Implementation Guide:
Personal Support Worker Education Fund for Long-Term Care
2019-2020

This Implementation Guide provides information about the Personal Support Worker (PSW) Education Fund for Long-Term Care, including detailed instructions for Ontario long-term care homes to:
Step 1. Apply for Funding
Step 2. Certify Trainers
Step 3. Educate Team Members
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About the Personal Support Worker Education Fund for Long-Term Care

The Ministry of Health and the Ministry of Long-Term Care have renewed the PSW Education Fund for Long-Term Care (LTC). The objective of the Fund is to build capacity to deliver high-quality and safe care that meets the needs of people living in LTC. The fund provides tuition and reimbursement for backfill for PSWs, Health Care Aides and other team members to participate in continuing education and professional development.

For the third year, the Ministry is working with the Ontario Centres for Learning, Research and Innovation in Long-Term Care (Ontario CLRI) to offer Excellence in Resident-Centred Care (ERCC) training for Ontario LTC homes. For the first time, the Fund will also support the education of other team members in long-term care from food services, nursing, administration, and other disciplines. ERCC builds practical skills using a person-centred, train-the-trainer approach. It is delivered in partnership with Conestoga College and the Schlegel-UW Research Institute for Aging.

Who can apply for funding?
Ontario LTC homes are eligible to apply for funding for tuition and backfill for team member participation in ERCC.

Who can receive ERCC education through the Fund?
All long-term care homes in the province of Ontario can participate in the Fund, including homes that have participated in the past. There are limits to the number of team members within each approved LTC home that can receive tuition and reimbursement for backfill, with priority given to PSW training. The following details

- **ERCC Trainer Course:** Up to 4 PSWs per approved LTC home.
- **ERCC Team Member Course:** The number of PSWs and other team members allotted to each LTC home will be dependent on the size of the home and is confirmed when the application is approved.

*KKey dates will be communicated via email*

About Excellence in Resident-Centred Care

Excellence in Resident-Centred Care (ERCC) training was designed for LTC homes to build practical skills within their organization using a person-centred approach. It was developed by Conestoga College and the Schlegel-UW Research Institute for Aging.

The goal of ERCC is to support better care and better outcomes for residents in LTC, but it also benefits team members and LTC homes. ERCC has been shown to:

- Increase team member self-confidence
- Increase team member job satisfaction
- Improve morale
ERCC uses a train-the-trainer model to build capacity within LTC homes. Select PSWs and team members of other disciplines within the LTC home complete the ERCC Trainer Course to become trainers and deliver the ERCC Team Member Course to fellow peers within their LTC home. The ERCC Trainer course is delivered by Conestoga College, and features online registration via the student portal, and online course components delivered through the easy-to-use eConestoga platform.

The ERCC modules include:

1. Person-Centred Care (required)
2. Infection Prevention and Control
3. Safety and Mobility
4. Oral Care and Skin Integrity
5. Continence
6. Nutrition and Hydration
7. Delirium, Dementia and Depression
8. Pain and Comfort
9. Palliative/End-of-Life Care
10. Self-Care
11. Working with Others
12. Observational Assessment (required)
13. Dressing and Grooming
14. Bathing and Spa Experience
15. Sleep

A description of each module can be found in the “What is included in the ERCC Trainer course” section.

**Funding Guidelines**

The Fund covers the tuition and also reimburses for backfill. The following guidelines must be followed in order for LTC homes to receive funding:

- Participants must be paid employees of the long-term care home applicant
- PSWs must complete the ERCC Trainer Course in entirety for the LTC home to be reimbursed for backfill.
- PSWs/team members must complete their ERCC Team Member course in entirety for the LTC home to be reimbursed for backfill.
- The amounts listed in the table below are set rates and non-negotiable.
- Funding is only provided until March 31, 2020.

The following tables describe how tuition fees, backfill and travel expenses are covered and reimbursed by the Fund. **Note:** All backfill expenses are reimbursed directly to the LTC home. Individual participants in the program are not reimbursed.
## ERCC Trainer Course (PSWs)

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Amount Reimbursed to LTC Homes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tuition</strong></td>
<td>Tuition for the online and in-class ERCC Trainer Course is fully-funded by the Fund. No upfront payment is required by the LTC home or the team member.</td>
<td>No amount is reimbursed. Tuition is covered automatically upon registration.</td>
</tr>
</tbody>
</table>
| **Backfill** | For each PSW trainer (up to 4 per LTC home), the Fund will provide reimbursement to the LTC home to cover backfill costs for the team member to complete the full 24 hours of the ERCC Trainer Course ($25 per hour x 24 hours = $600 backfill per Trainer).  

