



**Building Capacity  
in Long-term Care**

# **Supportive Care Assistant Program**

## Responsibilities and Requirements for Employers



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# Supportive Care Assistant Program

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## Introduction

This document outlines the employers' eligibility criteria to host Supportive Care Assistant (SCA) student(s), pre-placement requirements and the roles and responsibilities of the delivery institution, employer, and students for the paid work placement.

The objective of the paid work placement is to assist students to meet the SCA competencies (see [Appendix A](#) for competencies).

## Article 1: Glossary of Terms and Interpretation

The following terms and definitions within this document are identified below:

- a. **Affiliation Agreement:** The written agreement between two organizations for the purposes of the SCA student paid work placement (i.e. memorandum of understanding, jurisdictional agreement, placement agreement). Articles within the agreement may include various components as per jurisdiction.
- b. **Agency:** Also refers to the employer, operator and/or agency facility.
- c. **Client:** The individual person receiving care from the Agency and is an all-inclusive term that includes patients, residents or other similar terms.
- d. **Confidential Information:** Means all non-public information that the Agency considers confidential, including personal health information of clients.
- e. **Delivery Institution:** The post-secondary institution that is delivering the SCA program.
- f. **Employer:** The agency, facility or individual who is providing the paid work placement.
- g. **Jurisdiction:** This refers to the province, territory or region in which the SCA program is being delivered and/or the student is completing their paid work placement.
- h. **Liaison:** an individual designated by the delivery institution (i.e. faculty, instructor, etc.) that facilitates communication between the delivery institution, employer and the student.
- i. **License:** The document(s) issued and approved by the licensing authority for the operation of an agency or facility.
- j. **Paid Work Placement:** The paid placement experience at an agency or facility which includes education, mentorship and supervision by an identified employee or a preceptor.
- k. **Preceptor:** A regulated or unregulated employee who mentors the student(s).

- l. **Student:** An individual enrolled in the SCA program.
- m. **Supervisor** – a regulated staff member responsible for overseeing the preceptor and student.

## **Article 2: Employer Eligibility to Host SCA Students in Paid Work Placement**

The eligibility criteria of the Employer include the following:

1. Licensure requirements of the Employer
2. Insurance requirements of the Employer
3. Willingness of the Employer to host the SCA student(s)
4. Signed agreement between Colleges and Institutes Canada (CICan)
5. Signed Affiliation Agreement with delivery institution.
6. Approved by the delivery institution

### **2.1 Licensure Requirements**

- a. The employer must have a valid license to operate the agency or facility where the SCA students will be completing their paid work placement.
- b. The license must be issued by the licensing authority in the appropriate jurisdiction.
- c. The license must be in good standing prior to and during the SCA student paid placement.

### **2.2. Insurance Requirements**

The employer will ensure there is appropriate insurance including general liability insurance, professional liability insurance, worker's compensation, malpractice insurance, and any other insurance deemed appropriate by the jurisdiction.

### **2.3 Willingness**

The employer must be willing to make the agency or facility available and provide a preceptor/mentor and/or supervisor for the SCA student(s). (See Article 4- Employer Responsibilities)

## **Article 3: Delivery Institution Responsibilities**

The Delivery Institution will be responsible for the following:

- Ensure employer meets the criteria of the paid work placement ([see Appendix B](#)).
- Ensure the student has successfully completed the modules prior to the work placement.
- Ensure students have completed documentation for worker's compensation coverage through employer
- Ensure students have appropriate pre-placement requirements, in consultation with the employer as per jurisdictional placement agreement (see Article 5- Student Pre-Placement Requirements)
- Manage student pre-placement requirements through a clinical placement data-base system as required
- Review responsibilities and expectations with students prior to paid work placement
- Ensure students have a preceptor within the employment agency
- Designate qualified liaisons to facilitate student(s) to carry out the duties referred to in the SCA competencies. The liaison will support student and employer either in person, by telephone, electronic or written communication as deemed appropriate by the employer and delivery institution.
- Provide wrap around supports for students (i.e. academic support, financial counseling, personal counseling, learning services) while on paid work placement.
- Provide accommodations for students under the Human Rights Act
- Ensure the employer meets eligibility requirements (see Article 2 – Employer Eligibility)
- Provide all relevant program information, guidelines and expectations to the employer to facilitate a positive learning experience for the student
- Establish learning plan in consultation with the student and employer
- Review responsibilities and expectations with the preceptor prior to the paid work placement
- Supports the student in meeting their learning plan, evaluation and reflection
- Monitors the student's progress during the paid work placement. May suspend or terminate the student placement, in consultation with the employer, if the student is unsafe or a risk to the safety and security of clients and/or staff
- Determines in consultation with the employer when the student has successfully achieved the competencies and hours/months for the program during the paid work placement.
- Work as a collaborative partner when conflict arises between student and employer.

