
2016 Addendum to Directive to Local Health Integration Networks: Personal Support Services Wage Enhancement

Effective Date: April 1, 2016

This 2016 Addendum to the Directive to Local Health Integration Networks: Personal Support Services (PSS) Wage Enhancement (2016 Directive Addendum) sets out the Ministry of Health and Long-Term Care's (ministry's) expectations for the government's continued commitment to enhance the wages of individuals providing publicly-funded PSS in the home and community care sector in 2016-17 fiscal year.

This 2016 Directive Addendum is intended to apply over and above the PSW wage increase and minimum base wage requirements that were established by: (i) the Directive to Local Health Integration Networks: Personal Support Services Wage Enhancement, dated April 1, 2014 (Directive); (ii) the 2014 Addendum to Directive to Local Health Integration Networks: Personal Support Services Wage Enhancement - Self-Managed Care; Adult Day; Caregiver Support Respite (2014 Directive Addendum) and (iii) the 2015 Addendum to Directive to Local Health Integration Networks: Personal Support Services Wage Enhancement (2015 Directive Addendum).

DEFINITIONS

In this 2016 Directive Addendum, Adult Day Program, Approved Agency, Caregiver Support Services, Community Care Access Centres, Service Providers, and Personal Support Services, have the meanings set out in the *Home Care and Community Services Act, 1994* (HCCSA).

APPLICATION AND SCOPE

- This 2016 Directive Addendum applies to the following services, providers and programs funded by Local Health Integration Networks (LHINs) in the home and community care sector:
 - Community Care Access Centres (CCACs), for LHIN funded PSS under the HCCSA purchased from their contracted service providers
 - Service providers that have contracts with CCACs to provide LHIN funded PSS under the HCCSA;
 - Other LHIN funded home and community care agencies that provide LHIN funded PSS under the HCCSA, including:

- LHIN funded hours for PSS provided by individuals under the ministry's policy "Self-Managed Attendant Services in Ontario – Direct Funding Pilot Project – Policy Guidelines" administered by the Centre for Independent Living in Toronto;
 - LHIN funded hours for PSS provided by individuals as part of an Adult Day Program provided by an Approved Agency under the HCCSA; and
 - LHIN funded hours for PSS provided by individuals, specifically for respite as part of Caregiver Support Services provided by an Approved Agency under the HCCSA.
- This 2016 Directive Addendum does not apply to the following services, providers and programs:
 - Long-Term Care Homes
 - Hospitals
 - Non-PSS services provided by providers in the home and community care sector funded by the LHIN (e.g. homemaking).
 - This 2016 Directive Addendum does not apply to non-LHIN funded PSS (i.e. private care).

MANDATORY REQUIREMENTS

Increase to Personal Support Services Worker Wages

This 2016 Directive Addendum:

- Sets a minimum base wage of \$16.50 per hour for individuals providing LHIN funded PSS.
- Requires an hourly wage increase of \$1.00 per hour up to a maximum of \$19.00 per hour for individuals providing LHIN funded PSS retroactive to April 1, 2016.
- Requires employers to maintain hourly wage increases established in the Directive and Addenda for the duration of that individual's employment.

This 2016 Directive Addendum only applies to direct hours of work providing LHIN funded PSS and does not apply to indirect hours of work (e.g. sick time, training time, travel time).

CCACs and Contracted Service Providers:

- CCACs are required to amend their contracts with Service Providers who provide LHIN funded PSS under contract with CCACs and to require these Service Providers to:
 - Increase the hourly wages for eligible individuals providing LHIN funded PSS by \$1.00 per hour up to a maximum amount of \$19.00 per hour retroactive to April 1, 2016;

- Implement a requirement to pay a minimum base wage of \$16.50 per hour for individuals commencing as of July 1, 2016.
- Service Providers that have contracts with CCACs for LHIN funded PSS under the HCCSA are required to:
 - Increase the hourly wages for eligible individuals providing LHIN funded PSS by \$1.00 per hour up to a maximum amount of \$19.00 per hour retroactive to April 1, 2016;
 - Pay a minimum base wage of \$16.50 per hour for individuals who provide LHIN funded PSS commencing as of July 1, 2016.

