



Limestone
DISTRICT SCHOOL BOARD
Personal Support Worker

living
classrooms
learning
by doing

Personal Support Worker (PSW) Student Handbook

A partnership with The John M Parrott Centre

Helping People Live Their *Best Lives*



Ontario School Boards

PSW

Page of Contents

LDSB Personal Support Program Mandate.....	3
PSW Program Overview, Mission & Living Classroom.....	4
Living Classroom Infographic.....	5
LDSB PSW Values.....	6
Application, Intake and Fees.....	7
PSW Program Description.....	8
Eligibility & Immunizations.....	9
PSW Program Modules & Timetable.....	10
Vocational Learning Outcomes 1-7.....	11
Vocational Learning Outcomes 8-14.....	12
Requirements for PSW Certification.....	13
Academic Expectations.....	14
Practicum & Clinical Placements.....	16
Attendance Policy.....	17
Punctuality Policy.....	18
Exit Points & Leave Requests.....	19
Leave of Absence Review Process.....	20
Withdrawal.....	21
Re-Entry.....	22
Professional Conduct: Dress Code & Appearance.....	23
Professional Conduct: Computer, Cell Phone, Smoking.....	24
Professional Conduct: Drugs & Alcohol, Code of Ethics.....	25
Professional Conduct: Confidentiality, Privacy & Communication.....	26
Professional Conduct: Academic Dishonesty.....	27
Professional Conduct: Harassment/Violence/Bullying/Disruptive Behaviour.....	28
Additional Training & Certificates: DementiAbility.....	29
Additional Training & Certificates: WHMIS.....	32
Additional Training & Certificates: CPR & First Aid, GPA.....	33
Additional Training & Certificates: Allergy, Health, Safety & Anti Oppression.....	34
Equity & Inclusion, Infection Control, Safe Body Sharps, Fall Prevention.....	35
Additional Training & Certificates: Stress Management.....	36
Additional Training & Certificates: LEAP PSW.....	37
Student & Resident Testimonials.....	38

LDSB PSW Program Mandate

Limestone District School board provides high quality Personal Support Worker (PSW) education in the Napanee area. We recognize, and strongly support the role of well-trained, competent and caring Personal Support Workers in our community. The PSW student will be part of a multi-disciplinary healthcare team in an assistive role, providing compassionate and professional care to individuals in need, enabling the individual/client/resident/patient to achieve the highest potential of quality of life. Through our 660-hour PSW certification program, students receive in-class instruction and evaluation, as well as practical hands-on training and assessment in practice labs and supervised and unsupervised placements when providing direct patient/client care.

Limestone District School Board's Personal Support Worker Program values and principles include:

- Collaborating with employers, partners, and our Provincial Advisory Committee to ensure that our program meets the needs of the community.
- Staffing the program with highly qualified, experienced, professional registered nurses, teachers and presenters.
- Providing a supportive and nurturing education environment.
- Educating candidates to:
 - Provide compassionate, intelligent, holistic care.
 - Provide safe, quality care in all settings.
 - Provide exceptional service promoting the individuality, independence and dignity of clients.
- Encouraging flexibility and creative problem solving through the development of a strong foundational knowledge base.
- Affirming a sense of pride in being a Personal Support Worker.
- Promoting an interest in life-long learning.

Limestone DSB's PSW program has built an excellent reputation throughout the greater Kingston and Napanee areas. Many students are offered employment with the home or organization where they complete their practicum, often prior to graduation.

Program Overview

Our Mission

Limestone District School Board's (LDSB) Personal Support Worker program mission is to educate caregivers to provide compassionate and holistic care which promotes individuality, independence, and dignity of clients. The school recognizes the value of quality and compassionate care in all settings and the importance of a supportive, nurturing environment (whether in a facility or a private home). LDSB, PSW graduates have a strong knowledge base which allows them to problem solve and provide safe, honest and sensitive care.

What is a PSW?

A Personal Support Worker (PSW) is someone who respects and supports another person's desire to be healthy and independent according to their own choices and capabilities. A PSW assists people with the activities of daily living (ADLs) so they can be as independent as possible within their own environment. A PSW helps maintain quality of life for individuals by promoting their independence, dignity, well-being, mobility, comfort, and safety. They support individuals and families while working as a member of the care team. Services provided by a Personal Support Worker include, but are not limited to:

- Home management
 - Personal care and hygiene
 - Activities of Daily Living (ADLs) assistance
 - Social and recreational activities
 - Performing delegated tasks from registered healthcare professionals
-

Living Classroom

The Living Classroom Model is a hands-on approach to PSW training that integrates theory and skills practice within a real or simulated care environment. Students learn and practice personal care, safety, communication, and professional skills in settings that reflect actual workplaces, using the same equipment, routines, and expectations found in care facilities. Guided by instructors and trained staff, students apply learning in real time, building confidence, competence, and job readiness while promoting client-centered, safe, and professional care.

Living Classroom Infographic

LIVING CLASSROOM

Building a Stronger Workforce in Senior Living

The Living Classroom is a partnership model that **integrates education into a long-term care or retirement home** to support workforce development. Students, faculty, and those living, visiting and working in the home engage in a culture of shared learning.

Benefits of the Living Classroom

STUDENTS

- Students are exposed to rewarding career opportunities in senior living
- Students benefit from experiential learning with residents, families and team members
- Students can live, study, and work in their own community
- Students graduate with enhanced skills, greater confidence and practical experience caring for older adults



TEAM MEMBERS

- Team members benefit from student assistance with care
- Team members learn new clinical practices and update their caregiving skills
- Team members experience personal growth by mentoring the next generation of healthcare professionals



RESIDENTS, FAMILIES AND EDUCATORS

- Residents and families share their knowledge and wisdom with students and educators
- Educators can offer programs in locations where there is high demand
- Long-term care and retirement homes can hire new employees from a pool of work-ready graduates



living
classrooms learning
by doing

Our Values

1. Dignity and Respect

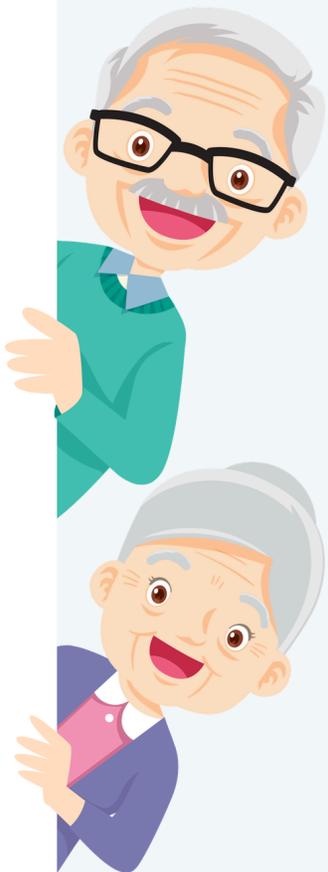
We value every individual clients/residents, families, students, staff and colleagues and treat each person with dignity and respect. Our approach to care is person-centred, culturally responsive, and honors autonomy, privacy, and lived experience.

