

**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*

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- 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?*

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- 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*

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- 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*

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- 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

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



# PSW Survey Monkey

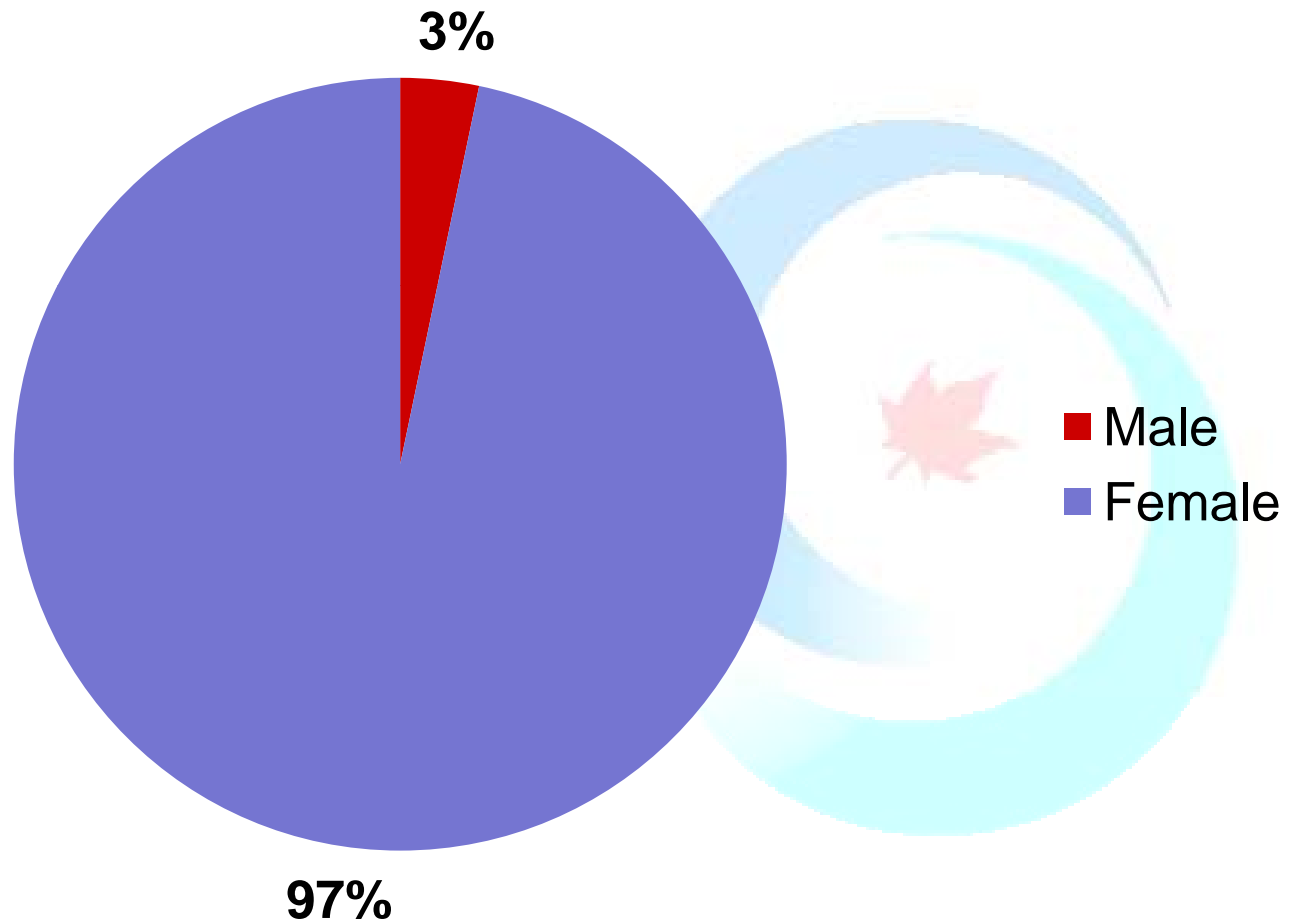


# *PSW Survey*

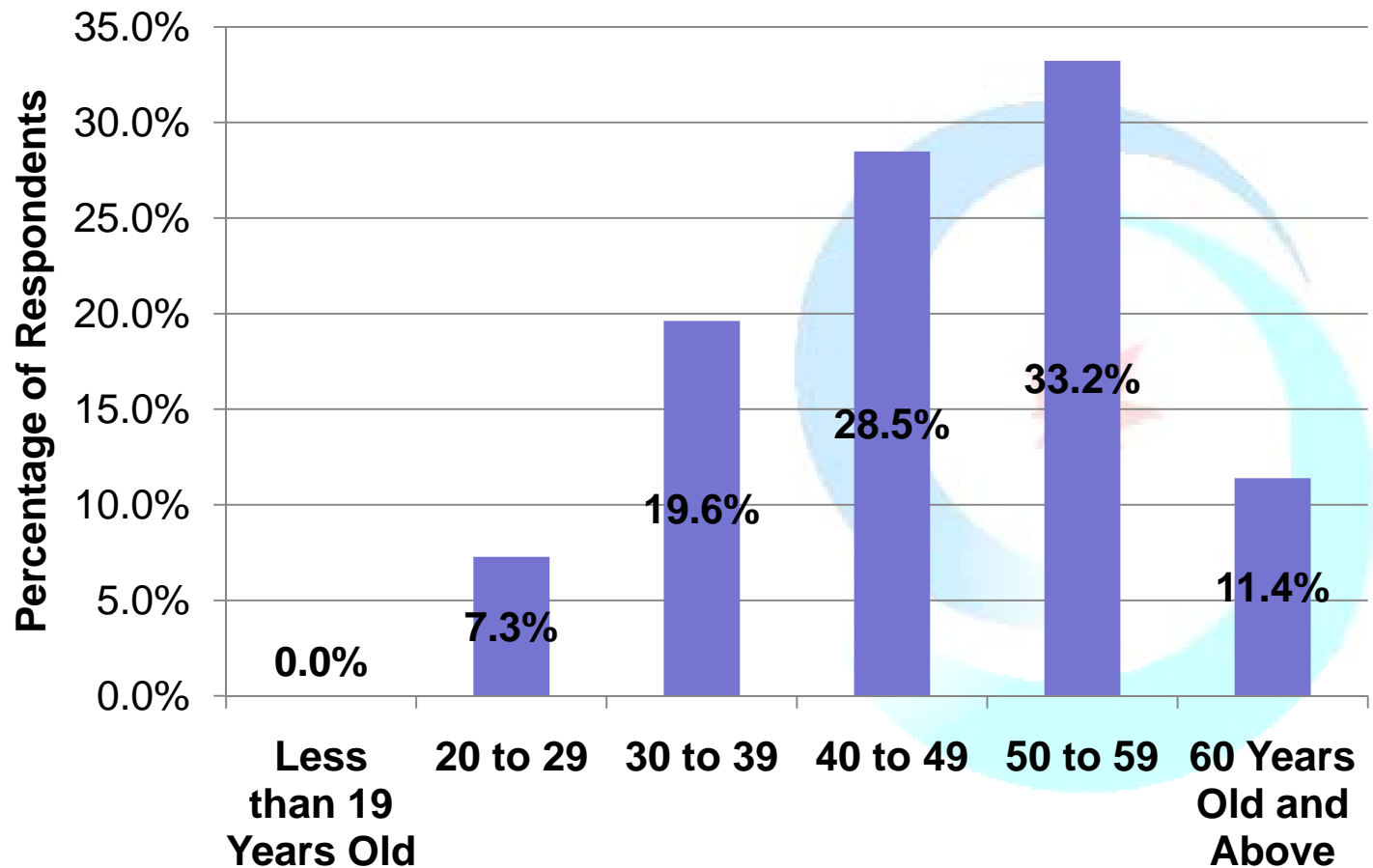
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- Conducted in partnership with Ryerson University, OCSA and PSNO
- Goal:
  - To gauge PSW attitudes on key issues of importance to the profession.
- Preliminary dataset (as of October 2) – 337 respondents

