

To: **Clients, Families and Friends**
CC: **Staff and Board of Directors**
From: Sherry Kerr, Executive Director
Date: October 1, 2021
Re: PSW staffing challenges

I understand your frustration in hearing the phrase ‘we are short staffed again today’ and how this compromises the care Participation Support Services is committed to providing. For some clients, services have had to be canceled; for other clients, services have been minimized to essential services only.

This is not the level of service that Participation Support Services Board of Directors or Management strive for provide to our clientele. Management continues to hire and deploy staff to minimize the impact this has on the quality of care for yourself or your loved ones.

One factor that continues to compound Participation Support Services’ ability to attract and retain the required complement of qualified staff is the \$3.00/hr. wage enhancement that has been announced by Premier Doug Ford.

Premier Ford has on several occasions, committed that all PSWs will receive an additional \$3.00/hr. for hours worked since the pandemic began. Unfortunately, this is not the reality. Participation Support Services received funds to pay staff up to June 30th, 2021, and have not received funds since. This has left staff feeling very confused, anxious, and under-valued.

Particularly, since not receiving the wage enhancement since June 30th, staff, who are already over-worked and extremely tired due to the provincial PSW shortage, are also choosing not to work additional hours to help cover shifts, as they had in the past.

The decrease in the quality and quantity of service we can provide has become a grave concern to the Board of Directors.

The Board has reached out to the local MPP demanding that immediate attention be taken to the matter. To date, the MPP has only been able to respond that the Ministry of Health is not able to provide an update.

The Board is now encouraging you to take action to pressure the Ministry of Health to immediately release the funds to all organizations like Participation Support Services. This will provide staff with confidence that the work they do is essential and appreciated – and will encourage a stronger work force in our organization.



Participation Support Services' local MPP is Will Bouma, will.bouma@pc.ola.org . Please let him know it is unacceptable that other PSWs in health care have received the \$3.00/hr increase, while the PSWs who care for you, or your loved have not received it since June 30th; and that the resulting compromised care and lowered quality of service, is also unacceptable. If you do not live in Brantford, you could also write to your MPP, and additionally, you can find the link to their contact information by clicking [here](#). If you would like a draft template letter to use, please reach out and we can provide that for you.

The Board of Directors and Management will continue to advocate on behalf of our clients and staff for an immediate equitable distribution of funds, as well as a focus on increasing workers in the PSW field and will share any new information as soon as it is available.

Again, please feel free to reach out to me, skerr@pssbrantford.org at any time with any questions or concerns.

With Regards,

Sherry R. Kerr, Executive Director