



Health Care Support Worker Guide

Health Career Access Program [HCAP]

Home Support

Vancouver Coastal Health

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Welcome Message

Welcome to Home Support! We are excited that you are joining our team.

As a Health Care Support Worker (HCSW), you will become a valued member of our health care team.

You will be supervised by a Clinical Operations Supervisor (COS) or delegate.

You will provide a variety of important non-clinical, non-direct care supports to clients. As a HCSW, your role will be to:

- Create a caring relationship with clients and their families
- Help the clients with exercise or activities
- Help with light housekeeping tasks
- Provide support and assistance with mealtime activities

During your orientation to the site, the local site leadership team and an assigned CHW preceptor will introduce you to the home support team and home support services that are provided. The following guide contains further information to help orientate you to the Health Care Support Worker duties and your work environment.

Your orientation consists of an introduction to the staff and what their roles involve, meeting the clients, and reviewing current Vancouver Coastal Health (VCH) policies and procedures.

If you have any questions please feel free to contact us at HSHCAP@vch.ca during your orientation for assistance.



The Health Career Access Program (HCAP)

COVID-19 has increased the need for Community Health Workers (CHWs) in Home Support settings across the province. Through the Health Career Access Program (HCAP), the province will pay for your schooling, and once the program is complete, you must register with the BC Care Aide Registry and immediately apply for Community Health Worker vacancies.

You agree to attend all school classes and pass all coursework. This is mandatory to continue in this role.

While in the HCAP Program, students who are already employed by VCH **are not permitted** to pick up shifts in their previous role while on education leave.

To introduce you to Home Support, an initial shift will be booked with a CHW preceptor. This will include a visit to the local site to meet the team (manager, COS, scheduler) for the purpose of gaining a better understanding of home support services and the home support team.

Prior to your program start, you will be required to attend a Meet and Greet with the leadership team and 5 observation shifts with a CHW mentor. Shifts will rotate: days, evenings, and weekends to provide the full experience of Home Support work.

We will contact you to schedule the shift days/times. You will be assigned to work with a CHW and provided with the location of where to meet the CHW prior to the shift.

Mileage accumulated for travel to client's homes is eligible for reimbursement. Please complete and submit VCH Mileage Reimbursement Claim Form (Appendix) (<https://one.vch.ca/working-here-site/Documents/Mileage-claim-form-excelformat.xls>) to HSHCAP@vch.ca.

You are encouraged to complete a Self-Evaluation Form (Appendix C) at the end of each shift to develop self-reflection and learning goals.

You can ask for feedback from your preceptor or other staff regarding how you are doing with your skills development and then submit the completed form to HSHCAP@vch.ca for review and on-going support.

While attending school, you will receive a stipend of approximately \$930 per week.

This will be paid through VCH's regular payroll every two weeks. The Ministry of Health will cover the costs of tuition, fees, and necessary books for each HCAP employee.

There is a 12-month return of service requirement after the completion of the HCAP program.

- This commitment is in return for the education and stipends provided
- If the return-of-service commitment is not met upon completion of the HCAP training program, you will be required to pay back stipends received and your education costs proportional to the percentage of the return-of service commitment that was not completed.

Absences from Orientation or Work

VCH employees are required to contact the Absence Call Line (604-639-4297 or 1866-924-4297) to report an absence from work. This includes the following types of absences:

- Health related absences (planned or unplanned)
- Special leave absences of at least one shift or longer (this excludes vacation, education and maternity leaves).

Employees can call the Absence Call Line any time of the day, any day of the year.

This automated system will require you to:

- Have your employee identification number handy (it's on the back of your photo ID)
- You will be connected with your manager or supervisor after you've left your absence notification
- ***Please email HSHCAP@vch.ca to let the HCAP program know about your absence. ***

Expectations as a HCSW

You will be working as a HCSW and also as a CHW student at the same home support site, until you finish your Health Care Assistant (HCA) education program. To avoid role confusion during your education in becoming a HCA, it is important that when you are at work, you only do the roles and responsibilities that are outlined in your HCSW job description. When you are a student in home support, you must follow the roles and responsibilities outlined by the school.