LHINs and Other LHIN Funded Home and Community Care Agencies

- LHINs are required to amend their service accountability agreements with home and community care agencies that provide LHIN funded PSS under the HCCSA to require these agencies to:
 - Increase the hourly wages for eligible individuals providing LHIN funded PSS by \$1.00 per hour up to a maximum amount of \$19.00 per hour retroactive to April 1, 2016; and
 - Implement a requirement to pay a minimum base wage of \$16.50 per hour for individuals who provide LHIN funded PSS commencing as of July 1, 2016.
- Other LHIN funded home and community care agencies that provide LHIN funded PSS under the HCCSA and who are subject to this 2016 Directive Addendum are required to:
 - Increase the hourly wages for individuals for individuals providing LHIN funded PSS by \$1.00 per hour up to a maximum of \$19.00 per hour retroactive to April 1, 2016; and
 - Pay a minimum base wage of \$16.50 per hour for these individuals who provide LHIN funded PSS commencing as of July 1, 2016.

GENERAL

- For greater certainty, where the application of the \$1.00 increase to the hourly wages of eligible individuals would result in an hourly rate in excess of \$19.00 per hour, the individual's hourly wages must only be raised to a maximum of \$19.00 per hour, retroactive to April 1, 2016.
- The hourly wage increase will apply over and above any current wages and future wage increases or entitlements available to individuals providing PSS in collective agreements or employment contracts in effect on April 1, 2016 (e.g. general wage increases, wage grid movement or step provisions, merit, any other planned wage increases), including those set out in pay equity plans.

Timing of Wage Increase

- The wage increase is to be paid as follows:
 - a. For Service Providers that have contracts with CCACs to provide LHIN funded PSS under the HCCSA:
 - Wage increase is to be applied only to all LHIN funded PSS hours worked on or after July 1, 2016.
 - Retroactive wage increases for LHIN funded PSS hours worked between April 1, 2016 and June 30, 2016 are to be paid in July 2016.
 - b. For other LHIN funded home and community care agencies that provide LHIN funded PSS under the HCCSA:
 - Wage increase is to be applied only to all LHIN funded PSS hours worked on or after July 1, 2016.
 - Retroactive wage increases for LHIN funded PSS hours worked between April 1, 2016 and June 30, 2016 are to be paid in July 2016.
- Eligible individuals providing LHIN funded PSS hired between April 1, 2016 and June 30, 2016 must be paid the \$1.00 hourly wage increase for eligible LHIN funded PSS hours retroactive to their start date.
- Eligible individuals hired after June 30, 2016 must be paid an hourly rate of at least \$16.50 per hour for LHIN funded PSS hours, and are not eligible for the additional \$1.00 hourly wage increase.

Notification of Wage Increase

- All Service Providers that have contracts with CCACs to provide LHIN funded PSS under the HCCSA must provide written notification to each individual to whom this increase applies on or before July 1, 2016, articulating the following:
 - The individual's existing hourly rate for providing LHIN funded PSS;
 - The individual's new hourly rate for providing LHIN funded PSS;
 - That the hourly wage increase will be applied for LHIN funded PSS hours worked as of July 1, 2016.
 - The retroactive payment for LHIN funded PSS hours worked between April 1, 2016 and June 30, 2016 will be paid in July 2016.

- All other LHIN funded home and community care agencies that provide LHIN funded PSS under the HCCSA must provide written notification to each individual to whom this increase applies on or before July 1, 2016, articulating the following:
 - The individual's existing hourly rate for providing LHIN funded PSS;
 - The individual's new hourly rate for providing LHIN funded PSS;
 - That the hourly wage increase will be applied for LHIN funded PSS hours worked as of July 1, 2016.
 - The retroactive payment for LHIN funded PSS hours worked between April 1, 2016 and June 30, 2016 will be paid in July 2016.

Confirmation of Compliance

- All providers subject to this 2016 Directive Addendum must confirm compliance with this 2016 Directive Addendum and any other conditions of funding as follows:
 - CCAC-contracted service provider organizations will submit a certification of compliance to the CCAC by July 31, 2016; the CCAC will provide confirmation of receipt of its contracted Service Providers' certification of compliance to the LHIN by August 15, 2016; and
 - Other LHIN funded home and community care agencies will submit a certification to the LHIN by August 15, 2016.
- Where applicable, all certifications must be signed by the highest ranking officer of the provider and confirmed by the provider's Board of Directors.