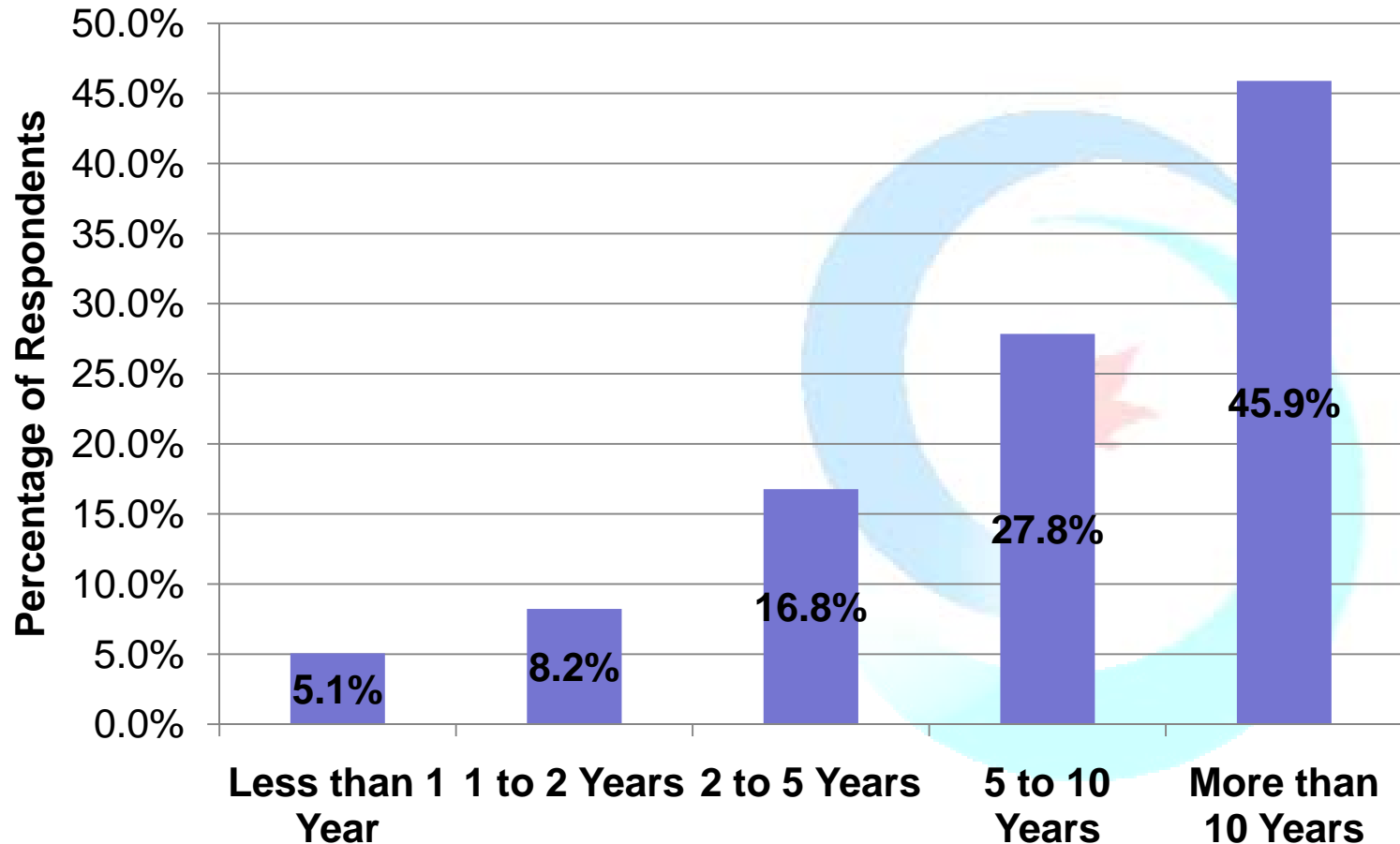
# Demographics - Sex



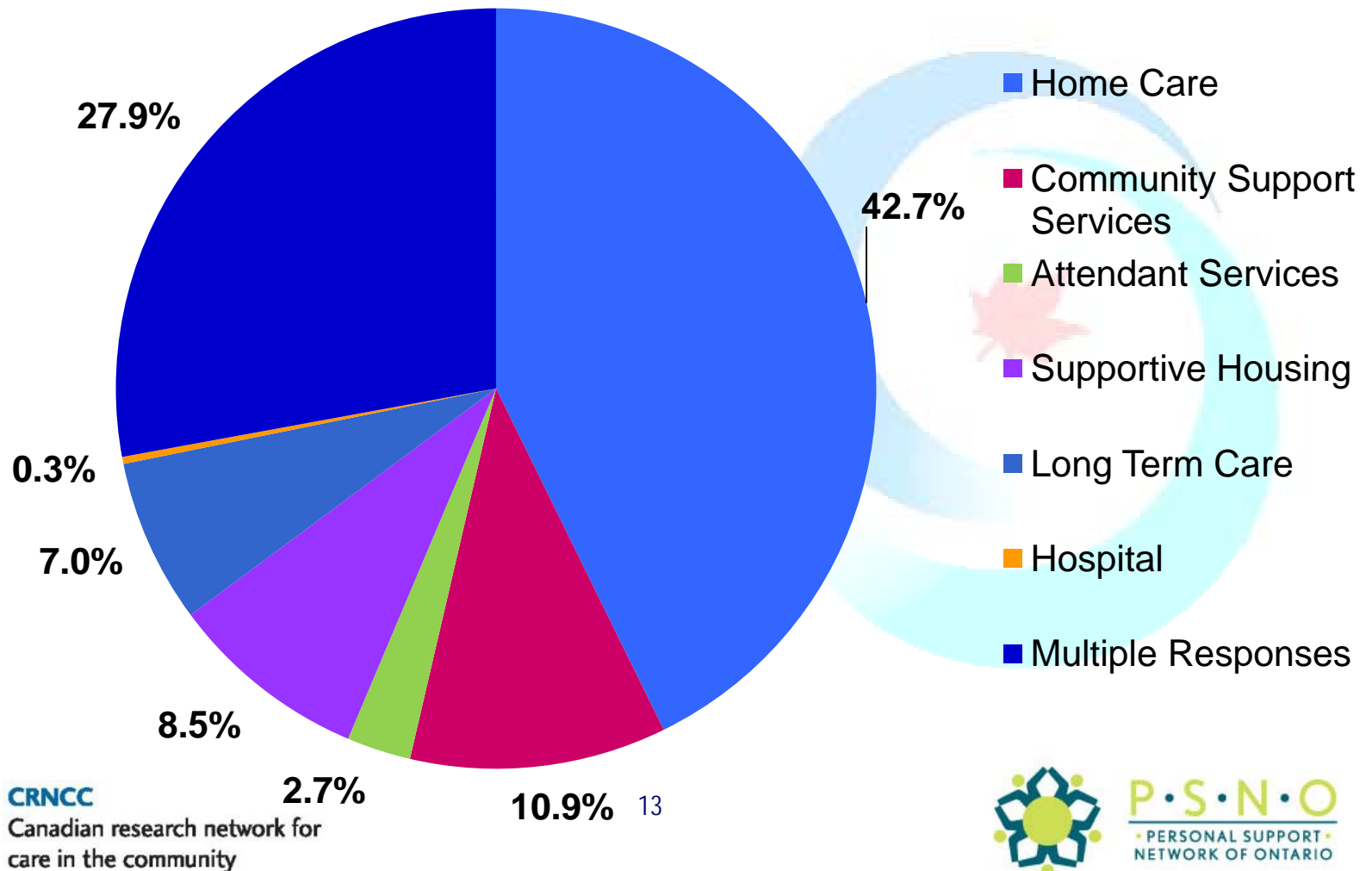
# Demographics - Age



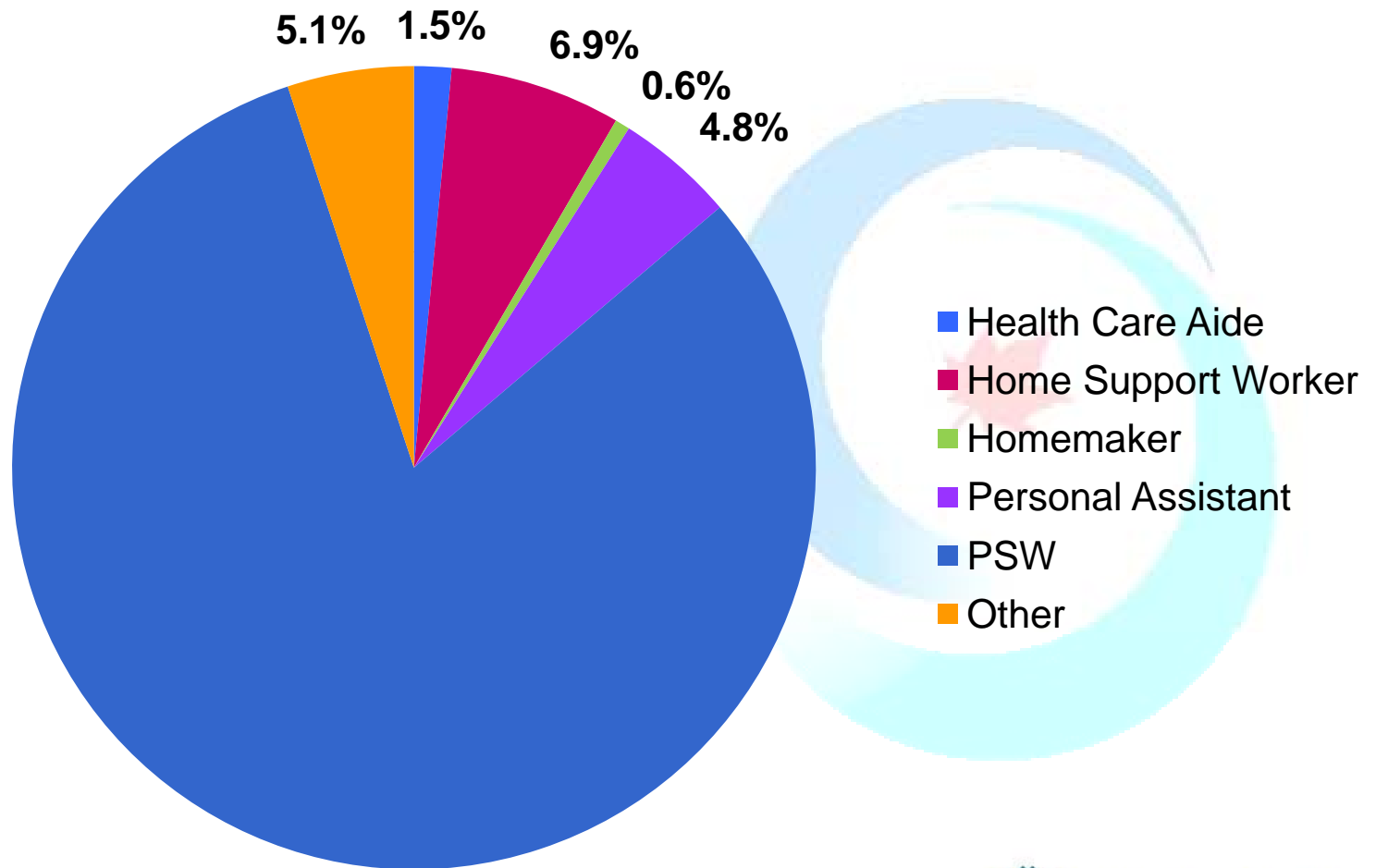
# Demographics – Years as PSW



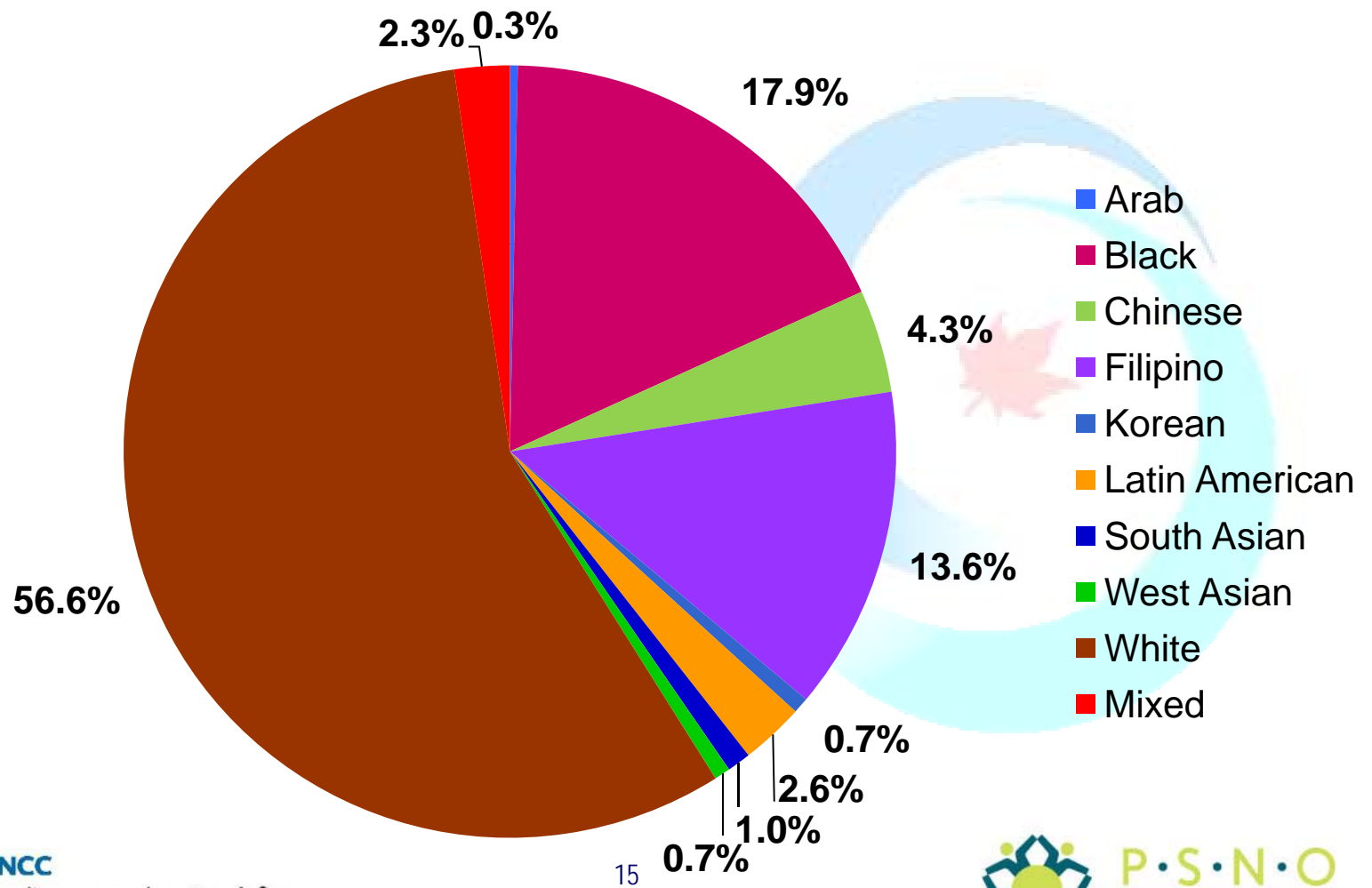
# Demographics – Sector of Work



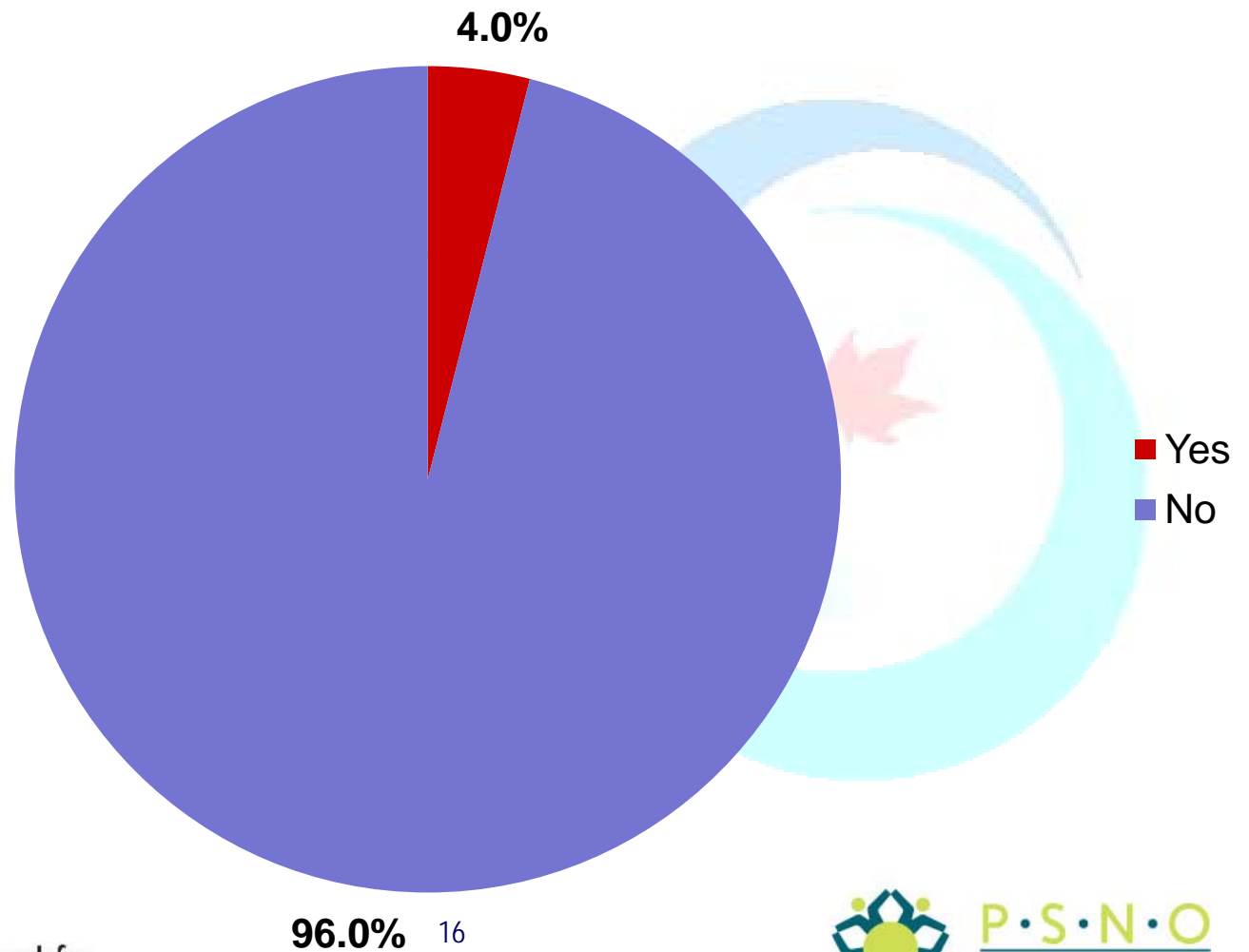
# Demographics – Work Title



# Demographics – Visible Minorities

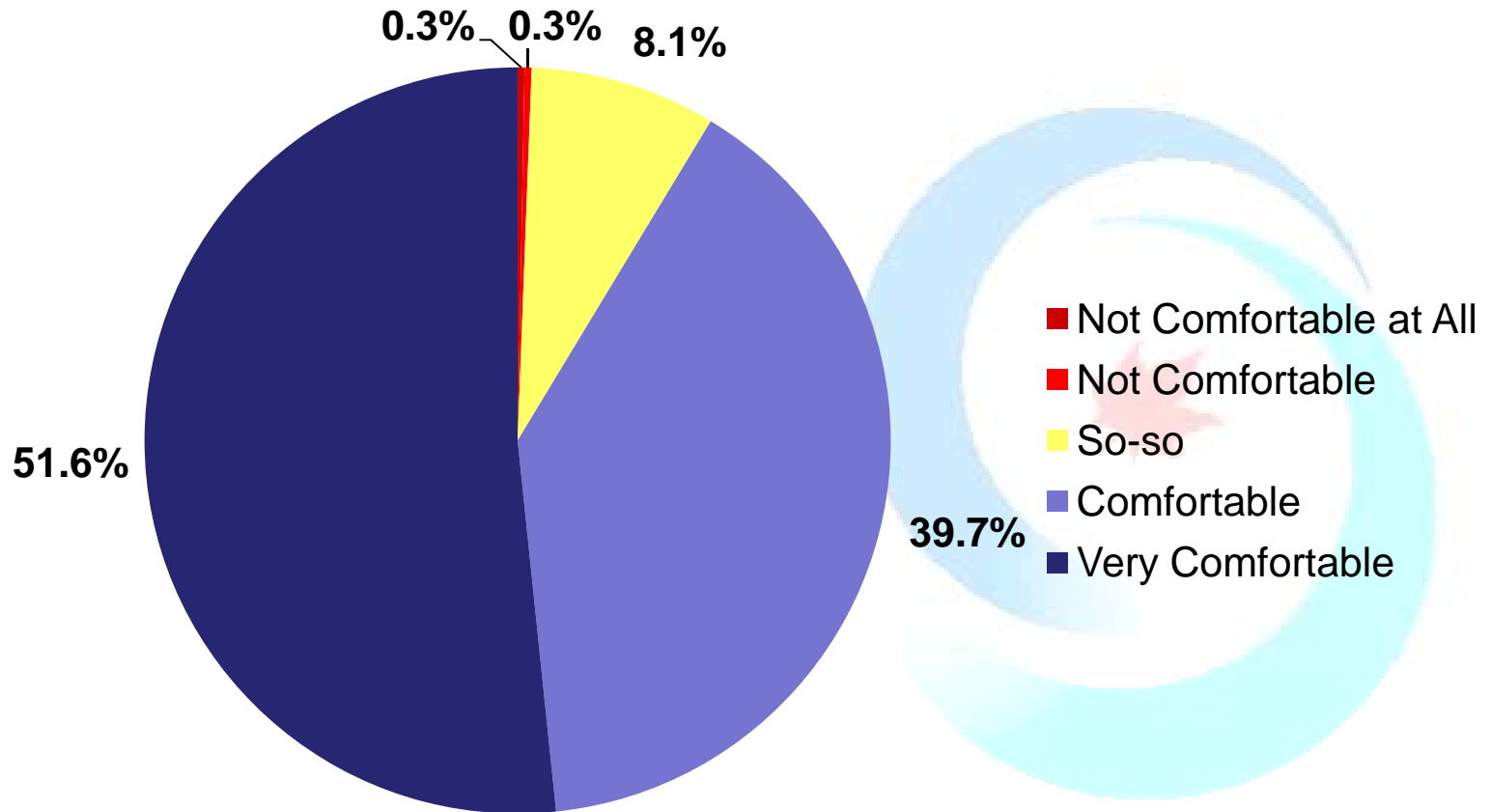


