Building Capacity in Long-term Care
National Occupational Standard

Project Introduction

The [Building Capacity in Long-term Care project](#)[i] is a national initiative to address the acute labour shortages in the long-term care sector exacerbated by the COVID-19 pandemic. It is funded by the Government of Canada's Sectoral Initiatives Program[ii].

CICan is working with its members, provinces and territories, employers, workers' organizations, and other stakeholders to create a national occupational standard (NOS) for personal care providers (PCP)[iii]. This standard will serve as a base line and reference point to help employees, employers, and educators understand what workers need to know to succeed in different roles.

In Canada, there is no national standard for the profession, for the training or regulatory monitoring for PCPs.[iv] Health care and education is under the purview of the provinces making the development of national standards challenging. The scope of practice varies widely across the country and there is a range of occupational titles and roles. There is interest in the development of standards in some regions. For example, Alberta recently added Health Care Aides to regulated professions under the Health Professionals Act.[v] But, for now, only five provinces (Alberta, British Columbia, Nova Scotia, Ontario, and Québec) and one territory (Yukon) have a mandated health care aide/personal support worker educational curriculum[vi]. Also, most of the work that has been done pertains to education and standards of care aimed at employers are now also in development[vii][viii].

What is a national occupational standard?

A national occupational standard describes the skills, knowledge, and abilities required to perform the duties of a profession effectively, competently, and successfully. It serves as a point of reference and provides a comprehensive definition of what it means to work in a specific occupation.

Why are national occupational standards created?

Standards are established for a wide range of professions and help employers, job seekers, workers, students, and educators make informed decisions about hiring, skills training, and career choices. They also form the basis of a national educational standard and can help reduce skills gaps.

Advantages of a national occupational standard

- **Workers** are better able to plan and prepare for a career path
- **Employers** can focus on recruiting the right workers with the necessary skills
- **Educators** can create a curriculum based on clear, consistent training requirements

How will a National Occupational Standard deal with variances, and duplications?

As in any other NOS, we are setting the minimum entrance standard across Canada. This first step will keep it simple by developing a national base line. Jurisdictional variances and specializations will be added and integrated as a next step once this first step of reaching a basic national occupational standard is completed.

Cultural safety and humility to foster inclusion

Cultural safety, humility, and inclusion will not be listed as separate competencies. They will be woven into every task of the occupation[ix] to incorporate an intersectional lens into quality across the health care system and to foster quality care that is safe and appropriate for all peoples[x].

- Cultural safety is an outcome based on respectful engagement that recognizes and strives to address power imbalances inherent in the health care system. It results in an environment free of racism and discrimination, where people feel safe when receiving health care.

- Cultural humility is a process of self-reflection to understand personal and systemic biases and to develop and maintain respectful processes and relationships based on mutual trust. Cultural humility involves humbly acknowledging oneself as a learner when it comes to understanding another's experience.

- Inclusion refers to how diversity is leveraged to create a fair, equitable, healthy, and high-performing organization or community where all individuals are respected, feel engaged and motivated, and their contributions toward meeting organizational and societal goals are valued[xi].

The choice of terminology – Personal care provider (PCP)

Over 1300 hours of work has been invested into defining the work and terminology before this phase of the project commenced.

For example, due to variances across provinces and territories, a consensus was reached in terms of nomenclature for positions in the long-term care sector. For this project, **personal care provider (PCP)** to refer to a number of titles including:

- health care aide
- continuing care assistant
- personal support worker
- home support worker
- personal care attendant
- home care worker
- continuing care worker
- residential care worker

- home care assistant

We are further proposing that "personal care provider" be the overarching occupation name used in the national occupational standard as it is not used as a role title in any jurisdiction.

In the case of terminology variations please inform Audrey with CICan team (aobrien@collegesinstitues.ca), so a validation can occur. Overall, grammar standards will be following the [Canadian Press Style Guide](#).

