

# Key Research Findings

This analysis was based on the pre-determined criteria and measures listed below:

Section	Description	Measures
<b>Student Demand</b>	<p>Includes an assessment of OCAS (2007 - 2011) enrolment data at other colleges in terms of mean growth rate with a specific focus on Fleming's direct competitors where appropriate (Georgian, Sheridan, Seneca and Durham)</p> <p>Trends in certificate, diploma, degree, apprenticeship and continuing education (where available).</p> <p><b>Click Below to Access Full Source Document:</b>  <a href="#">Fall Enrollment Trend</a></p>	<ul style="list-style-type: none"> <li>● Strong = Fleming enrolment growth is outpacing system and is equal to or greater than 3%</li> <li>● Moderate = Fleming enrolment growth is equivalent to system demand and is between 1.0 to 2.9%</li> <li>● Weak = Fleming enrolment growth is less than the system demand and is less than 1%</li> </ul>
<b>Labour Market</b>	<p>Includes projected employment rate growth based on a consolidation of various Ontario, Canadian, and US sources including HRSDC, Sector Council Reports US Bureau of Labour Statistics, and the MTCU Employment Profile.</p>	<ul style="list-style-type: none"> <li>● Strong = Between 5-6 positive labour market indicators</li> <li>● Moderate = Between 3-5 positive labour market indicators</li> <li>● Weak = Between 1-2 or no positive labour market indicators</li> </ul>
<b>Competitive Analysis</b>	<p>Includes the number of actual colleges offering the program as well as the ratio of applications to acceptances at Fleming compared to other colleges and specific comment about Fleming's direct competitors where appropriate (Georgian, Sheridan, Seneca and Durham)</p> <p><b>Click Below to Access Full Source Document:</b>  <a href="#">Fall Conversion Report</a></p>	<ul style="list-style-type: none"> <li>● Strong = Fleming conversion ratio is greater than 2 below the system</li> <li>● Moderate = Fleming conversion ratio is 1 above, below or equal to the system</li> <li>● Weak = Fleming conversion ratio is greater than 2 above than the system</li> </ul>
<b>Financial Analysis</b>	<p>Includes a review of Contribution to Overhead (CTO) for existing programs (2010-11)</p> <p><b>Click Below to Access Full Source Document:</b>  <a href="#">Costing Analysis</a></p>	<ul style="list-style-type: none"> <li>● Strong = CTO is greater than 35%</li> <li>● Moderate = CTO is between 30 - 34%</li> <li>● Weak = CTO is between 20 – 30%</li> </ul> <p><b>No Contribution = 19% or less</b></p>

# Key Research Findings

<b>Key Performance Indicators</b>	Includes KPI trends from the Key Performance Indicator Summary 5 Year Historical Overview KPI Data from Reporting Years 2008-2012.  <b>Click Below to Access Full Source Document:</b> <a href="#">Key Performance Indicators</a>	<ul style="list-style-type: none"> <li>● Strong = Above system average in 6-7 indicators</li> <li>● Moderate = Above system average in 3-5 indicators</li> <li>● Weak = Above system average in 0-2 indicators.</li> </ul>
<b>Resource Analysis</b>	Requires school level assessment regarding space, technology, capital equipment and human resources. Recommendations from recent Program Review Reports included here	

# Key Research Findings

## Personal Support Worker (41469)

### Student Demand<sup>1</sup>

- **STRONG**

The following information consists of OCAS yearly student fall registration data as well as a mean growth rate and average student registration for each program under these categories:

#### Certificate

- Fleming's mean growth rate (**14%**) is above the system (**10%**)
- La Cite has the largest growth over 5 years with **39%**
- Confederation has the largest growth rate of **41%** however it is a new program that started in 2009

#### Certificate

Program: 41469 - PERSONAL SUPPORT WORKER														
	2007 2008 % Change (07-08)			2008 2009 % Change (08-09)			2009 2010 % Change (09-10)			2010 2011 % Change (10-11)			% Mean Growth Rate (07-11)	5 Year Average Reg. Students
ALGONQUIN	80	74	-8	74	88	19	88	92	5	92	95	3	5	86
CAMBRIAN	28	28	0	28	38	36	38	51	34	51	53	4	18	40
CENTENNIAL	19	21	11	21	28	33	28	39	39	39	44	13	24	30
COLLÈGE BORÉAL	12	7	-42	7	12	71	12	21	75	21	20	-5	25	14
CONESTOGA	34	44	29	44	72	64	72	82	14	82	98	20	32	66
CONFEDERATION					45		45	42	-7	42	79	88	41	55
DURHAM	35	31	-11	31	37	19	37	40	8	40	36	-10	2	36
FANSHAWE	81	68	-16	68	52	-24	52	70	35	70	55	-21	-7	65
FLEMING	43	42	-2	42	76	81	76	69	-9	69	61	-12	14	58
HUMBER	25	39	56	39	41	5	41	83	102	83	63	-24	35	50
LA CITÉ COLLÉGIAL	11	25	127	25	27	8	27	20	-26	20	29	45	39	22
LAMBTON	59	62	5	62	74	19	74	74	0	74	64	-14	3	67
MOHAWK	70	72	3	72	85	18	85	83	-2	83	88	6	6	80
NIAGARA	33	31	-6	31	33	6	33	34	3	34	50	47	13	36
NORTHERN	29	58	100	58	69	19	69	62	-10	62	47	-24	21	53
SAULT	37	39	5	39	40	3	40	38	-5	38	41	8	3	39
SHERIDAN	31	28	-10	28	31	11	31	24	-23	24	28	17	-1	28
ST. CLAIR	114	117	3	117	138	18	138	133	-4	133	132	-1	4	127
ST. LAWRENCE	62	72	16	72	79	10	79	94	19	94	71	-24	5	76
Total	803	858	7	858	1065	24	1065	1151	8	1151	1154	0	10	1006

<sup>1</sup> Registration data obtained from the Program Counts by Applicant Type Report (RPT0050P) in the OCAS Reporting and Analytics Cube December 7, 2011. Some programs/colleges may not be included because they were missing MCU codes in the OCAS dataset Prepared by Fleming Data Research (07-2012)

# Key Research Findings

<b>Labour Market</b>	• <b>STRONG</b>
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## Employment Ontario<sup>2</sup>

### Visiting Homemakers, Housekeepers, and Related Occupations (NOC – 6471)

- Employment Ontario Rating (2009-2013): **Average**
- Education and Training:
  - Certification is available to PSW's in Ontario, but is voluntary<sup>3</sup>
  - "Some secondary school education is usually required. Childcare or home management experience may be required. Visiting homemakers may require college or other courses in home support. First-aid certification may also be required."
- Demand:
  - "An ageing and longer lived population will increase the demand for home-care workers. Additional employment opportunities may also result from the restructuring of health services by moving patients out of hospitals and nursing care facilities sooner. Shorter hospital stays will also increase the reliance of home care workers for all ages. In addition, advances in technology enable many forms of treatment to be administered at home thereby increasing the need for home support workers. Elderly people without serious medical needs but who require assistance with daily tasks and household chores may hire the services of these workers in order to continue to live at home."
  - "Since home support work is often emotionally and physically demanding with below average pay, a significant number of job openings will be created each year due to attrition."