# Demographics – Aboriginal Status

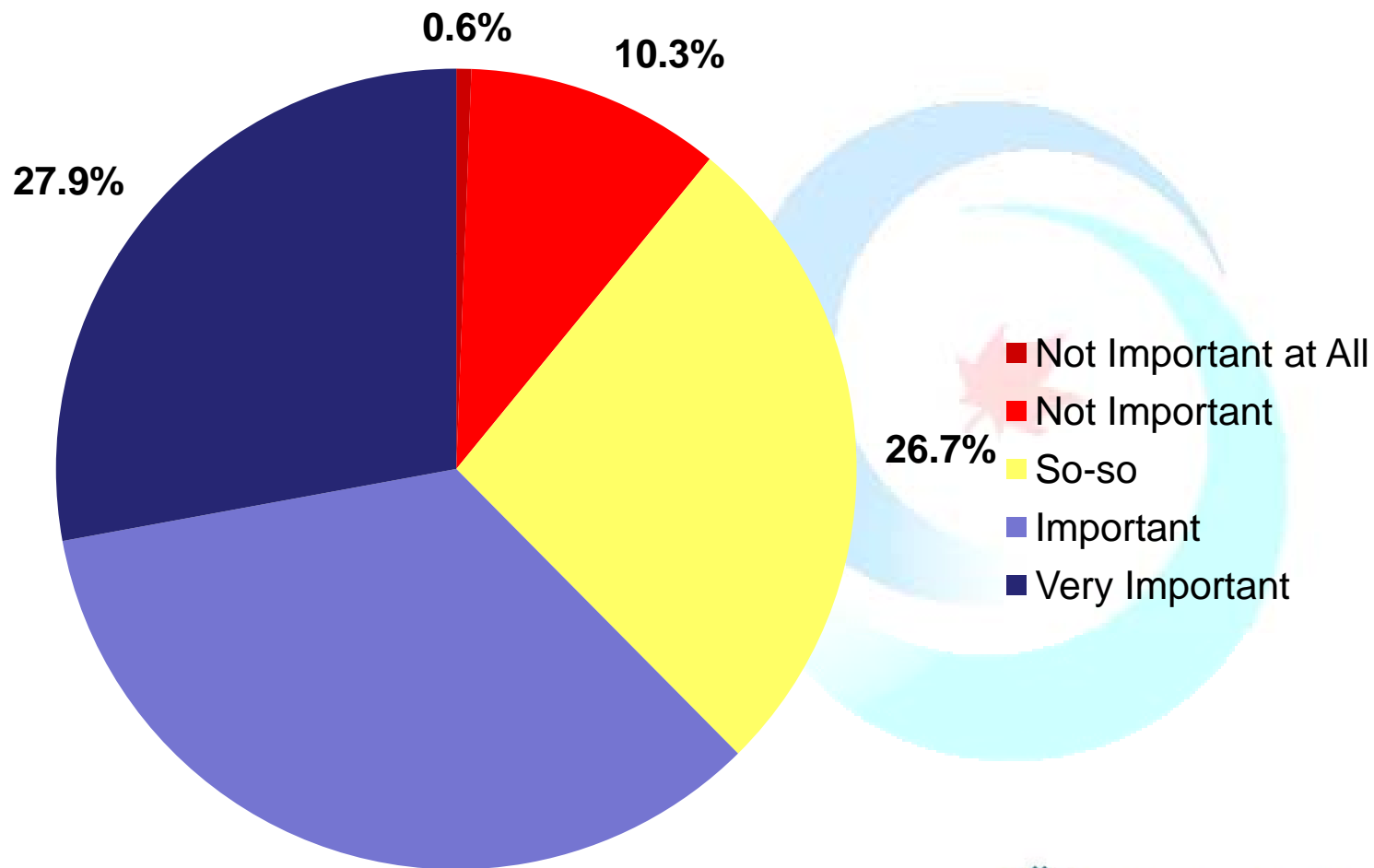




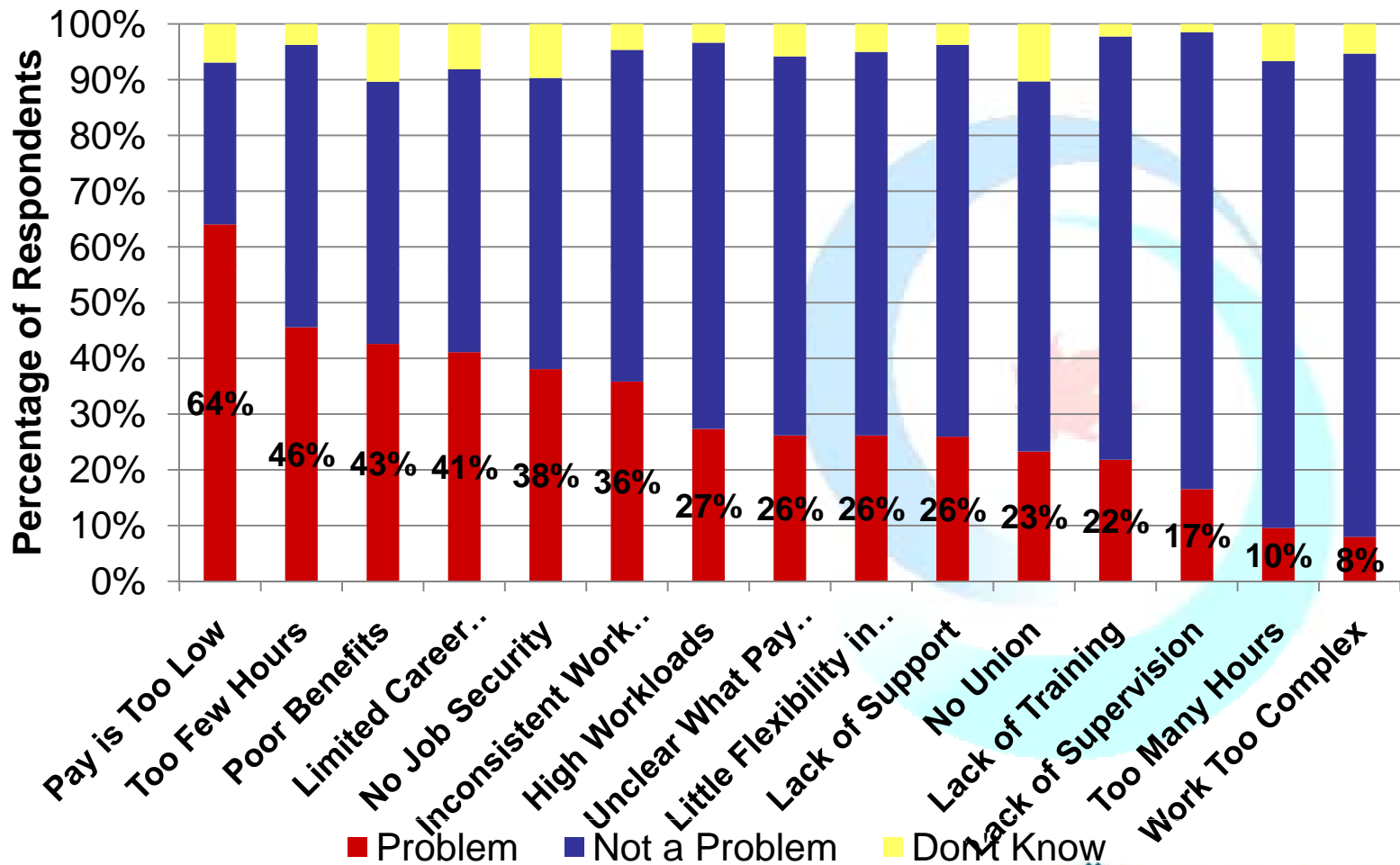
# Comfortable communicating with clients of different ethnic/cultural/religious backgrounds



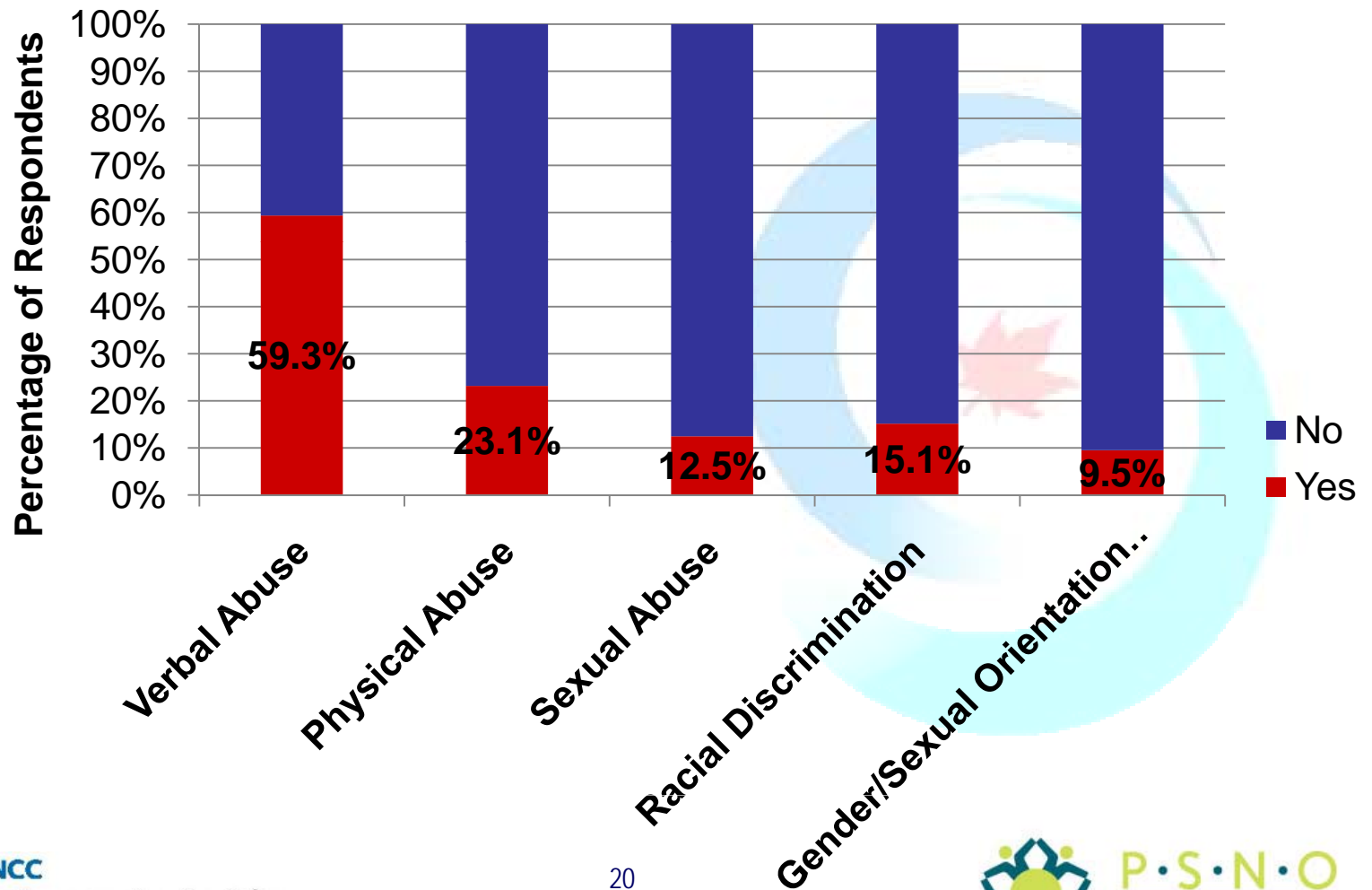
# *It is important to be able to speak to client(s) in their own language*



