

Home and Personal Support Worker Survey  
March 2019

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## EXECUTIVE SUMMARY

The Home and Personal Support Worker Survey was developed to gather information on the current workforce, in order to better understand the training and education needs of Newfoundland and Labrador's Home and Personal Support Workers. The survey was available for a two-month period in November and December of 2018 and was distributed via paper and online link to approximately 10,000 Home and Personal Support Workers living in Newfoundland and Labrador.

More than twelve hundred responses were received, largely through online submissions. The majority of participants were female (92%), and at least 45 years of age (63%). Most (62%) lived in rural parts of the province and had a high school education or less (63%). Only 15% had completed a formal education program in Personal Care or Home Support, though many reported having completed job-specific training offered through their employer.

Feedback from participants was largely positive. Most (94%) felt that they had the necessary skills to perform the duties of their role and 82% were open to additional training opportunities. When asked to identify their training needs, agency, self-managed and personal care home workers requested further training in mental health and addictions to better support their clients. Up-to-date First Aid certification and further training in safe client handling and movement were also requested by many. A number of agency workers noted that there should be a requirement to have completed a Home Support Worker program through a post-secondary institution and that compensation should be commensurate with education and experience. Self-managed care workers were particularly concerned about the lack of benefits available to them when compared to their colleagues working with agencies and personal care homes.

The results of this survey highlight a need for further training in some areas (e.g., mental health and addictions) and a general willingness among workers to participate in further training opportunities. Given that the majority of workers surveyed appear to be content in their positions and most anticipated working as a Home or Personal Support Worker for at least five more years, an investment in supplementing the training of this workforce may be beneficial.

### Survey Highlights

- 71% of home and personal support workers surveyed anticipated working in the field for at least five more years; less than 4% expected to leave the field within the next 12 months.
- 62% of home and personal support workers surveyed lived in rural parts of the province.
- 15% of home and personal support workers had completed a Personal Care Attendant or Home Support Worker education program through a post-secondary institution.
- 82% of workers indicated a willingness to complete additional training.

## **1.0 INTRODUCTION**

It is estimated that approximately 10,000 individuals are employed as Home or Personal Support Workers across Newfoundland and Labrador. These workers are employed by home care agencies and personal care homes, and may also be hired directly by a client or family to provide services in a client's home.

The Home and Personal Support Worker Survey was drafted in collaboration with the Department of Health and Community Services. The intent of the survey was to describe the current workforce and to better understand the education and training needs of Home and Personal Support Workers in Newfoundland and Labrador. The survey was administered through the Newfoundland and Labrador Centre for Health Information.

## **2.0 METHODS**

Prior to the survey being distributed, a targeted communication strategy was developed to bring awareness to the survey. Written communications were shared with stakeholders, including the:

- Newfoundland and Labrador Association of Public and Private Employees (NAPE);
- Home Care Agency Association;
- Personal Care Home Association of Newfoundland and Labrador;
- The Quality Living Alliance for Seniors; and
- the four regional health authorities.

In addition to written communication, a news release was issued on November 27, 2018, by the Department of Health and Community Services to encourage Home and Personal Support Workers to complete the survey.

The survey (Appendix A) was distributed to Home and Personal Support Workers through the various associations, the regional health authorities and NAPE, and was available from November 1<sup>st</sup> to December 31<sup>st</sup> 2018. The survey was available in three formats (paper, online and telephone) and Home/Personal Support Workers were given the opportunity to complete the survey in whichever format they preferred. Attached to each survey was a letter providing information about the survey as well as a web link to the online survey and contact information for those wishing to complete the survey via telephone. A postage-paid stamped envelope was also provided with each paper survey. Paper surveys were mailed to self-managed care clients in the regions, with instructions to pass the survey along to their home support worker(s). Agencies were asked to distribute the online web link to their workers. Agency workers were also able to request a paper copy or complete the survey via telephone, if they preferred to. Altogether, 1204 completed surveys were received. The majority of responses were received through online submissions (62.3%) followed by paper (37%) and telephone (0.7%).

There are inherent challenges associated with sampling a population which is not well understood. In the case of Home and Personal Support Workers, not enough was known about the population and there was no database or list of Home and Personal Support Workers to randomly sample from. As a result, the intention was to sample as many Home and Personal Support Workers as possible, in an effort to better understand this population in terms of age, sex, regional distribution, experience and training/education.

While the distribution of survey participants by sector (agency, personal care home and self-managed care) and region was similar to what was expected, without a random sample it is not possible to state that the results obtained can be generalized to the larger population of Home and Personal Support Workers in Newfoundland and Labrador. However, the information gathered from the survey may still be used to better understand this population and to inform the direction that the Department takes with the training and education of Home and Personal Support Workers across the province.