## HRSDC<sup>4</sup>

### Visiting Homemakers, Housekeepers, and Related Occupations (NOC – 6471)

- Job Openings (2011/2020): **165,000**
- Job Seekers(2011/2020): **158,109**
- Post-Secondary Education Graduates: **73,900**
- "The vast majority of job openings will be due to retirements. The retirement rate in this occupation is considerably above average. Workers in this occupation are older than in other occupations, and they generally take their retirement a little earlier. Expansion demand will be responsible for only 12% of job openings."

<sup>2</sup>"6471 Visiting Homemakers, Housekeepers and Related." *Employment Ontario*.N.p., 2009. Web. 18 June 2012. <[http://www.tcu.gov.on.ca/eng/labourmarket/ojf/pdf/6471\\_e.pdf](http://www.tcu.gov.on.ca/eng/labourmarket/ojf/pdf/6471_e.pdf)>.

<sup>3</sup>"New! PSW Certification Personal Support Worker Professional, PSWp." *Personal Support Network of Ontario*.N.p., n.d. Web. 18 June 2012. <<http://www.psno.ca/overview.html>>.

<sup>4</sup>"Childcare And Home Support Workers (647)." *Human Resources and Skills Development Canada*.N.p., 18 June 2012. Web. 18 June 2012. <<http://www23.hrsdc.gc.ca/occupationsummarydetail.jsp?&tid=83>>.

# Key Research Findings

## US Bureau of Labour<sup>5</sup>

### Home Health and Personal Care Aides (SOC – 39-9021)

- Employment Growth : **Increase 69%**
  - **1,878,700 (2010) to 3,191,900 (2020)**
- “As the baby-boom population ages and the elderly population grows, the demand for home health and personal care aides to provide assistance and companionship will continue to increase. Older clients often have health problems and need some help with daily activities.”
- “Elderly and disabled clients increasingly rely on home care as a less expensive alternative to nursing homes or hospitals. Clients who need help with everyday tasks and household chores, rather than medical care, can reduce their medical expenses by returning to their homes.”
- “Another reason for home care is that most clients prefer to be cared for in their homes, where they are most comfortable. Studies have found that home treatment is often more effective than care in a nursing home or hospital.”

## Sector Council Report

Personal Support Worker Registry to be implemented in summer of 2012<sup>6</sup>

### “PRINCIPLES TO GUIDE A PERSONAL SUPPORT WORKER (PSW) REGISTRY IN ONTARIO”

- **“INTRODUCTION:** The launch of a provincial registry of Personal Support Workers in Ontario has the potential to improve protection for seniors and vulnerable populations and to help drive improvements in quality care by supporting appropriate training for PSWs.”
- “The province can ensure the registry is launched successfully and fulfills its potential by learning from the experience of other jurisdictions, drawing on the expertise and capacity of stakeholders, and observing ten key principles.”
- “In order to ensure stakeholder buy-in and clarity of objectives, it is essential there be a clear definition at the outset of who the registry represents, as well as its purpose and authority. It is recognised that public protection is important, but not to the detriment of the rights of personal support workers.”
- **“PRINCIPLE ONE:** The Registry will support and facilitate the involvement of consumers (including clients and their informal caregivers) and Personal Support Workers in the development of the registry. These important stakeholders will have a strong role in the Registry’s governance and setting of PSW educational standards and core competencies.”

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<sup>5</sup>Bureau of Labor Statistics, U.S. Department of Labor, Occupational Outlook Handbook, 2012-13 Edition, Home Health and Personal Care Aides, Web.<http://www.bls.gov/ooh/healthcare/home-health-and-personal-care-aides.htm>, June 18, 2012.

<sup>6</sup>“PRINCIPLES TO GUIDE A PERSONAL SUPPORT WORKER (PSW) REGISTRY IN ONTARIO.” *psno.ca*. N.p., 20 June 2011. Web. 18 June 2012.  
<[http://www.psno.ca/uploads/1/0/1/9/10197937/principles\\_to\\_guide\\_psw\\_registry\\_june\\_20\\_2011.pdf](http://www.psno.ca/uploads/1/0/1/9/10197937/principles_to_guide_psw_registry_june_20_2011.pdf)>.

## Key Research Findings

- **“PRINCIPLE TWO:** Registration should be mandatory for any individual in the province of Ontario wishing to work as a personal support worker. Initially all service providers that receive provincial funding to deliver personal support will be required to verify employees are registered if they are providing personal support after a target date. Service providers under the Direct Funding Program for Persons with Physical Disabilities are exempted from this requirement.”
- **“PRINCIPLE THREE:** All current employees of service providers that receive provincial funding – and have therefore demonstrated an ability to meet provincial quality requirements - will be “grandparented”, meaning they will be automatically eligible if they currently provide personal support and register by the target date.”
- **“PRINCIPLE FOUR:** The experience of other jurisdictions shows that a registry can be effectively launched if supported by a targeted communications plan that clearly articulates the first three principles to employers, employees, and consumers while offering personal support workers recognition. Stakeholder consultations and the setting of benchmarks will also enable a successful implementation.”
- **“PRINCIPLE FIVE:** There may be a grace period after the prescribed grandparenting period. This means that after the target date, the registry may announce grace periods of 30/60/90 days to allow time to complete registration of all employees. The Direct Funding Program for persons with physical disabilities is exempt from this requirement.”
- **“PRINCIPLE SIX:** There will be a mechanism for the reporting of **evidence-based** disciplines and dismissals for reasons of theft or abuse or breach of trust or neglect of care recipients. This will trigger immediate suspension of registration. Appeals will be heard by a provincial mediator from a pre-approved list. If there are allegations of wrongdoing, an administrative note could be added to the person’s record, but that information would not appear publicly until such time the allegations have been proven.”
- **“PRINCIPLE SEVEN:** After the grace period, new registrants shall be required to show proof they have successfully completed a personal support worker program that is accredited, or registered for accreditation.”
- **“PRINCIPLE EIGHT:** For Ontarians who rely on respite and self-directed care – such as caregivers of children with special needs or adults with physical disabilities - the registry will facilitate access to qualified providers of appropriate respite and self-directed care as well identify those that have professional liability insurance.”
- **“PRINCIPLE NINE:** The qualifications required of new registrants as well as the overall functioning of the registry will be reviewed annually. Program standards will also be reviewed to take account of evidence-based best practice, such as innovations in training PSWs in dementia awareness and self-directed care.”
- **“PRINCIPLE TEN:** Government will work quickly to incorporate any review of education, training, and certification of PSWs into the development of the PSW registry. Any work on educational standards, core competencies or credentials will be done in partnership with stakeholders.”