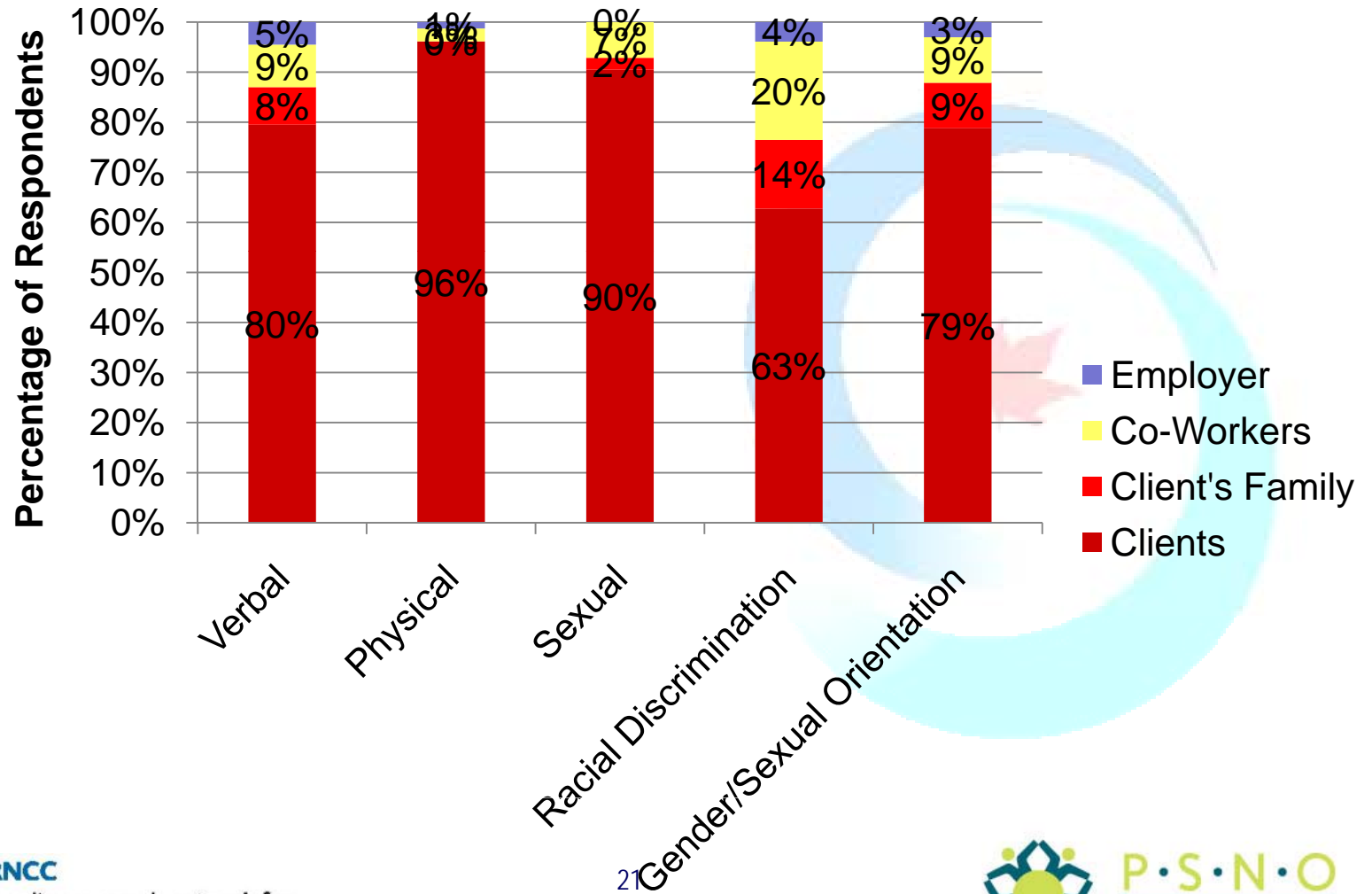
# What are some of the challenges you face with your employer



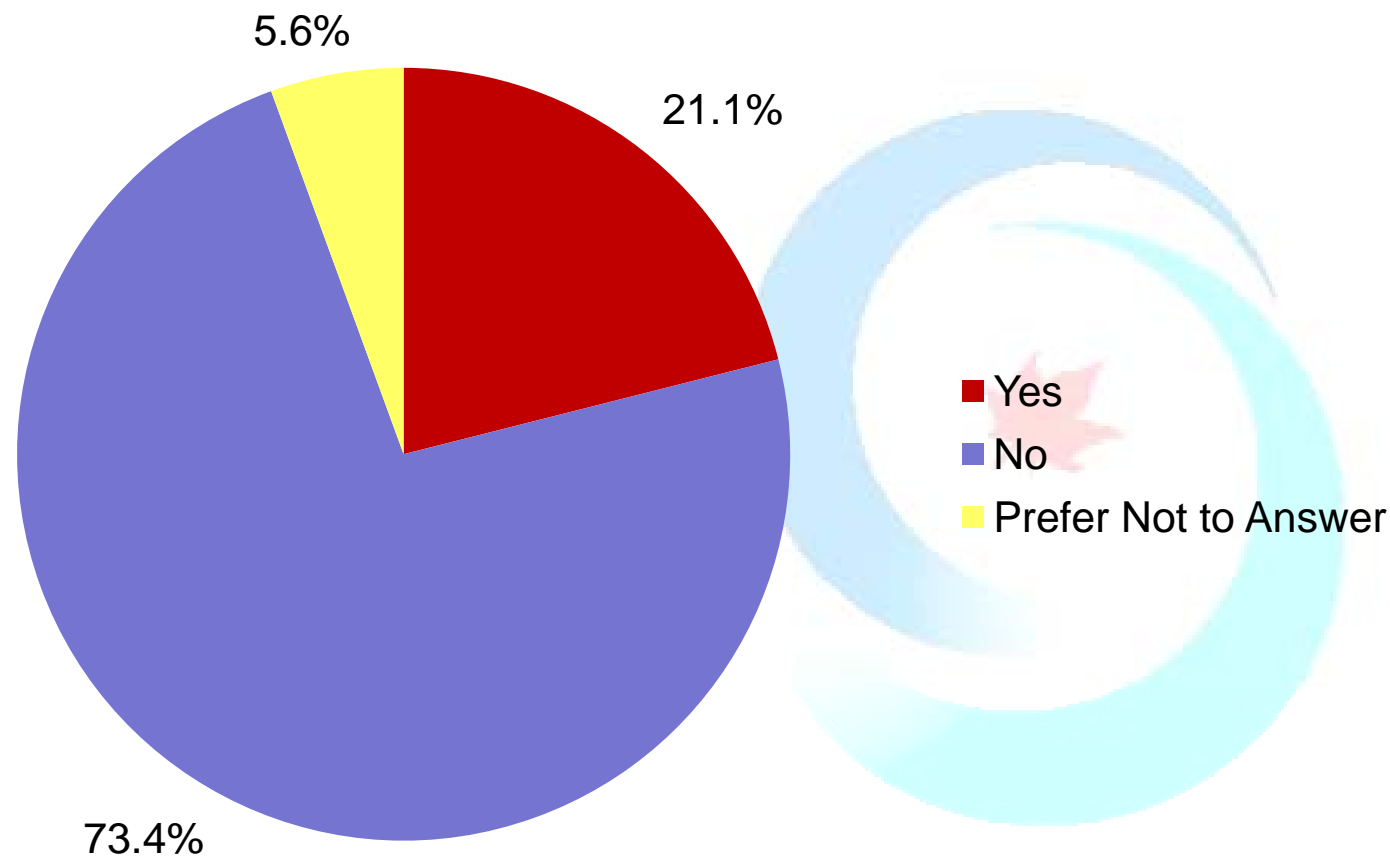
# What type of abuse/harassment and discrimination have you experienced?



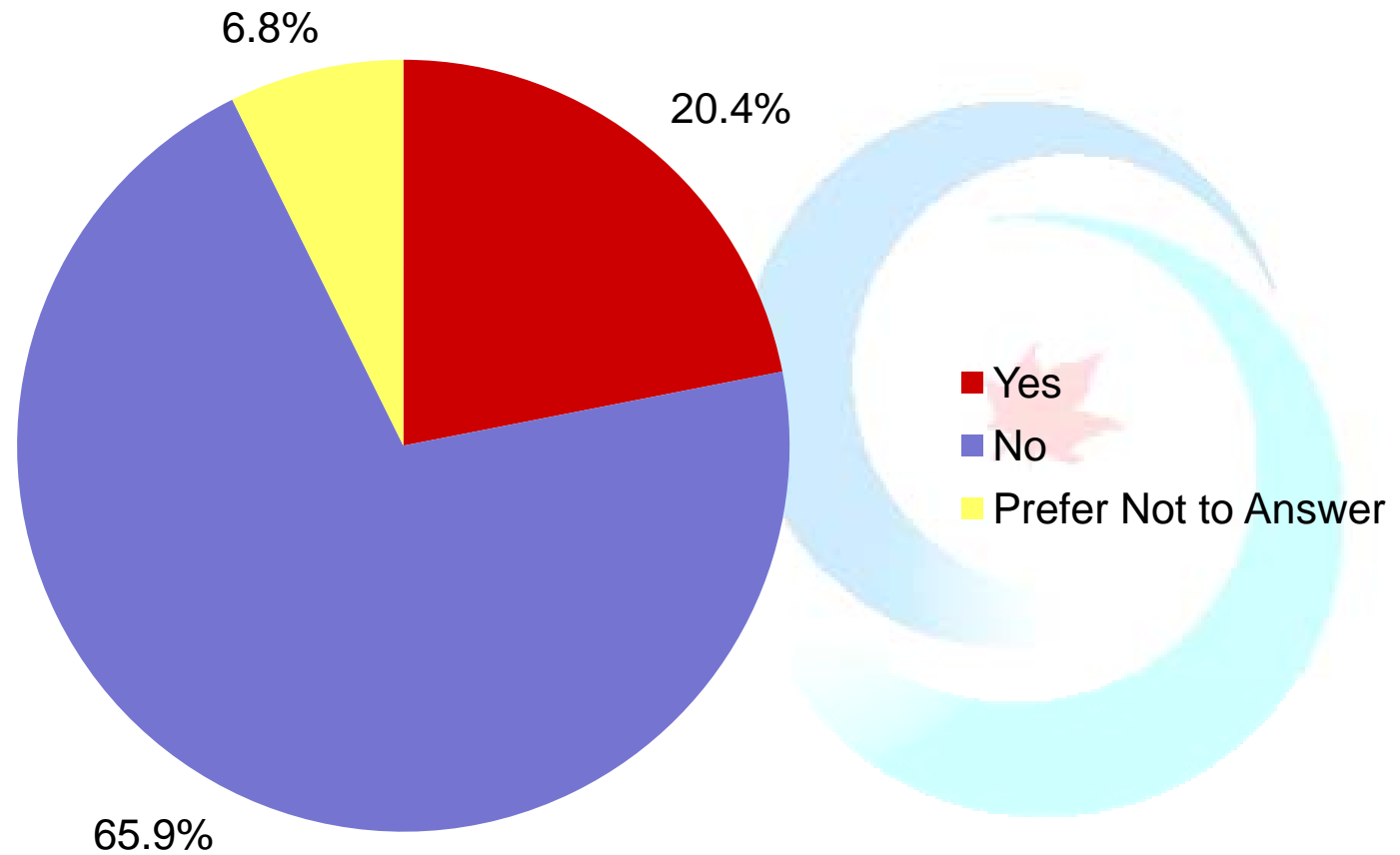
# Who was the abuse from?



