

CONTINUING CARE

BURSARY PROGRAM INFORMATION

October 2002 (as revised April 2004, February 2006 and July 2006)

CONTINUING CARE BURSARY PROGRAM

INTRODUCTION & BACKGROUND

Continuing Care faces ongoing human resource challenges in the delivery of Continuing Care services. This is particularly so in the area of personal care and support services delivered by **Continuing Care Assistants (CCA)**, formerly designated as Home Support Workers or Personal Care Workers. Difficulties in recruiting certified staff have been experienced in both urban and rural areas. The impacts of an inability to recruit and retain sufficient numbers of CCA staff are manifested in a number of ways, including wait lists for services, increased overtime costs and recruitment difficulties for Continuing Care home care service providers and long term care facilities.

BURSARY ASSISTANCE PROGRAM

Continuing Care has established a central pool of funds, which will be directed to providing bursary assistance for individuals who take a Continuing Care Assistant education program. These funds will be targeted at areas where it has been identified that, due to a shortage of trained staff, there are current or anticipated problems with the ability to deliver effective and efficient Continuing Care services. The bursary funding will be managed and disbursed by Department of Health, Continuing Care provincial office, with the planning and delivery of bursary assistance conducted through existing service providers. Assistance may be provided to partially offset tuition expenses for CCA education delivered through an approved provider and includes full-time, part-time, **Prior Learning Assessment & Recognition (PLAR)**, self-directed modules and on-line blended delivery studies. The provision of bursary funding to any individual will be contingent upon the individual agreeing to a formal return-in-service arrangement with the sponsoring service provider.

The anticipated outcomes of a Continuing Care bursary program are:

- A consistent and equitable program approach to health human resource issues in the Continuing Care sector;
- Attainment of sufficient staffing to meet service demands;
- Reduction/elimination of wait lists for home care services for both hospital and community based clients;
- Reduction in overtime expenditures for service providers; and
- An incentive for individuals, in areas experiencing recruitment difficulties, to seek CCA certification.

CONDITIONS FOR BURSARY FUNDING

- There is a demonstrated need for bursary funding arising out of one or more of the following circumstances:
 - Existing wait list for Continuing Care services due to staff shortage;
 - Excessive overtime costs due to staff shortage;
 - Projected staff shortage due to planned retirement, normal attrition, etc.; and
 - Projected growth in service demand.
- There must be dollars available in the budget.
- Bursary funding is non-portable.
- Bursary assistance must be used for an approved process to achieve Continuing Care Assistant certification.
- Bursary assistance is available to offset tuition costs only.
- Up to 10% of the bursary funding available to a service provider may be awarded to existing staff to achieve CCA certification.
- Bursary assistance is available to offset up to 70% of the total tuition costs, to a maximum of \$4,000.00 per student.
- Individual funding must be attached to a return-in-service agreement in the Continuing Care sector.
- The total bursary funding available will be dispersed by district, based on number of clients/residents. For long term care facilities this will include all licensed beds within the facilities. For home care service providers this will include all active clients plus the number of clients on the waitlist, if applicable.
- The distribution of bursary funding in each district is the responsibility of the district level committee for coordinated recruitment. The Continuing Care Assistant Program Advisory Committee has initiated these committees.
- For a service provider to be eligible to access bursary funding support, a representative of the agency or facility must participate on the district level committee for coordinated recruitment.
- Any bursary funds uncommitted by December 15th are to be returned to the Department of Health for redistribution during the current fiscal year.
- Any unexpended funds at the end of the fiscal year are to be returned to the Continuing Care Branch, of the Department of Health.

- All agencies/facilities receiving bursary funding are required to maintain records related to the bursary funding program, including the status of the individuals who were awarded bursary funding. This will assist in measuring the success and effectiveness of the bursary program.

CRITERIA FOR INDIVIDUALS TO RECEIVE BURSARY ASSISTANCE

To be eligible to receive bursary assistance, the applicant must meet one of the following criteria:

- Has not yet started the CCA program; or
- Is a conditional hire under Section 4.6 or 4.7 of Continuing Care's *Educational Requirements for Entry to Practice Policy*; or
- Is an existing employee of a Continuing Care service provider who is seeking to upgrade to certification as a Continuing Care Assistant;

And

- Must agree to a return-in-service agreement with the sponsoring provider.