## Key Research Findings

- **“PRINCIPLE ELEVEN:** The registry will be publicly-funded, independently hosted, and governed in the public interest. There will be an ongoing evaluation of the Registry. The registry will support a key role for stakeholder governance, which will include geographic representation.”
- “In 2009, the Canadian Research Network for Care in the Community (CRNCC) collaborated with the Personal Support Network of Ontario (PSNO) and the Ontario Community Support Association (OCSA) to conduct a survey of Personal Support Workers (PSWs) to gauge their attitudes on issues of importance to the profession. This survey asked participants a broad range of questions about:
  - Demographic Backgrounds
  - Education
  - Training And Career Opportunities
  - Challenges To Meeting Client Needs
  - Attitudes Toward Cultural Competency
  - Their Feelings About What Is Most Important In Their Job
  - Employer Relations
  - Incidences Of Workplace Violence
  - Harassment And Bullying”

See: [here](#) for the complete survey results.<sup>7</sup>

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<sup>7</sup> "Ontario Personal Support Workers in Home and Community Care: CRNCC/PSNO Survey Results." *Canadian Research Network for Care in the Community*. N.p., n.d. Web. 18 June 2012. <<http://www.crncc.ca/knowledge/factsheets/pdf/InFocus-Ontario%20PSWs%20in%20Home%20and%20Community%20Care.pdf>>.

# Key Research Findings

## Employment Profile<sup>8</sup>

In 2010-2011, **33.4%** of graduates were employed in a full time position which related to this program of study provincially

Nursing Related					
<b>Total Graduates:</b>	5,224	<b>Total Graduates in Survey:</b>	3,643	<b>Response Rate:</b>	71.7%
<small>594 graduates were reported after the survey window had closed. While program information for these graduates has been included wherever possible, these graduates are not included in survey results, such as response rates.</small>					
Programs in Nursing Related					
Programs	Duration	Total Grads	Total in Survey	Total in Labour Force	Colleges
Bridging To University Nursing	Post Diploma	192	133	58	Centennial, George Brown
Clinically Intensive Orientation To Nursing In Ontario	Post Diploma	4	3	3	Algonquin
Orientation To Nursing In Ontario For Practical Nurses	1 Year	5	4	3	Algonquin
Personal Support Worker	1 Year	2,088	1,478	1,279	Algonquin, Borsdal, Cambrian, Canadore, Centennial, Conestoga, Confederation, Durham, Fanshawe, George Brown, Georgian, Humber, La Cité, Lambton, Loyalist, Mohawk, Niagara, Northern, Sault, Sheridan, Sir Sandford Fleming, St. Clair, St. Lawrence
Practical Nursing	2 Years	2,566	1,786	1,599	All 24 colleges
Registered Nurse – Critical Care Nursing	Post Diploma	194	116	114	Durham, George Brown, St. Lawrence
Registered Nurse – Emergency Nursing	Post Diploma	2	–	–	Georgian
Registered Nurse – Occupational Health Nursing	Post Diploma	27	22	21	St. Lawrence
Registered Nurse – Oncology Nursing	Post Diploma	6	4	4	Georgian
Registered Nurse – Operating Room	Post Diploma	49	36	35	Centennial, Fanshawe, Georgian, George Brown
Registered Nurse – Perinatal Nursing	Post Diploma	50	38	35	George Brown
Registered Practical Nurse – Administration Of Medications	Post Diploma	35	20	20	Sault
Registered Practical Nurse – Operating Room	Post Diploma	3	3	3	Fanshawe
Registered Practical Nurse – Psychiatric Nursing	Post Diploma	3	–	–	St. Lawrence

<sup>8</sup>"Employment Profile." Ontario. N.p., 2011. Web. 19 July 2012.  
<<http://www.tcu.gov.on.ca/pepg/audiences/colleges/serials/eprofile09-10/profile10.pdf>>.



# Key Research Findings

## Nursing Related

### Summary of Survey Data

	Program Cluster	All Programs
Survey Population	3,643	50,622
Labour Force Participation	87%	74%
<b>Employment Rate<sup>a</sup></b>	<b>88%</b>	<b>83%</b>
Employed Part-time <sup>a</sup>	28%	18%
Employed Full-time <sup>a</sup>	59%	65%
<b>Average Annual Earnings – Total</b>	<b>\$39,716</b>	<b>\$33,199</b>
Average Annual Earnings – Female	\$39,604	\$31,897
Average Annual Earnings – Male	\$40,618	\$34,607
Graduate Satisfaction	90%	79%
Employer Satisfaction	94%	93%

a. As a percentage of graduates in the labour force.

