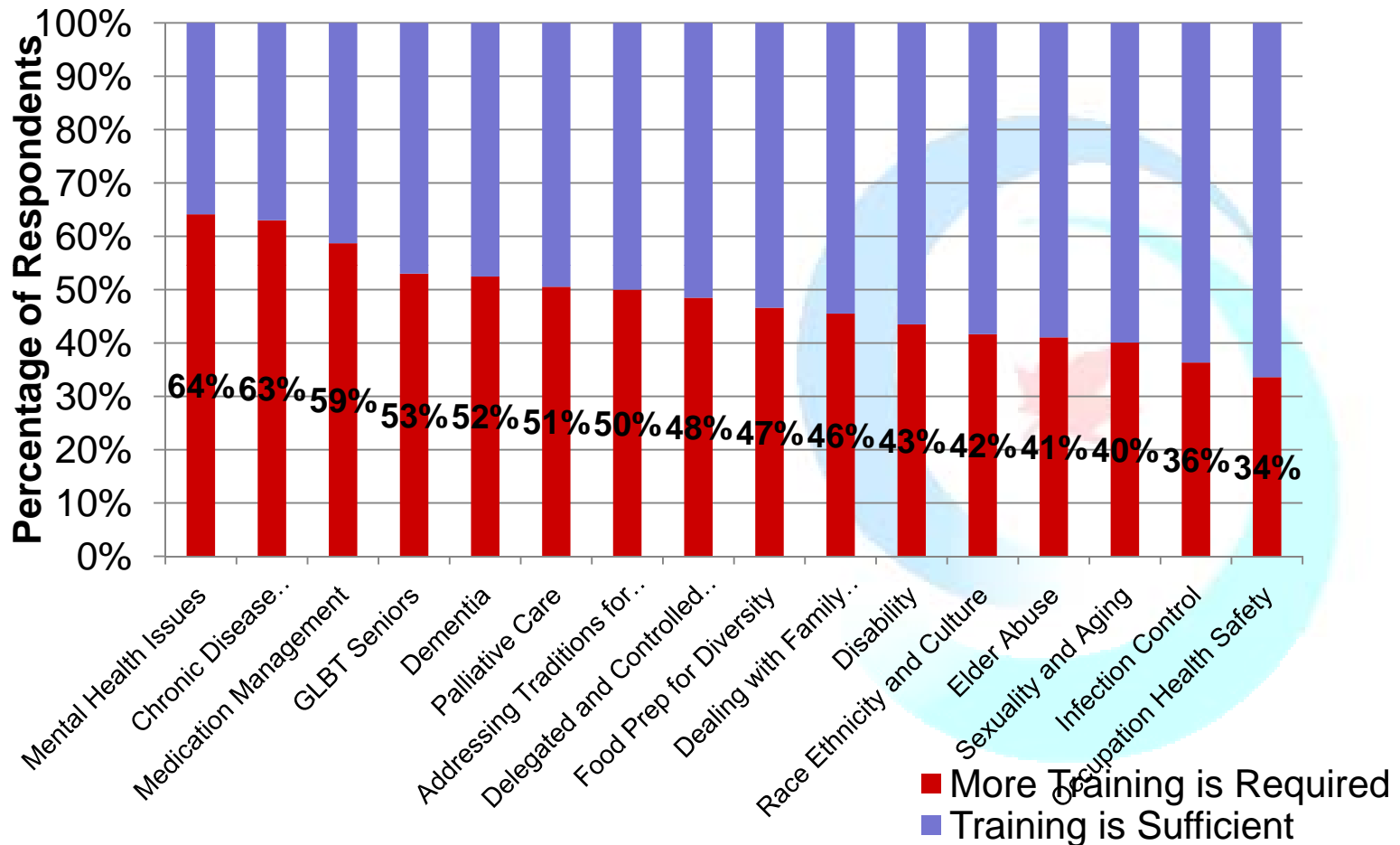
I have a PSW certificate