2. Compassionate Real-World Care

Learning happens through meaningful, hands-on experiences that build empathy, confidence, and competence. Students are trained to respond with compassion while developing practical skills needed for real workplace settings.

3. Growth through Community and Accountability

We foster a supportive learning community where students are encouraged to grow, reflect, and take responsibility for their actions. Collaboration, reliability, and professional integrity are essential to learning and care.



Application, Intake & Fees



1 Attend an Information Session

All prospective PSW applicants are required to attend a Limestone-hosted information session to fully understand program expectations, commitments, and determine whether the program is the right fit.

2 Successfully Complete the Written Assessment

The next step in the application process is the written comprehension assessment. Applicants must complete the assessment independently and may not use any aids. Only successful applicants will move forward in the selection process.

3 Successfully Complete the Interview

Applicants who advance will be required to successfully complete a one-on-one interview with a Limestone PSW Program staff member.

4 Provide ALL Required Documents on time

Once offered a seat in the program, applicants must submit all required documents by the specified deadline. Failure to do so may result in an inability to begin the program.

5 Fees

Fees **\$2,000**

Includes: PSW textbook, workbook, Safe Food Handling Certification, and LEAP PSW Certification. Fees are reviewed annually and are subject to change.

Carry Over Fee **\$500**

A fee is charged when a student must repeat facility practicum.

- A non-refundable deposit of \$200 is required at registration. This deposit secures your place in the PSW program and will be applied toward the total fee.
- A further non-refundable payment of \$300 is due within 60 days of registration.
- The full remaining \$1,500 is due by the first day of classes unless alternative arrangements have been made with the PSW Coordinator.

PSW Program Description

The Personal Support Worker (PSW) program was developed as part of the Ontario government's plan to reform long-term care and enhance support services for individuals living at home and in long-term care facilities.

Limestone's accredited PSW program prepares participants to work in a variety of healthcare settings, including long-term care and retirement homes, community home health agencies, private homes, hospitals, and schools. Our program follows a standardized provincial curriculum and meets the requirements of the Ministry of Health and Long-Term Care, the Ministry of Colleges and Universities PSW Training Standard (2022), and the Ministry of Education. It operates in accordance with the Regulated Health Professions Act, Limestone District School Board policies, and the policies of all healthcare facility partners.

This full-time, daytime program runs for 21 weeks. One session begins in September and concludes in January, while a second session runs from February through June each year. Theory and lab classes are held in person, Monday to Friday, from 9:00 a.m. to 3:00 p.m. at the John M. Parrott Centre in the Living Classroom. Supervised clinical placements take place during day and evening shifts, while unsupervised placements may include day, evening, and weekend shifts in long-term care and community agencies.

Regular attendance is essential for student success, as the program is highly concentrated. Absences result in missed learning opportunities that cannot be fully recovered. Many practical skills and concepts cannot be learned without in-class instruction and demonstrations. Failure to maintain an excellent attendance record may cause students to fall behind and could jeopardize their continuation in the program.

Eligibility & Immunizations

- The applicant must be age 18 or older unless they have already earned an Ontario Secondary School Diploma (OSSD). Applicants under the age of 18 cannot be accepted into the program.
- The applicant must demonstrate skills in communication and comprehension sufficient to meet program outcomes. (Applicants for whom English is not their first language, must provide proof of a Canadian Language Benchmark level of at least achieved 6 in each of the four language skills).
- Applicants must attend an information session and complete a personal interview with program staff.
- The applicant must obtain and submit the Health Assessment Form completed by a family doctor or nurse practitioner which includes:
 1. proof of a current 2 Step Mantoux (TB) skin test. (Student must have a negative or clear chest x-ray, in order to continue in program). Applicants will not be permitted to participate in the practical components of the program without this document.
 2. proof of Hepatitis B vaccination. The cost for Hepatitis B vaccine is approximately \$120.00 and is available at the local Health Unit.
- Applicants will not be permitted to participate in the practical components of the program without these documents.
- When available, applicants must be immunized with the Influenza Virus Vaccine. Contact your doctor or the KFL&A Health Unit to inquire about having yourself vaccinated. The Influenza vaccine is free.
- The applicant must submit a doctor completed PSW Functional Abilities Form. The applicant must exhibit a physical fitness level suitable to meet the practicum component.
- Applicant must provide proof of a current clear CPIC (Canadian Police Information Centre), search with Vulnerable Sector section completed. A clear Vulnerable Sector CPIC must neither have charges nor charges pending. This may be obtained through the Kingston Police Department or through your local OPP detachment. The process may take up to 12 weeks. This document is valid for six months, so candidates may have to submit a second form during the program. Applicants will not be permitted to participate in the practical components of the program without a clear CPIC. If at any point in the program an applicant has a new charge or conviction pending, it must be reported within 5 business days. The Living Classroom partner, The John M Parrott Centre, is responsible to assess the relevance of the charge or conviction and determine subsequent actions to be taken.
- CPR and First Aid for Healthcare Providers are requirements for certification and must be completed before graduation. (A two day course is offered during the PSW program.)

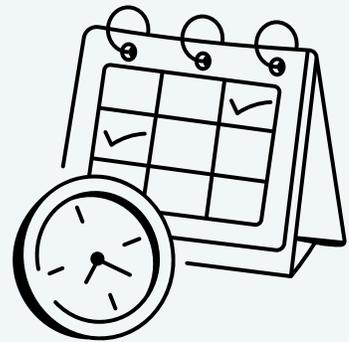
PSW Program Modules

The program consists of the following modules with the hours stated:

Modules	Hours
Role of the Worker	26
Optimal Support and Care Planning	20
Individuality and Person-Centred Care	24
Therapeutic Communication Skills	16
Safety (Worker, Client, Others)	18
Care Across the Lifespan (Ongoing Conditions)	40
Assisting with Medications	18
Household Management and IADLs	20
Supporting and Assisting the Family	16
Responding to Abuse	18
Palliative and End-of-Life Care	26
Cognitive Impairment and Mental Health	28
Personal Hygiene	30
Mobility	30
Practicum - Community Preparation & Placement	110
Facility Preparation & Placement	220

Timetable Breakdown

Period 1	0900-1015	75 minutes
Break	1015-1030	15 minutes
Period 2	1030-1145	75 minutes
Lunch	1145-1215	30 minutes
Period 3	1215-1330	75 minutes
Break	1330-1345	15 minutes
Period 4	1345-1500	75 minutes



It is important to be present and on time for class, lab and placement!

