Frequently Asked Questions for Managers and Leaders

What can and can’t an HCSW do?
HCSWs are a non-direct care support workers that are supernumerary. See the document called Roles and responsibilities in the manger resources for more details.

Once the HCSWs are hired, what do I have to do?
Please follow all regular procedures for new hires. Ensure new candidates receive the HCSW orientation manual and are aware to take the 3 day Provincial Health Care support working orientation on LearningHub. Set up on site orientation and provide 5 buddy shifts for orientation. Ensure you sign up the candidate to a school seat based on requirements. See below questions for details.

What do I need to prepare for the HCSWs to start school?
You will need to ensure the HCSW meets the school requirements and have the following documents ready to share with the school. Transcripts showing Gr 10 and 12 as required, transcripts showing English language competency, any Prerequisites, and any other school specific documentation.

Who is responsible for signing up hires for school seats?
It is the site’s responsibility to sign up their hires for a school seat in the google doc. If no seats are available, we will be in touch when new ones are. They should also be mindful of the varying admission requirements for the PSIs.

I am having attendance issues with an HSCW. What should I do?
Follow your site’s standard employee policy for absenteeism.

The HCSWs is struggling with personal issues/medical issues and is require support. What should I do?
Follow your site’s standard employee policy for medical leaves and accommodations

When an HCSW is paid wages versus a stipend?
Wages are paid when the HCSW is working or in orientation. A stipend is paid when the HCSW is in school, or taking prerequisite courses (CPR/First aid or food safe)

Can HCSW work on statutory holidays and weekend?
As HCSWs are supernumerary, they should not be working on stat holidays. Working on weekends is possible if they are not in school, but it is preferred to have the HCSW work Monday to Friday as it will be an easier transition when the employee is in school or part time school while working as an HCSW.

Do HCSWs need to work from 0800-1600?
No. HCSWs can work rotating days and evenings Monday to Friday. There is no reason for the HCSWs to work a night shift as they are supernumerary and this may affect their school schedule. See above regarding statutory holidays and weekends.
Is there any education session for managers/leaders/staff to better support HCSWs in the workplace?
Yes! The VCH HCAP educators will be hosting bi-weekly education sessions starting mid-July. An email will be sent out to all leaders regarding the schedule and how to access the education sessions.

How do I get reimbursed for wages and stipends?
Fill out the invoice template and submit invoices quarterly to VCHHCAPInquiries@vch.ca