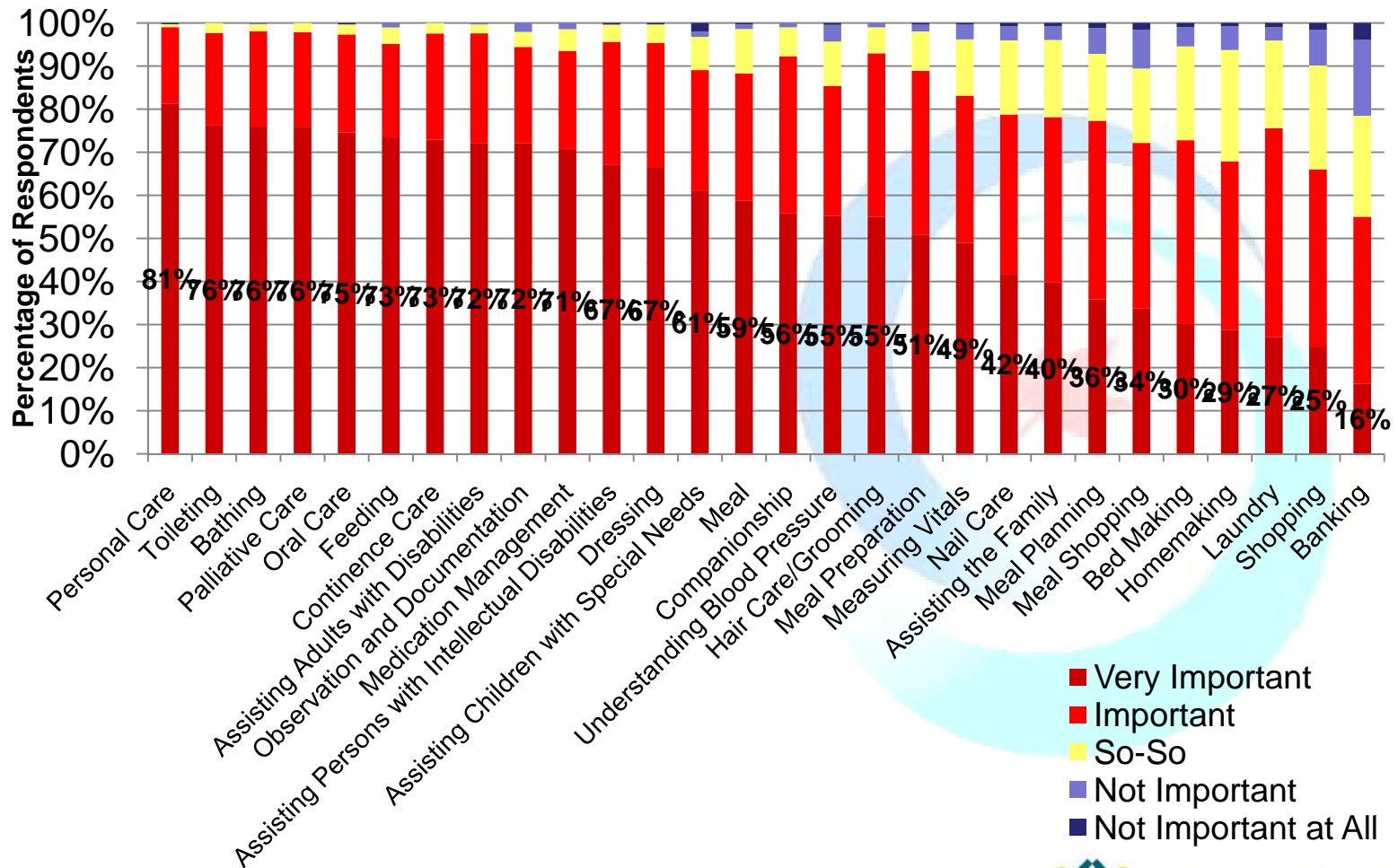
My training is enough for my level of responsibility at work



