

Welcome to our team!

HCSW Employee Site Orientation

Long Term Care and Assisted Living HCAP pathway

This presentation was created to support Long Term Care and Assisted Living employers with the on-boarding of their Health Care Support Workers (HCSW).

Updated June 2026, FHA Regional HCAP team

Submit Feedback to: HCAP@fraserhealth.ca

hcap@fraserhealth.ca

Topics today

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orientation

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What is HCAP?



The Health Career Access Program (HCAP) provides a path for applicants with little to no experience in the health care sector to get hired and receive paid training to become a Health Care Aide as part of their employment.



Normally, you must complete post-secondary education at your own expense before you can apply for positions like these.



Through HCAP, the Ministry of Health will pay for your wage while you work as an HCSW, for your post-secondary education, and pay your weekly educational stipend.

Required provincial standard orientation



Getting started webinar
for HCSW's

This 20-minute webinar covers 3 areas.

Introduction to Long Term Care communities
and Assisted Living communities.

Learning HUB: How to create an account and
enroll in courses.

HCSW role, the basics.



Provincial standard
HCSW orientation
program

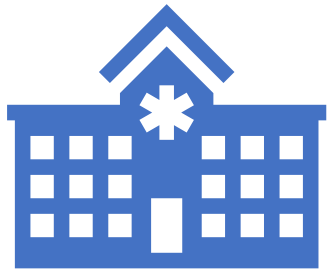
Take this program on learning HUB.

It is the required orientation courses for all
HCSW that work in LTC & AL communities.

It takes approximately *15h 45m* to complete.

You will be paid for the *15h 45m* by
submitting your certificate of completion to
your employer.

Steps in the HCAP employee pathway



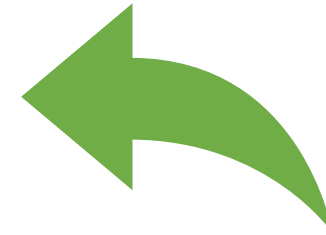
HCSW Work



HCA School



Graduate,
register, and
apply for HCA
jobs



Return of
Service

Steps in the HCAP employee pathway

Step 1



HCSW work

- Your Health Care Support Worker (HCSW) position is a temporary, full-time position. It can include shifts on evenings, nights, weekends and holidays.
- You will work as a HCSW 37.5 hour a week
- You will work for about 1 month before going to school.

Steps in the HCAP employee pathway

Step 2

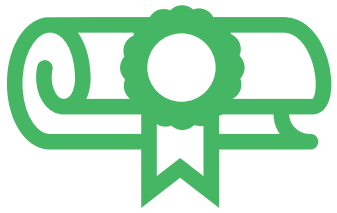


HCA school

- Complete the pre-requisites for HCA training. See your HCAP welcome letter for details.
- FH HCAP team will assign you to a school.
- The school will send application instructions. Your acceptance is not guaranteed. **You need to follow all application instructions and submit all needed documents directly to the school.**
- School will be fulltime. It can include class on evenings, nights, weekends and holidays.

Steps in the HCAP employee pathway

Step 3

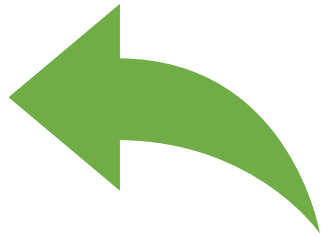


Graduate, register and apply for jobs

- Graduate from school, as a certified Health Care Aide (HCA).
- Register with BC CACHWR to start your new career as an HCA.
- Apply for HCA jobs. Once you start a position as an HCA, this starts your 12-month ROS period.
- A post-graduation email will be sent to you by FHA with more details.

