

## **What are the HCSW roles and responsibilities?**

HCSWs are integral members of the healthcare team. Under the guidance of clinical staff, HCSWs provide non-direct/nonclinical healthcare supports to clients/residents and their families. Refer to your orientation manual for a detailed description of roles and responsibilities.

## **Who will the HCSW report to?**

The site manager; who may delegate the responsibility to another staff member who will be a licensed professional (e.g., a Clinical Nurse Leader, Care aid, or recreation assistant).

## **Can I take the program part time?**

No. As an HCSW you are a full-time employee, and the HCA program requires a full-time commitment during the education time allotted to employees to complete it.

## **Do I have to work shifts as a Health Care Support Worker? Does that include overnight shifts when I have school the next day?**

Yes, you will work shifts as an HCSW, usually daytime and evenings, including weekends at times. Because the HCSW positions are supernumerary (that means above baseline staffing needs), your supervisor will ensure you are not scheduled for an overnight shift prior to a school day.

## **What should I expect to wear on my first day on site?**

Please contact your manager to see what the policy is for your site.

## **What is parking like at the site?**

It would be different based on the site; please contact your manager/contact person at your site.

## **Am I entitled to extended health benefits?**

You will have to discuss this with your manager. Benefits differ between sites.

## **Am I still an employee if I take an approved leave?**

Yes. If it is an approved leave, you are an employee while you are on leave. Please discuss this further with your manager.

## **Do I need to work as a full time employee for the return of service?**

The return of service requires employees to complete 12 months of regular employment as an HCA after completion of education. Employees are required to work in a regular position if available. If there are no regular full/part time positions at your site, a casual position may be accepted. Please refer to your signed Returned of service agreement for details.

## **As an HCSW, do I get paid time off for medical/dental appointments (Sick Leave)?**

Since HCSWs are casual, the position is usually not entitled to have sick leave time paid off. You will need to discuss this with your manager as each site differs regarding benefits.

## **How do I complete the pre-requisite courses and other hiring requirements? Do I take it outside of work or school? As part of work? As part of school?**

Students should arrange First Aid, CPR, and Food Safe training through the links in their welcome letter or through the quick links on the HCAP webpage. They should be scheduling this training as soon as they can get into the next course, but it should not impact their working component or going into the next education component. You will be paid a stipend to complete your pre-requisite courses.

Immunizations and Tuberculosis (TB) testing: you are required to have TB testing and documentation showing completed vaccinations as soon as you know you are hired into a position. This testing and vaccinations are necessary for both your schooling and employment.

Completion of Food Safe and First Aid/CPR certificates are needed before you start your schooling. Once you have been hired into a position, you can begin to make arrangements to take these courses. Food Safe certification is done online. You may need to look for First Aid/CPR courses offered in your community and book them as soon as possible. You may be already working at your facility by the time the course is available; discuss this with your hiring manager to let them know the dates you arranged.

### **Where can I sign up for CPR/First aid training?**

You can register for CPR and First aid training through [Saint John Ambulance](#). Ensure you are taking the 2 day First Aid and CPR-BLS course.

### **Will I get paid if I take the First Aid course on the weekend? There isn't one available during the weekdays next week.**

Yes. You will be paid for 2 days to complete your First aid and CPR during your orientation. It is up to the candidate when to book and take the course.

### **I have not received my stipend for CPR/Foodsafe courses?**

Please get in touch with your manager regarding your stipend as you are required to get paid by your facility (Site).

### **Where can I sign up for Food Safe?**

You can register for the online Food Safe course [here](#).

### **I had completed my food safe and first aid courses in my last job. Do I have to repeat them with VCH?**

Your food-safe Level 1 is still valid as long as it was completed within the past 5 years AND has not expired. First aid is valid for 3 years, and your CPR is valid for 1 year.

### **Where can I go to get more information on the immunizations I need?**

Please review the [list of immunizations](#) for Health Care Workers in BC. Your manager will inform you of what is required for school and work.

### **How much is the pre-requisite support fund (stipend) and how do I apply for it?**

Once an applicant is accepted into the HCAP program, a one-time support fund (stipend) amount of \$342 is available to support successful applicants with any costs related to their application to the program, including the completion of pre-requisite courses (Food Safe, Standard First Aid, English Proficiency testing). Please click [here](#) for details.

### **What will my college school schedule look like?**

The schedule could be full time work, full time school, or a combination of both depending on the cohort.

You will receive your college schedule by your facility Hiring Manager. This schedule will be available within 2 months of college start dates for each cohort. There is no **overtime** related to education time for HCSWs.

## **What do I do once I successfully complete the HCAP program?**

You are required to register to the BC Care Aide Registry and apply for an HCA position at your primary worksite. Short-listed candidates will be provided more information through their return-of-service agreement.

## **Is there any education session for HCSW/managers/leaders/staff to better support HCSWs in the workplace?**

Yes! The VCH HCAP educators will be hosting bi-weekly education sessions starting July 27. Please register [here](#) through the learning hub

## **How will I get info about my school program? Should I reach out to schools myself?**

You will receive an email directly from the institution with key dates and information about school closer to your start date.

## **What if I'm not signed up for school yet?**

Your manager will sign you up for school when a seat is available. Once you are assigned a school seat, your institution will contact you with details. Please discuss this further with your manager.

## **Can I work on school days?**

No, you are not allowed to work while you are in school.

## **What if I miss a day or two of education?**

The HCA program requires a full-time commitment during the education time allotted to employees to complete it. It is highly recommended not to miss any days in your schooling period. You will need to discuss with the school any absences as this may affect your ability to pass the program.

## **Whom do I contact with additional questions?**

Contact your manager first. If they are unable to answer your question, please email [HCAPstudents@VCH.ca](mailto:HCAPstudents@VCH.ca)