## 3.0 RESULTS

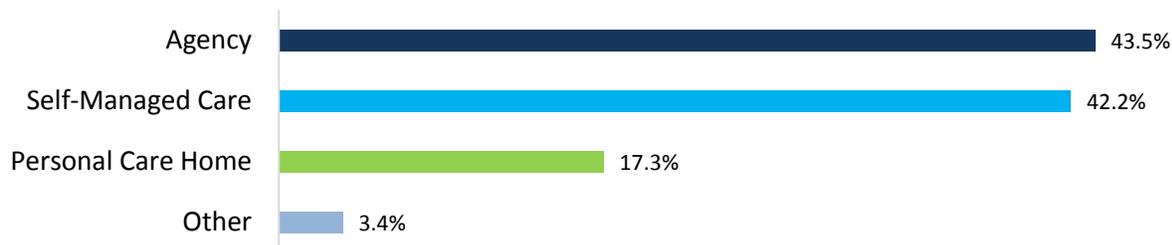
### 3.1 Survey Participation

Of the 1204 Home and Personal Support Workers who completed the survey, the majority were female (92.8%). As shown in Table 1, 63% of those who responded to the survey were aged 45 years or older, with 5% aged 65 years and older. The oldest participant was 80 years of age. While the workforce may be slightly older than average, less than 4% of all participants anticipated leaving the field of Home/Personal Support within the next 12 months and 71% anticipated working at least another five years.

**Table 1. Participation, by Age Group**

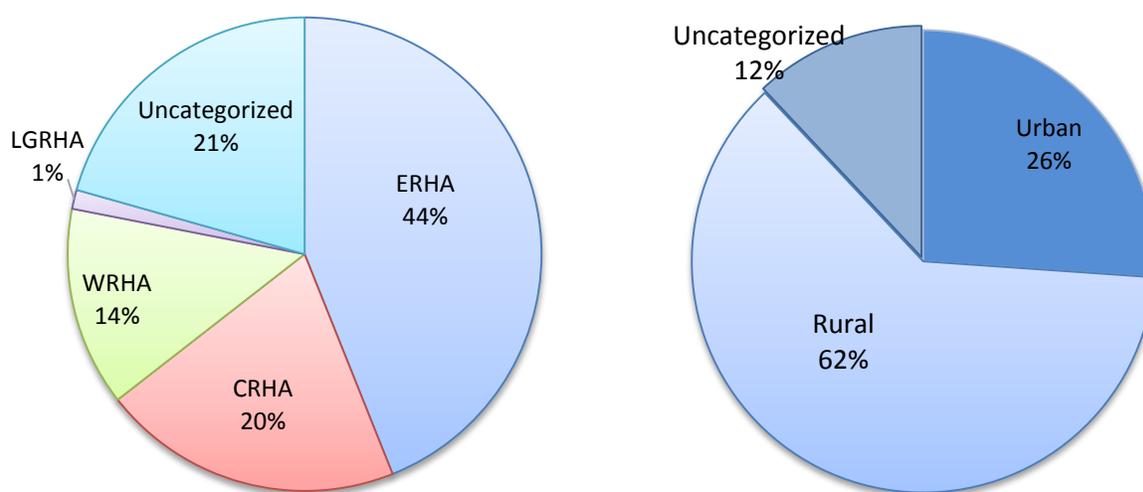
Age Range	Percentage
17-24 years	3.1%
25-34 years	12.3%
35-44 years	21.3%
45-54 years	29%
55-64 years	29.3%
65-74 years	4.7%
75 and older	0.3%

Survey participants were asked to indicate whether they worked for an agency, directly for a client through self-managed care, or worked in a personal care home. Figure 1 shows the distribution of participants, by sector. It should be noted that many participants indicated that they worked in more than one area; thus, the percentages do not add to 100%. Those who indicated “other” typically referenced Alternate Family Care, Individual Living Arrangements, or the regional health authority in which they worked.



**Figure 1. Participation, by Sector**

Figure 2 shows the distribution of responses, by regional health authority and urban/rural designation. The largest proportion of respondents indicated that they resided within the Eastern region, while 21% of cases the region could not be categorized, as the postal code corresponded to more than one regional health authority or was not provided by the participant. Nearly two-thirds of participants lived in rural areas of the province, with a further 12% unable to be categorized due to missing postal codes. While the majority of participants (91%) were born in Newfoundland and Labrador, slightly more than 1% identified as permanent residents and more than 6% were born outside of the province.



**Figure 2. Distribution of Responses, by Regional Health Authority and Urban/Rural Designation**

*Note: Postal codes were converted to urban/rural using Statistics Canada’s formula. Urban centres include: St John’s, Paradise, Mount Pearl, Conception Bay South, Portugal Cove-St Philips, Goulds, Carbonear, Torbay, Gander, Grand Falls-Windsor, Corner Brook, Stephenville and Labrador City.*

### 3.2 Hours of Work

Of the 1204 participants who completed the survey, 83% worked exclusively in home or personal support. More than half (56%) worked an average of 25 to 40 hours each week, with 17.6% reporting they worked

41 or more hours every week. A higher percentage of personal care home workers reported working 41 or more hours per week (29%), compared to those in self-managed care (15.3%) or agency staff (15%). Most participants (67%) were satisfied with the number of hours they were working each week, though 37% of agency staff and self-managed care workers reported that they would like to be working more hours. In comparison, only 12% of personal care home workers expressed a desire for more hours.