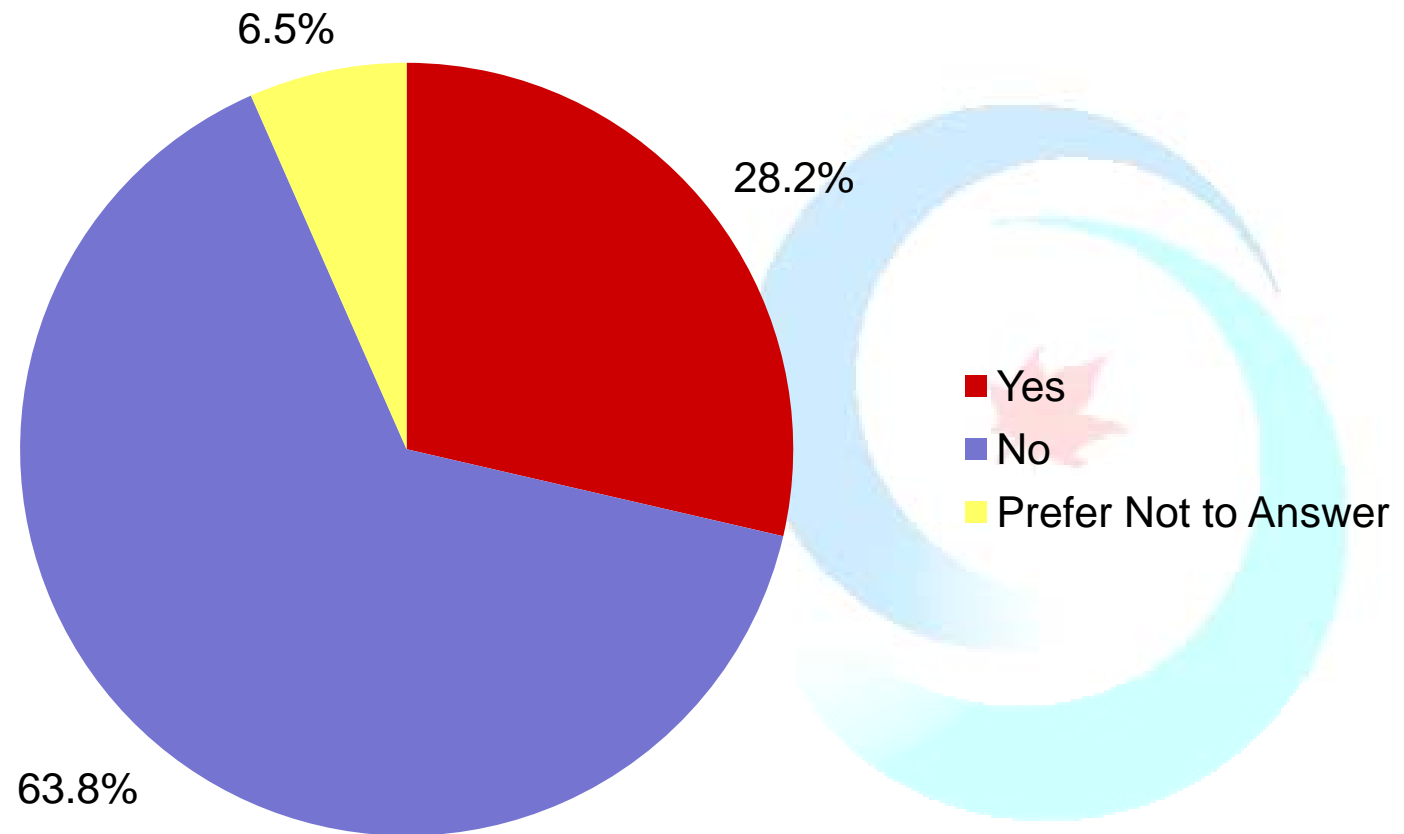
# *Have you been bullied in the workplace?*



# *Have you seen other staff being bullied?*

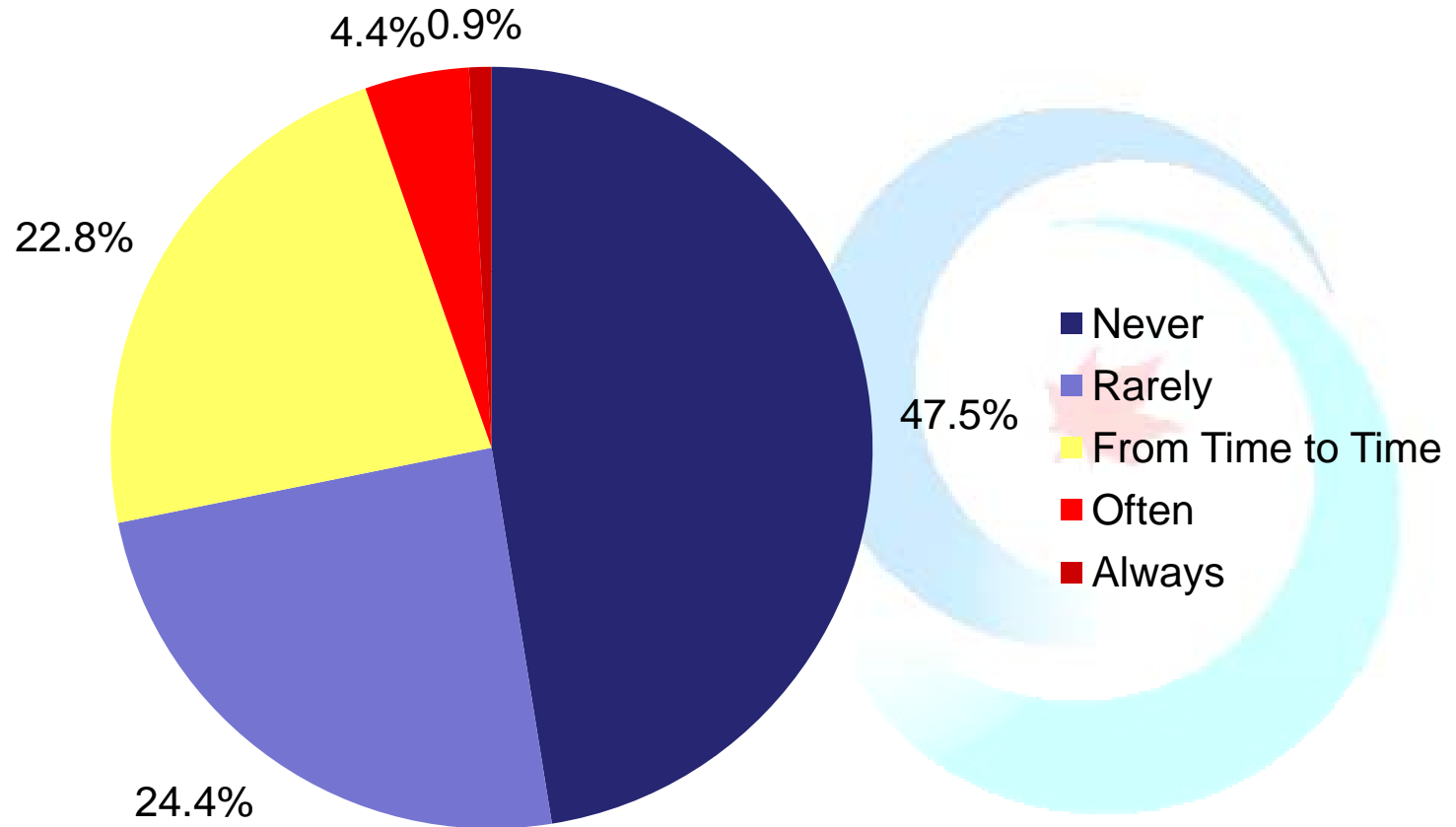


# *Have you seen clients being bullied?*

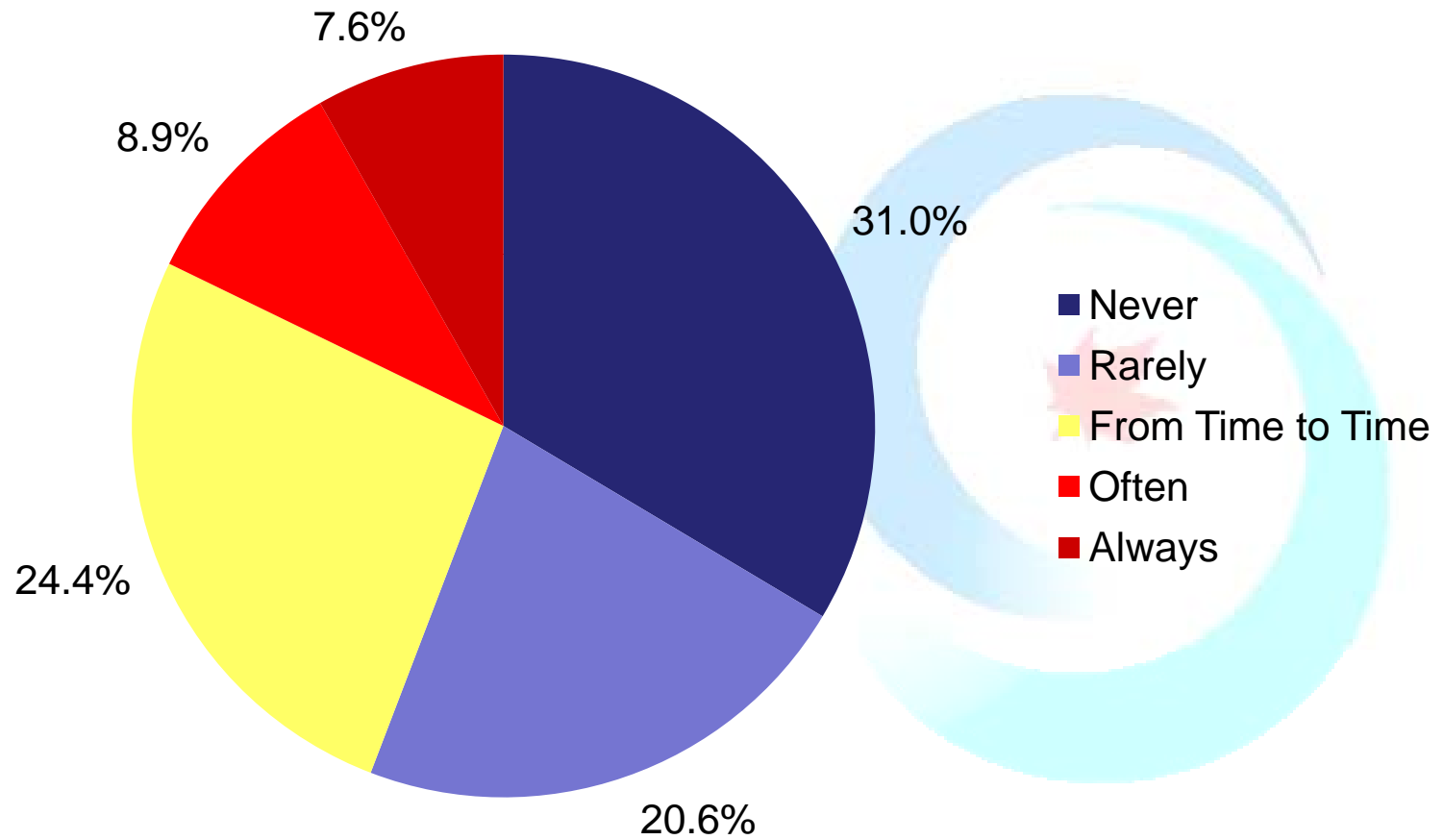




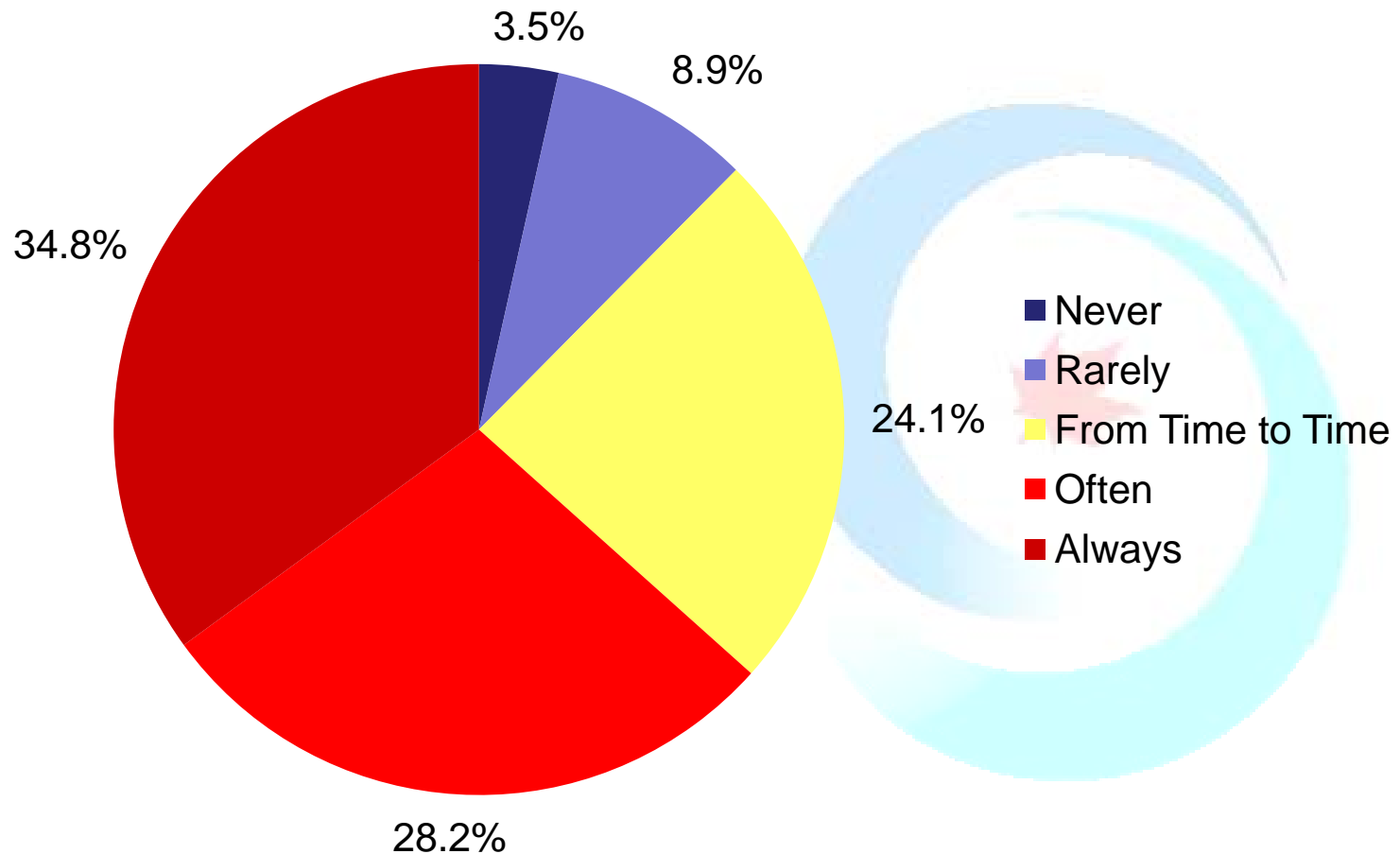
## *How often have you seen abuse/bullying/harassment at your workplace?*