*Reimbursement for backfill is mailed by cheque to the LTC home within 60 days of Trainers successfully completing the ERCC Trainer Course.* | $600 per Trainer (maximum of 4)                                                                                                   |
| **Travel**  | If the certified ERCC Trainers travel over 100 km or 2 hours one way from the LTC home to the in-class workshop, the LTC home is eligible for travel reimbursement. The ERCC Trainer Travel Expense Form must be completed and mailed within 30 days of travel to the following address:  

Schlegel-UW Research Institute for Aging  
ATTN: PSW Education Fund for LTC  
250 Laurelwood Drive, Waterloo, ON N2J 0E2  

*Reimbursement for travel is mailed by cheque to the LTC home within 60 days of receipt.* | **Mileage:**  
$0.40 per km in Southern Ontario  
$0.41 per km in Northern Ontario  
**Meals (excluding alcohol):**  
Breakfast - $10.00  
Lunch - $12.50  
Dinner - $22.50  
**Parking/Accommodation:**  
If required, rates vary based on location. Maximum of one-night single accommodation in a standard room and 2 days parking |
<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Amount Reimbursed to LTC Homes</th>
</tr>
</thead>
</table>
| Tuition| Tuition for the ERCC Team Member course is fully-funded by the Fund. No upfront payment is required by the LTC home or team member.  

*Tuition and access fees for the course are automatically covered by the Fund upon registration for each Team Member and submission of the ERCC Trainer Attendance Tracking form.*  

No amount is reimbursed. Tuition is covered automatically upon registration and verification with the ERCC Trainer Attendance Tracking form. |                                                                                             |
| Backfill| For certified ERCC Trainers, the Fund will provide reimbursement to the LTC home to cover backfill costs for Trainer time to teach the ERCC Team Member course ($25 per hour x 8 hours = $200 of backfill per Trainer).  

For team members, the Fund will provide reimbursement to the LTC home to cover backfill costs for their time to complete the ERCC Team Member course ($25 per hour x 8 hours = $200 of backfill per Team Member).  

*Reimbursement for backfill is mailed by cheque to the LTC home within 60 days of Team Members successfully completing the ERCC Team Member course.* | $200 per approved Trainer  
(maximum of 2 trainers per ERCC team member session)  

$200 per approved Team Member  
(maximum number of Team Members provided in application approval e-mail) |
| Travel | ERCC Team Member courses are delivered by the in-house trainer within the LTC home, no travel is required.                                                                                              | Not applicable                                                                              |
Step 1: Apply for Funding Online

How do LTC homes apply?
Ontario LTC homes must apply online at www.pswfundltc.ca during the application period. Applications will be reviewed and accepted as they are received, while funds are available. Homes are strongly encouraged to complete their application by the deadline.

Each LTC home must select one staff member, typically a member of the leadership team (e.g., director of care, administrator, or educator) to be the lead contact. The lead contact serves as the primary contact to receive all Fund-related information (primarily via e-mail). They are responsible for:

- Coordinating and submitting the online application for funding,
- Supporting PSWs registering and completing the ERCC Trainer Course,
- Supporting the PSWs certified as ERCC Trainers in organizing and delivering the ERCC Team Member course to the allotted number of team members for the home,
- Providing support and funds for participants to obtain the required supplies for their in-class sessions during both the ERCC Trainer course and Team Member course,
- Supporting the ERCC Trainers in submitting the required documentation for completed ERCC Team Member course sessions to receive backfill reimbursement,
- Reporting additional information as requested to the Fund, and
- Completing the evaluation surveys.

What is required in the online application?
The online application will ask for the following key information. It is recommended that lead contacts gather this information before applying to ensure it is correct. Only complete and accurate applications are reviewed. Only one application per LTC home is accepted.