Vocational Learning Outcomes

The PSW graduate has reliably demonstrated the ability to:

Fourteen Vocational Learning Outcomes for PSWs

1 Work within the **personal support worker role** in various care settings in accordance with all applicable legislation, standards, employer job descriptions, policies, procedures and guidelines.

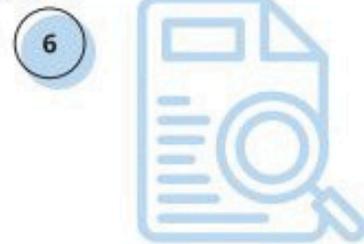


2 Practice **professionally**, and be accountable for one's own actions by applying **problem-solving, self-awareness, time management and critical thinking** to the provision of care as a personal support worker, whether working independently or as a member of a team.



3 Participate as an engaged member of the **interprofessional team** to maintain **collaborative working relationships** for the provision of supportive, safe, responsive and competent **client-centred care** within care settings.

Together We Can!



Identify relevant **client information** within the roles and responsibilities of the personal support worker using **observation, critical thinking, and effective communication skills** to **report and document findings**.

4 Provide **person-centred care**, based on **ethical principles**, sensitive to **diverse personal and family values, beliefs, cultural practices** and other needs, which follows the direction of the **plan of care**.



5 Establish and maintain **therapeutic relationships** with **clients** and their **families** using effective communication skills to build a genuine, **trusting, and respectful partnership**, in accordance with **professional boundaries, employer policies, confidentiality and privacy legislation**.



7

safety first

Create, **promote and maintain a safe and comfortable environment** for **clients, their families, self and others** by implementing **current infection prevention and control measures, emergency and first aid procedures, and best practices in pandemic planning** that are in keeping with the **plan of care, all applicable legislation, and employer policies and procedures**.

II - Vocational Standard

<https://files.ontario.ca/mcu-personal-support-worker-jan2022-41469-en-2022-03-31.pdf>

Vocational Learning Outcomes

Fourteen Vocational Learning Outcomes for PSWs

The PSW graduate has reliably demonstrated the ability to:



8

Assist clients across the lifespan with **activities of daily living** by applying fundamental knowledge of **growth and development**, psychological concepts, common alterations in functioning, **health promotion**, disease prevention, **rehabilitation** and **restorative care**, and **holistic health care**.



10

Assist with **household management services** and **instrumental activities of daily living** in accordance with the **plan of care** and considering the preferences, comfort, safety and autonomy of **clients, families** and significant others.

9

Assist the client with **medication** following the client's plan of care, and if a delegated act, under the supervision of a regulated health professional or done by exception under the most accountable person and **in accordance with all applicable legislation and employer policies**.



12

Identify, **respond and report** potential, alleged, suspected or witnessed situations of **abuse**, and/or **neglect**, as **required** by all applicable legislation, including the **Retirement Homes Act 2010** and the **Long-Term Care Homes Act, 2007**, and as required within the employers' job description for the personal support worker.



11



Assist and support clients who are caregivers, considering individual and **family choices**, professional boundaries and the direction of the **plan of care**.

14



Provide **client-centered** and **client-directed care** to individuals experiencing various **mental health illness** and challenges, cognitive and **intellectual impairments**, and/or responsive **behaviours** by using **supportive approaches** and evidence-based practices to **promote positive and safe behaviours** in clients*.

13

Assist with the provision of **holistic care** and advocacy for **culturally safe** and spiritually sensitive **palliative and end-of-life care** to all **clients** experiencing life threatening illness and to their **families** and significant others from diagnosis through to death and bereavement, and in accordance with clients' choices and the **plan of care**.



II - Vocational Standard

<https://files.ontario.ca/mcu-personal-support-worker-jan2022-41469-en-2022-03-31.pdf>

Requirements for PSW Certification

- A minimum of 70% achievement in theory modules.
- Successful evaluations of lab assessments with a minimum achievement of 80% in specific modules.
- A minimum of 70% achievement on the CESBA Final Exam. Maximum of two (2) re-writes of the CESBA exam.
- Successful completion of supervised placement (110 hrs.) and unsupervised placement (220 hrs.).
- Demonstrated ability to meet program objectives consistent with the Mission Statement of Limestone's Personal Support Worker program.
- Demonstrate the ability to meet all 14 Vocational Learning Outcomes as well as the Essential Employability Skills (ESS) as outlined in the MCU 2022 PSW Training Standard (**See Appendix A**).
- Current CPR and First Aid (HCP) Certification (**see Appendix B for list of Certifications and additional training**).



Requirements for Achieving Ontario Secondary School Credits:

- Complete required coursework and assignments
- Meet Ontario curriculum expectations
- Earn a minimum grade of 50%
- Follow attendance and assessment requirements

KEY REMINDERS

- The PSW certificate is based on skills and workplace readiness.
- Earning the PSW certificate does not automatically give you high school credits.
- High school credits are based on academic performance.
- Earning high school credits does not guarantee a PSW certificate.
- PSW certificate requirements and high school credit requirements are separate.
- You must meet both sets of requirements if you would like to achieve both outcomes.

Academic Expectations

Secondary School Credits

Limestone's PSW program enables students to earn a maximum of six (6) secondary school credits. Some students are able to earn an Ontario Secondary School Diploma (O.S.S.D.) in addition to the PSW Certification. An O.S.S.D is not a requirement to obtain PSW certification. Secondary credits embedded in the PSW program are T0J4CX-01: Child Development + Gerontology, and Health Care: TPJ3CX, TPJ4CX, TPJ3CY & TPJ4CZ.

Assignments, Quizzes & Tests

An ongoing process of collecting information about student learning and performance from multiple sources takes place through the program. As part of this process, instructors provide descriptive feedback to help guide students' efforts toward improvement.

