



# Personal Care Assistant

## Frequently Asked Questions

### Q: What is a Personal Care Assistant?

A: A personal care assistant may work with individuals (usually seniors) or families in need of assistance with everyday tasks such as: shopping, cooking, housekeeping, understanding nutritional needs, evaluating the persons ability to undertake everyday decisions, and working with community agencies that may offer additional support and assistance.

### Q: Who is the employer of the Personal Care Assistant?

A: The employer could be the individual who requires the assistance or it could be an agency that assists individuals in finding someone to be the assistant.

### Q: How much does this training cost?

A: This training is being offered at **no cost** to you the participants, rather it is provided through a funding agreement with the Province of Ontario

### Q: How often will the training be offered in its different locations?

A: The sessions are ongoing and will be offered approximately every 6 weeks. The sessions will be offered in the following areas: Peterborough, Northumberland, and Lindsay area.

### Q: How long is the training?

A: Each session of training is 4- 6 weeks in length. There are 4 weeks of curriculum and then 2 weeks of on the job placement (depending on applicability as per employer requirements) (you will be assigned to work with a mentor).

### Q: Can I take parts of the training if I already am working in this field but would like to learn more about certain modules, such as Dementia or Nutrition?

A: Yes, if you are working you can enroll only in those sections that you feel will increase your value to your employer, yourself, and make it easier for you to advance your career.

### Q: Can I take this on-line training if I do not live in any of the three areas mentioned?

A: Yes, you can enroll in the training if you are already employed and would like to advance your knowledge/training to become a more valuable employee. If you are not employed, participation may depend on the area you are in and the opportunity for placement will have to be discussed during the interview.

Q: If I am unemployed or working less than 20 hours per week and not living in one of the 3 areas for training, can I still enroll?

A: Yes, you can enroll in the on-line training, but there would be very restricted availability to placements depending on your location. This will be discussed during your interview.

Q: Is there a certificate upon completion?

A: Yes, there will be a certificate offered by the Community Training and Development Centre (CTDC). The CTDC has been offering training in Personal Support Worker training and other types of training for over 22 years. The Personal Care Assistant training is also endorsed by the Advisory Committee members who represent many local agencies that support the care of seniors and the individuals seeking training.

Q: How will I learn the curriculum? Is there classroom learning or on-line supported learning with an instructor?

A: At this point in time during the COVID 19 conditions, you will be learning the curriculum on-line with the support of an instructor.

Q: Who are the instructors going to be? Are they well qualified to instruct the course?

A: Yes, we have chosen the instructors for their expertise and knowledge.

Q: How many hours of curriculum will there be every day?

A: This will vary by module, but on average there will be 3 hours of content available in a variety of formats, such as a video to watch, a discussion (drop in chat) room in the learning system, Zoom calls with the instructor, email time with the instructors, and possibly phone calls as needed.

Q: Are there supports available for childcare while taking the training?

A: Yes, supports may be available to support both licenced and unlicensed childcare.

Q: Will there be assignments and assessments?

A: Yes, there will be assignments based on readings in the curriculum, answering questions about the readings to make sure you have a good understanding of the material, and assessments, in order that you and the instructor will know what material needs to be reviewed again.

Q: What topics will be covered?

A: The following topics will be covered:

- Workplace and personal relationship building skills that are required when working with individuals, seniors, and families
- Understanding the aging process and disorders of aging

- Understanding Dementia and the assessment and referral process
- Workplace safety
- Infection control and personal protective equipment
- Nutrition
- Housekeeping
- CPR and First Aid
- Safe food handling
- 2 week placement
- Career pathways, debrief, job search strategies

Q: is there a passing grade that I must achieve?

A: Yes, we expect you to be able to achieve an understanding of at least 70% of the material. You can of course, have access to all of the curriculum that is on-line. If you have missed learning something, you can review and always ask for help in understanding a concept by contacting your instructor. We believe that this method will allow everyone the opportunity to fully understand all concepts and be well trained for any positions that might arise.

Q: Where will the placements take place?

A: The placements will coincide with the general areas as mentioned above, including home care agencies, retirement homes, individual homes, organizations working with a senior sector or vulnerable persons sector. When taking the placements you will be paid by the employer.

Q: What kind of placements are available?

A: Placements could be those that are made available through some of the advisory committee, through our Employment Ontario partners, or through placements that are found by the CTDC Labour Market Consultant, in such locations as seniors homes, private homes retirement homes, organizations working with seniors and or other vulnerable people.

Q: Can placements be flexible in the days and times?

A: Placements may be flexible as to the time of day, but if placement is arranged we would like placement to take place within a 2 week period designed in the training flow. However, we will take the lead of the placements in order to provide you with the best possible opportunity.

Q: Could I be offered a job after placement?

A: Yes, that is a possibility. There is currently a shortage of workers in this field. If you are offered a position, and accept it, you will still have access to the curriculum on-line and can complete this as you work.

Q: How do I know if I am eligible to take this training?

A: You must meet the following eligibility criteria

- Be 18 years of age or older
- Unemployed or precariously employed or working less than 20 hours per week
- Not participating in other training or education or government training intervention
- Be a resident of Ontario and legally entitled to work in Canada
- Not be employed in senior management
- Speak, read and comprehend English
- Have a clear criminal reference check and vulnerable persons screening
- Have access to a reliable car/and a valid drivers license
- Have access to internet and the ability to work on line

Q: How do I register for this training?

A: Please send an email to [personalcareassistant@ctdcleaningplace.com](mailto:personalcareassistant@ctdcleaningplace.com). Let us know that you meet the eligibility criteria and would like to enrol. We will set up an interview process with you at that time.