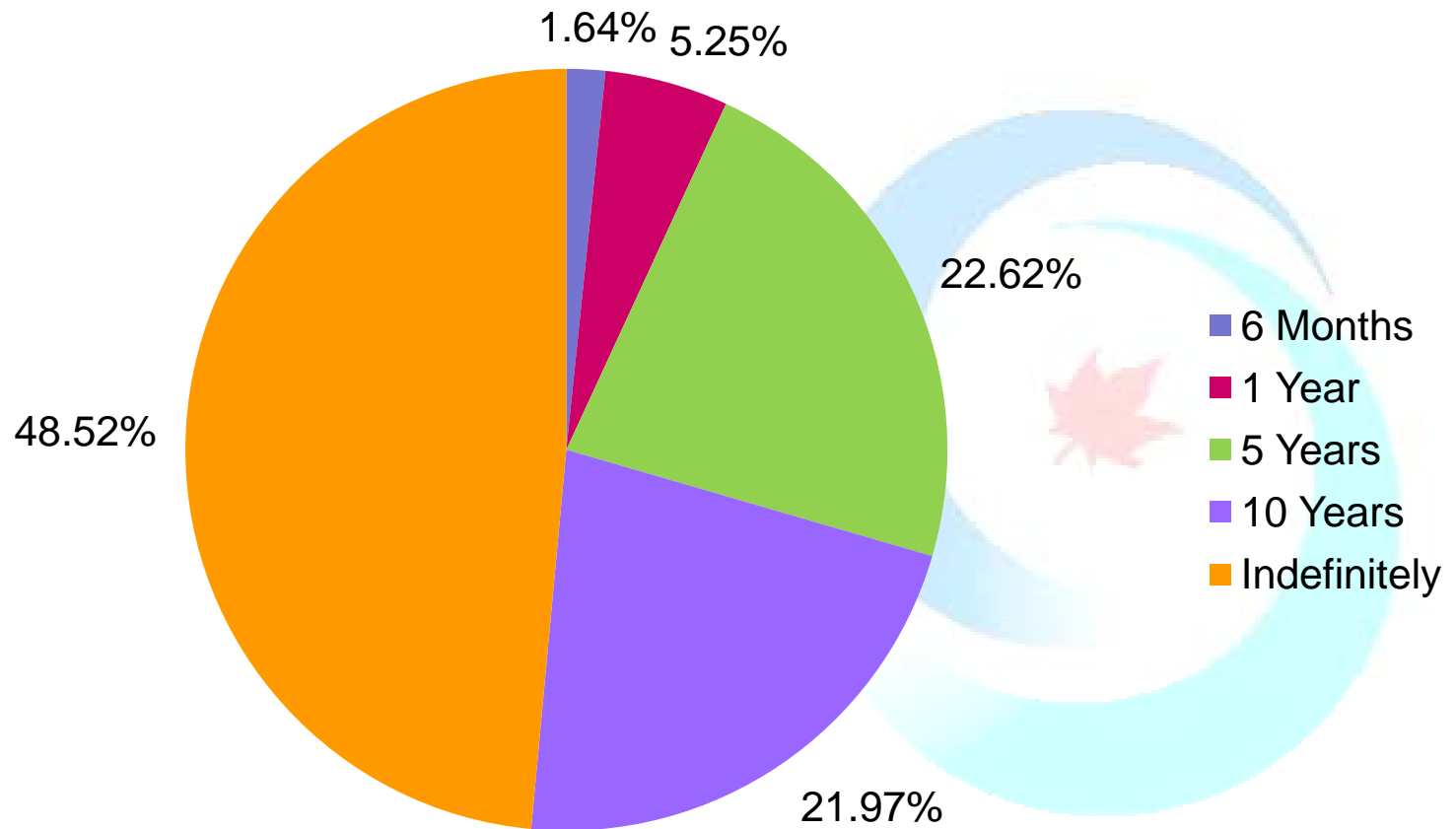
What kinds of training do you need to help you do your job better?