Formative Assessment

Provides the student ongoing feedback throughout a unit of instruction. Its primary purpose is to point out what students are doing well and what areas still requires improvement. Examples of formative assessment could be through classroom discussion, rubric, checklist, quizzes. Formative assessment is not used toward final grade.

Evaluation

The process of judging the quality of student work on the bases of established criteria, and the assigning of a value to represent that quality.

Summative Evaluation

Provides students with the opportunity to synthesize their knowledge and skills and demonstrates what they have learned over the course an instructional unit. Summative Evaluations count towards final grade. ***(Please see Appendix D & Appendix E for Rubric Information).***

Academic Contract

As a student, it is important for you to understand what is expected of you, and part of this expectation is understanding the mandatory academic requirements.

- **70% or higher for theory component**
- **80% for lab evaluations**
- **Complete 100% of the placement hours (330hrs total).**

It is the instructor's role to monitor, assess, review and evaluate each students' academic status throughout the program. ***(Please see appendix F for Academic Contract).***

Academic Expectations Continued...

Late Assignments

Failure to submit assignments on time and in full may place students at risk of not successfully completing the PSW certificate. It is the student's responsibility to complete and submit all assignments on time.

- Missed or incomplete assignments will not be accepted after the module is finished.
- If an assignment is not submitted on time, a Completion Contract will be issued (see Appendix G).
- Failing to meet the terms of the Completion Contract can negatively affect your overall grade and may impact completion of the PSW program.

Missed Tests, Quizzes, Exams, or Assessments

Tests and exams allow students to demonstrate their knowledge and ensure they are ready to apply skills safely in a health care setting.

- Students must be present for all tests, quizzes, exams, and assessments.
- If a student must miss a test due to an urgent matter, documentation must be provided.
- Missed tests/quizzes/exams/assessments must be completed on the first day back at school.
- It is the student's responsibility to arrange a time with the instructor to complete any missed assessment, which will be completed outside of regular class time.
- Missing tests or assessments should be rare and should not occur more than once during the course.

Academic Support

If you feel you need help with your studies, don't wait—reach out as soon as possible. Academic support is available to help you succeed, and asking for help early can make a big difference. You can contact your teachers, counselors, or the academic support team at any time. Remember, seeking help is a sign of strength and commitment to your learning.

Exam Rewrites

- The minimum passing mark for tests and exams is 70%.
- Each student has a maximum of two (2) re-writes of the CESBA Exam.
- A rewrite is only allowed for a non-passing grade on the first exam.
- The highest possible grade for a rewrite is 70%.
- Instructors will consider attendance and overall academic performance when deciding whether a rewrite will be permitted.

Practicum & Clinical Placements

PSW Practicum and Clinical Placements

The PSW practicum consists of both supervised and unsupervised (consolidation) placement experiences.

Supervised Placement (110 hours):

Students are supported by a qualified clinical instructor, with a maximum ratio of ten students per instructor.

Unsupervised Placements (220 hours):

Students complete two 110-hour consolidation placements—one in a community setting and one in a long-term care facility—working alongside a certified PSW. Instructor support is provided at a rate of one hour for every ten hours of placement. Whenever possible, placements are aligned with students' interests to provide meaningful, hands-on experience and the development of practical skills in real-world care environments.

- Clinical Placement is a mandatory component of the PSW Program.
- Students must meet all placement requirements before participating.
- Attendance, professionalism and performance during placement are evaluated.
- Placement opportunities are at the discretion of the home/agency.
- Failure to meet placement standards may result in removal from the program.



Attendance & Punctuality Policy

Purpose:

To ensure a productive learning environment, enhance professional behavior, and prepare students for the expectations of the healthcare workplace, this policy outlines the expectations for attendance and punctuality. Attending classes, labs and placements is very important to student success, as this is an accelerated program.

- The only acceptable reasons for being absent from the PSW Program are: illness, surgery, significant extenuating circumstances, or a death in the family.
- Students are required to attend scheduled unit tests, certifications and the final exam.
- Upon first absence from either class or placement, the student is required to meet with the PSW teacher. Upon second absence, the student will meet with the teacher and the vice-principal. Upon the third absence the student will meet with the PSW teacher and the principal.
- Missed class and/or placement time is an employability issue and a safety concern regarding competence. **(Please see Appendix C for Attendance Contract).**
- Consecutive absences from placement may result in being removed from program.
- Missed placement time must be made up prior to earning PSW certification.
- Please make personal appointments after 1500. For prior scheduled appointments or appointments that cannot be rescheduled, please notify the teacher in order to make alternative arrangements. Failure to do so will result in the teachers inability to accommodate you.
- If you are sick, **stay home!** What is just a 'cold' could be life or death for others. It is your responsibility to determine and complete missed material while not in class. Find yourself a buddy /group that you can get detailed information from for missed content.
- In case of personal emergency resulting in a missed day, it is your responsibility to inform your teacher, placement instructor and faculty/agency at least 2 hours before the shift begins.

Attendance Policy

Punctuality

Personal Support Worker (PSW) students are expected to attend all classes and arrive on time. Regular lateness disrupts learning, affects peer learning experiences, and does not reflect the professional standards expected in healthcare settings.

Guidelines:

1. Punctuality Expectations:

- Students must arrive at least 5 minutes before the scheduled start time.
- Late arrivals may be documented by the instructor.

2. Attendance Tracking:

- Instructors will monitor attendance and punctuality.
- Students arriving late more than 3 times per term will receive a formal warning.

3. Consequences for Repeated Lateness:

- First instance: verbal reminder from instructor.
- Second instance: written warning and discussion of strategies to improve punctuality.
- Third instance: meeting with program administration; may affect participation grade or eligibility for clinical placements.

4. Excused Lateness:

- Illness, family emergencies, or other unavoidable circumstances should be communicated prior to class whenever possible.
- Documentation may be requested for repeated excused lateness.

5. Professional Expectations:

- PSWs are preparing for careers where punctuality is essential for client safety and trust. This policy encourages development of professional habits that align with workplace standards.

Implementation:

All instructors and students will be informed of this policy at the start of the program. Compliance is expected and will be monitored throughout the course.

Exit Points & Leave Requests

Exit Points

The PSW program is designed in modular form with two exit points:

1. Upon successful completion of the program, the successful candidate will meet the training standards and requirements of a Personal Support Worker.
2. Unsuccessful completion or inability to meet program expectations at any point in the program, students may meet with the PSW teacher to discuss potential re-entry to the program at future date.

Leave of Absence Requests

Students may request a Leave of Absence if serious or unexpected situations make it difficult to continue in the PSW training program.