General Learner Expectations

- Be on time for each shift
- Stay for the entire shift
- Be appropriately dressed and groomed, including PPE
- Respond appropriately to instructions and questions
- Contribute to the team - learners are able to participate in care
- Follow VCH Home Support policies, including respect for confidentiality
- Use professional, appropriate communication with clients and team members
- Please feel free to connect with **HCAP team** (HSHCAP@vch.ca) if you have concerns, questions or require additional information

Appendix A: Orientation Framework for Health Care Support Workers in Home Support

Welcome to the Health Career Access Program (HCAP)

Completing this program is the first step in your journey towards working in the health care sector. You need to complete the activities below before you start your HCAP education program.

Set Up LearningHub Account

- Login to your LearningHub Account
- <https://learninghub.phsa.ca/Learner/Home>

Complete VCH Orientation and Education

- Continue to complete all required Learninghub courses (This includes general onboarding & HCAP program-specific curriculums)
- LearningHub course codes: 18480 & 30629
- Attend one full-day of prevention violence training

Attend Certificate & On-Site Orientation

- Obtain FoodSafe and CPR certificates
- Attend local, site-based orientation
- Complete assigned shifts with a Community Health Worker

Hand in Your Certificates of Completion

- Email your course and certificate completion certificates to HSHCAP@VCH.CA

Start Health Career Access Education Program (HCAP)

- Start School

Appendix B: VCH Online Education Checklist for Health Care Support Workers (HCSWs)

About this Checklist

Vancouver Coastal Health (VCH) is committed to ensuring that all employees receive timely and appropriate health and safety education. This education is critical for maintaining safe workplaces and is mandated by WorkSafeBC regulatory requirements as well as VCH's health and safety policies and guidelines.

You need to complete this orientation before you go on your first home support shift / team meet & greet (within 2 weeks of hire).

- ☐ Check-off the items as you complete them to keep track of your own learning.
- ☐ The times allocated during for each course are estimates only. Please check links below for more information.
- ☐ Upon completion of all items, email the completed checklist to: HSHCAP@vch.ca.

Contact us at HSHCAP@vch.ca if you have any questions with the orientation.

Education Requirement	
<input type="checkbox"/>	<p>Food Safe (<i>required before start of HCSW employment</i>)</p> <p>It is hosted by colleges, universities, community centres, and private training companies and is available in-person or online. Refer to Food Handlers Training Courses Equivalent to BC Food Safe Level 1 for a list of equivalent courses here.</p> <p>You can register for your Food Safe Level 1 course here.</p>
<input type="checkbox"/>	<p>Standard First Aid with CPR-C (<i>required before start of HCA education</i>)</p> <p>If you do not have a valid Standard First Aid certificate, or your current certification expires within the next 6-12 months, please book this course with a local provider as soon as possible</p> <p>Examples of Local First Aid Course Providers:</p> <ul style="list-style-type: none">Alert First Aid https://www.alertfirstaid.com/St. John Ambulance https://www.sja.ca/en/first-aid-training/standard-first-aid-cpr-c-aed?

NOTE: Funding for CPR and Foodsafe course fees:

The HCAP course fees reimbursement will be a fixed amount of \$342, calculated based on the maximum known costs of required Standard First Aid/CPR and Food Safe courses. You can apply for course fee reimbursement [here](#)

Applicants who are required to complete an English Language Test as part of their enrolment to the HCAP program may be eligible for additional funding based on proof-of payment by the applicant. See the [HCAP Stipend Application](#).

☐ **Provincial Violence Prevention Curriculum (PVPC)** *(required before start of HCA education)*

One full day classroom. Date and time will be send to your email by our recruitment team within the first week of hire. Please ensure you look out for the email invite and attend the class.

☐ **Learninghub curriculums**

☐ You are required to complete a VCH general onboarding curriculum [here](#)

☐ You are also required to complete a HCAP specific curriculum prior to school start [here](#)

Additional Provincial Safety Resources

The following materials have been highlighted by the *BC Health Career Access Program* to provide you with standardized safety processes you should keep in mind during your education and employment.