### Graduate Outcomes for Program Cluster (as a percentage of all respondents)



### Top Five Industries of Employment

	#	%
Nursing and Residential Care Facilities	1,075	40.9%
Hospitals	686	26.1%
Ambulatory Health Care Services	326	12.4%
Social Assistance	188	7.2%
Food Services and Drinking Places	59	2.2%

### Top Five Occupational Categories

	#	%
Licensed Practical Nurses	963	36.4%
Visiting Homemakers, Housekeepers and Related Occupations	718	27.1%
Registered Nurses	337	12.7%
Nurse Aides, Orderlies and Patient Service Associates	209	7.9%
Retail Salespersons and Sales Clerks	46	1.7%

## Nursing Related

## Summary of Graduate Outcomes by Program

	Full-time Employed, Program Related		Full-time Employed, Program Unrelated		Part-time Employed, Program Related		Part-time Employed, Program Unrelated		Unemployed		Not in Labour Force	
	#	%	#	%	#	%	#	%	#	%	#	%
Bridging To University Nursing	20	15.0	20	15.0	10	7.5	7	5.3	1	0.8	75	56.4
Personal Support Worker	494	33.4	172	11.6	396	26.8	82	5.5	135	9.1	199	13.5
Practical Nursing	868	48.6	99	5.5	302	16.9	78	4.4	252	14.1	187	10.5
Registered Nurse – Critical Care Nursing	98	84.5	5	4.3	9	7.8	–	–	2	1.7	2	1.7
Registered Nurse – Occupational Health Nursing	15	68.2	3	13.6	2	9.1	1	4.5	–	–	1	4.5
Registered Nurse – Operating Room	20	55.6	8	22.2	5	13.9	–	–	2	5.6	1	2.8
Registered Nurse – Perinatal Nursing	33	86.8	1	2.6	–	–	–	–	1	2.6	3	7.9
Registered Practical Nurse – Administration Of Medications	17	85.0	1	5.0	1	5.0	1	5.0	–	–	–	–
<b>All Programs in Cluster*</b>	<b>1,565</b>	<b>43.1</b>	<b>309</b>	<b>8.5</b>	<b>725</b>	<b>20.0</b>	<b>169</b>	<b>4.7</b>	<b>393</b>	<b>10.8</b>	<b>468</b>	<b>12.9</b>

\* Does not include 6 programs with fewer than 5 graduates in the labour force.

## Earnings of Full-time Employed Participants

Program	Average – Females	Average – Males	Median – Females	Median – Males	Average for Program	Median for Program
Bridging To University Nursing	\$41,826	\$45,728	\$43,018	\$50,057	\$42,654	\$43,800
Personal Support Worker	\$28,965	\$31,533	\$27,782	\$31,286	\$29,298	\$28,157
Practical Nursing	\$42,416	\$44,027	\$42,868	\$45,886	\$42,595	\$43,396
Registered Nurse – Critical Care Nursing	\$63,394	\$59,290	\$60,486	\$59,742	\$63,007	\$60,486
Registered Nurse – Occupational Health Nursing	\$60,540	–	\$65,000	–	\$63,828	\$65,872
Registered Nurse – Operating Room	\$53,423	–	\$57,292	–	\$55,062	\$58,270
Registered Nurse – Perinatal Nursing	\$58,480	–	\$59,443	–	\$58,477	\$59,052
Registered Practical Nurse – Administration Of Medications	\$43,418	–	\$47,415	–	\$43,418	\$47,415
<b>All Programs in Cluster*</b>	<b>\$39,513</b>	<b>\$40,618</b>	<b>\$38,382</b>	<b>\$39,814</b>	<b>\$39,642</b>	<b>\$38,569</b>

\* Does not include 6 programs with fewer than 5 graduates in the labour force.

# Key Research Findings

## Working in Canada<sup>9</sup>

Visiting Homemakers, Housekeepers, and Related Occupations (NOC – 6471)

- **Wage Range by Region:**

Location	Wage (\$/hr)		
	Low	Median	High
Ontario	10.25	14.00	20.00
Hamilton--Niagara Peninsula Region	10.25	14.00	20.00
Kingston - Pembroke Region	10.25	14.00	20.00
Kitchener--Waterloo--Barrie Region	10.25	15.00	21.00
London Region	10.25	14.00	20.00
Muskoka-Kawartha Region	11.75	16.04	20.01
Northeast Region	10.25	14.00	20.00
Northwest Region	10.25	14.00	20.00
Ottawa Region	10.25	14.00	20.00
Stratford--Bruce Peninsula Region	11.00	16.02	20.62
Toronto Region	10.25	13.00	21.79
Windsor-Sarnia Region	10.25	14.00	20.00

## Employment Outlook by Region

Location	Employment Potential
Hamilton--Niagara Peninsula Region	N/A
Kingston - Pembroke Region	Fair
Kitchener--Waterloo--Barrie Region	N/A
London Region	N/A
Muskoka-Kawartha Region	Fair
Northeast Region	Fair
Northwest Region	Fair
Ottawa Region	N/A
Stratford--Bruce Peninsula Region	Fair
Toronto Region	Fair
Windsor-Sarnia Region	Fair

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<sup>9</sup>"Visiting Homemakers, Housekeepers and Related Occupations (NOC 6471)."Working in Canada.N.p., n.d. Web. 18 July 2012. <[http://www.workingincanada.gc.ca/report-eng.do?area=8792&lang=eng&noc=6471&action=final@ionKeyword=Peterborough%2C+Ontario&s=1&source=0&titleKeyword=home+support+worker#report\\_tabs\\_container2](http://www.workingincanada.gc.ca/report-eng.do?area=8792&lang=eng&noc=6471&action=final@ionKeyword=Peterborough%2C+Ontario&s=1&source=0&titleKeyword=home+support+worker#report_tabs_container2)>.

# Key Research Findings

## Competitive Analysis<sup>10</sup>

• **MODERATE**

The following information consists of OCAS yearly fall application and registration data as well as a conversion ratio for each program under this category:

### Certificate

- Fleming is has been even or above the systems conversion ratio for the past 5 years
- Numerous colleges have steady **2:1/3:1** ratios for the past 5 years
- Very competitive program