- LTC home name, address, city, LHIN and postal code
- Parent organization (if applicable) (e.g., Extendicare, Revera, etc.)
- Number of all employees at the LTC home (full-time and part-time)
- Number of PSWs employed at the LTC home (full-time and part-time)
- Number of LTC beds at the LTC home
- Contact name, title, phone and email for a lead contact at the LTC home
- A brief explanation (250 words) of why implementing ERCC is important to the LTC home. This can include commitment to person-centred care, quality outcomes, and/or educational goals.
- Names of 1-4 PSWs who will be trained as an ERCC Trainer. Please note: these names cannot be changed once the application is submitted.
- If your home participated in the PSW Education Fund between September 2018 and March 2019, you can use existing currently certified ERCC Trainers (trained within the past 2-years) within your home to deliver the ERCC Team Member course and receive backfill for those sessions.
How should LTC homes select Trainers?

Each LTC home must select 1 to 4 PSWs employed within the LTC home to become an ERCC Trainer. These individuals are responsible for:

- Completing the ERCC Trainer Course (16-hours of online learning followed by an 8-hour regional in-class workshop which may require travel).
- Delivering the ERCC Team Member course sessions independently (or paired with another currently certified ERCC Trainer) to fellow peers in their LTC home.
- Reporting their ERCC Team Member course sessions using the Trainer Attendance Tracking Portal and ensuring all attendees register via Conestoga College’s student portal.

The full names and roles of potential trainers must be included in the application. No changes will be permitted after the application is submitted.

To select candidates suitable to become ERCC Trainers follow these Trainer Selection Guidelines:

<table>
<thead>
<tr>
<th>Personal</th>
<th>Interpersonal</th>
<th>Communication</th>
<th>Problem Solving</th>
</tr>
</thead>
</table>
| • Committed to the mission, vision, and values of the LTC home  
• Provides care that is person-centred  
• Holds a positive perspective  
• Is enthusiastic about seniors’ care  
• Is committed to culture change initiatives | • Is viewed as an emerging leader  
• Interacts and engages well with others  
• Models respect for the diverse opinions, values, belief systems, and contributions of others  
• Fosters effective working relationships  
• Has an interest in facilitating group activities | • Communicates clearly and concisely  
• Is comfortable speaking in front of large groups  
• Can facilitate large group discussions  
• Establishes therapeutic relationships with residents and their families | • Is comfortable using technology  
• Is organized  
• Can effectively multi-task  
• Is able to think critically  
• Manages problems constructively |

When will LTC homes receive notification of their application status?

The lead contact will be e-mailed with the status of the LTC home’s application within two weeks of their application submission. If approved, the e-mail will contain the following important information:

- Number of approved PSWs who can register for the ERCC Trainer course
- Details on the in-class workshop for Trainers (date and location)
- Instructions for ERCC Trainers to register for the ERCC Trainer course
o Number of approved PSWs and other team members who can register for the ERCC Team Member course
o Terms and conditions of participating in the Fund

**Step 2: Certify Trainers**

**How do Trainers register for their course?**

The lead contact will be responsible for ensuring that each approved trainer registers for the ERCC Trainer course (individually) via Conestoga College’s [Student Portal](https://studentportal.conestogac.on.ca).

After registering, trainers will receive a confirmation e-mail. Trainers are required to keep this e-mail for reference, as it will identify their student number, which will be used to log-in to access the online education portal eConestoga. Only those registered for the course will be able to access this portal.

Trainers will be asked to provide the following information when registering online. This information is kept strictly confidential with the Office of the Registrar at Conestoga College. Everything marked with a red asterisk (*) is required. Any questions regarding registration can be directed to [ERCC@conestogac.on.ca](mailto:ERCC@conestogac.on.ca).

**Page 1 of Trainer Online Registration:**

1. Open a browser (i.e. Google Chrome, Firefox, Internet Explorer, etc.)
2. Go to the [Student Portal](https://studentportal.conestogac.on.ca)
3. Choose the ‘Browse Continuing Education Courses’ tab on the top left of the page
4. Under ‘Search for Courses’, in the ‘Course Code or Keyword’ field. For the English course insert ‘HEAL1300’ to find the HEAL1300 - ERCC-Excellence in Resident Centred-Care Trainer. For the French course, insert “HEAL1305” to find the course. Ensure the ‘All’ option is selected for both ‘Campus’ and ‘Delivery Mode’, then click ‘Search for Courses’
5. Click the ‘Details’ button

6. Under ‘Course Details’ check off the box for the appropriate section available, then click ‘Add to Cart’
7. On the left hand side, under ‘Shopping Cart’, ensure the course(s) you selected appear(s) and click ‘Checkout and Enrol’

8. If you have previously registered for a course at Conestoga College and you know your student ID number then enter it under “Yes.” If you cannot remember your previous student ID number please contact the Conestoga College Student Information Line at 519-748-5200 ext. 3656. If you have never registered for a course at Conestoga College, then leave all fields blank and click “Continue.”
9. The student must fill-in only the required ‘Personal Information’ fields (i.e. All fields marked with * are required), and check off the box below certifying that the information you provided is correct, then click ‘Continue’

**Please note:** The first fields are Last Name and then First Name. This creates a formal student record. OEN and SIN number are NOT required.