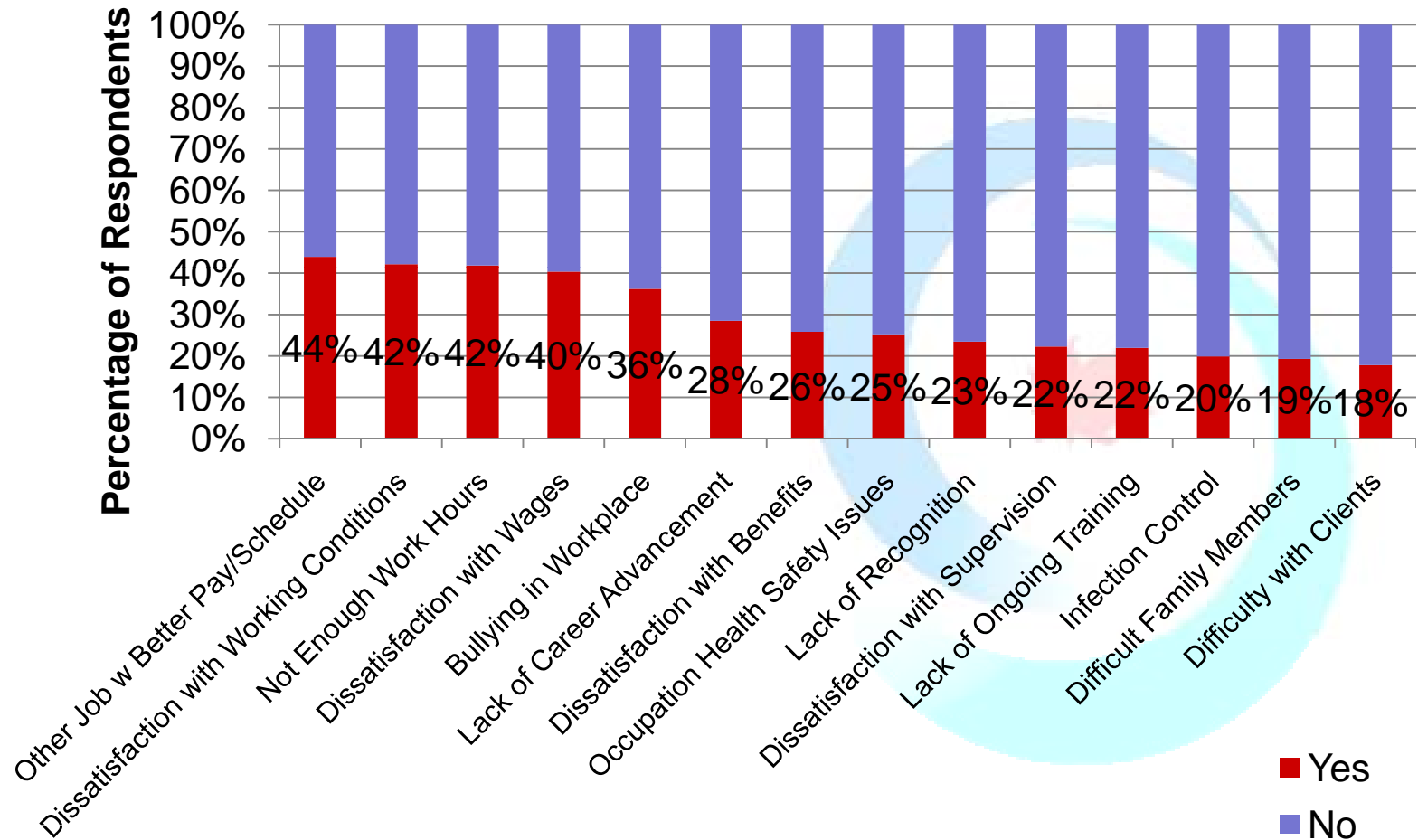
What responsibilities are most important to a client's well being?