### Certificate

Program: 41469 - PERSONAL SUPPORT WORKER															
	App. 2007	Reg. 2007	Conversion Ratio	App. 2008	Reg. 2008	Conversion Ratio	App. 2009	Reg. 2009	Conversion Ratio	App. 2010	Reg. 2010	Conversion Ratio	App. 2011	Reg. 2011	Conversion Ratio
ALGONQUIN	294	80	4:1	255	74	3:1	364	88	4:1	328	92	4:1	340	95	4:1
CAMBRIAN	99	28	4:1	120	28	4:1	135	38	4:1	155	51	3:1	156	53	3:1
CENTENNIAL	121	19	6:1	105	21	5:1	182	28	7:1	194	39	5:1	212	44	5:1
COLLÈGE BORÉAL	19	12	2:1	27	7	4:1	35	12	3:1	40	21	2:1	48	20	2:1
CONESTOGA	165	34	5:1	164	44	4:1	352	72	5:1	283	82	3:1	295	98	3:1
CONFEDERATION	0			0			124	45	3:1	166	42	4:1	187	79	2:1
DURHAM	143	35	4:1	132	31	4:1	162	37	4:1	137	40	3:1	168	36	5:1
FANSHAWE	273	81	3:1	295	68	4:1	423	52	8:1	330	70	5:1	315	55	6:1
FLEMING	156	43	4:1	128	42	3:1	235	76	3:1	199	69	3:1	214	61	4:1
GEORGE BROWN	248			195			296			261			363		
HUMBER	175	25	7:1	153	39	4:1	253	41	6:1	308	83	4:1	296	63	5:1
LA CITÉ COLLÉGIAL	38	11	3:1	64	25	3:1	56	27	2:1	50	20	3:1	72	29	2:1
LAMBTON	136	59	2:1	138	62	2:1	166	74	2:1	156	74	2:1	184	64	3:1
MOHAWK	247	70	4:1	283	72	4:1	310	85	4:1	287	83	3:1	275	88	3:1
NIAGARA	115	33	3:1	133	31	4:1	143	33	4:1	127	34	4:1	176	50	4:1
NORTHERN	62	29	2:1	123	58	2:1	137	69	2:1	125	62	2:1	91	47	2:1
SAULT	88	37	2:1	91	39	2:1	91	40	2:1	86	38	2:1	107	41	3:1
SHERIDAN	146	31	5:1	152	28	5:1	216	31	7:1	226	24	9:1	199	28	7:1
ST. CLAIR	324	114	3:1	335	117	3:1	370	138	3:1	424	133	3:1	357	132	3:1
ST. LAWRENCE	181	62	3:1	227	72	3:1	173	79	2:1	210	94	2:1	205	71	3:1
<b>Total</b>	<b>3030</b>	<b>803</b>	<b>4:1</b>	<b>3120</b>	<b>858</b>	<b>4:1</b>	<b>4223</b>	<b>1065</b>	<b>4:1</b>	<b>4092</b>	<b>1151</b>	<b>4:1</b>	<b>4260</b>	<b>1154</b>	<b>4:1</b>

<sup>10</sup> Application data obtained from OCAS College Count Cube October 19, 2011 Registration data obtained from the Program Counts by Applicant Type Report (RPT0050P) in the OCAS Reporting and Analytics Cube December 7, 2011. Some programs/colleges may not be included because they were missing MCU codes in the OCAS dataset Prepared by Fleming Data Research (07-2012)

# Key Research Findings

## Financial Analysis

• **STRONG** / • **MODERATE**

Source: Program Costing Analysis 2010/2011

Sutherland  
Campus

Contribution to Overhead: 40.4%

Program Weight: 1.60

Funding Unit: 1.10

Frost Campus

Contribution to Overhead: 30.2%

Program Weight: 1.60

Funding Unit: 1.10

## Key Performance Indicators

• **MODERATE**

Source: Key Performance Indicator Summary 5 Year Historical Overview KPI Data from Reporting Years 2008-2012

Sutherland  
Campus

KPI1-Graduation Rate -4% below system

KPI2-Working +4% above system

KPI3-Working Related +5% above system

KPI4-Grad. Satisfaction +1% above system

KPI8-Student Satisfaction-Learning Even with system

KPI9-Student Satisfaction- Teachers +1% above system

KPI11-Grad. Satisfaction-Program Even with system

Frost Campus

KPI1-Graduation Rate -4% below system

KPI2-Working Even with system

KPI3-Working Related +7% above system

KPI4-Grad. Satisfaction +3% above system

KPI8-Student Satisfaction-Learning +5% above system

KPI9-Student Satisfaction- Teachers +6% above system

KPI11-Grad. Satisfaction-Program +5% above system

# Key Research Findings

## Additional Observations and Opportunities

- Could offer a 1 year program like at Curve lake –Linda is looking into it
- Admissions and records looked at how many students they would lose if this happens
- Some will go away others will lost

## Resource Analysis

### Equipment

### Staffing

### Space

# Key Research Findings

## Appendix

**The following is the original environmental scan conducted by the Library Researchers to form the basis of the previous summary of Key Research Findings Report.**

**Overview of the Profession:** \* Major changes have been made to the NOC structure with the 2011 revision. Working in Canada is, at present, still using the 2006 NOC codes. As such, I have included both NOC codes.

**NOC 2006: 6471**

<http://www.workingincanada.gc.ca/report-eng.do?area=8792&noc=6471&province=35&action=final&description=show>

**NOC 2011: 4412**

<http://www5.hrsdc.gc.ca/NOC/English/NOC/2011/ProfileKeyword.aspx?val=4&val1=4412&val11=personal+support+worker&val12=0&val13=0&val14=&val15=0&val16=0>

Visiting homemakers perform some or all of the following duties:

- Care for individuals and families during periods of incapacitation, convalescence or family disruption
- Administer bedside and personal care to clients such as aid in ambulation, bathing, personal hygiene, and dressing and undressing
- Plan and prepare meals and special diets, and feed or assist in feeding clients
- Demonstrate infant care to new parents
- May perform routine health-related duties such as changing non-sterile dressings, administering medications and collecting specimens under the general direction of home care agency supervisor or nurse
- May perform routine housekeeping duties such as laundry, washing dishes and making beds.

Companions perform some or all of the following duties:

- Provide elderly and convalescent clients with companionship and personal care in client's home under general direction of home care agency supervisor or family members
- Aid clients with ambulation, bathing and other aspects of personal hygiene.

**Common Job Titles**

- companion
- home support worker
- housekeeper
- personal aide
- personal care attendant – home care
- respite worker – home support
- visiting homemaker

**Typical Employers**

- home care and support agencies
- private households
- self-employed

# Key Research Findings

## Labour Market

### Working in Canada

1. Employment potential for the Muskoka-Kawarthas-Peterborough Area is "Fair" (Working in Canada) <http://www.workingincanada.gc.ca/report-eng.do?area=8792&lang=eng&noc=6471&province=35&action=final&description=show&s=2&source=3#outlook>

### HRSDC

2. National Outlook – 10-Year Projection (2011-2020) <http://www23.hrsdc.gc.ca/occupationsummarydetail.jsp?&tid=83>

This occupation (PSW) is part of a larger occupational group called **Childcare and Home Support Workers (647)**