Terminology and Acronyms

English	French
Activity	activité
Adaptive Eating Aids	dispositifs adaptatifs d'aide à l'alimentation
Airborne	voie aérienne
Airborne	en suspension dans l'air
Ambulation	déambulation
Answer	réponse
Answer the following questions	répondez aux questions suivantes
Assist with mobility (not "move around")	assitance aux personnes à mobilité réduite
Bacteria	bactéries
B1/Block 1(first phase of BCLTC project: SCA curriculum development)	B1/ Bloque 1 (Première phase du projet BCLTC: développement du curriculum SCA
B2/Block 2 (second phase of BCLTC project: SCA curriculum delivery)	B2/ Bloque 2 (Deuxième phase du projet BCLTC: Réalisation du curriculum SCA)
B3/Block 3 (third phase of BCLTC project: NOS development)	B3/Bloque 3 (Trosième phase du projet BCLTC: développement de la CNP)
Bodily Fluids	fluides corporels
BCLTC/Building Capacity in Long-term Care	renforcer les capacités en soins de longue durée
Built-up Cutlery	coutellerie facile à utiliser
CACCE/Canadian Association of Continuing Care Educators	Association canadienne des préposés aux soins continus
Care setting (not "residential setting")	milieu de soins
Causative Agent	agent causal
CEGEP/Collège d'enseignement général et professionnel	General and Vocational College
CCNB/ Collège communautaire du Nouveau-Brunswick	CCNB/ Collège communautaire du Nouveau-Brunswick
Chain of Infection	chaîne de transmission de l'infection
CICan/Colleges and Institutes Canada	CICan/ Collèges et instituts Canada
Click	cliquez

Click this Link	cliquez sur ce lien
Client (i.e., patient, or resident)	client
COMMS/Communications	COMMS/ Communications
Competency	compétence
Competencies	compétences
Contact	contact
Contaminated	contaminé
Content	contenu
Cough Etiquette	étiquette de la toux
Cross-Contamination	contamination croisée
Cutting Board	planche à découper
Cycle of Infection	cycle de transmission
Demonstration	démonstration
Description	description
Dietary Concerns	préoccupations relatives aux régimes alimentaires
Disease	maladie
Do	à faire
Do Not	à ne pas faire
Doffing	retirer
Donning	enfiler
Drag	faire glisser
Droplet	gouttelette
ESDC/Employment and Social Development Canada	EDSC/ Emploi et Développement social Canada
Eye protection	protection oculaire
Eyewear	lunettes
Face Shields	écrans faciaux
False	faux
Food Poisoning	intoxication alimentaire
Food Safety	salubrité des aliments
Foodborne Illness	maladie d'origine alimentaire
Fungi	champignons
Germs	microbes
Gloves	gants
Gown	blouse
HAI	IAS
Hand Hygiene	hygiène des mains
Handwashing	lavage des mains
Hazard	risque

Healthcare Provider	professionnel de la santé
Healthcare Worker	travailleur de la santé
Healthcare-Associated Infection	infection associée aux soins
Hearing Aids	appareils auditifs
High Touch Surfaces	surfaces fréquemment touchées
High-Contrast Place Setting	accessoires de table à fort contraste
Hot Spot Images	images cliquables
Infection	Infection
Infection Control Policies	politiques de contrôle des infections
Infection Prevention and Control	prévention et contrôle des infections
Introduction	introduction
IPAC	PCI
Learning Outcomes	acquis d'apprentissage
Lesson	leçon
LTC/Long Term Care	soins de longue durée
Mask	masque
Mealtime	heure du repas
Mechanical Soft Diet	régime à texture molle/lisse obtenu pat traitement mécanique
Microorganisms	micro-organismes
MOE/Ministry of Education	MDE/Ministère de l'Éducation
Module	module
Mtg/Meeting	rencontre
NOS/National Occupational Standard	CNP/la classification nationale des professions
Occupation	profession
Occupational Standard Framework	cadre normatif professionnel
Older adult (not senior, elderly, or old person)	adulte âgé (et non sénior, personne âgée ou vielle personne)
Organisms	organismes
Outcomes	résultats
Paid Work Placement	stage rémunéré
Pathogens	agents pathogènes
People requiring assistance (not "vulnerable populations")	personnes nécessitant l'assitance (et non personnes vulnérables)
Personal Care Provider	fournisseur de soins personnels
Personal Protection Equipment (PPE)	équipement de protection individuelle (ÉPI)
Personal safety	sécurité individuelle
Person-centred Care	soins axés sur le patient
PLAR/Prior Learning Assessment and Recognition	ELA/l'évaluation et la reconaissance des acquis
PO/Program Officer	AO/l'agent de programme