The student is to complete the ‘Address Information’ (i.e. street address, email address, phone number) fields accordingly.

**Please note:** Because this is a formal student record please ensure that each registrant only enters their personal address, phone number, and email.
What is included in the ERCC Trainer Course?

The ERCC Trainer Course consists of 16 hours of online learning, followed by an 8 hour in-class session, for a total of 24 hours of training. The course content includes 15 modules that cover a variety of important topics identified in consultation with the LTC sector. The participants will need to gather supplies for the session and facilitate a mock session during the training.

Online Learning (16 hours)

The 16 hours of online learning includes an overview of the content for the 15 ERCC Modules. Trainers must be given scheduled work time within the LTC home to complete this online learning prior to attending the 8-hour in-class workshop. A minimum of two weeks will be provided to complete the online learning.

Trainers will be required to log-in to Conestoga College’s online learning platform (eConestoga) using their Condor ID provided in their registration confirmation e-mail:
If Trainers have questions about their login including password resets, please contact the Conestoga College IT Department at (519) 748-5220 ext. 3444.

At the end of the 16 hours of online learning, each participant will be assigned a module to facilitate during the in-class workshop (in groups). These assignments and instructions will be posted on eConestoga. Each participant is responsible to prepare the required supplies for their assigned module based on the number of attendees. The LTC home is responsible for covering these supply costs.

In-Class Workshop (8 hours)
The 8-hour in-class workshop includes an overview of how to facilitate the ERCC modules, along with informative discussions and hands-on activities. Trainers will apply their learnings by facilitating select module(s).

Attendance at the in-class workshop is mandatory to receive Trainer certification and reimbursement for backfill.

What happens after Trainers complete their course?
Upon successful completion of the ERCC Trainer course, the certified ERCC Trainers will receive a certificate of course completion and lapel pin during their in-class session. The ERCC Trainers and the lead contact at the home will also receive a confirmation email with instructions and a phone call to support the planning and delivery of the ERCC Team Member training.

How long are Trainers certified for?
Trainers will be certified for two years from their date of certification. This means they can train PSWs and other team members within their LTC home in the ERCC Team Member course until their two-year renewal date. Trainers can continue to log their team member training with Conestoga to receive pins and certificates.

Please note: Backfill and other funding is available until March 31, 2020 at the amount specified in the application approval e-mail. If Trainers wish to continue teaching ERCC past their two-year renewal date, they need to re-certify through Conestoga College.
Step 3: Educate Team Members

When can LTC homes begin teaching ERCC Team Member course sessions?
The LTC home can begin teaching ERCC Team Member course sessions immediately after their trainers receive notification of successful certification in the ERCC Trainer course. We strongly recommend planning and scheduling for the ERCC Team Member course sessions as soon as you are able to ensure you can complete as much training by the funding deadline of March 31, 2020.

How is the ERCC Team Member course taught?
The ERCC Team Member course is an 8-hour in-class experience delivered within the LTC home by the newly certified ERCC Trainer(s). Using a peer-to-peer model, Trainers educate their fellow Team Members.

The LTC home can offer the ERCC Team Member course in a variety of formats, examples include:

- in a one-day (8-hour) format, or
- a two-day (4-hours per day) format
- one module per day for 7 modules (typically one-hour per day)

It is recommended, that LTC homes use a ratio of two Trainers to 10-20 Team Members when scheduling ERCC Team Member course sessions.

What is included in the ERCC Team Member Course?
Team members are required to complete seven modules within the ERCC Team Member course to receive a certificate, lapel pin and backfill reimbursement. Modules 1 and 12 are mandatory, and the remaining modules can be selected based on the LTC home’s individual educational needs.