#### **Article 4: Employer Responsibilities**

The Employer will be responsible for the following:

- Identify student pre-placement requirements to the delivery institution.
- Provide liability insurance for student during paid work placement.
- Provide worker's compensation coverage as per provincial requirements.
- Ensure all required documents are completed (i.e. workplace safety and insurance board, mutual expectation agreement, verification of objectives and hours, worker's compensation documents, etc.) prior to the paid work placement.
- Provide agency orientation to the student.
- Establish learning plan, in consultation with the student and liaison
- Provide any additional training needed to complete paid work placement.
- Provide wrap around supports for students (i.e. academic support, financial

- counseling, personal counseling, learning services) while on paid work placement
- Provide an appropriate preceptor for the student, this could be a personal care provider (PSW, HCA, etc.) and is not required to be a clinical coordinator
- Provide regular supervision and mentoring to the student
- Provide appropriate learning experiences that allow the student to meet the expected competencies based on student skills and knowledge.
- Provide regular constructive feedback.
- Communicate regularly with the liaison related to the student experience and progress.
- Complete student evaluation in consultation with student and liaison.
- Monitors the student's progress during paid work placement. May suspend or terminate the student placement, in consultation with the delivery institution, if the student is unsafe or a risk to the safety and security of clients and/or staff.
- Work as a collaborative partner when conflict arises between student and preceptor.
- Provide student with 280 to 560 hours during the paid work placement (as determined by the delivery institution).
- Ensures the student receives payment for the paid work placement as per the signed agreement with CICan.

## **Article 5: Student Pre-Placement Requirements**

- Student pre-placement requirements will be determined in consultation with the employer and delivery institution, as per jurisdictional affiliation agreement. These pre-placement requirements must include:
  - Criminal record check including vulnerable sector search
  - Immunizations including TB test
  - CPR
  - WHMIS (completed in Module 5)
  - Signed Confidentiality and Privacy Agreement with the delivery institution
- Other requirements as per jurisdiction may include:
  - Signed Confidentiality and Privacy Agreement with the employer
  - Food services sanitation or safety course (may be completed in the program)
  - Violence prevention and response training
  - Workplace safety course
  - Mask fit testing (i.e. N95)
  - Standard first aid
  - Gentle Persuasive Approach
  - Safe moving practice (i.e. TLR, safe moves, etc.)
  - Any other specific provincial/territorial requirements

## **Article 6: Student Responsibilities**

The student will be responsible for the following:

- Complete educational components prior to paid work placement

- Complete pre-placement requirements and provide documentation as required
- Ensure all required documents are completed (i.e. workplace safety and insurance board, mutual expectation agreement, verification of objectives and hours, worker's compensation, etc.)
- Develop a learning plan related to competencies, in consultation with liaison and employer
- Attend employer orientation as required
- Complete any required on the job training
- Provide employer with reasonable availability and complete at least 20 hours of work a week
- Uphold employer rules, policies and procedures and privacy laws concerning confidential and personal information
- Respect the right of any client who chooses not to participate in the learning experience during the paid work placement
- Maintain respectful and appropriate behaviour in all interactions within the agency
- Maintain a safe working environment to ensure the safety of all clients and staff within the agency
- Meet expectations and complete tasks assigned by employer, as per identified competencies, during paid work placement
- Understand rights and responsibilities of employees and students in the paid work placement
- Complete required paid work placement hours
- Maintain communication with liaison regarding paid work placement experience
- Complete placement assessment requirements (i.e. learning plan, checklists, reflections, etc.)
- Notify preceptor/employer and liaison if unfit to practice and/or unable to report to placement
- Maintain communication and inform liaison of any changes to paid work placement experience
- Participate in evaluation meetings in consultation with preceptor and liaison
- Accept regular constructive feedback
- Complete the agreed number of work placement hours (280 to 560 hours)

## **Article 7: Mutual Expectation Agreement**

A mutual expectation agreement or equivalent should be signed between the employer and student ([see Appendix C](#)). A copy of this signed agreement should be provided to the delivery institution.