### 3.3 Conditions of Employment

Participants were asked to indicate the job requirements for their current position. Figure 3 compares the self-reported requirements across sectors.

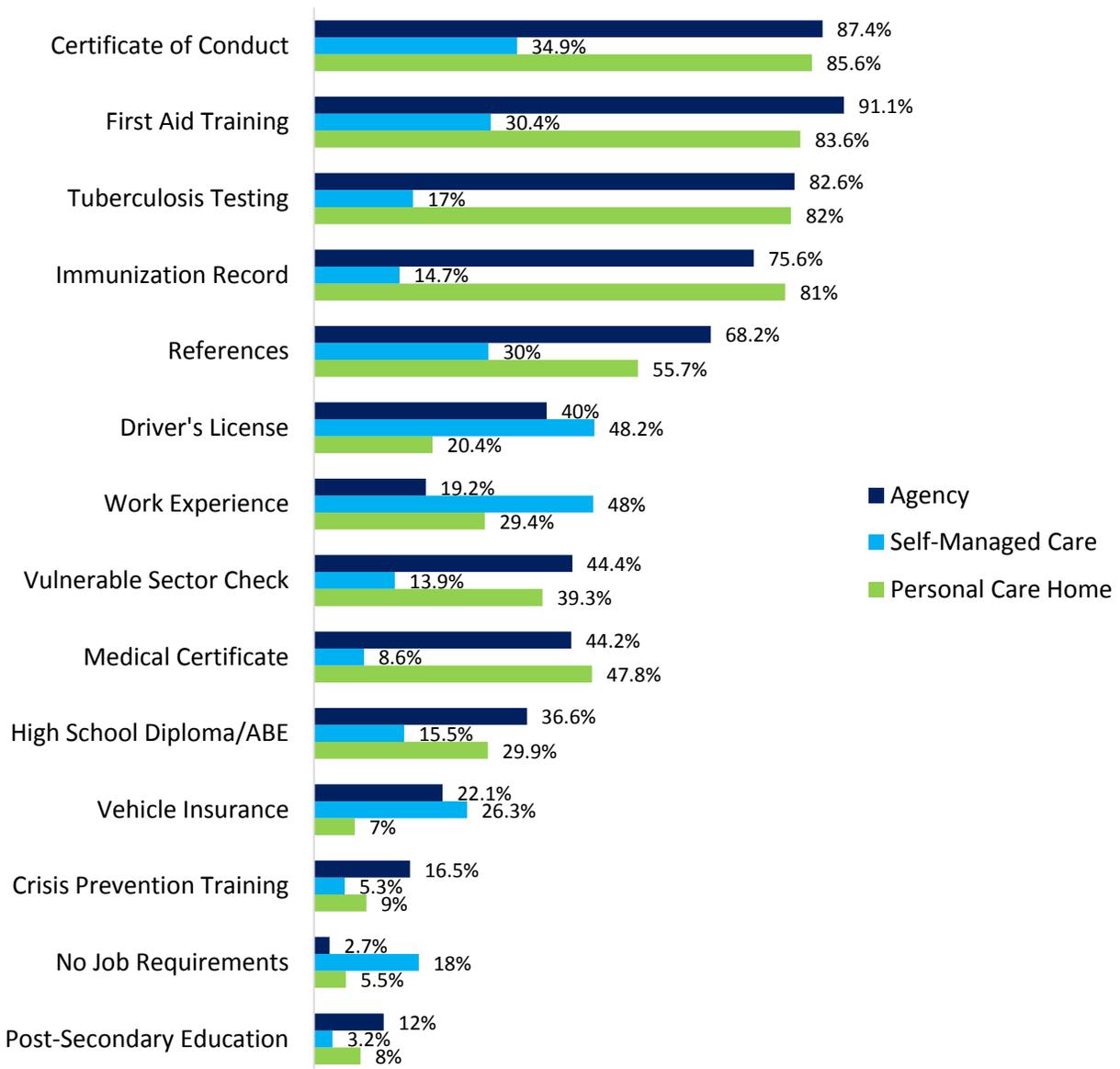


Figure 3. Self-Reported Job Requirements, by Sector

With the exception of a drivers’ license, vehicle insurance and work experience, personal care home and agency workers identified specific job requirements more often than self-managed care workers. A higher percentage of self-managed care workers reported that there were no job requirements for their current position (18%), compared to agency (2.7%) and personal care home workers (5.5%).

### 3.4 Education, Skills and Experience

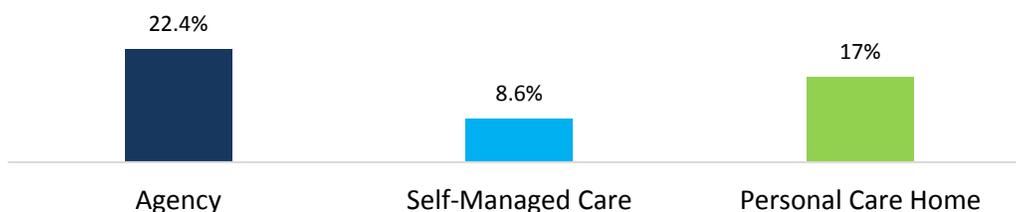
Survey participants were asked to indicate the highest level of education they had completed. Overall, 63% of participants had a high school diploma or less, with 21% having not completed high school. Those living in rural areas of the province reported lower levels of education compared to those living in urban areas. Table 2 shows the highest levels of education completed, by sector.