Portal of Exit	porte de sortie
PPE	ÉPI
Practice at Home	pratiquez à la maison
Precautions	précautions
Pre-requisite Knowledge	connaisances préalables
Protective Clothing	vêtements de protection
Quiz	test
Reservoir	réservoir
Safe Food Handling Practices	pratiques sécuritaires de manipulation des aliments
Safety Considerations	considérations de sécurité
Safety Hazard	risque pour la sécurité
SaskPoly/Saskatchewan Polytechnic	SaskPoly/École polytechnique de la Saskatchewan
SPO/Senior Program Officer	agent principale de programme
SIP/Sectoral Initiatives Program	PAIS/le Programme d'appui aux initiatives sectorielles
SCA/Supportive Care Assistant	APSS
Sippy Cup	gobelet à bec
Special Diet	régime alimentaire particulier
Splashes	projections
Spoilage	détérioration des aliments
Sprays	aérosols
Standard	standard
SOW/Statement of Work	EDT/ Énoncé des travaux
Sub-competency	sous-compétence
Sub-competencies	les sous-compétences
Supportive Care Assistant	assistant-préposé en soutien aux soins
Surgical Masks	masques chirurgicaux
Susceptible Hosts	hôte sensible
SWOT: Strengths, Weaknesses, Opportunities, and Threats (analysis)	FFFPM: forces, faiblesses, possibilités et menaces
TOR/Terms of Reference	mandat/conditions ou termes de références
Transmission	transmission
Transmission-Based	liées à la transmission
Transversal Competence	compétence transversale
Transversal Competencies	les compétences transversales
True	vrai
Unsafe Environmental Situations	situations environnementales dangereuses
Viruses	virus
Watch the Video	regardez le vidéo
WIL/Work Integrated Learning	AIT/Apprentisage intégré au travail

Workplace Hazardous Materials Information System (WHMIS)	système d'information sur les matières dangereuses utilisées au travail (SIMDUT)
Workplace Safety and Insurance Board	commission de la sécurité professionnelle et de l'assurance contre les accidents du travail
WS/Wage Subsidy	subvention des salaire/aide salariale

i https://www.collegesinstitutes.ca/what-we-do/canadian-partnerships/building-capacity-long-term-care/#:~:text=The%20Building%20Capacity%20in%20Long,by%20the%20COVID%2D19%20pandemic.

ii https://www.canada.ca/en/employment-social-development/programs/sectoral-initiatives-program.html

iii https://www.collegesinstitutes.ca/news-centre/news-release/colleges-and-institutes-canada-to-lead-the-development-of-a-national-occupational-standard-for-personal-care-providers/

iv PSW Education Standardization in Ontario: A Timeline, https://personalsupportworkerhq.com/psw-education/

v https://www.clpna.com/2020/11/alberta-moves-to-regulate-health-care-aides-clpna-to-be-regulator/

vi Alberta Health National Core Competency Comparison, 2018

vii Health Standards Organization (2021), National Long-Term Care Services Standard, https://healthstandards.org/uncategorized/national-long-term-care-services-standard/

viii Standards Council of Canada (2021) Long term care standards, https://www.scc.ca/en/flagships/long-term-care

ix https://www.fnha.ca/wellness/wellness-and-the-first-nations-health-authority/cultural-safety-and-humility

x https://bcpsqc.ca/improve-culture/cultural-safety-and-humility/

xi https://researchguides.austincc.edu/c.php?g=522627&p=7624731