Acceptable reasons may include:

- Personal illness, injury, or mental health concerns
- Medical treatment or recovery
- Serious illness, injury, or death of an immediate family member
- Pregnancy, childbirth, or caring for a new child
- Unavoidable caregiving responsibilities
- Personal emergencies or crises beyond your control
- Housing, safety, or legal situations that require time away

Other serious situations not listed above may be considered on a case-by-case basis.

Important Information

- Leave requests must be submitted in writing as soon as possible
- Supporting documents may be required
- Approval is not guaranteed
- Program staff will work with you to discuss next steps and possible return dates
- A student has two years, from the original start date of their training, to complete all course requirements to obtain certification. After 2 years, the student must repeat the full program.

Leave of Absence Review Process

Leave of Absence Review Process

1. Submit a Request

Students must submit a written request for a Leave of Absence as soon as possible, explaining the reason for the request. Supporting documents may be required. **Student must complete all program requirements within two years** from the original start date of training, in order to obtain PSW certification.

2. Review by Program Staff

The request will be reviewed by PSW program staff to understand the situation and how it may affect the student's ability to continue in the program.

3. Consideration of Program Requirements

Staff will consider factors such as program timing, attendance requirements, placement schedules, and the ability to safely and successfully return to training.

4. Decision

Based on the information provided, the Leave of Absence may be:

- Approved, with clear terms for return, or
- Denied, if the request does not meet program requirements or would significantly impact successful completion.

5. Notification

The student will be informed of the decision in writing, including any conditions, timelines, or next steps within 10 school days.

6. Unauthorized Leave

An unauthorized leave occurs when a student stops attending the PSW training program without approval from program staff.

Student Status:

- The student is considered **withdrawn from the program**
- The student may be ineligible to continue/return to the current training session
- Fees and deposits are subject to the program's refund policy

Returning to the Program

- Re-entry is not guaranteed and depends on availability and achievement requirements of program.
- Re-entry may require former students to reapply.

Students are strongly encouraged to communicate with program staff as soon as possible if they are experiencing difficulties so that options may be discussed.

Withdrawal

Withdrawal

A student may choose to withdraw from the PSW training program at any time. Withdrawal may be voluntary or required by the program under certain circumstances.

Voluntary Withdrawal

- Students who decide to withdraw must notify PSW program staff in writing as soon as possible.
- The withdrawal date will be the last day of attendance.
- Fees and deposits are subject to the program's refund policy.
- Students who withdraw will not be permitted to continue attending classes or placements.

Required Withdrawal

A student may be required to withdraw from the program if they:

- Do not meet attendance requirements
- Fail to meet academic or practical performance standards
- Engage in unprofessional, unsafe, or inappropriate behaviour
- Breach confidentiality
- Take an unauthorized leave of absence
- Are unable to meet placement or health and safety requirements

Program Status After Withdrawal

- Withdrawn students lose their seat in the program.
- Re-entry is not guaranteed and may require reapplication.
- Previous coursework or placement hours may not be transferable to a future session.

Support and Communication

- Students experiencing difficulties are encouraged to speak with program staff before withdrawing to explore available supports or alternative options.

Re-Entry

Students who withdraw from the PSW program or take an approved Leave of Absence (LOA) may request to return to the program. Re-entry is not guaranteed and is subject to program requirements and space availability.

Students **must complete all program requirements within two years** from the original start date of training in order to obtain PSW certification.

To be considered eligible for re-entry, students must:

- Submit a written request to the PSW program administrator
- Meet current admission and program requirements
- Be in good standing at the time of withdrawal or leave
- Be able to complete the remaining program requirements within the program schedule

Students who take an unauthorized leave or were required to withdraw, may be required to reapply to the program.

Review Process

Re-entry requests will be reviewed by PSW program staff and may consider:

- Reason for withdrawal or leave
- Length of time away from the program
- Academic and placement performance prior to leaving
- Program capacity and timing of training sessions

Conditions of Re-Entry

If approved, re-entry may be subject to:

- Placement in a future training session
- Repeating coursework, skills labs, or placement hours
- Updated documentation (medical, immunization, police check, etc.)
- Payment of any required fees

Notification

Students will be informed of the re-entry decision in writing, including any conditions or next steps within 10 school days.

Professional Conduct

Dress Code & Appearance

Professional appearance is important for safety, infection control, and creating a positive impression in healthcare settings. All PSW students are expected to follow these guidelines during training and placement:

Clothing

- Wear clean, professional attire appropriate for healthcare work.
- Uniforms or program-provided scrubs must be worn when required.
- Clothing should allow safe movement and not pose a hazard (no long scarves, loose jewelry, or open-toed shoes).

Footwear

- Closed-toe, non-slip shoes are required at all times.

Personal Hygiene

- Maintain good personal hygiene.
- Hair should be clean and tied back if long.
- Strong perfumes, colognes, and other scents must be avoided as people with whom students interact, may have sensitivities.

Jewelry & Accessories

- Minimal jewelry is recommended; remove anything that could interfere with care or pose a safety risk.
- Watches and simple stud earrings are usually acceptable.

Nails

- Keep nails short, clean, and unpolished. Artificial nails or long nails are not allowed for infection control reasons.

Tattoos & Piercings

- Visible tattoos should be professional and non-offensive.
- Body piercings should be minimal and safe for patient care.

Professional Conduct

Appearance should reflect a professional and respectful image. PSW students must comply with dress code policies during all classes, labs, and placements. Non-compliance with the dress code may result in being sent home from placement or class until standards are met.

Professional Conduct

Computer Use Policy

Students must read and sign the **“Responsible Use of Information Technology Agreement”** for the Limestone District School Board before receiving a WIFI username and password. Any violation of this agreement or breach of network security may result in the loss of computer privileges, suspension, and/or legal consequences.

Cell Phones and Personal Electronic Devices

During Tests/Exams: Personal electronic devices—including cell phones, pagers, mobile messengers, video games, MP3 players, iPods, cameras, handheld entertainment systems, or any other communication technology—are strictly prohibited and cannot be brought into the test/exam room.

In the Classroom: Cell phones must be set to vibrate. Students who need to answer a call must do so outside of the classroom. No conversations or discussions are allowed in the classroom or during class time. Under no circumstance may a student use facetime in the classroom.

During Placements: Use of cell phones or personal electronic devices is not allowed.

Listening Devices: Use is at the teacher’s discretion. Volume must be low enough not to disturb others.