**Table 2. Highest Level of Education Completed, by Sector**

	Agency	Personal Care Home	Self-Managed Care
Less than high school diploma	15.4%	22.2%	24.6%
High school/ABE	38.5%	37.7%	44.6%
College Diploma or Certificate	35.4%	34.3%	26.1%
University degree	4%	3.4%	3.2%
Other	0.2%	0%	0.8%

When asked to indicate how long they had been working in the field of Home or Personal Support, 45% reported five years of experience or less. A higher percentage of self-managed care and agency workers reported having more than 15 years of experience (19% each), compared to personal care home workers (12% reported 15 or more years’ experience). More than 90% of workers in each group indicated that they felt they had all of the necessary skills to perform the job duties assigned to them.

While overall, 15.4% of participants reported having completed a Personal Care Attendant or Home Support Worker education program through a post-secondary institution, the majority were agency or personal care home workers. Figure 4 displays the percentage of agency, personal care home, and self-managed care workers who completed a Personal Care Attendant or Home Support Worker education program.



**Figure 4. Completion of Personal Care Attendant or Home Support Worker Program, by Sector**

One-quarter of those who reported having completed a Personal Care Attendant or Home Support Worker education program had completed the program within the past five years, while a further 25% had completed the program at least 20 years ago.

In addition to a Personal Care Attendant or Home Support Worker course, 10% of Home and Personal Support Workers reported other post-secondary education relevant to the healthcare industry. The most common areas reported included: nursing, medical administration and various allied health professions (e.g., dental assistant, physiotherapy). Most of those with other relevant post-secondary education were working between 25 and 41+ hours per week (75%) and reported working exclusively in Home or Personal Support (71%). Thus, it does not appear that those with relevant education in allied health or other areas related to healthcare are merely supplementing their income with part-time work in home support or personal care.

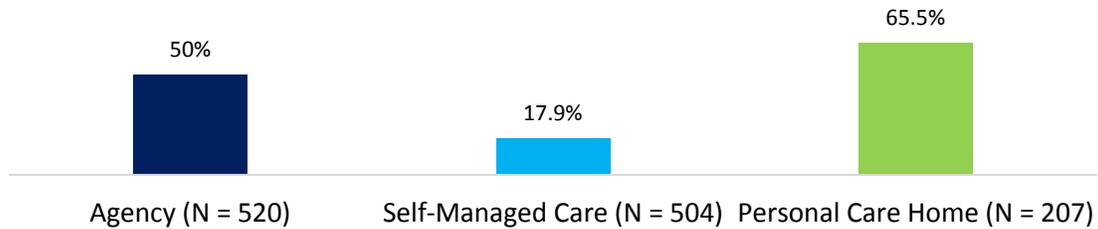
Participants were given a list of skills and were asked to indicate how important each skill was for a home/personal support worker to have. All three groups agreed that it was very important for a home or personal support worker to have the following skills:

- Understanding client needs (99% agreement overall);
- Personal care (97% agreement);
- Oral communication (92% agreement);
- Working with complex individuals (90% agreement);
- Proper nutrition (89% agreement);
- Working with families (87.4% agreement);
- Meal preparation (87% agreement); and
- Problem solving (84% agreement).

While there was general agreement on the importance of the above skills, a lower percentage of agency (66%) and self-managed care (56%) workers felt that written communication was a very important skill to have, compared to personal care home workers (83%).

### 3.5 Training

When queried as to whether their employer had ever offered them any job-specific training, results were mixed. Only one-third of those working in rural parts of the province reported being offered job-specific training by their employer, compared to almost half of those in urban areas. Figure 5 shows the percentage of workers in each sector who reported having been offered job-specific training by their employer. A lower percentage of those working in self-managed care had been offered any specific training in their role by an employer.



**Figure 5. Percentage of Workers Who Reported the Employer had Offered Job-Specific Training**

Figure 6 displays the proportion of agency, self-managed care and personal care home workers who had ever completed employer-provided training in a number of care areas.