PROCESS TO ESTABLISH FUNDING FOR BURSARY ASSISTANCE

(See Attachment 1 – Process Flow Chart)

1. Service Provider identifies staffing problem and develops a bursary assistance plan to address it.
2. Request presented at District Level Committee for coordinated recruitment of CCAs for review and recommendations on disbursement of bursary funding available in each respective district.
3. Proposal evaluated by District Level Committee and recommendations developed. The Committee may:
 - a. return the proposal to service provider for additional work;
 - b. recommend the proposal be approved; or
 - c. recommend the proposal not be approved.
4. District level committee forwards recommendations to CCANS/HSNSA/ NSAHO Joint Bursary Review Committee for overview and endorsement.
5. Plan submitted to Continuing Care, Department of Health provincial office, attention Donna Dill for DoH approval. Service providers will then receive written confirmation of the approved amount of bursary funding available to each provider.
6. Funding provided to service provider [for approved plans] upon submission of invoices, once return-for-service agreements signed and bursaries awarded to specific students.

7. Service provider conducts bursary assistance program.
8. Service provider reports to Continuing Care on operation and outcomes of bursary program.

Process Step 1 - Issue Identification and Solution Planning

Service providers are best placed to identify the issues and realities around staffing, which contribute to or will lead to an impaired ability to deliver continuing care services as required and planned. Service providers will know the history and details of their wait lists, the staffing and service pressures that they anticipate, as well as the particular circumstances and general employment environment in their area.

It is incumbent upon service providers to have taken all available steps to address staffing issues prior to approaching Continuing Care for assistance. This would include the exploration of opportunities for collaboration and partnership with agencies and LTC facilities facing similar challenges, and with organizations having programs in support of employment skills development such as HRDC.

Process Step 2 - Proposal for Bursary Assistance with CCA Certification

Service providers wishing to access funding for bursary assistance must submit a detailed proposal to district level committee for coordinated recruitment of CCAs, of which the service provider is a participating member. For more information on these committees contact Pam Shipley, Administrator, CCA Program Advisory committee at 1(902) 832-8526.

The proposal is to be submitted in the approved format (see Attachment 2) and must include the following elements:

- Identification of need; a description of the staffing problem, including impacts on clients and the ability to meet service demands. Demonstration of need must address considerations in the area of level of wait listed services, overtime expenditures, overtime expenditures, service hours provided, number of additional resources required, staffing pressures, and any other relevant factors;
- Summary of steps taken to date to address staffing pressure;
- Details of proposed bursary plan including:
 - projected number of bursary recipients,
 - particulars on costs to be covered,
 - applicant recruitment process,
 - how applicants will be screened to ensure suitability for employment,
 - how/where/by whom training will be delivered,
 - the number and time of placements the provider will provide.
- Details on return-in-service arrangements;
- How bursary plan will address identified staffing issue;
- Costs for program, including any administrative costs;
- Identification of any potential long term impact on service provider's budget; and

- Plan for reporting progress to Continuing Care.

Process Step 3 & 4 - Evaluation of Plan

Application for Continuing Care assistance with bursary funding will be reviewed and evaluated by the District Level Committee for coordinated recruitment of CCAs

The Committee, in evaluating any proposal, will take into consideration various factors including, but not limited to:

- completeness of information provided;
- urgency of need;
- relative priority of need;
- past practices;
- appropriateness of plan; and
- availability of funds.

The Committee may:

- return a proposal to the submitting service provider with a request for additional work;
- recommend that the proposal not be approved; and
- recommend that the proposal be approved and that funding be provided.

Committee decisions will be reached by majority vote and are final and not subject to review.

The Committee then forwards recommendations to CCANS/HSNSA/NSAHO Joint Bursary Review Committee for overview and endorsement.

Process Step 5 - DoH Approval

The plan is submitted to Continuing Care, Department of Health provincial office for DoH approval. Service providers will then receive written confirmation of the approved amount of bursary funding available to each provider.