Legal Compliance: Using personal electronic devices to commit or facilitate a crime under Federal, Provincial, or Municipal law is strictly prohibited and may result in disciplinary action and/or reporting to law enforcement.

Smoking and Vaping

In keeping with the Tobacco Control Act, smoking or vaping **EITHER TRADITIONAL CIGARETTES OR E-CIGARETTES**, is not permitted on school or placement property at any time. This includes cars parked in the school parking lots. You must be completely off school. Anyone caught smoking will be warned; subsequent offences will result in suspension. Additionally, city officials who enforce this legislation may levy fines. The Tobacco Control Act also applies to placement locations. Students are expected to follow all smoking/vaping policies throughout the PSW program. Students must adhere to the specific smoking/vaping policies related to the building/agency they are in.

Professional Conduct

Drugs and Alcohol

Students must be sober when attending the Limestone District School Board, during all classroom time at the Living Classroom and/or representing the Limestone District School Board during placement. The use and/or sale of drugs or alcohol is **STRICTLY** prohibited. Anyone violating this regulation will be directed by program staff and be asked to leave. When on placement, the student appears under the influence of alcohol or drugs, the clinical instructor has the jurisdiction to direct the student to leave for the day, followed by a meeting with the teacher and principal.

Code of Ethics

PSW students are expected to:

- Respect the dignity, rights, and independence of all individuals
- Provide care without discrimination
- Work within their scope of practice
- Seek guidance when unsure or when client safety may be at risk



Professional Conduct

Confidentiality and Privacy

All information disclosed within a professional relationship must remain confidential and may only be shared with other professionals on a need-to-know basis and solely in the best interest of the client, patient, or resident.

A professional relationship may exist between:

- A worker and a client/resident/patient
- A worker and another worker
- A worker and a family member
- A worker and documentation (such as charts or records)

Confidential information may include names, personal situations, and both positive and negative personal details. PSW students are required to maintain confidentiality regarding all matters encountered during their education and placement.

This includes, but is not limited to:

- Health and personal information obtained from charts, caregivers, or clients/residents/patients
- Information concerning colleagues
- Information about clients/residents
- Confidential information related to the organization

Students are strictly prohibited from discussing or posting any information about clients/residents/patients, their family members, or personal experiences on social media or outside of the classroom or placement setting.

If there is any uncertainty about whether information is confidential, it is the student's responsibility to consult with a program staff. Breaches of confidentiality are taken seriously and may result in dismissal from the program.

(Refer to Appendix H: Confidentiality Contract)

Communication

- Students are responsible for checking official communication channels regularly
- Important updates regarding schedules, placements, and policies will be communicated through designated methods (LDSB email).
- Failure to review communications does not exempt students from responsibility.

Professional Conduct

Academic Dishonesty

Academic dishonesty includes any intentional attempt to receive credit for work that is not your own. This also includes the unauthorized sharing of work. Providing your work to another student for the purpose of academic dishonesty is a violation of the program's Code of Conduct.

In cases where work is clearly not a student's own, the teacher will meet with the student and the following steps will apply:

1. Initial Breach

- The breach will be documented and reported to the PSW teacher and vice-principal
- A record of the breach will be placed in the student's file
- A meeting will be held with the PSW teacher
- An alternative assignment must be completed

2. Subsequent Breach

- The breach will be documented and reported to the teacher and principal
- A record of the breach will be placed in the student's file
- A meeting will be held with the teacher and vice-principal
- The student will complete an essay on ethics and academic dishonesty
- An alternative assignment will be completed

3. Repeated Breach

- The breach will be documented and reported to the teacher, vice-principal, and principal
- A record of the breach will be placed in the student's file
- A meeting will be held with the teacher, vice-principal, and principal
- The student will be withdrawn from the course

Other Forms of Academic Dishonesty

Academic dishonesty also includes the falsification or fabrication of data, laboratory results, fieldwork, or any official or unofficial documents. This includes, but is not limited to, transcripts, diplomas, medical certificates, and CPIC (Police Clearance) reports.

Any student found to have violated the PSW Program Academic Dishonesty Policy will receive a written notice from the program administrator. This letter will outline the specific violation(s), the date(s) of occurrence, and the disciplinary action taken.

Professional Conduct

Harassment/Intimidation/Violence/Bullying/Disruptive Conduct

The PSW Program is committed to providing a safe and respectful learning environment that is free from harassment and violence. The program will respond promptly, fairly, and effectively to any incidents or concerns related to harassment or violence that come to its attention. Any incidents observed by students must be reported immediately to the program teacher.

Any student accused of harassment, intimidation, bullying, violence, or disruptive behavior may be removed from the program. Students have the right to initiate the appeal process in accordance with program and board policies.

Definition of Workplace Harassment and Violence

Workplace harassment or violence includes any behavior in which an individual is abused, threatened, intimidated, or assaulted. This behavior may be verbal, written, physical, or electronic in nature and includes, but is not limited to:

- Threatening behavior, such as shaking fists or damaging property
- Verbal or written threats
- Harassment, as defined by the School Board's Harassment and Discrimination at the Workplace Policy:
- "Any repeated conduct, comment, gesture, or contact that creates an intimidating, humiliating, or uncomfortable working environment. This includes behavior that a person knows, or reasonably should know, is offensive."
- Verbal abuse, including swearing, insults, or condescending language
- Physical attacks, such as hitting, kicking, scratching, or biting

Additional information and related policies can be found at the following links:

- LDSB Safe & Caring Schools:
- https://www.limestone.on.ca/board/safe_caring_schools
- Suspension Policy: LDSB Administrative Policy 358
- Expulsion Policy: LDSB Administrative Policy 359
- Resolution Process:
- https://www.limestone.on.ca/families/resolution_process

Additional Training & Certificates

DementiAbility

DementiAbility.com

DementiAbility training is a specialized educational program designed to teach care providers—like Personal Support Workers (PSWs)—how to understand and support people living with dementia.

It focuses on:

- Understanding dementia and its effects on memory, behavior, and daily functioning.
- Recognizing and responding to changes in mood, cognition, and behavior.
- Practicing person-centered care strategies to promote dignity, independence, and quality of life.
- Communicating effectively with clients, families, and the healthcare team.

Why is it important for PSW students?

1. **Builds Practical Skills:** PSWs learn how to safely assist clients with daily activities while adapting to cognitive and behavioral changes.
2. **Enhances Communication:** Teaches techniques to connect with individuals who may have difficulty expressing themselves.
3. **Prepares for Real-World Care:** Provides strategies for managing responsive behaviors, reducing stress, and supporting mental and emotional well-being.
4. **Supports Professional Competence:** Aligns with PSW Vocational Learning Outcomes (VLOs) like person-centered care, safety, and ethical practice.