<b>Occupations in this group</b>	Visiting Homemakers, Housekeepers and Related Occupations (6471), Elementary and Secondary School Teacher Assistants (6472), Babysitters, Nannies and Parents' Helpers (6474)
<b>Employment (non-student) in 2010</b>	201,152
<b>Median Age of workers in 2010</b>	42.1
<b>Average Retirement Age in 2010</b>	60

3. Estimated that there will be more job seekers in this field than job openings for the 2011-2020 periods (job openings are expected to total **80,353**. It is expected that **75,783** job seekers will be available to fill these job openings). The majority of job seekers will come from the school system (65%) and 30% from immigration. This occupation attracts a higher proportion of immigrants than most other occupations.
4. Over the 2006-2008 period, this occupation experienced strong employment growth and a decline in the unemployment rate. However, the unemployment rate remained slightly above the average for all occupations.
5. Based on these projections and considering that labour demand and supply in this occupation were balanced in recent years it is expected that labour market conditions should be balanced over the 2009-2018 period as well. The vast majority of job openings will be due to retirements.
6. According to Employment Ontario (Estimates 2006), 6% of workers in this group were self-employed, and 93% Full-Time [http://www.tcu.gov.on.ca/eng/labourmarket/ojf/pdf/6471\\_e.pdf](http://www.tcu.gov.on.ca/eng/labourmarket/ojf/pdf/6471_e.pdf)
7. Local wage for Peterborough/Kawartha Region 2010:
  - Low: \$11.75      Average: \$16.13      High: \$19.81<http://www.workingincanada.gc.ca/report-eng.do?area=8792&lang=eng&noc=6471&action=final&regionKeyword=Peterborough%2C+Ontario&s=1&source=3&titleKeyword=personal+aide#wages>

### US Bureau of Labour

<http://www.bls.gov/ooh/Healthcare/Home-health-and-personal-care-aides.htm>



# Key Research Findings

## Job Outlook:

Employment of home health aides is expected to grow by 69 percent from 2010 to 2020, much faster than the average for all occupations. Employment of personal care aides is expected to grow by 70 percent from 2010 to 2020, much faster than the average for all occupations.

As the baby-boom population ages and the elderly population grows, the demand for home health and personal care aides to provide assistance and companionship will continue to increase. Older clients often have health problems and need some help with daily activities.

Elderly and disabled clients increasingly rely on home care as a less expensive alternative to nursing homes or hospitals. Clients who need help with everyday tasks and household chores, rather than medical care, can reduce their medical expenses by returning to their homes.

Another reason for home care is that most clients prefer to be cared for in their homes, where they are most comfortable. Studies have found that home treatment is often more effective than care in a nursing home or hospital.

## Job prospects:

Job prospects for both home health aides and personal care aides are excellent. These occupations are large and expected to grow very quickly, thus adding many jobs. In addition, the low pay and high emotional demands cause many workers to leave these occupations, and they will have to be replaced.

## Industry Standards:

The occupation is **notregulated** in any province in Canada.

[PSW Registry \(Ontario\)](#) : To be implemented Summer 2012

[PSW Registry announcement by MOLTC](#)

[Ministry of Health and Long Term Care Personal Support Worker Training Standards \(1997\)](#)

## Professional Associations:

[Ontario Personal Support Workers Association](#)

[Personal Support Network of Ontario](#)

[Personal Support Worker Canada](#)

[PSW Ontario](#)

## Employment Requirements

Employment requirements are prerequisites generally needed to enter an occupation:

- Some secondary school education is usually required.
- Child-care or home management experience may be required.
- Visiting homemakers may require college or other courses in home support.
- First aid certification may be required.

## Skills Requirements:

There are often specific abilities, aptitudes and knowledge that are prerequisites to obtain employment in an occupation.

Most employers who advertise are looking for workers who have the following experience and skills:

Experience:

Experience an asset.

# Key Research Findings

## Specific Skills:

Perform light housekeeping and cleaning. Provide personal care. Prepare, cook and serve meals.

Source: [http://www.workingincanada.gc.ca/report-eng.do?area=8792&lang=eng&noc=6471&action=final&regionKeyword=Peterborough%2C+Ontario&s=5&source=1&titleKeyword=personal+aide#report\\_tabs\\_container2](http://www.workingincanada.gc.ca/report-eng.do?area=8792&lang=eng&noc=6471&action=final&regionKeyword=Peterborough%2C+Ontario&s=5&source=1&titleKeyword=personal+aide#report_tabs_container2)

## Educational Programs Leading to this Occupation

N/A

## Educational Competitors

### Individual Community College/Institute Information

(Click on Program Title to view college program page)

### 24 Ontario Colleges currently offer this Certificate Program (including Fleming)

- Includes Highlights of unique program characteristics.

### Algonquin

[Personal Support Worker](#)

### Boreal

[Personal Support Worker](#)

### Cambrian

[Personal Support Worker](#)

### Canadore

[Personal Support Worker](#)

### Centennial

[Personal Support Worker](#)

### Confederation

[Personal Support Worker](#)

### Conestoga

[Personal Support Worker](#)

### Durham

[Personal Support Worker](#)

### Fanshawe

[Personal Support Worker](#)

### GeorgeBrown

[Personal Support Worker](#)

### Georgian

# Key Research Findings

[Personal Support Worker](#)

**Humber**

[Personal Support Worker](#)

**La Cite**

[Personal Support Worker](#)

**Lambton**

[Personal Support Worker](#)

**Loyalist**

[Personal Support Worker](#)

**Mohawk**

[Personal Support Worker](#)

**Niagara**

[Personal Support Worker](#)

**Northern**

[Personal Support Worker](#)

**Sault**

[Personal Support Worker](#)

**Seneca**

[Personal Support Worker](#)

**Sheridan**

[Personal Support Worker](#)

**St. Lawrence**

[Personal Support Worker](#)

**St. Clair**

[Personal Support Worker](#)

APS #	MTCU Code	Approved Program Name	Program Weight	Funding Unit	Degree Factor	Institution
1320	41469	Personal Support Worker	1.60	1.10	1.00	ALGONQUIN