Steps in the HCAP employee pathway

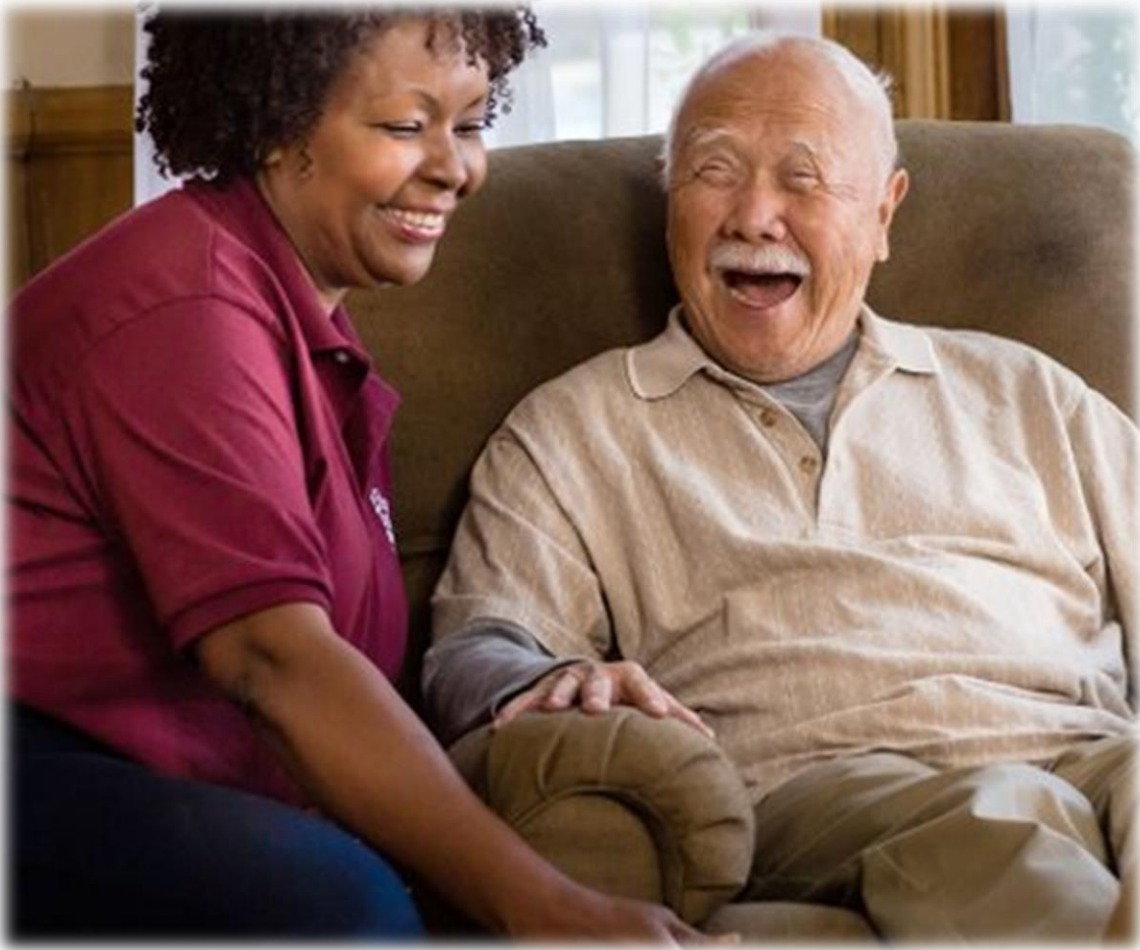
Step 4



Return of Service (ROS)

- In return for HCAP funding, your commitment is to work for a minimum of 12 months as an HCA at your site of hire. This is called the Return of Service agreement.
- You must work for one year as an HCA. If you don't, then you must pay the Ministry of Health back the educational stipend, and the cost of your schooling.

HCSW role



- Your work as an HCSW will support the whole care team and the residents.
- The non-clinical tasks you do help all team members and make a positive difference in the residents lives every day.
- You are an employee, supervised by a regulated staff member (RN/LPN etc.)
- You receive direction from other care team members. For example, an HCA can ask you to do tasks.

HCSW Can/Cannot List

There is a document to use called the **HCSW can/cannot list**. This is a guide to help show you some of the task you can and cannot do at work.