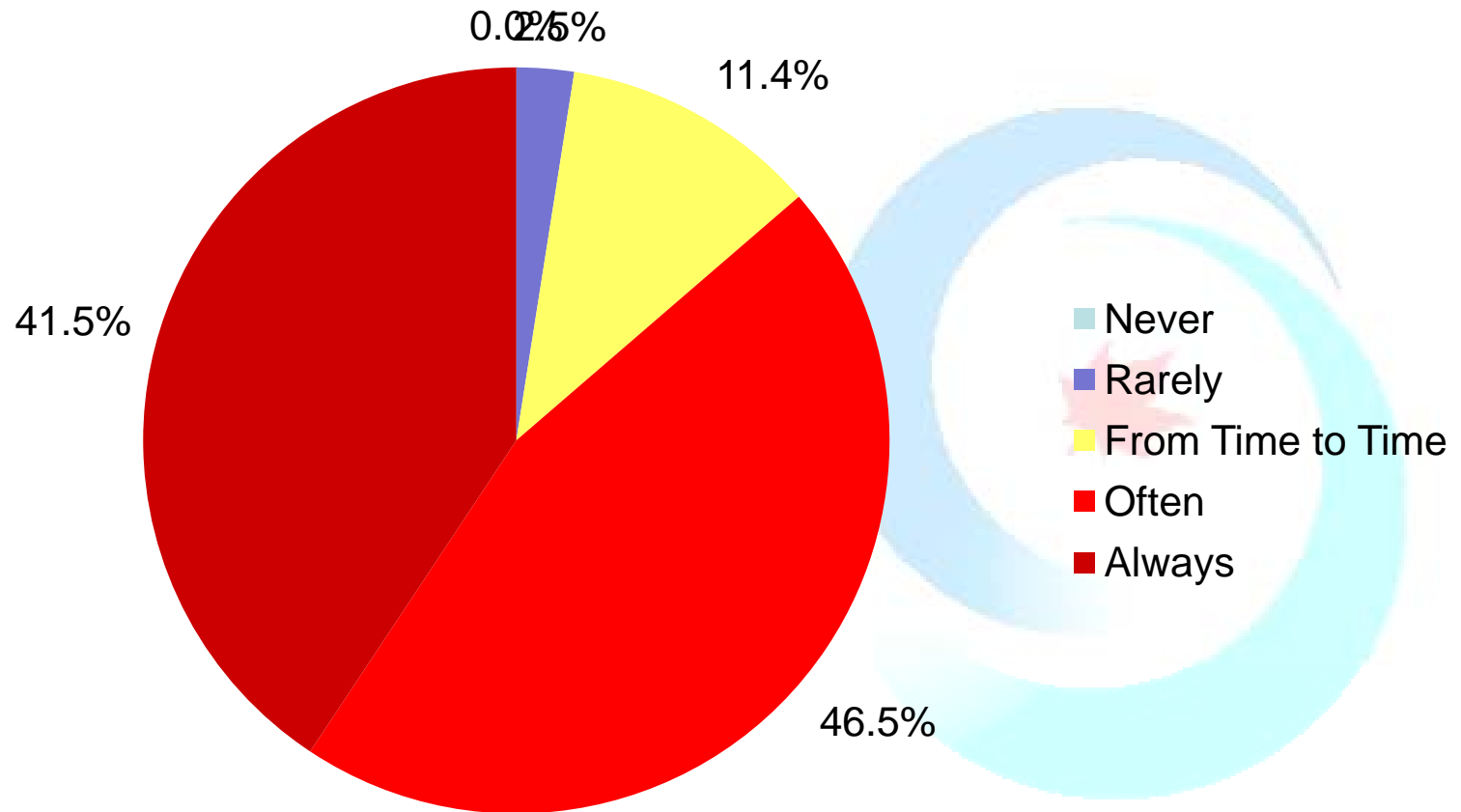
# How often has your employer addressed abuse/bullying/harassment?



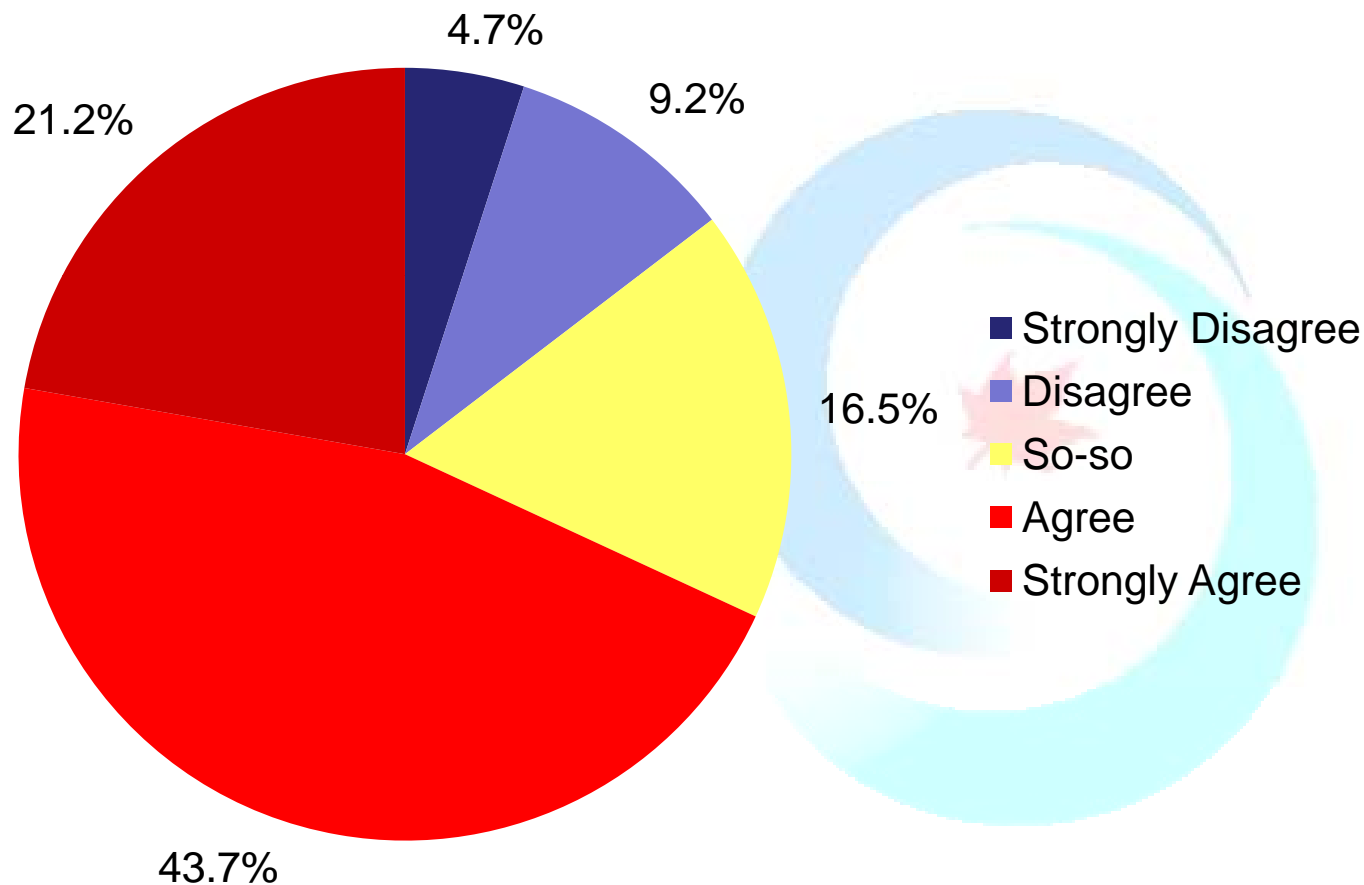
*Different clients have different levels of care needs. My schedule is flexible enough to address them.*



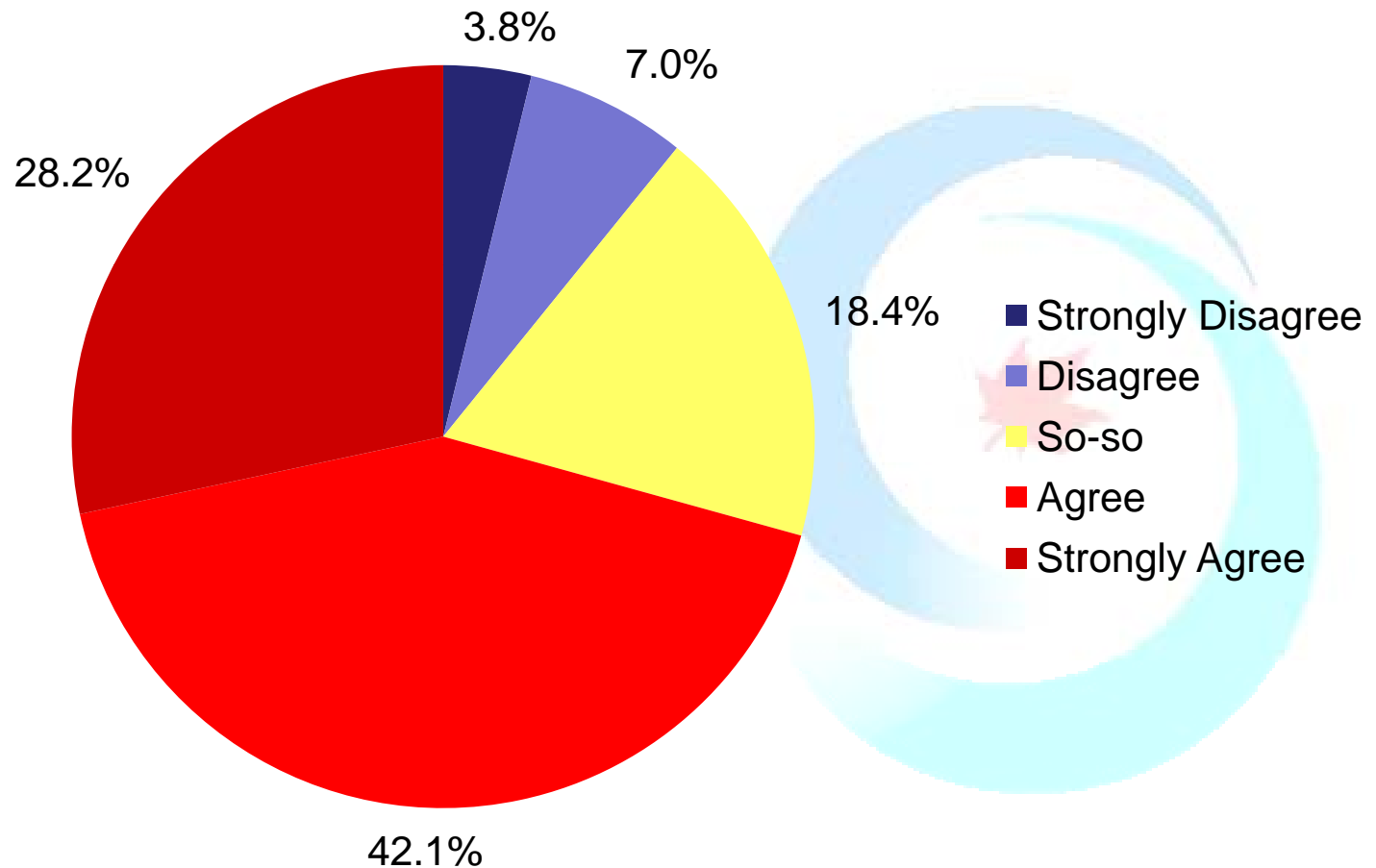
# Is the physical environment of your workplace safe?



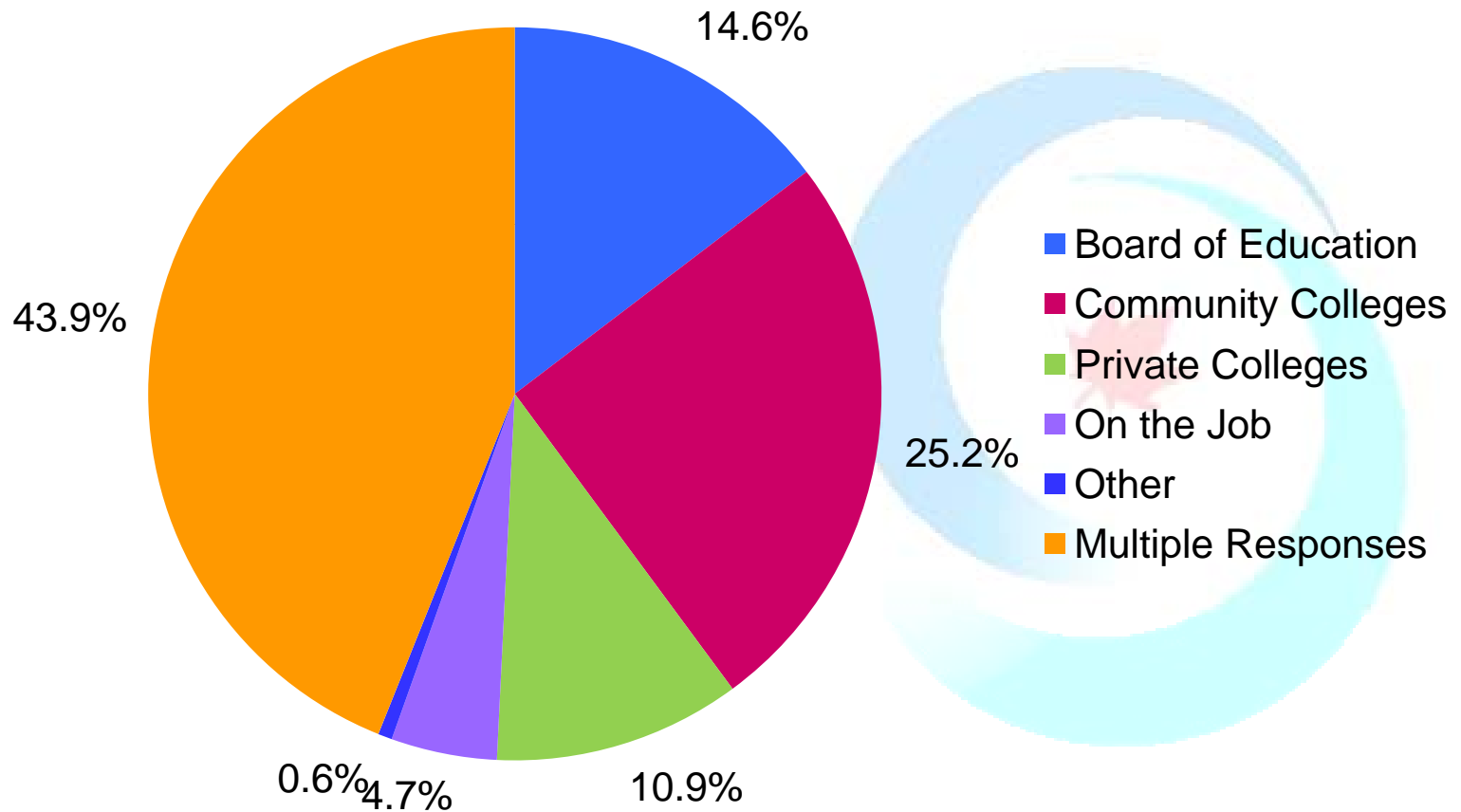
# *I am valued as a front line member of a multidisciplinary care team*