## Key Research Findings

APS #	MTCU Code	Approved Program Name	Program Weight	Funding Unit	Degree Factor	Institution
1084	41469	Préposés Aux Services De SoutiensPersonnels	1.60	1.10	1.00	BOREAL
1213	41469	Personal Support Worker	1.60	1.10	1.00	CAMBRIAN
1126	41469	Personal Support Worker	1.60	1.10	1.00	CANADORE
1157	41469	Personal Support Worker	1.60	1.10	1.00	CENTENNIAL
1145	41469	Personal Support Worker	1.60	1.10	1.00	CONFEDERATION
1105	41469	Personal Support Worker	1.60	1.10	1.00	CONESTOGA
1104	41469	Personal Support Worker	1.60	1.10	1.00	DURHAM
1176	41469	Personal Support Worker	1.60	1.10	1.00	FANSHAWE
1131	41469	Personal Support Worker	1.60	1.10	1.00	GEORIAN
1179	41469	Personal Support Worker	1.60	1.10	1.00	GEORGE BROWN
1219	41469	Personal Support Worker	1.60	1.10	1.00	HUMBER
1106	41469	Préposés Aux Services De SoutiensPersonnels	1.60	1.10	1.00	LACITE
1076	41469	Personal Support Worker	1.60	1.10	1.00	LAMBTOM
1083	41469	Personal Support Worker	1.60	1.10	1.00	LOYALIST
1139	41469	Personal Support Worker	1.60	1.10	1.00	MOHAWK
1152	41469	Personal Support Worker	1.60	1.10	1.00	NIAGARA
1174	41469	Personal Support Worker	1.60	1.10	1.00	NORTHERN
1136	41469	Personal Support Worker	1.60	1.10	1.00	SAULT
1192	41469	(P-T) Personal Support Worker	1.60	1.10	1.00	SENECA
1173	41469	Personal Support Worker	1.60	1.10	1.00	SHERIDAN
1150	41469	Personal Support Worker	1.60	1.10	1.00	ST LAWRENCE
1147	41469	Personal Support Worker	1.60	1.10	1.00	ST CLAIR

### Employment Postings:

On April 4, 2012, there were 4 jobs listed locally in the Job Bank (178 job opportunities in the province excluding Housekeeping positions). See below for the variety of postings....

Source: [jobbank.gc.ca](http://jobbank.gc.ca)

# Key Research Findings

**Job Number:** 6349871

**Title:** Personal support worker - home support ([NOC: 6471](#))

**Terms of Employment:** Permanent, Full Time, Shift, Weekend, Day, Evening

**Salary:** \$12.50 to \$13.50 Hourly for 37.5 hours per week

**Anticipated Start Date:** As soon as possible

**Location:** Port Hope, Ontario (1 vacancy)

**Skill Requirements:**

**Education:** Completion of high school, Some college/CEGEP/vocational or technical training, Completion of college/CEGEP/vocational or technical training

**Credentials (certificates, licences, memberships, courses, etc.):** First Aid Certificate, Cardiopulmonary Resuscitation (CPR) Certificate, Health Care Aid Certificate, Nursing Aid Certificate, Personal Support Worker Certificate

**Experience:** Experience an asset

**Languages:** Speak English

**Type of Clientele:** Seniors, Elderly, Female, Male

**Specific Skills:** Launder clothing and household linens, Provide personal care, Care for individuals and families, Administer bedside and personal care, Administer medications, Aid clients with bathing and other aspects of personal hygiene

**Transportation/Travel Information:** Own transportation

**Work Conditions and Physical Capabilities:** Repetitive tasks, Combination of sitting, standing, walking, Standing for extended periods, Walking, Bending, crouching, kneeling

**Essential Skills:** Reading text, Document use, Numeracy, Writing, Oral communication, Working with others, Job task planning and organizing, Significant use of memory, Finding information

**Other Information:**PSW/HCA/RPN Certificate preferred. Previous experience in Retirement/ Long Term an asset. Need to have kind empathetic understanding of seniors. Willing to work weekends and shifts.

**Employer:** Roseglen Village for Seniors

**How to Apply:**

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

**By Mail:**

53 Wellington St.  
Port Hope, Ontario  
L1A 2M5

**In Person between 9:00 and 17:00:**

53 Wellington St.  
Port Hope, Ontario  
L1A 2M5

# Key Research Findings

**By Fax:** (905) 885-8169

**By E-mail:** rgcare@bellnet.ca

**Business Profile:** Retirement residence

**Web Site:** <http://www.roseglenvillage.com>

**Advertised until:** 2012/04/09

**Job Number:** 6323607

**Title:** Client care attendant - home care ([NOC: 6471](#))

**Terms of Employment:** Permanent, Part Time, Shift, Weekend, Day, Night, Evening

**Salary:** \$14.80 Hourly for 4 hours per week

**Anticipated Start Date:** As soon as possible

**Location:** Peterborough, Ontario (1 vacancy)

**Skill Requirements:**

**Education:** Completion of high school

**Credentials (certificates, licences, memberships, courses, etc.):** Not required

**Experience:** Will train

**Languages:** Speak English, Read English, Write English

**Type of Clientele:** Persons with a disability

**Children's Ages:** Over 12 years

**Specific Skills:** Prepare, cook and serve meals, Shop for food and household supplies, Launder clothing and household linens, Perform light housekeeping and cleaning, Provide personal care, Care for pets, Drive household vehicle, Garden, Administer bedside and personal care, Change non-sterile dressings, Aid clients with bathing and other aspects of personal hygiene

**Work Location Information:** Work in employer's/client's home

**Transportation/Travel Information:** Own transportation, Public transportation is available

**Work Conditions and Physical Capabilities:** Repetitive tasks, Combination of sitting, standing, walking

**Security and Safety:** Bondable

**Essential Skills:** Oral communication

**Other Information:** Caregiver for 34y physically disabled male. \$14.80/hr. Shifts include suppers, "sleep shift" overnight (\$40), & weekends (one monthly). Supplemental income, very part time. Univ/colg students welcome.