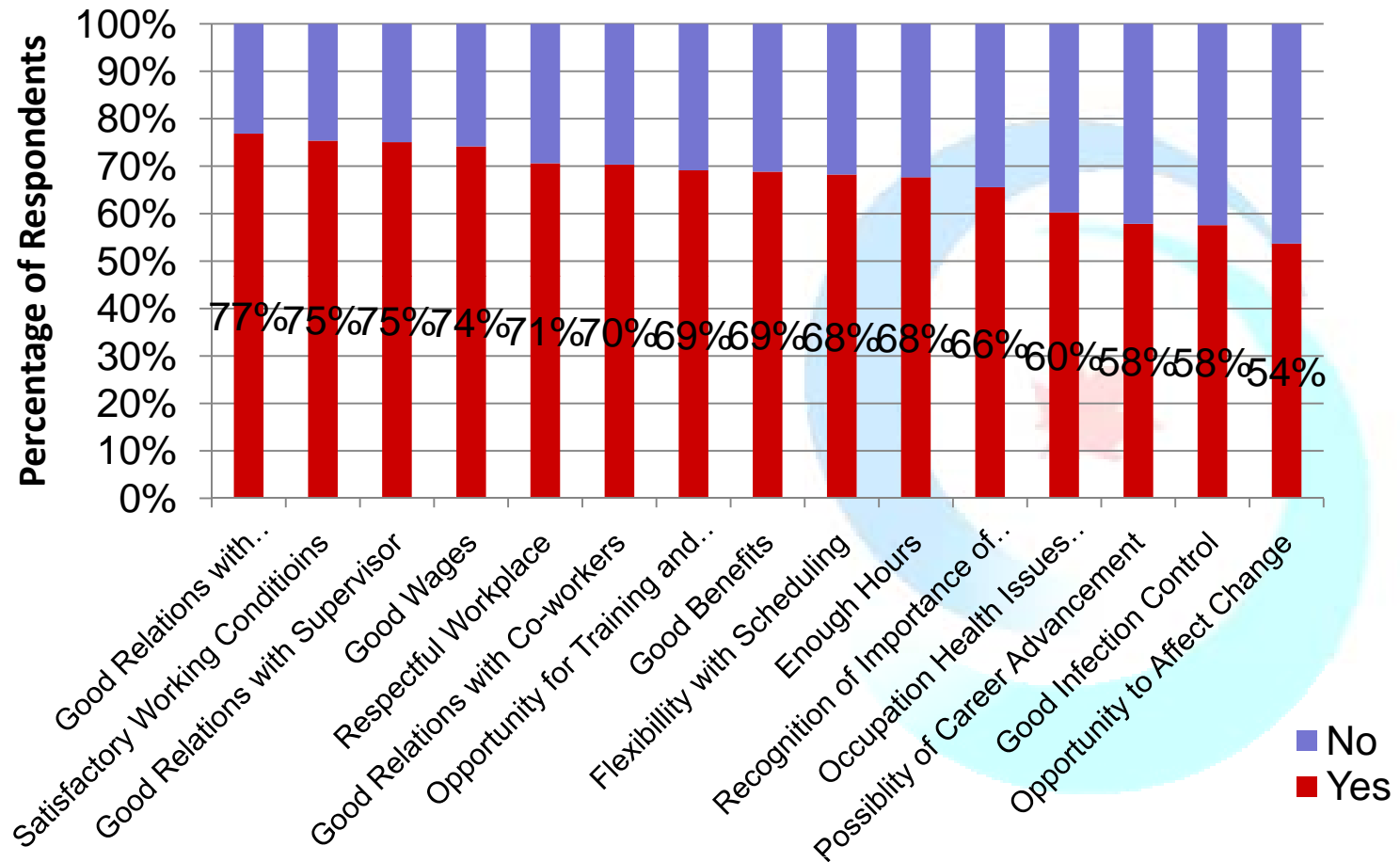
How long do you expect to continue working as a PSW?



What would motivate you to stop working as a Personal Support Worker?



What would motivate you to keep working at your current job?



Overview

- Majority of the PSWs surveyed are over 40 years old – potential HR issues when they started to age and retire
- Most have than 10 years of work experience as a PSW
- Predominantly made up of women from diverse ethnocultural backgrounds
- Challenges facing PSWs and their employers are mostly pay-related
- PSWs see ADL related tasks as more important than IADL tasks
- About half of the PSWs surveyed reported that they plan on working as a PSWs indefinitely



Moving Forward



Moving Forward - Enhanced Training and Education

- Establish strategy to reinforce PSW as a viable career option
 - Upcoming crisis in PSW human resources as older workers retire
 - Need specialized training for PSW supervisors and managers

Moving Forward - Enhanced Training and Education

- Enforce standardized curriculum for PSWs
 - Recurrent issues – e.g. medication management, mental health issues
 - Emerging issues – sexuality and aging; mental health issues, elder abuse – what does it mean for PSWs when they are providing services in different care settings?

Moving Forward

- Protection for PSW against unsafe working conditions
 - Training and communication
 - Standardized policy to protect PSWs
- Public awareness to reinforce the critical role of PSWs in the continuum of care
 - Highlight the critical role of IADL work for aging at home
 - Strategize on how to enhance public recognition of the importance of IADL work
 - Embed in PSW curriculum

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