Why is it important for long-term care homes?

1. **Improves Quality of Care:** Residents with dementia receive more compassionate, personalized, and effective support.
2. **Reduces Risks:** Proper training helps prevent accidents, agitation, or injury related to cognitive changes.
3. **Supports Staff Well-Being:** PSWs gain confidence and skills, reducing burnout and stress.
4. **Meets Regulatory and Accreditation Standards:** Many long-term care homes require dementia-specific training to comply with provincial or organizational standards.

Additional Training & Certificates

DementiAbility

DementiAbility.com

Alignment of Dementia Training with Ontario PSW Vocational Learning Outcomes (VLOs)

Relate effectively with clients, families, and caregivers

Dementia training supports this outcome by developing communication strategies appropriate for individuals with cognitive impairment. Students learn to use verbal and non-verbal communication techniques, build trust, respond to emotional needs, and interact respectfully with families and caregivers.

Provide personal support services that promote physical, emotional, and social well-being

Dementia education reinforces person-centred care approaches that support dignity, independence, and quality of life. Training addresses assisting with activities of daily living (ADLs) while adapting care to the changing needs and abilities of individuals living with dementia.

Promote and maintain a safe and healthy environment for clients, self, and others

Dementia training addresses safety risks such as falls, wandering, and responsive behaviours. Students learn to identify potential hazards, apply prevention strategies, and follow infection prevention and control practices in dementia care settings.

Assist clients across the lifespan with cognitive, mental health, & behavioural challenges

Dementia training directly supports this outcome by providing foundational knowledge of dementia, its progression, and its impact on behaviour, cognition, and daily functioning. Students learn appropriate support strategies within the PSW scope of practice.

Apply ethical, legal, and professional standards of practice

Dementia-related instruction reinforces ethical principles, client rights, consent, confidentiality, and professional boundaries. Training ensures students understand relevant legislation and organizational policies affecting dementia care.

Work effectively as a member of the healthcare team

Dementia training emphasizes collaboration, observation, documentation, and reporting changes in a client's condition. Students learn to communicate effectively with regulated health professionals to support coordinated and consistent care.

Additional Training & Certificates

DementiAbility

DementiAbility.com



Our Vision:

To create a world where individuals living with dementia enjoy a life filled with meaning, purpose, joy, independence, connection, love, choice, and high self-esteem – in an environment that is set up for success. The enabled environment is familiar: it looks, feels and smells like home.



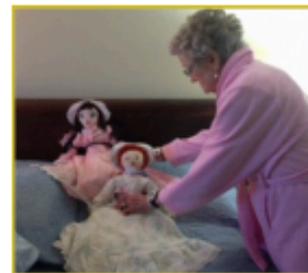
DementiAbility's Guidelines for an Enabled Environment And an Emotion-Based Model of Care

References available at www.dementiability.com



Emotion focused care includes the look, feel and smells of home

Creating spaces where people want to live, work and visit.



Additional Training & Certificates

WHMIS Certificate

VLO Description	How WHMIS Training Aligns
<p>Describe</p> <p>Relate effectively with clients, families, and caregivers</p>	<p>WHMIS training enables PSWs to communicate safety information related to hazardous products clearly and professionally, supporting safe care practices and maintaining client trust.</p>
<p>Provide personal support services that promote physical, emotional, and social well-being</p>	<p>WHMIS training ensures PSWs safely use cleaning agents, disinfectants, and other controlled products while delivering personal care, reducing the risk of harm to clients.</p>
<p>Promote and maintain a safe and healthy environment for clients, self, and others</p>	<p>WHMIS training directly supports this outcome by teaching hazard recognition, use of Safety Data Sheets (SDS), proper labeling, PPE use, and safe handling, storage, and disposal of hazardous materials.</p>
<p>Assist clients across the lifespan with cognitive, mental health, and behavioural challenges</p>	<p>WHMIS training prepares PSWs to maintain safe environments for clients who may be vulnerable to accidental exposure or unsafe interactions with hazardous substances.</p>
<p>Apply ethical, legal, and professional standards of practice</p>	<p>WHMIS training reinforces legal responsibilities under occupational health and safety legislation and supports professional accountability, compliance, and ethical care practices.</p>
<p>Work effectively as a member of the healthcare team</p>	<p>WHMIS training promotes consistent safety practices, hazard reporting, and collaboration with team members to maintain a safe workplace.</p>

Additional Training & Certificates

CPR & First Aid Training

CPR and First Aid training are essential practical components that help PSWs achieve VLOs by enabling them to protect vulnerable clients, respond effectively in emergencies, and uphold professional care standards.

1. Client Safety (VLO: Promote health and prevent harm)
 - CPR and First Aid allow PSWs to respond immediately to emergencies such as cardiac arrest, choking, falls, or injuries.
 - This directly fulfills the VLO of minimizing risk and safeguarding vulnerable clients.
2. Emergency Preparedness (VLO: Demonstrate competence in emergency situations)
 - PSWs learn to assess situations quickly, take appropriate action, and communicate with emergency services.
 - Training ensures they can act confidently, reducing panic and improving outcomes.
3. Ethical and Professional Responsibility (VLO: Uphold ethical care standards)
 - Knowing CPR and First Aid demonstrates professionalism and a commitment to client wellbeing, fulfilling ethical and regulatory standards in personal support work.
4. Supportive Environment (VLO: Promote client comfort and trust)
 - Clients and families feel safer knowing the PSW is trained to handle emergencies, which strengthens trust and ensures a supportive care environment.

Gentle Persuasive Approach (GPA)

Gentle Persuasive Approach (GPA) training is designed to give PSWs practical tools to manage responsive behaviors with patience, respect, and dignity, rather than through restraint or confrontation.

GPA aligns directly with PSW VLOs in several ways:

1. Client-centered care – VLOs emphasize understanding and respecting the needs and emotions of clients. GPA teaches strategies to respond to behaviors in a way that maintains trust and reduces stress.
2. Communication and interpersonal skills – VLOs highlight effective verbal and non-verbal communication. GPA provides techniques for calming and redirecting, enhancing these skills in real situations.
3. Safety and risk reduction – VLOs require PSWs to ensure both client and caregiver safety. GPA training equips PSWs with methods to prevent harm during challenging behaviors while maintaining dignity.
4. Professional and ethical practice – VLOs include adhering to ethical standards and best practices. GPA reinforces compassionate, respectful approaches, ensuring care is ethical and empathetic.