**Employer:** Private Household

**How to Apply:**

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

# Key Research Findings

**By Fax:** (705) 799-6435

**By E-mail:** diecast\_quad@yahoo.com

**Business Profile:** Private Household

**Advertised until:** 2012/04/26

**Job Number:** 6311529

**Title:** Personal care attendant - home care (Independent Living Attendant) ([NOC: 6471](#))

**Terms of Employment:** Permanent, Part Time, Shift, Weekend, Day, Evening

**Salary:** \$15.32 Hourly for 10 hours per week, As per collective agreement, Mileage Paid, Pension Plan Benefits

**Anticipated Start Date:** As soon as possible

**Location:** Cameron, Ontario (1 vacancy)

**Skill Requirements:**

**Education:** Completion of high school

**Credentials (certificates, licences, memberships, courses, etc.):** First Aid Certificate, Cardiopulmonary Resuscitation (CPR) Certificate, Personal Support Worker Certificate

**Experience:** Experience an asset

**Languages:** Speak English, Read English, Write English

**Type of Clientele:** Persons with a disability

**Specific Skills:** Provide personal care

**Work Location Information:** Work in employer's/client's home

**Transportation/Travel Information:** Own transportation, Own vehicle, Willing to travel regularly, Valid driver's licence, Travel expenses paid by employer

**Work Conditions and Physical Capabilities:** Work under pressure, Physically demanding

**Security and Safety:** Bondable, Criminal record check, Tuberculosis test

**Essential Skills:** Working with others, Problem solving, Decision making, Job task planning and organizing

**Other Information:** KPP is seeking professional support workers to join our team.

**Employer:** Kawartha Participation Projects

**How to Apply:**

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

**Contact Name:** Hiring Committee

**By Mail:**

77 Towerhill Road

Peterborough, Ontario

K9H 7N3

# Key Research Findings

**By Fax:** (705) 745-5989

**By E-mail:** [hiringcommittee@kpp.ca](mailto:hiringcommittee@kpp.ca)

**Web Site:** <http://www.kpp.ca>

**Advertised until:** 2012/04/12

**Job Number:** 6333201

**Title:** Personal support worker - home support ([NOC: 6471](#))

**Terms of Employment:** Permanent, Full Time, Shift, Weekend, Day, Evening

**Salary:** \$30,000.00 to \$40,000.00 Yearly for 40 hours per week, As per collective agreement, Mileage Paid, Dental Benefits, Group Insurance Benefits

**Anticipated Start Date:** As soon as possible

**Location:** Sudbury, Ontario (1 vacancy)

**Skill Requirements:**

**Education:** Completion of high school

**Credentials (certificates, licences, memberships, courses, etc.):** First Aid Certificate, Cardiopulmonary Resuscitation (CPR) Certificate, Personal Support Worker Certificate

**Experience:** No experience

**Languages:** Speak English, Speak French

**Type of Clientele:** Seniors

**Specific Skills:** Provide personal care, Provide companionship, Feed or assist in feeding

**Work Location Information:** Work in employer's/client's home

**Transportation/Travel Information:** Own transportation

**Work Conditions and Physical Capabilities:** Repetitive tasks, Combination of sitting, standing, walking, Bending, crouching, kneeling

**Employer:** Revera Health Services Inc.

**How to Apply:**

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

**Contact Name:** Kathy Mastrangelo

**By E-mail:** [Kathy.Mastrangelo@reveraliving.com](mailto:Kathy.Mastrangelo@reveraliving.com)

**Web Site:** <http://www.reveraliving.com/>

**Advertised until:** 2012/04/14

**Job Number:** 6363972

**Title:** Personal support worker - home support (Fulltime Live-in caregiver for Elderly Woman) ([NOC: 6471](#))

**Terms of Employment:** Permanent, Full Time, Day, Night, Evening

**Salary:** \$10.56 Hourly for 40 hours per week



## Key Research Findings

**Anticipated Start Date:** As soon as possible

**Location:** Mississauga, Ontario (1 vacancy)

**Skill Requirements:**

**Education:** Completion of high school

**Credentials (certificates, licences, memberships, courses, etc.):** First Aid Certificate, Cardiopulmonary Resuscitation (CPR) Certificate

**Experience:** 1 year to less than 2 years

**Languages:** Speak English, Read English, Write English

**Type of Clientele:** Elderly, Persons with an intellectual disability, Female

**Specific Skills:** Prepare, cook and serve meals, Shop for food and household supplies, Launder clothing and household linens, Perform light housekeeping and cleaning, Provide personal care, Provide companionship, Assist clients in water (i.e. pool), Administer bedside and personal care, Feed or assist in feeding, Change non-sterile dressings, Administer medications, Collect specimens, Assist clients to walk, Aid clients with bathing and other aspects of personal hygiene

**Work Location Information:** Work in employer's/client's home

**Transportation/Travel Information:** Public transportation is available

**Work Conditions and Physical Capabilities:** Combination of sitting, standing, walking

**Security and Safety:** Criminal record check

**Essential Skills:** Oral communication, Working with others, Problem solving, Decision making, Critical thinking, Job task planning and organizing

**Employer:** Private Household

**How to Apply:**

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

**By Fax:** (905) 794-0499

**By E-mail:** pam\_mahadeo@hotmail.com

**Advertised until:** 2012/04/19

**Job Number:** 6354835

**Title:** Personal support worker - home support (Community Care) ([NOC: 6471](#))

**Terms of Employment:** Permanent, Part Time leading Full Time, Weekend, Day, Evening

**Salary:** \$13.64 to \$14.17 Hourly for 40 hours per week, As per collective agreement, Mileage Paid

**Anticipated Start Date:** As soon as possible

**Location:** St. Jacob's, Elmira, Ontario (2 vacancies )

**Skill Requirements:**

**Education:** Completion of college/CEGEP/vocational or technical training

# Key Research Findings

**Credentials (certificates, licences, memberships, courses, etc.):** Health Care Aid Certificate, Personal Support Worker Certificate

**Experience:** Experience an asset

**Languages:** Speak English, Read English, Write English

**Type of Clientele:** Convalescent, Seniors, Elderly, Persons with an intellectual disability, Persons with a disability, Terminally ill

**Specific Skills:** Prepare, cook and serve meals, Launder clothing and household linens, Perform light housekeeping and cleaning, Provide personal care, Feed or assist in feeding, Aid clients with bathing and other aspects of personal hygiene

**Work Location Information:** Work in employer's/client's home

**Transportation/Travel Information:** Own transportation

**Work Conditions and Physical Capabilities:** Physically demanding, Combination of sitting, standing, walking, Bending, crouching, kneeling

**Security and Safety:** Criminal record check, Immunization records, Tuberculosis test

**Essential Skills:** Reading text, Document use, Writing, Oral communication, Working with others, Continuous learning

**Employer:** Canadian Red Cross Community Health Services

**How to Apply:**

Please apply for this job only in the manner specified by the employer. Failure to do so may result in your application not being properly considered for the position.

**In Person between 9:00 and 16:00:**

1418 Weber St. E

Kitchener, Ontario

N2A 1C4

**By Fax:** (519) 746-1296

**By E-mail:** Waterloo.Recruitment@redcross.ca

**Advertised until:** 2012/04/10