Components of this agreement should include but are not limited to:

- Period of agreement
- Supervision
- Expectations
- Learning plan
- Evaluation

## **Appendix A: SCA Competencies**

### **Module 1 Professionalism**

#### **Competencies**

1. Understand the role of the Supportive Care Assistant within the interprofessional team.
2. Engage with the client and interprofessional team members to support client well-being.
3. Demonstrate professionalism, and accountability and confidentiality to the client, families, interprofessional team members, and employers.

### **Module 2 Supportive Client-Centred Care**

#### **Competencies**

1. Respect the client's unique physical, cognitive, psychological, cultural, social, and spiritual needs when providing care/services.
2. Support clients' rights to privacy, dignity, respect, and confidentiality.
3. Understand the need for empathy towards each client in recognizing that each client is unique and may experience health challenges differently.

### **Module 3 Communication**

#### **Competencies:**

1. Demonstrate inclusive practice when interacting with clients, families, and other interprofessional team members.
2. Show respect for clients and their families' beliefs, values and rights while responding to situations with honesty, humility, and integrity.
3. Understand the importance of communication and relaying information appropriately.

### **Module 4 Personal Care**

#### **Competencies**

1. Practice safe, supportive care that promotes client independence during activities of daily living.
2. Implement practices to maintain a clean and organized client care environment.
3. Demonstrate appropriate use of touch while providing supportive care.

### **Module 5 Infection Control & Safety**

#### **Competencies**

1. Demonstrate knowledge of the chain of infection as it relates to disease transmission and prevention.
2. Implement proper infection control measures to adhere to guidelines and policies.



3. Respond to safety hazards and unsafe situations.

### **Appendix B: Employer Eligibility Checklist**

- Ensure employer meets licensure requirements
- Ensure employer has appropriate insurance coverage
- Ensure employer is willing and able to host the SCA student(s)
  - Able to provide orientation
  - Appropriate staff to provide supervision to the student(s) for each shift the SCA student works
  - Ensure that the employer is able to provide a preceptor for each SCA student
  - Ensure employer has adequate PPE available for the SCA student(s)
  - Ensure schedule follows appropriate labour laws
  - Ensure there is an appropriate case load/population for each SCA student
- Signed agreement between Colleges and Institutes Canada (CICan)
- Signed Affiliation Agreement with delivery institution

## Appendix C: Mutual Expectation Agreement

### Student Information

Student Name: Click or tap here to enter text.

Home Address: Click or tap here to enter text.

Postal Code: Click or tap here to enter text.

Phone Number: Click or tap here to enter text.

Email: Click or tap here to enter text.

Emergency Contact Name: Click or tap here to enter text.

Emergency Phone: Click or tap here to enter text.

### Employer Information

Employer Name: Click or tap here to enter text.

Address: Click or tap here to enter text.

Postal Code: Click or tap here to enter text.

Contact Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Phone Number: Click or tap here to enter text.

Email: Click or tap here to enter text.

**Paid work placement dates** (please attach work schedule): Click or tap here to enter text.

**Competencies and Expectations of the Student** (please attach learning plan)

As a SCA student, I commit to make this paid work placement a learning opportunity to meet the SCA competencies and abide by the following requirements:

- a) Adhere to the regulations, policies and procedures of the employer and the delivery institution;
- b) Maintain confidentiality;
- c) Complete to the best of my ability the competencies of the SCA program and to conduct myself professionally at all times;
- d) Understand the employer and delivery institution may release information to one another that is related to this paid work placement and my performance;
- e) Provide a copy of my schedule to the liaison;
- f) Adhere to my assigned/pre-determined work schedule, arriving early and ready to work;
- g) Notify preceptor/employer and liaison if unfit to practice and/or unable to report to placement.

**I understand that failure to do so may result in the termination of this mutual expectation agreement.**

<b>Student Signature &amp; Student Id</b>	<b>Date</b>
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The employer will provide the SCA student with a four-month paid work placement and an opportunity to apply and practice their knowledge, skills, and competencies.

The Employer agrees to the following requirements:

- a) Familiarize the student with the policies of the agency and all other applicable orientation information and materials;
- b) Accept the paid work placement of the student and provide the student with opportunities to meet the competencies of the Supportive Care Assistant program;
- c) Provide supervision and evaluation of the student during the paid work placement;
- d) Maintain confidentiality of the student's personal information;
- e) Collaborate with the student and liaison to develop learning objectives to meet the SCA competencies;
- f) Verify hours worked and complete the "Preceptor Evaluation of the SCA Student".

**The employer shows their commitment by signing this form.**

<i><b>Preceptor/Supervisor's Name and Signature</b></i>	<i><b>Contact Email</b></i>	<i><b>Date</b></i>