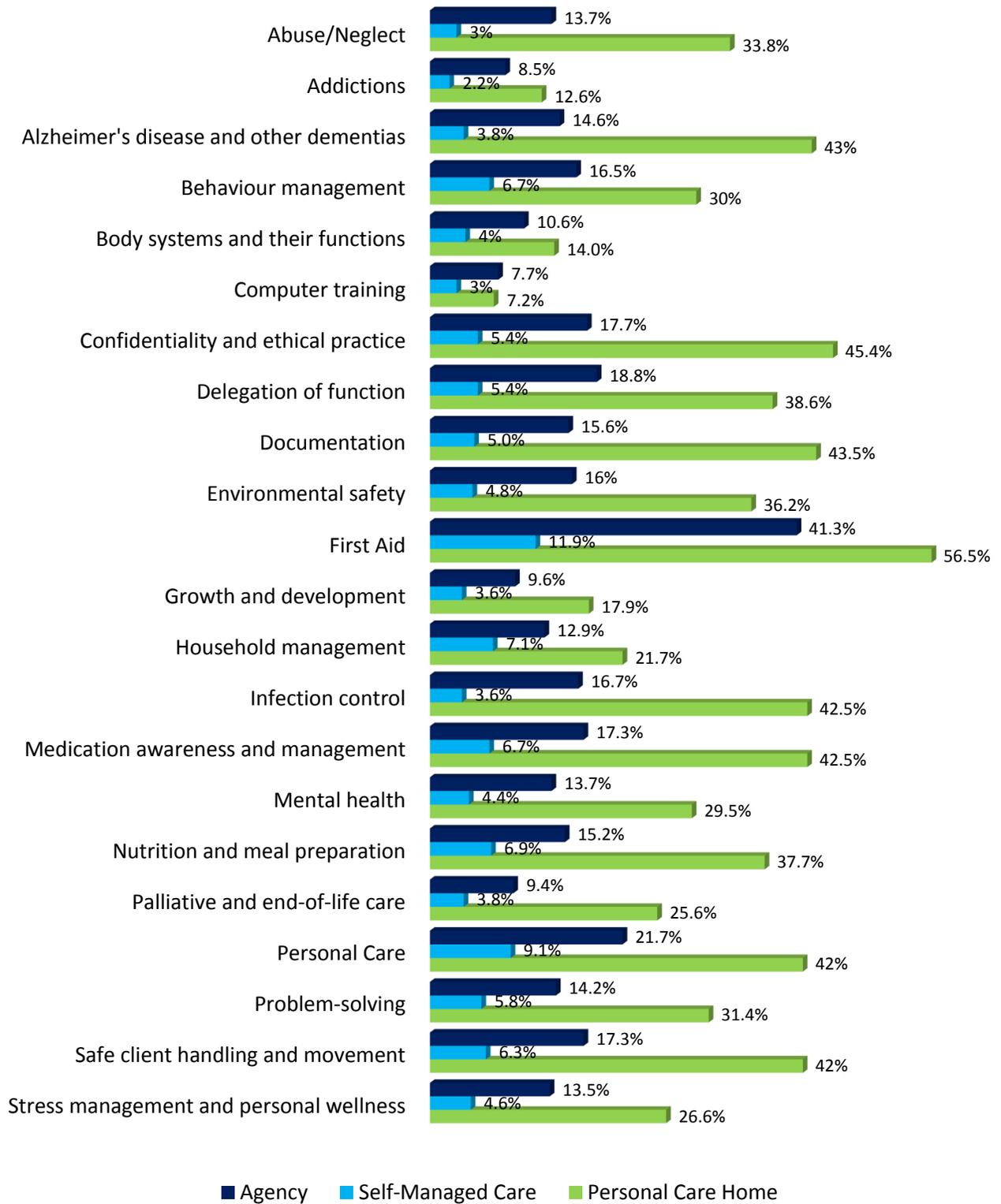


Figure 6. Self-Reported Completion of Employer-Provided Training, by Sector

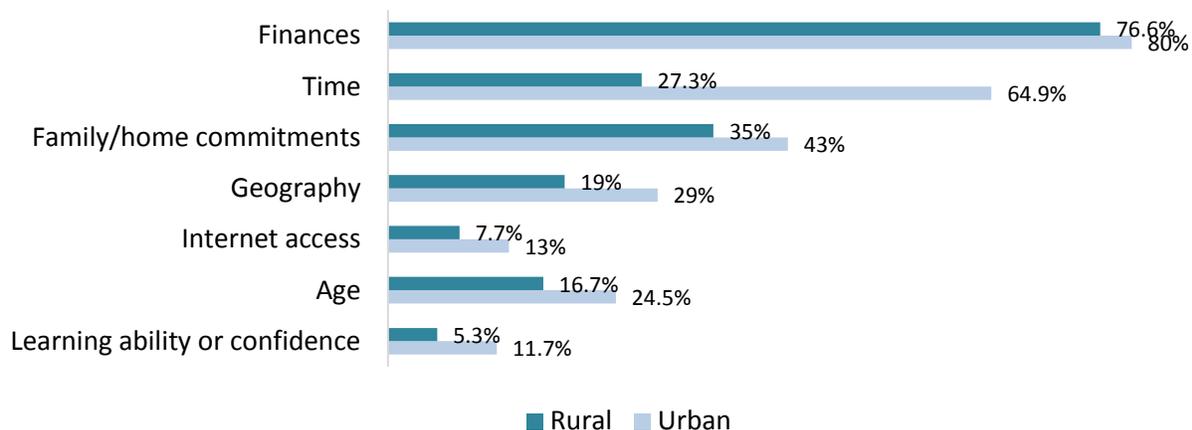
In each area, self-managed care workers reported lower levels of employer-provided training than either agency or personal care home workers. Further details on the training differences between sectors are provided in Appendix B. While the overall numbers for some types of training are lower than what might be expected, it is important to note that Figure 6 represents only employer-provided training and not courses which the worker may have completed on their own or as part of an education program.