The ERCC modules cover the following topics:

<table>
<thead>
<tr>
<th>Topic</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Person-Centred Care (required)</td>
<td>Review principles of a person-centred approach to care: respect, dignity and choice. Identify strategies to optimize this approach and reinforce the importance of working as a team in long-term care and retirement living.</td>
</tr>
<tr>
<td>2. Infection Prevention and Control</td>
<td>Review principles of infection prevention and control and hand hygiene practices. Learn the signs and symptoms of infection and strategies to optimize infection prevention and control.</td>
</tr>
<tr>
<td>3. Safety and Mobility</td>
<td>Review principles of safety and mobility. Identify factors influencing resident safety including potential signs of abuse and neglect and strategies for optimizing resident safety and mobility.</td>
</tr>
<tr>
<td>Topic</td>
<td>Description</td>
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</tr>
<tr>
<td>4. Oral Care and Skin Integrity</td>
<td>Review principles of oral hygiene and skin integrity and the proper steps for completing an oral and skin assessment. Identify proper techniques for oral and denture care and strategies to optimize skin integrity.</td>
</tr>
<tr>
<td>5. Continence</td>
<td>Review the principles of and strategies for optimizing continence and the potential implications of incontinence. Identify some of the signs and symptoms of urinary problems.</td>
</tr>
<tr>
<td>6. Nutrition and Hydration</td>
<td>Identify signs and symptoms of malnutrition and dehydration and factors that influence nutrition and hydration. Review the principles of and strategies for supporting nutrition and hydration.</td>
</tr>
<tr>
<td>7. Delirium, Dementia and Depression</td>
<td>Review the principles of delirium, dementia and depression and factors that influence behaviours. Identify signs and symptoms of delirium, dementia and depression and strategies for optimizing overall mental well-being.</td>
</tr>
<tr>
<td>9. Palliative/End-of-Life Care</td>
<td>Review the principles of a palliative approach and discuss quality of life, holistic care and a personal journey. Identify signs of imminent death and strategies to enhance psychosocial support for the dying person and family.</td>
</tr>
<tr>
<td>Self-Care</td>
<td>Review the principles of self-care and discuss the concepts of professionalism, leadership and resiliency. Explore strategies for care providers to manage stress and activate healthy coping.</td>
</tr>
<tr>
<td>Working with Others</td>
<td>Examine factors that influence healthy team dynamics and the potential implications of unhealthy work environments. Review the principles of and strategies to optimize team work and collaboration.</td>
</tr>
<tr>
<td>Observational Assessment (required)</td>
<td>Review the principles of observational assessment and examine strategies that foster early identification to enhance documentation and communication of potential issues.</td>
</tr>
<tr>
<td>Dressing and Grooming</td>
<td>Review the concepts of time, support and assistance in relation to dressing and grooming. Explore factors and identify strategies to optimize the dressing and grooming experience.</td>
</tr>
<tr>
<td>Bathing and Spa Experience</td>
<td>Review the principles of the bathing and spa experience including concepts of comfort, privacy and vulnerability. Examine factors and identify</td>
</tr>
</tbody>
</table>
strategies to optimize the bathing and spa experience.

| Sleep | Review the concepts of rest, fatigue and sleep and principles of sleep hygiene. Explore factors that negatively influence rest and sleep and identify strategies to optimize restful sleep. |

**What preparation is required for the ERCC Team Member course?**

The LTC home is responsible for organizing ERCC Team Member course session(s)—including:

- scheduling dates and arranging staff schedules,
- room bookings,
- audiovisual equipment (see below), and
- food and beverages (at home’s discretion),
- printing necessary handouts, and/or
- purchasing necessary supplies at its own expense.

The following table is provided to support the Lead Contact and Trainer(s) in preparing for each ERCC Team Member Course. This preparation should be done well in advance.

