



Ontario Home Care Association Members Ensure High Quality Home Care

December 14, 2005: The Ontario Home Care Association (OHCA) represents home care service providers in Ontario, employing personal support workers (PSWs) who deliver care on a daily basis to thousands of Ontarians.

OHCA members take special care to ensure that high quality care is given to people in their homes, workplaces and schools. This is done through a careful process of screening for appropriate credentialing and education, work history review, criminal reference reviews from former employers, further screening upon hiring and the expectation of an annual review for any conduct that is inappropriate. Supervisory visits are also made to homes where new staff are working in order to support them in the acquisition of their work skills. In addition, OHCA members require staff to sign an oath of confidentiality, and take part in all necessary human resource expectations of probationary periods, annual reviews, and attendance at on-going education and training sessions.

The majority of OHCA members are accredited through the Canadian Council on Health Services Accreditation (CCHSA). Some members are also accredited through ISO. All OHCA members adhere to a set of provincial industry standards (OHCA Standards for Home Health Care Service Agencies, 2005). Members comply yearly with an assessment of individual organizational standards which include indicators related to best practices in human resource management. The OHCA 2005 Balanced Scorecard Report is derived from this annual Standards review and is available at www.homecareontario.ca.

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