Participants also noted areas in which they could benefit from more training. The most common training requested by agency, self-managed and personal support workers was in mental health and addictions. Other training needs identified by participants in all three sectors included:

- First Aid;
- Safe client handling and movement;
- Alzheimer’s Disease and other dementias; and
- Medication awareness and administration.

Survey participants were also asked about their willingness to complete additional training, if it were required for their position. Overall, 82% of home and personal support workers surveyed indicated that they would be “likely” or “very likely” to complete additional required training and this was consistent across agency, self-managed and personal care home workers. Classroom, online and take-home modules were equally preferred by participants, with no differences between sectors. However, older workers (65+) were more likely to prefer take home modules over online or classroom learning and to identify age as a barrier to completing further training.

Self-managed and personal care home workers were more likely to identify challenges to participating in further training, with 35% of self-managed care and 42% of personal care home workers noting one or more barriers. In comparison, only 14% of agency workers identified one or more challenges to participating in further training. A similar percentage of urban (30%) and rural (28%) participants noted barriers to further training, with the three most-common barriers reported as finances, time and family/home commitments. The barriers that were identified by participants were similar across all three sectors (agency, self-managed care and personal care home). Figure 7 displays the most common barriers identified by participants in urban and rural areas of the province.



**Figure 7. Barriers to Participating in Further Training**

Those who identified one or more barriers to participating in further training were asked about their likelihood of completing the training if the barriers were alleviated. Overall, 77.6% said that they would be “likely” or “very likely” to complete the training if supports were made available to help alleviate the identified barriers.

### 3.6 General Feedback

While feedback was generally positive, there were a number of sector-specific concerns identified by agency and self-managed care workers. Agency workers noted the discrepancy between the varying educational backgrounds of their colleagues. Those who had completed a Home Support Worker program through a post-secondary institution often expressed that it should be a requirement for all Home Support Workers. There was a perception amongst some that a job in Home Support is sometimes viewed as a temporary position, and that not everyone enters into it for the right reasons. Formal education in Home Support would ensure that all workers have the necessary skills and training to meet the diverse needs of their clients.

Self-managed care workers most often commented on the need for benefits (e.g., health, dental, and disability) and compensation comparable to that of their colleagues working for an agency. They also noted that in self-managed care, when you may be taking care of a family member or loved one, the hours sometimes far exceed the 30-40 per week that they are compensated for.

## 4.0 SUMMARY

Home and Personal Support Workers in Newfoundland and Labrador come from a wide range of backgrounds, and bring varying levels of experience and training to their positions. While only a small percentage had completed a Home Support or Personal Care program through a post-secondary institution, a number had other relevant post-secondary education in related healthcare fields, including nursing and allied health.

The results of this survey highlight a need for further training in some areas (e.g., mental health and addictions) and a general willingness among workers to participate in further training opportunities. Given that the majority of workers surveyed appear to be content in their positions and most anticipated working as a Home or Personal Support Worker for at least five more years, an investment in supplementing the training of this workforce may be beneficial.

## APPENDIX A

### Home and Personal Support Worker Survey



PROVINCIAL HOME SUPPORT PROGRAM  
HOME/PERSONAL SUPPORT WORKER SURVEY (2018)

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As a Home/Personal Support Worker, you play a valuable role in providing the necessary supports to individuals to remain in their homes and communities. The services you provide are essential to the continued success of the Provincial Home Support Program and the Personal Care Home Program.

The Department of Health and Community Services is currently reviewing the educational needs of Home/Personal Support Workers in Newfoundland and Labrador. To assist in this review, the Department of Health and Community Services is interested in hearing from Home/Personal Support Workers and has asked the NL Centre for Health Information (NLCHI) to develop a survey to better understand the training and experience of Home/Personal Support Workers in this province. Your input is very important!

The survey should take approximately 10 minutes to complete. You are free to end the survey at any time. Your participation is anonymous. If you complete the survey you will be eligible to enter your name for a prize draw. Survey responses will not be shared and only group results will be reported.

If you have any questions or concerns about this survey, or would like to complete the survey by phone, please contact:

Melody Sorenson  
Program Evaluation Consultant  
Newfoundland and Labrador Centre for Health Information  
melody.sorenson@nlchi.nl.ca  
1-833-752-6182 (toll-free)

Alternatively, you may complete this survey online by entering the following link:  
[https://www.research.net/r/Home\\_PersonalSupport](https://www.research.net/r/Home_PersonalSupport)

1. Including your current position, how long have you been working as a Home/Personal Support Worker?

- Less than one year
- 1-5 years
- 6-10 years
- 11-15 years
- More than 15 years

2. Approximately how many hours do you work each week?

- Less than 15 hours per week
- 15-24 hours per week
- 25-40 hours per week
- 41 or more hours per week

3. Are you currently working as many hours as you would like to be working?

- Yes, I am currently working as many hours as I would like to be working.
- No, I would like to be working **more** hours.
- No, I would like to be working **fewer** hours.