HCAP LTC/AL Health Care Support Worker (HCSW) Can / Cannot Do List		
The following are examples of tasks that HCSWs can and cannot do and are to guide understanding of the role. This list is not exhaustive.		
Task Category	HCSWs CAN do the following tasks	HCSWs CANNOT do the following tasks
Communication: Reporting and Documentation	✓ Listen to report, read communication boards, and read report to self ✓ Talk to supervisor and other team members about what information you need for your shift ✓ Write in communication book or on communication boards	✗ Document in the resident chart ✗ Document anywhere on behalf of others ✗ Create or change a resident's Care Plan or a resident's clinical documents ✗ Enter or leave work site without reporting in and out per site policy ✗ Sign or witness any forms for families or residents ✗ Take phone calls from physicians, nurse practitioners, lab, pharmacy, or families
Residents Needs: Activities of Daily Living	✓ Bring needed supplies to residents able to direct own care or to residents not able to direct own care under supervision ✓ Bring supplies and equipment to staff members as needed ✓ Report resident or family needs & requests to team members ✓ Support residents to do hand hygiene (supply hand sanitizer) ✓ Put on or remove shirt covers for residents before and after meals or activities ✓ Provide support to residents: hold hand, have conversations, talk about the past, read stories etc.	✗ Cannot perform any direct care or clinical activities such as: ✗ Perform assessments or take any vital signs such as Blood Pressure, Temperature, Pulse, Respirations, Height, Weight etc. ✗ Assist with bathing, showering or bed baths ✗ Assist with toileting ✗ Assist with dressing or undressing ✗ Assist with rolling, repositioning, transferring, or lifting residents (with or without equipment) ✗ Assist with applying, turning on, adjusting, turning off, or removing oxygen ✗ Perform tasks for residents that are not listed on the care plan ✗ Perform tasks for guests or visitors ✗ Enter a resident's room if personal protective equipment (PPE) is required without supervision
Nutrition: Mealtime and Snacks	✓ Assist to deliver food/drink under guidance of a staff member familiar with resident dietary needs ✓ Assist with limited food preparation such as making tea or coffee, spread butter or jam on toast, make sandwiches under guidance of a staff member familiar with resident dietary needs ✓ Provide company and encouragement to the resident during meals by sitting, talking, and connecting with them ✓ Set and clear tables as per site protocol ✓ Welcome & transport residents to and from dining area	✗ Assist a resident to eat or drink ✗ Feed a resident ✗ Prepare any altered food texture or fluid consistency for residents (for example you cannot "mince" food or thicken drinks)

This list is not exhaustive. For questions or clarification please reach out to your site leadership.
HCSW's are site employees and follow the same policies and procedures as other employees at the site.
The FHA HCAP team can be reached at HCAP@fraserhealth.ca



[HCSW Can/Cannot Do List](#)

Remember if you are not sure if a task is part of what you are allowed to do, stop to look at the HCSW can/cannot list and talk to your supervisor.

HCSW snap shot tool



Assist HCA's with care: Prepare baths, get supplies, pick out clothes



Learn on site: Observe care & attend care conferences



Assist with Recreation: setting up activities, playing games, reminiscing, conversations, sharing stories



Porter residents: Walk along side or to and from activities and meals & porter resident that require wheelchair assistance



Mealtime Assistance: Verbal cueing, encouragement, hand out meal trays (supervised for texture/dietary specifics)



Assist with Housekeeping & HCA tasks: Make beds, stock units and rooms, take out garbage, fold laundry, clean equipment, tidy bathrooms and resident rooms

- There is a poster that helps explain to team members what an HCSW can do.
- It is a short list of some of the work you do in the care community

Your pay in HCAP



HCSW working wage

You are paid hourly as a Health Care Support Worker.



Educational stipend

When you are in school you receive a weekly stipend.

It is a taxable income and will be paid as per usual timing by your employer.



Time off

You **cannot** take any vacation time when you are in school.

If you want time off scheduled working hours, you need to apply and wait for approval.



Benefits

Reach out to the leadership team for your specific benefit eligibility.

Who to contact



Manager

Connect with your site manager regarding all employment questions such as pay, scheduling, benefits etc.



Supervisor

Connect with your supervisor for support with your work such as required orientation, HCSW Can/Cannot do list and your role on the team etc.



Regional HCAP Team

Connect with the regional HCAP team for any HCAP pathway questions.

HCAP@fraserhealth.ca

Thank you!

What questions do you have?



hcap@fraserhealth.ca



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