ADDITIONAL BCCDC SAFETY RESOURCES	Format	Source
Mental well-being during COVID-19	Webpage	BCCDC
BC COVID-19 Symptom Self-Assessment Tool	App	BCCDC
Hand Hygiene	Webpage	BCCDC
Respiratory Hygiene/Cough Etiquette in Healthcare Settings	Webpage	CDC (US)
Stop the Spread of COVID-19	PDF	BCCDC
COVID-19: 9 Steps to Doff (Take Off) Personal Protective Equipment (PPE) for Droplet and Contact Precautions	PDF	BCCDC
Covid-19 Community Toolkit	Webpage	VCH
Provincial Workplace Health Contact Centre (who to contact if injured at work)	5 min	PHSA

If there are any questions about the above orientation, please reach out to us at HSHCAP@vch.ca

Appendix C: Self-Evaluation Form

Please use the following evaluation form at the end of each shift as a guide to help you identify any learning gaps or need for more support and/or education.

We encourage you to share any shift-related concerns or questions with your manager. If you have any questions about the HCAP program itself, please reach out to HSHCAP@vch.ca

- What went well during your shift?
- What didn't go well during your shift?
- Explain why you believe things did not go well.
- Were there any supports or resources that you needed that would have helped you more during your shift? If so, what were they?
- What is one important thing you learned today?
- What is your main learning goal for your next shift?

Vancouver Coastal Health
Promoting wellness. Ensuring care.
MILEAGE CLAIM FORM

1. This form is to be completed by employees who use personally owned vehicles for VCHA business
2. Indicate the number of kilometres each day for which your car was used for VCHA business
3. Provide a brief explanation as to the location & purpose of each day's travel
4. Complete the form, sign it & forward to your Unit Manager for review & authorization - monthly
5. Provide original receipts unless metered parking is being claimed (Please Indicate metered)
6. Forward signed form to Payroll, 1795 Willingdon Ave, Burnaby, BC V5C 6E3, for payment

Diagram illustrating the relationship between Department #, Site #, and Location. A dashed line connects the top of the Department # box to the top of the Site # box. Another dashed line connects the top of the Site # box to the top of the Location box. A third dashed line connects the top of the Department # box to the top of the Location box, passing over the Site # box. All three dashed lines converge towards a central point above the Site # box.

Date MM/DD/YY	# of KM <small>not min or call back</small>	Minimum \$	Call Back km	Parking/ Toll/ Transit/ Ferry	To	From	Daily Record of Visits/Travels (<i>provide a brief summary of locations visited & purpose of trip</i>)
	-	\$ -	-	\$ -	<i>Sub-total page one</i>		
	-	\$ -	-	\$ -	<i>Sub-total page two</i>		

Total KM's	0.00
Total Minimum	\$ -
Total Call Back	0.00
Total Parking	\$ -

Manager Name (please print)

Checked and Entered _____ Date _____

MILEAGE CLAIM FORM - PAGE 1

FILLING OUT THE MILEAGE AND PARKING CLAIM FORM

1. **PERSONAL INFORMATION:** Fill in your Name, Employee ID, and the Month/Year in the appropriate boxes. Leave the rest blank.
2. **DATE:** Fill in the date the mileage or expense was incurred.
3. **# of KM:** Fill in the number of kilometers traveled.
4. **PARKING:** Fill in the parking incurred for that day or trip in Parking. Bus costs also go in this column. For Meter Parking see also #7 Daily Record of Visits.
5. **TO and FROM Columns:** Odometer readings. i.e.: To → 87650 From → 87635
6. **DAILY RECORD OF VISITS (etc.):**

Give a brief description of the reason for the trip (i.e., home visit). Forms without reasons given will be returned.

For Meter Parking, please indicate a) number of parking hours, and b) fee per minimum number of minutes (e.g., per 30 min., per hour, etc.)

Please make sure to add the columns and carry the totals down to the appropriate total line.

Submit the form to your home support local scheduling team for payment.