4. How long do you see yourself working as a Home/Personal Support Worker?

- Less than six months
- 6-11 months
- 1-2 years
- 3-5 years
- More than 5 years

Comments:

5. Which statement best describes your current employment? Choose all that apply.

- I work for an agency.
- I work for a client. The client/family hired me to work for them.
- I work in a personal care home.
- Other (please specify): \_\_\_\_\_

6. What is the highest level of education that you have completed?

- Some high school
- High School diploma/ABE certificate
- Some college
- College diploma/certificate
- Some university
- University degree
- Other (please specify): \_\_\_\_\_

7. Have you completed a Personal Care Attendant or Home Support Worker education program through a post-secondary institution?

- Yes (Year of completion: \_\_\_\_\_)
- No

8. Do you have any other post-secondary education specific to the health care industry?

- Yes (if yes, please specify): \_\_\_\_\_
- No

9. When you were hired for your current job, what were the job requirements? Please check all that apply.

- Work experience
- High school diploma/certificate
- Post-secondary education
- Certificate of conduct
- Vulnerable sector check
- Driver's license
- Vehicle insurance
- Tuberculosis testing
- First Aid training
- Immunization record
- Crisis prevention training
- References
- Medical certificate
- Other (please specify): \_\_\_\_\_

10. Do you feel that you have all of the necessary skills to perform the job duties that have been assigned to you?

- Yes
- No
- Unsure

Comments:

11. In your opinion, what are the most important abilities that a Home/Personal Support Worker should have? Please use the scale below to indicate how important you believe each ability to be.

	Very important	Somewhat important	Not important	Not relevant to the role of Home/Personal Support Worker
Working with families	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of client needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Proper nutrition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meal preparation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Written communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Oral communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problem-solving	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with Complex Individuals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please specify): _____ _____ _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. Since you began working as a Home/Personal Support Worker, has your employer offered you any job-specific training?

- Yes
- No
- Unsure or don't remember

**CONTINUE TO Q13**

**SKIP TO Q14**

**SKIP TO Q14**

13. Please indicate which training you have completed by first checking which training you have received and then indicating, for each, if they were completed within the last 5 years.

	Training was completed	Training was completed within the last 5 years
Abuse/Neglect	<input type="checkbox"/>	<input type="checkbox"/>
Addictions	<input type="checkbox"/>	<input type="checkbox"/>
Alzheimer disease and other dementias	<input type="checkbox"/>	<input type="checkbox"/>
Behaviour management	<input type="checkbox"/>	<input type="checkbox"/>
Body Systems and their Function	<input type="checkbox"/>	<input type="checkbox"/>
Computer training	<input type="checkbox"/>	<input type="checkbox"/>
Confidentiality and ethical practice	<input type="checkbox"/>	<input type="checkbox"/>
Delegation of function (e.g., a nurse demonstrating how to administer insulin)	<input type="checkbox"/>	<input type="checkbox"/>
Documentation	<input type="checkbox"/>	<input type="checkbox"/>
Environmental safety	<input type="checkbox"/>	<input type="checkbox"/>
First Aid	<input type="checkbox"/>	<input type="checkbox"/>
Growth and development	<input type="checkbox"/>	<input type="checkbox"/>
Household management	<input type="checkbox"/>	<input type="checkbox"/>
Infection control	<input type="checkbox"/>	<input type="checkbox"/>
Medication awareness and management	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health	<input type="checkbox"/>	<input type="checkbox"/>
Nutrition and meal preparation	<input type="checkbox"/>	<input type="checkbox"/>
Palliative and end-of-life care	<input type="checkbox"/>	<input type="checkbox"/>
Personal care	<input type="checkbox"/>	<input type="checkbox"/>
Problem-solving	<input type="checkbox"/>	<input type="checkbox"/>
Safe client handling and movement	<input type="checkbox"/>	<input type="checkbox"/>
Stress management and personal wellness	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>

14. Is there any additional training that you feel would be of benefit to you in your role as a Home/Personal Support Worker? If so, please describe.

15. As noted, the Department of Health and Community Services is currently reviewing the educational needs of Home/Personal Support Workers in this province. If you were required to complete additional training, how likely would you be to complete the training?

- Very likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Very unlikely

16. What types of training methods do you prefer? Check all that apply.

- Classroom
- Online modules
- Combination of classroom and online
- Take-home modules

17. Is there anything that would prevent you from participating in additional formal training?

- Yes **CONTINUE TO Q18**
- No **SKIP TO Q20**
- Unsure **SKIP TO Q20**

18. If yes, what would be the barriers to participating in additional training? Please check all that apply.

- Finances (e.g., travel costs, course materials, etc.)
- Geography
- Learning ability or confidence
- Age (e.g., retiring soon)
- Family or home commitments
- Time
- Internet Access
- Other (Please specify): \_\_\_\_\_

19. If supports were made available to help alleviate the barriers you have identified, how likely would you be to complete the training?

- Very likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Very unlikely

20. Other than your position as a Home/Personal Support Worker, do you work in another field or attend school (e.g., college)? Please check any that apply.