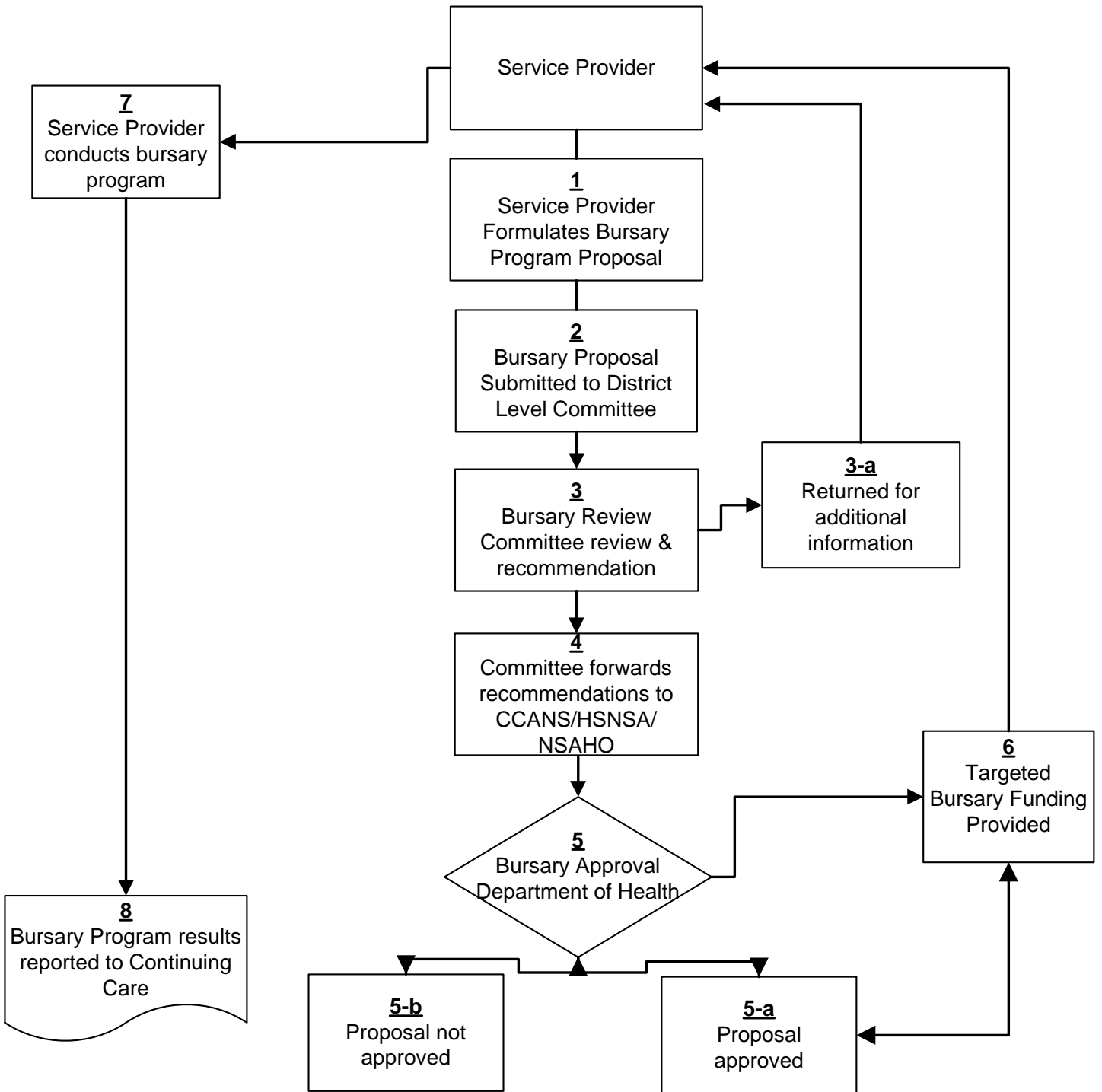
Process Step 6 - Communication & Funding

The Committee is responsible to communicate decisions to submitting service providers and to take the steps necessary to establish funding to successful applications.

Process Step 7 - Reporting

Service providers funded to administer bursary assistance are responsible to document and track use of funds provided by Continuing Care. Service providers must report to DoH, Continuing Care, on expenditures and outcomes relative to identified objectives.

ATTACHMENT 1
CONTINUING CARE BURSARY PROGRAM
Process – Flow Chart





ATTACHMENT 2

CONTINUING CARE

APPLICATION FOR ASSISTANCE WITH BURSARY FUNDING

DIRECTIONS: Please ensure that all sections are completed fully. Additional information may be attached to this form as needed or required. Forward completed application to the Chair of your district level committee for coordinated recruitment of CCAs

(for information on this committee contact Pam Shipley @1(902) 832-8526

SERVICE PROVIDER:	DATE:
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Section 1 – Description of Problem & Impacts
Home support Service hours: Total provided _____ Total wait listed _____ or Number of Licensed beds Overtime expenditures (past quarter) \$_____
Staffing Pressures _____
Detail _____

Number of new CCA staff required to rectify issues: _____

Section 2 – Remedial Steps Taken to Date

Section 3 – Bursary Program Details

Number of Bursary Seats Requested: _____

Covered Costs: Full tuition _____ Partial tuition _____

Training to be delivered by: _____

Number of student placements you will provide _____

Return-in-Service Agreement: Duration _____ **[Please attach copy]**

Detail _____

Section 4 – Summary of Bursary Program Costs

_____ X _____
Tuition cost % of tuition to be funded (max. 70%)
_____ X \$ _____ = \$ _____
Number of Bursaries request % of Cost of tuition

Other Funding Sources (e.g., HRDC Grant) \$ _____

TOTAL AMOUNT REQUESTED \$ _____

Additional detail _____

Identification

Service Provider: _____

Telephone: _____ Fax: _____

Email: _____

Signature

Date