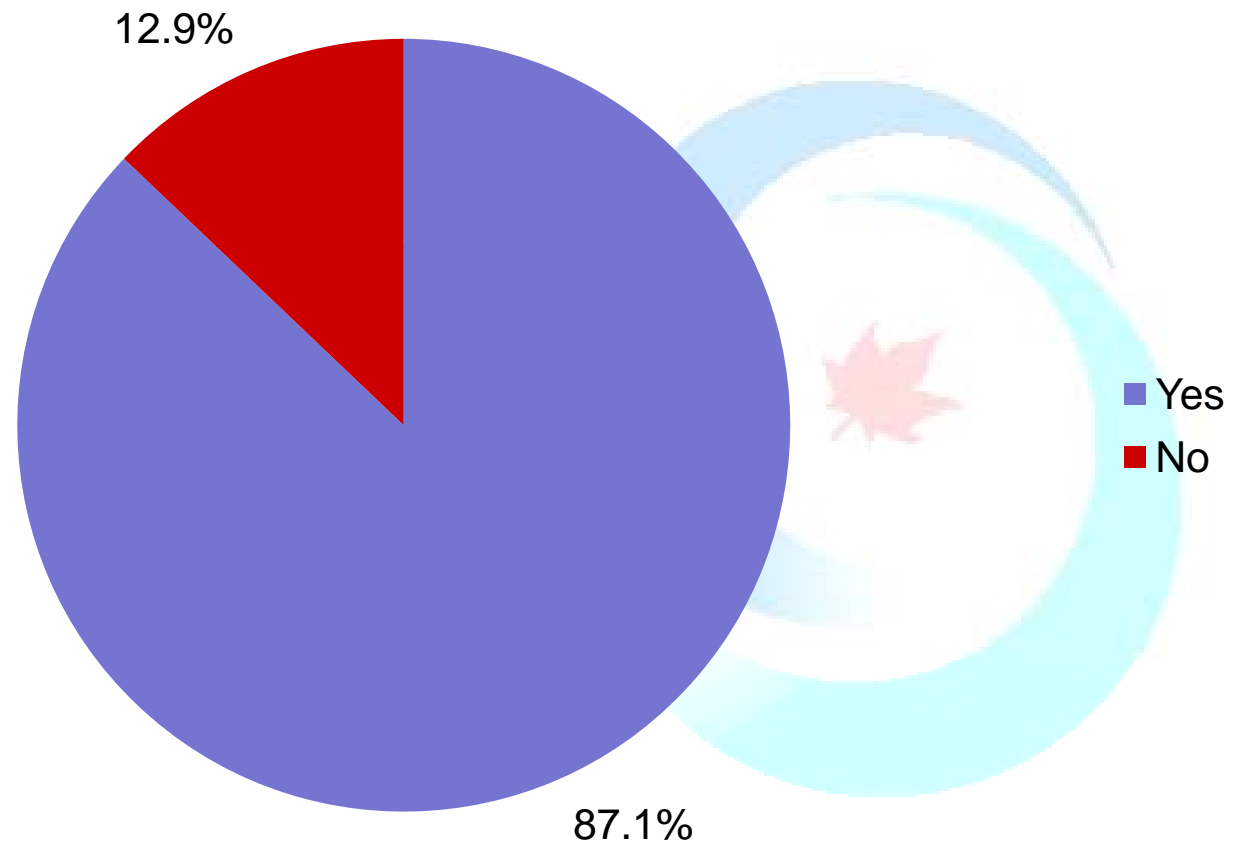
# *My unique, on the ground experience as a PSW is valued.*