- No, I work exclusively as a Home/Personal Support Worker.
- Yes, I attend a post-secondary program in addition to working as a Home/Personal Support Worker.
- Yes, I have one or more other jobs, in addition to working as a Home/Personal Support Worker.

21. Do you have any additional comments?

22. Please indicate the year you were born.

23. Please indicate your gender.

- Male
- Female
- Non-binary
- Prefer not to say

24. Please provide the first three digits of your postal code.

25. What is your current citizenship status?

- Canadian Citizen, born in Newfoundland and Labrador
- Canadian Citizen, born outside of Newfoundland and Labrador
- Permanent Resident
- Non-Resident (e.g., international student, landed immigrant)
- Other (please specify): \_\_\_\_\_

**Thank you for taking the time to complete this survey. Your feedback is very important to us and will be used to help make improvements to the Home Support Program.**

**If you would like to be entered into the prize draw please complete the following page. When we receive the completed survey, your contact information will immediately be separated from your survey responses.**

**Home/Personal Support Worker Survey  
Prize Draw**

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Please check if it is alright to leave a message.

## Appendix B

### Employer-Provided Training Completed, by Sector

	Training Ever Completed	Training Completed in last 5 Years
<b>Abuse/Neglect</b>		
Agency	13.7%	7.3%
Self-Managed Care	3%	<1%
Personal Care Home	33.8%	22.7%
<b>Addictions</b>		
Agency	8.5%	4.2%
Self-Managed Care	2.2%	1.2%
Personal Care Home	12.6%	5.3%
<b>Alzheimer's Disease and other dementias</b>		
Agency	14.6%	5.8%
Self-Managed Care	3.8%	1.6%
Personal Care Home	43%	24.6%
<b>Behaviour management</b>		
Agency	16.5%	8.8%
Self-Managed Care	6.7%	2.2%
Personal Care Home	30%	17.9%
<b>Body systems and their function</b>		
Agency	10.6%	5.6%
Self-Managed Care	4%	1%
Personal Care Home	14%	7.2%
<b>Computer training</b>		
Agency	7.7%	2.7%
Self-Managed Care	3%	<1%
Personal Care Home	7.2%	3.4%
<b>Confidentiality and ethical practice</b>		
Agency	17.7%	8.3%
Self-Managed Care	5.4%	1.4%
Personal Care Home	45.4%	24.2%
<b>Delegation of function</b>		
Agency	18.8%	7.5%
Self-Managed Care	5.4%	2.8%
Personal Care Home	38.6%	19.8%
<b>Documentation</b>		
Agency	15.6%	7.5%
Self-Managed Care	5%	2%
Personal Care Home	43.5%	21.3%

	Training Ever Completed	Training Completed in last 5 Years
<b>Environmental safety</b>		
Agency	16%	6.3%
Self-Managed Care	4.8%	1.4%
Personal Care Home	36.2%	18.8%
<b>First Aid</b>		
Agency	41.3%	19.8%
Self-Managed Care	11.9%	4%
Personal Care Home	56.5%	28%
<b>Growth and development</b>		
Agency	9.6%	4.6%
Self-Managed Care	3.6%	1%
Personal Care Home	17.9%	13%
<b>Household management</b>		
Agency	12.9%	5%
Self-Managed Care	7.1%	2.2%
Personal Care Home	21.7%	11%
<b>Infection control</b>		
Agency	16.7%	6.7%
Self-Managed Care	3.6%	1.2%
Personal Care Home	42.5%	20.8%
<b>Medication awareness and management</b>		
Agency	17.3%	8.8%
Self-Managed Care	6.7%	2.6%
Personal Care Home	42.5%	19.8%
<b>Mental health</b>		
Agency	13.7%	7.3%
Self-Managed Care	4.4%	<1%
Personal Care Home	29.5%	18.4%
<b>Nutrition and meal preparation</b>		
Agency	15.2%	6.5%
Self-Managed Care	6.9%	2%
Personal Care Home	37.7%	18.8%
<b>Palliative and end-of-life care</b>		
Agency	9.4%	3.3%
Self-Managed Care	3.8%	1.8%
Personal Care Home	25.6%	13%
<b>Personal care</b>		
Agency	21.7%	7.1%
Self-Managed Care	9.1%	1.8%
Personal Care Home	42%	18.8%
<b>Problem-solving</b>		
Agency	14.2%	6%
Self-Managed Care	5.8%	1.2%
Personal Care Home	31.4%	15.4%

	<b>Training Ever Completed</b>	<b>Training Completed in last 5 Years</b>
<b>Safe client handling and movement</b>		
Agency	17.3%	7.7%
Self-Managed Care	6.3%	2.4%
Personal Care Home	42%	21.3%
<b>Stress management and personal wellness</b>		
Agency	13.5%	5.8%
Self-Managed Care	4.6%	1%
Personal Care Home	26.6%	16.9%



Newfoundland and Labrador Centre for Health Information  
[www.nlchi.nl.ca](http://www.nlchi.nl.ca)  
70 O'Leary Avenue, St. John's, NL A1B 2C7