GPA training is a practical extension of PSW VLOs. It transforms theoretical learning outcomes into real-life skills that protect vulnerable clients, foster dignity, and strengthen professional confidence, making PSWs more competent, compassionate, and prepared in their care roles.

Additional Training & Certificates

Allergy Awareness

This certificate confirms that the holder has completed training in allergy awareness, including the recognition of common allergens, understanding allergic reactions, and knowing how to respond safely to prevent and manage allergic incidents.

Health and Safety Awareness

Employers are required to ensure all workers complete an occupational health and safety awareness training program. This Occupational health and safety awareness training provides a basic understanding of the Occupational Health and Safety Act (OHSA). It does not replace any sector specific, hazard specific, or competency based specific training. This training introduces workers to the Occupational Health and Safety Act. It focuses on health and safety, rights and responsibilities of workers, supervisors and employers. It also serves as a general introduction to workplace health and safety.

Training Content:

- Occupational Health & Safety Act
- Duties of the Employer, Supervisor and Worker
- Rights of the Worker
- Hazards
- Hazard Prevention and Awareness
- PPE (Personal Protective Equipment)
- JHSC & Safety Representatives
- Information and Recourses

LDSB Anti Oppression - Allyship Training

Violence that occurs in the workplace is often perceived as a physical altercation; however, workplace violence has broadened to include any situation that is verbal, written or progressing overtime. It can also include threatening behaviour and harassment. This course is valuable for HR, H&S Professionals, Managers, Supervisors and all Employees.

Training Content:

- The Law and your legal rights and obligation under the OHSA
- Identifying harassment and violence in the workplace
- Preventing harassment and violence in the workplace
- Conducting a workplace risk assessment
- Developing organizational policies, programs and procedures
- Worker reporting procedures
- Incident investigation procedures
- De-escalation tips and strategies

Additional Training & Certificates

LDSB Equity & Inclusion

This certificate confirms that the holder has completed training in equity and inclusion, gaining knowledge and skills to promote fairness, respect, and diversity in the workplace or learning environment.

LDSB Infection Control

This certificate confirms that the holder has completed training in infection prevention and control, learning safe practices to reduce the risk of spreading infections.

LDSB Safe Body Mechanics

This certificate confirms that the holder has completed training in safe body mechanics, learning proper techniques to prevent injury while assisting and supporting clients.

Sharp Safety Awareness

This Sharps Safety Awareness training is a valuable session for anyone who may come in contact with or who works with sharps devices.

Needlestick (sharps) injuries can be serious and even fatal for workers who accidentally come in contact with them or who work with sharps as part of their day-to-day work.

Injuries from sharps devices, can expose workers to serious and potentially fatal infections from bloodborne pathogens. (e.g. Hep C or HIV/AIDS).

Besides Health Care - workers who may be at risk because of "downstream " exposures are those in waste management as well as the general public at large.

Slips, Trips, & Falls

Slips, trips, and falls can occur at home, at school, during recreational activities or in the workplace - basically anywhere inside or outside. Slips and trips result from unintended or an unexpected change in the contact between the feet and the ground or walking surface. A fall can occur during walking or climbing a ladder to change a light fixture, or as a result of a complex series of events.

This training course looks at the causes of such incidents and how they can be prevented.

Training Content:

- Incident data – the frequency of slips, trips and falls
- Workplace responsibilities – employers, workers
- What do the Regulations and the Occupational Health and Safety Act (OHSA) say about slips, trips and falls?
- Types of Injuries and the cost to the worker and the employer
- Causes of slip, trips and falls
- Prevention of slips, trips and falls

Additional Training & Certificates

Stress Management

Everyone will experience stress at some point during their lifetime. Not everyone feels stress in the same way.

While too little stress can lead to boredom and depression, too much stress can cause anxiety and poor health.

During this training we will look at the causes of stress, and how it affects people mentally and physically. We will look at effective ways in which stress can be managed. This training deals specifically with student stress as well as workplace stress. Effectively managing stress can lead to a person's improved overall health.

Training Content:

- What is stress?
- What are stressors? (Positive and Negative)
- What can cause stress?
- Stress is not always bad – in what way?
- Good stress vs bad stress – examples
- School-related stress – ways to manage
- Workplace stress – ways to manage
- Knowledge Check (Quiz)

Additional Training & Certificates



LEAP - Personal Support Worker

LEAP Personal Support Worker is ideal for personal support workers, care aides, and health care assistants working in long-term care, home care, nursing homes, and acute care who are seeking palliative care education.

Learning Outcomes... Upon completion of LEAP PSW learners should be able to:

- Identify individuals who could benefit from a palliative care approach
- Recognize the meaning of key terms related to Advance Care Planning
- Identify pain types and causes of pain
- Recognize the role that personal support workers play in helping the care team select medication
- Recognize the impact that delirium has on patients and families
- Recognize the difference between individuals experiencing normal grief and those at risk of more complicated grief
- Recall how to observe for, and report when an individual is affected by dyspnea
- Identify the “Dignity Conserving Care’ approach to support individuals and maintain hopefulness
- Identify advocacy communication skills that can be used to advocate for the individuals you care for to other members of the health care team
- Recall how to prepare individuals and families for the last days and hours.

Course topics

LEAP Personal Support Worker provides interprofessional and comprehensive training in palliative care, with modules and case studies focused on:

- ✓ Being aware
- ✓ Principles of palliative care
- ✓ Communication
- ✓ Goals of care and decision-making
- ✓ Advance Care Planning
- ✓ Introduction to pain
- ✓ Observing and screening for pain
- ✓ Understanding pain medications
- ✓ Understanding pain management
- ✓ Dyspnea
- ✓ Hydration and nutrition
- ✓ Delirium screening and management
- ✓ Suffering, spiritual care, and maintaining hope
- ✓ Last days and hours
- ✓ Gastrointestinal symptoms

Community Impact

“After coming to Canada from the Philippines, I returned to school and enrolled in the Living Classroom PSW program. With strong support and hands-on learning, I gained the skills and confidence to succeed. I am now working in long-term care as a Personal Support Worker, and I truly love my job.”

*YOU ARE EXACTLY
WHERE YOU'RE
SUPPOSED TO BE*



“I like knowing the PSW students are learning here with us. They take the time to listen, and their kindness shows. It feels good to be part of their learning while receiving such attentive care.”