<table>
<thead>
<tr>
<th>Tasks for ERCC Team Member Course</th>
<th>Projected Date of Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Prior to Delivery:</strong></td>
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<tr>
<td>Identify the ideal delivery format:</td>
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<tr>
<td>• One full day, or</td>
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<tr>
<td>• Two half days</td>
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<tr>
<td>• One module over 7 days (approximately 1 hour per module)</td>
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<tr>
<td>Select the 7 modules that you LTC home would like to cover:</td>
<td></td>
</tr>
<tr>
<td>✓ Module 1: Person-Centred Care (mandatory)</td>
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<tr>
<td>o Module 2: Infection Prevention and Control</td>
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</tr>
<tr>
<td>o Module 3: Safety and Mobility</td>
<td></td>
</tr>
<tr>
<td>o Module 4: Oral Care and Skin Integrity</td>
<td></td>
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<tr>
<td>o Module 5: Continence</td>
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<tr>
<td>o Module 6: Nutrition and Hydration</td>
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<tr>
<td>o Module 7: Delirium, Dementia and Depression</td>
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<tr>
<td>o Module 8: Pain and Comfort</td>
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<tr>
<td>o Module 9: Palliative/End-of-Life Care</td>
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<tr>
<td>o Module 10: Self-Care</td>
<td></td>
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<tr>
<td>o Module 11: Working with Others</td>
<td></td>
</tr>
<tr>
<td>✓ Module 12: Observational Assessment (mandatory)</td>
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</tr>
<tr>
<td>o Module 13: Dressing and Grooming</td>
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<tr>
<td>o Module 14: Bathing and Spa Experience</td>
<td></td>
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<tr>
<td>o Module 15: Sleep</td>
<td></td>
</tr>
<tr>
<td>Tasks for ERCC Team Member Course</td>
<td>Projected Date of Completion</td>
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<tr>
<td>--------------------------------------------------------------------------------------------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>Book dates</td>
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<tr>
<td>Book a suitable room (i.e., one that can accommodate 10-20 people)</td>
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<tr>
<td>Accommodate training schedule with staffing (i.e. book a date, schedule staff to attend training and schedule ide backfill)</td>
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<tr>
<td>Notify team members of training dates and times</td>
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<tr>
<td>Book the following audio-visual equipment for each course date:</td>
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<tr>
<td>• Projector and projector screen</td>
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<td>• Computer or laptop</td>
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<tr>
<td>• Extension cord/power bar, and</td>
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<tr>
<td>• Speakers</td>
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<tr>
<td>Print the following resources for each attendee (located on eConestoga):</td>
<td></td>
</tr>
<tr>
<td>1. UPLOAD Assessment tool</td>
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<tr>
<td>2. Summative Test</td>
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<tr>
<td>3. Team Member Expectations handout</td>
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<tr>
<td>4. Reflective Journal</td>
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<tr>
<td>5. Team Member Evaluation Survey (provided in your supplies kit)</td>
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<tr>
<td>Purchase the necessary supplies for the modules you have pre-selected:</td>
<td></td>
</tr>
<tr>
<td>• Request Supplies and Resources List on eConestoga from ERCC Trainer</td>
<td></td>
</tr>
<tr>
<td>The following supplies will be mailed to you by the program:</td>
<td></td>
</tr>
<tr>
<td>• White board or chart paper</td>
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<tr>
<td>• Dry erase markers or permanent markers</td>
<td></td>
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<tr>
<td>• Name tags</td>
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<tr>
<td>• Extra paper, pens and/or pencils</td>
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<tr>
<td>• Sign-in sheet</td>
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<tr>
<td>• Stick-it notes</td>
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<tr>
<td>• Variety of markers</td>
<td></td>
</tr>
<tr>
<td>• Team Member Evaluation</td>
<td></td>
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<tr>
<td><strong>During Each ERCC Team Member Course Session</strong></td>
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<tr>
<td>Have each Team Member complete the following:</td>
<td></td>
</tr>
<tr>
<td>• Course Registration via the Student Portal</td>
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<tr>
<td>• Team Member Evaluation Survey (paper-based; provide in kit)</td>
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<tr>
<td>• Summative Test (paper-based)</td>
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<tr>
<td>Have the Trainer complete:</td>
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<tr>
<td>• Trainer Attendance Tracking Sheet via the ERCC Trainer Tracking Portal</td>
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<tr>
<td><strong>After Review and Approval of Session Documentation</strong></td>
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<tr>
<td>• The LTC home will receive a backfill reimbursement cheque.</td>
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<tr>
<td>• Each team member who successfully completes the ERCC Team Member course will receive a certificate and lapel pin via mail to the LTC home.</td>
<td></td>
</tr>
</tbody>
</table>
What happens after Team Members complete their course?
Upon successful completion of the ERCC Team Member course, participants will receive a certificate and lapel pin (via mail to the LTC home).

Does the LTC home receive recognition for ERCC training?
LTC homes participating in the Fund who display a commitment to the training across their home, will receive a certificate of recognition in the Spring 2020.

Questions
Application or Funding Questions:  ERCC Questions:
info@pswfundltc.ca      ERCC@conestogac.on.ca
519-904-0660 x. 5009     519-748-5220 x. 3635