# *What kinds of PSW training you have had*

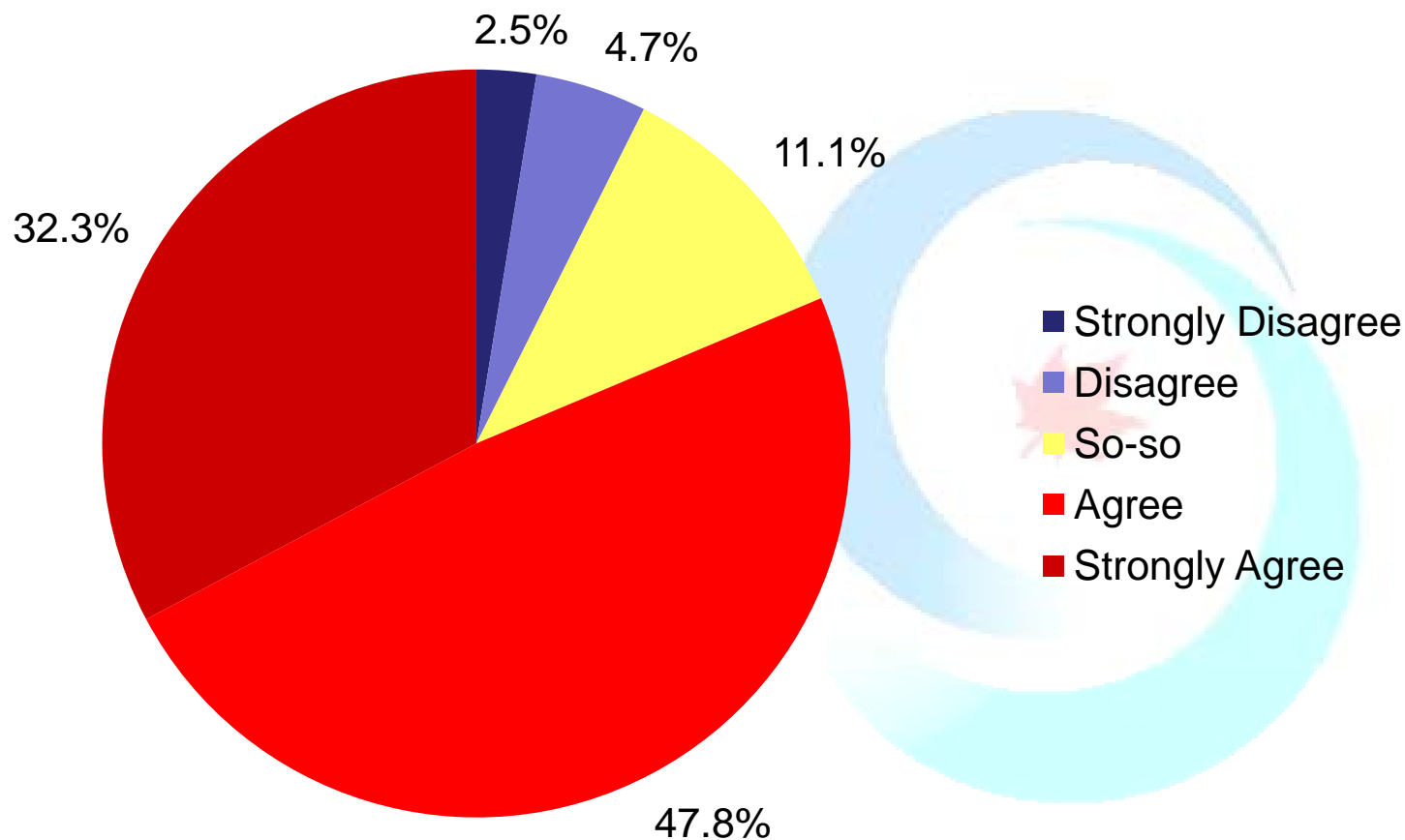


# *I have a PSW certificate*

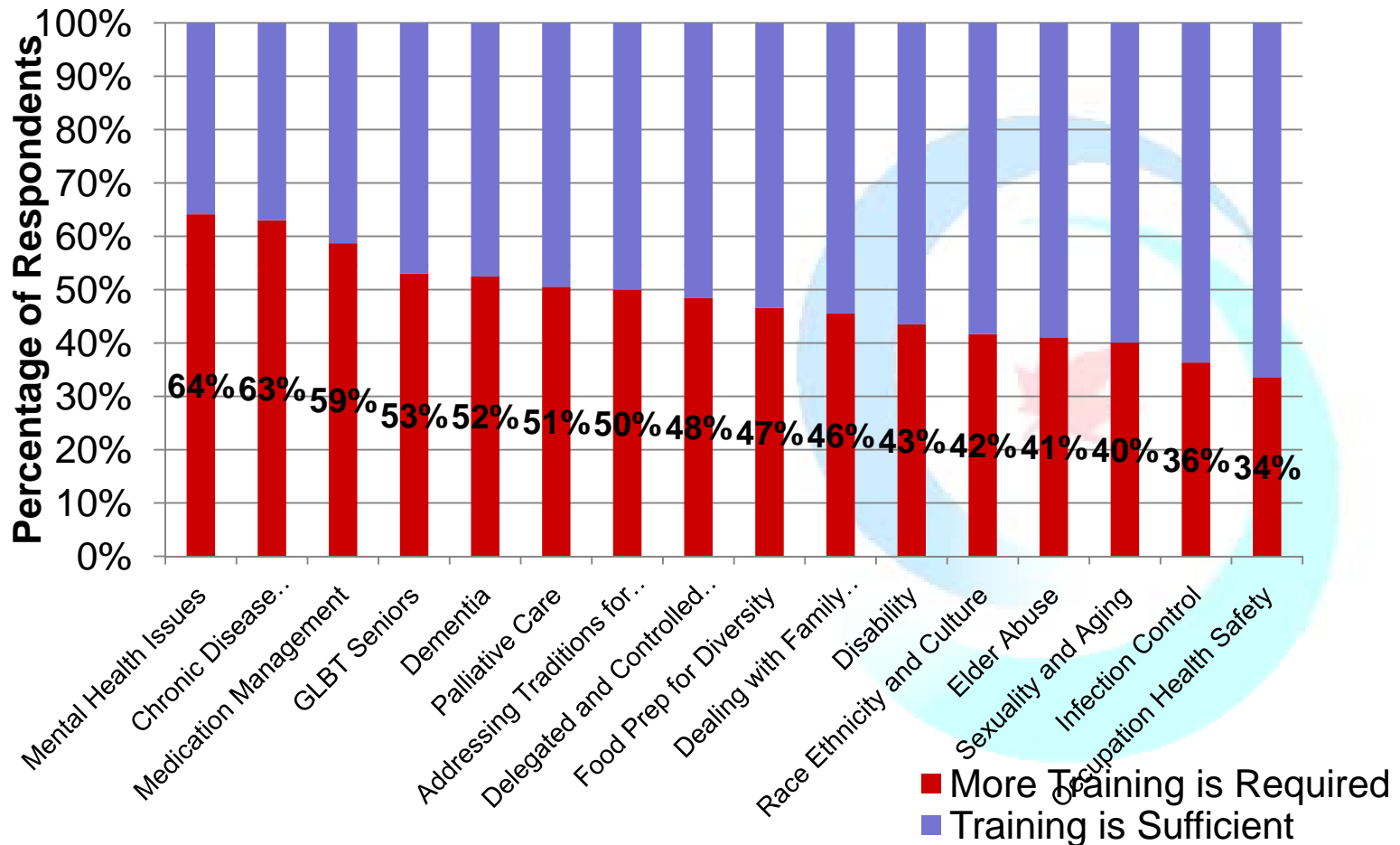




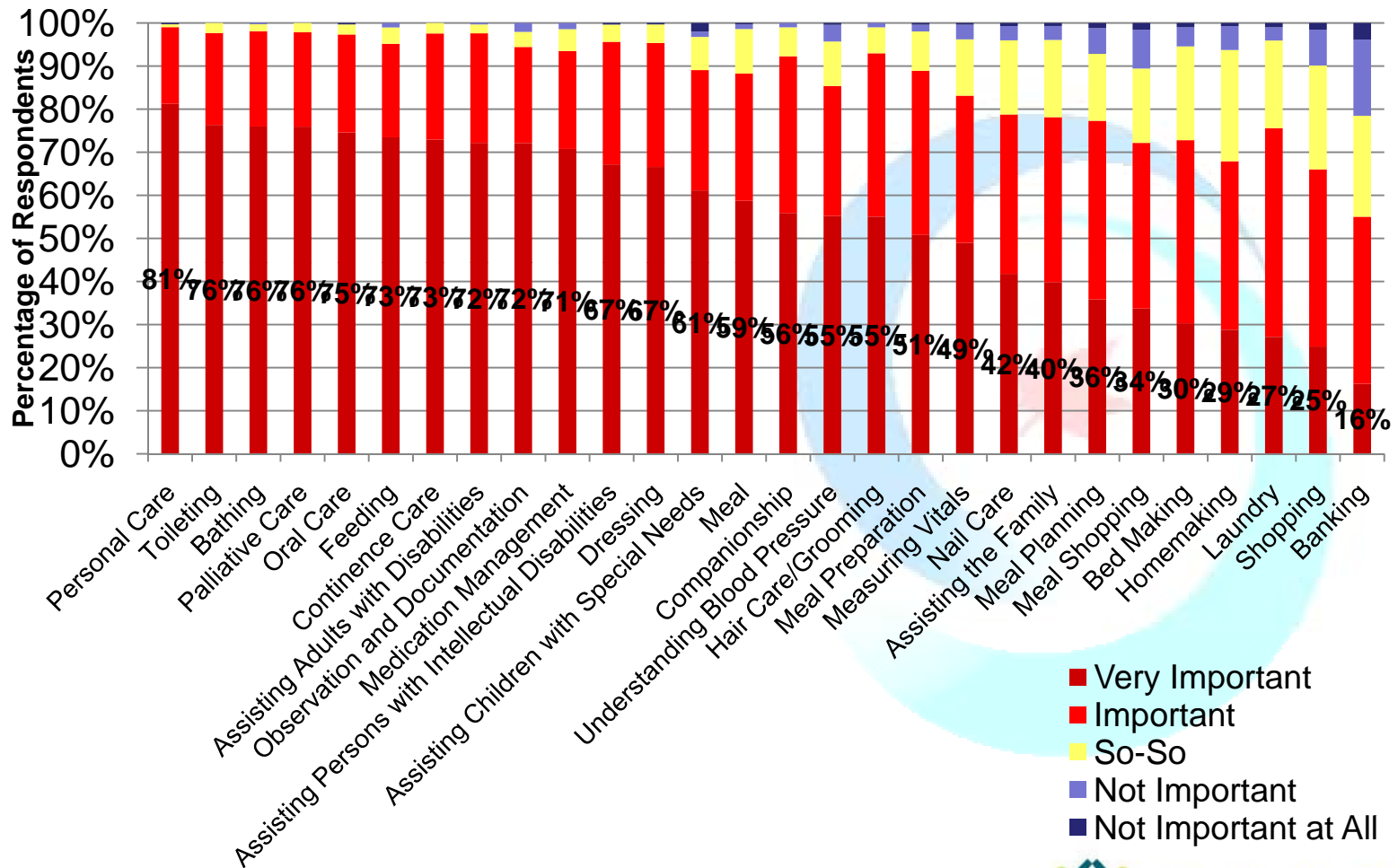
# *My training is enough for my level of responsibility at work*



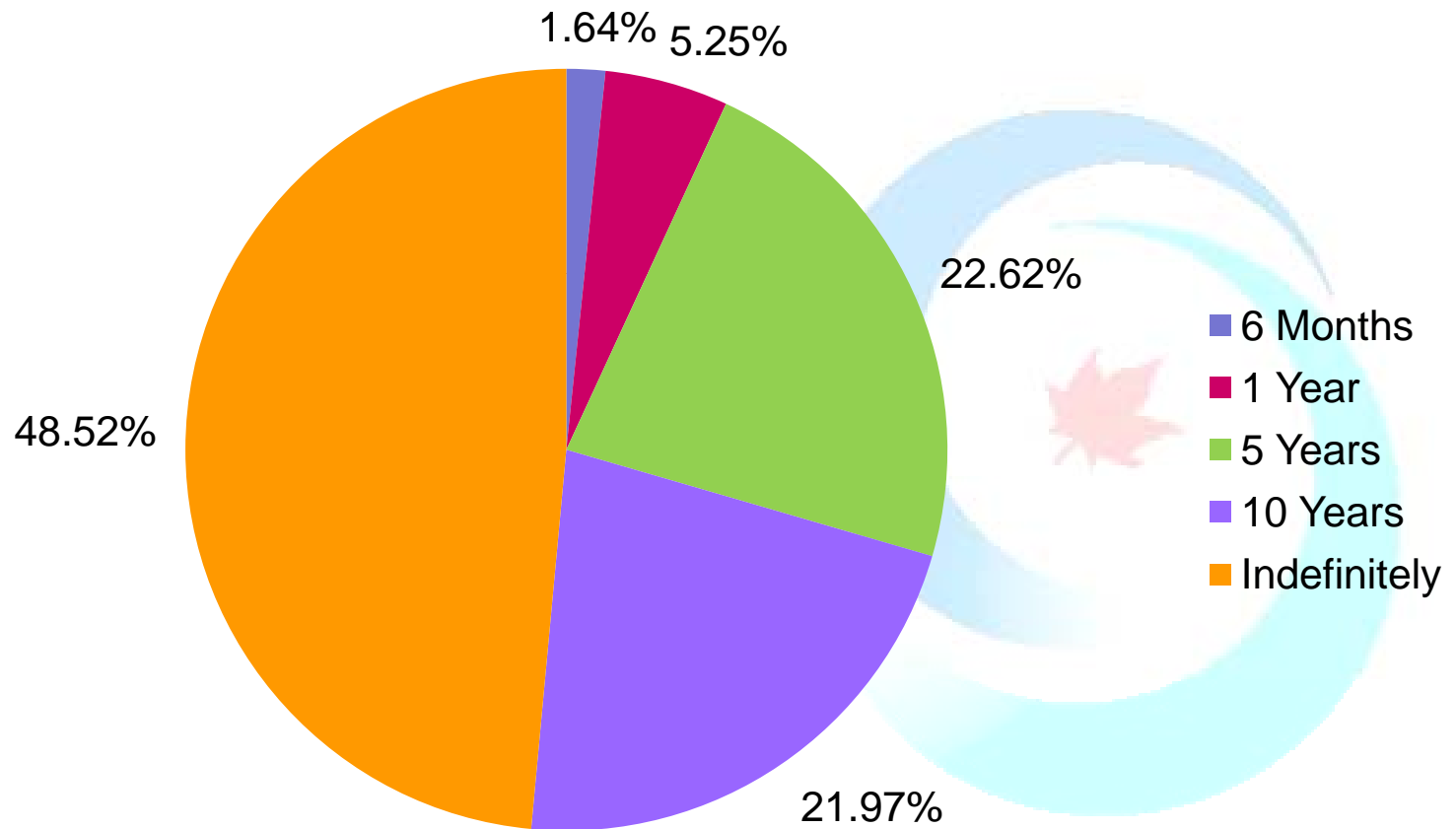
# What kinds of training do you need to help you do your job better?



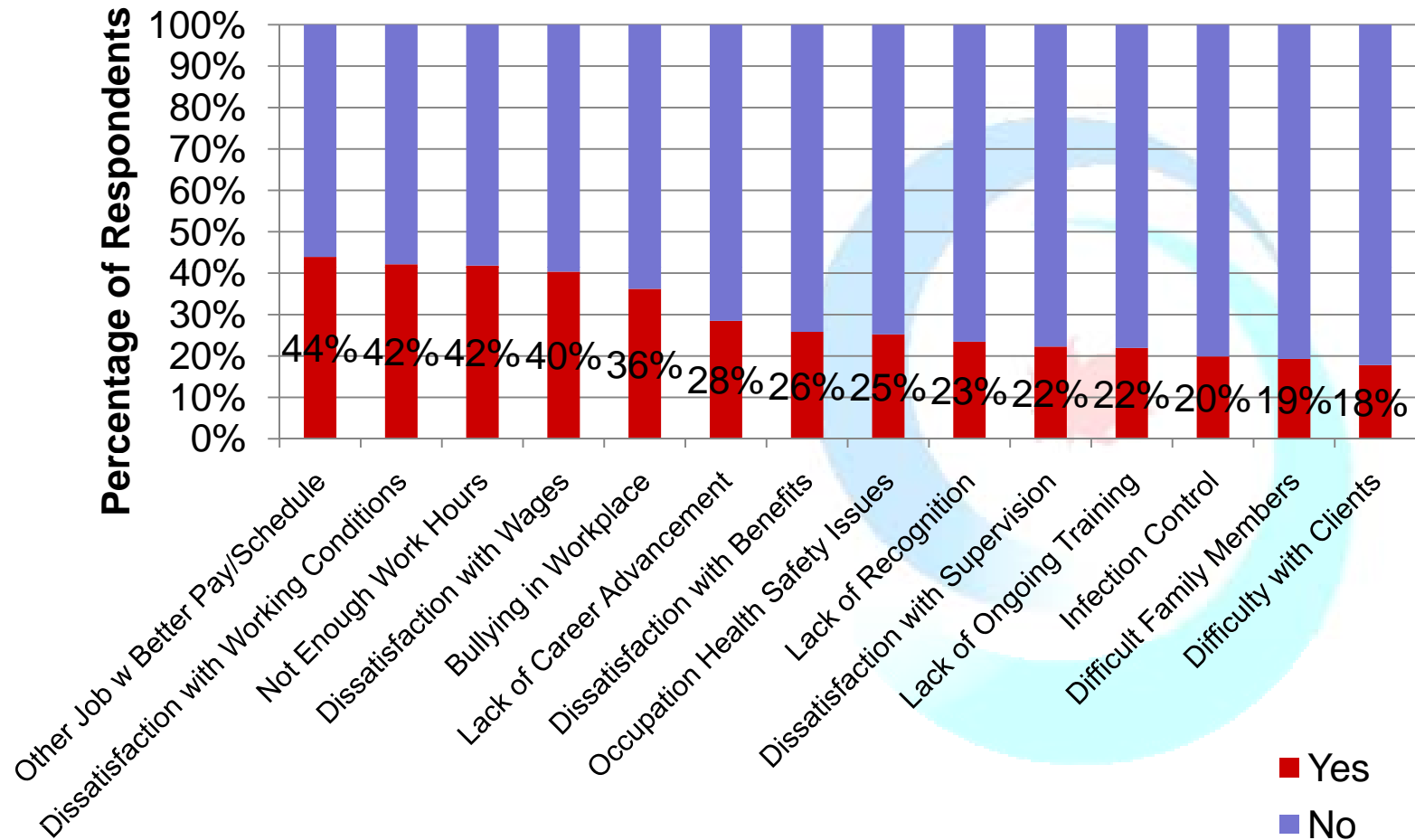
# What responsibilities are most important to a client's well being?



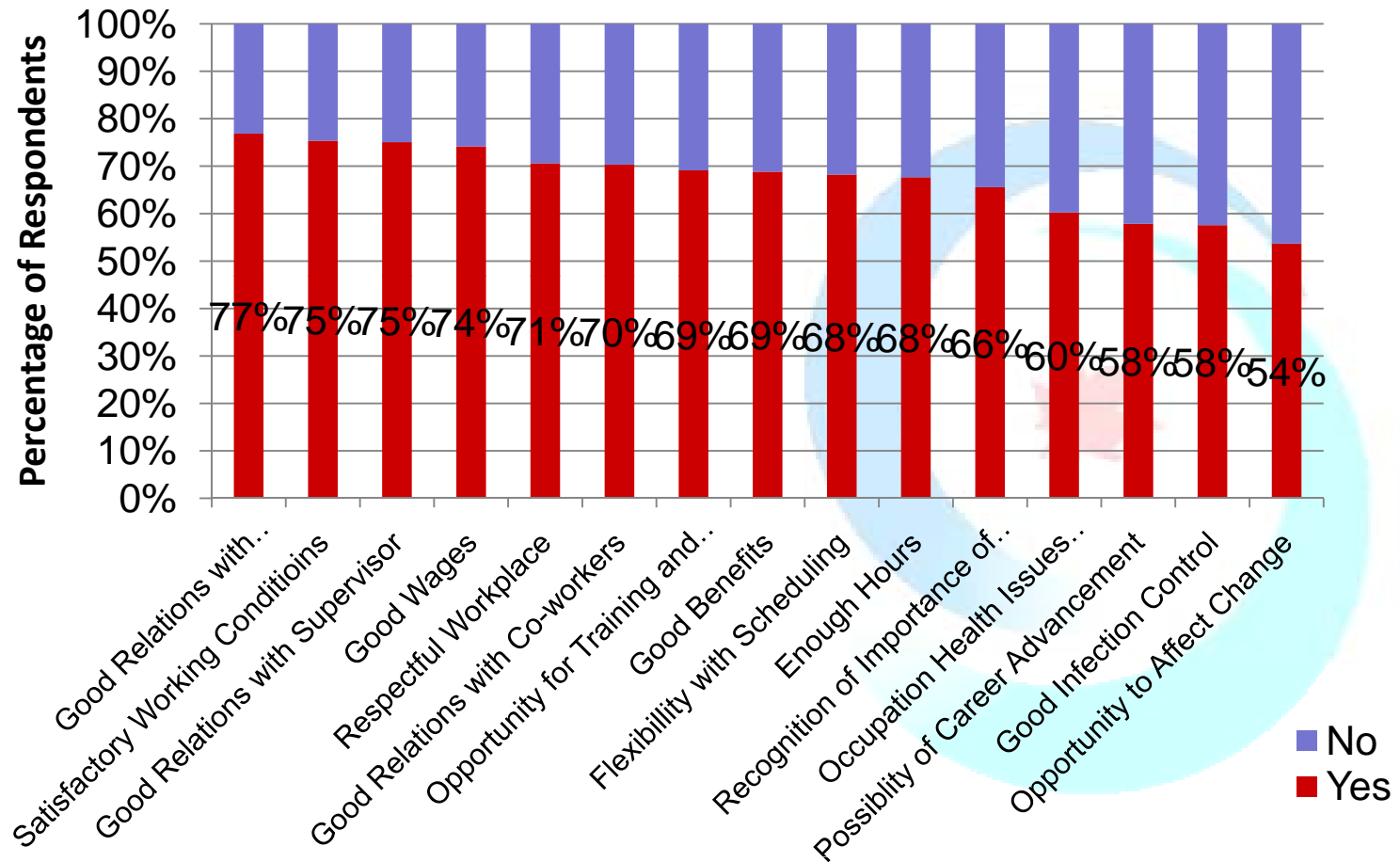
# How long do you expect to continue working as a PSW?



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



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



# Overview

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- 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



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# Moving Forward





# *Moving Forward - Enhanced Training and Education*

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- 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*

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- 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*

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- 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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