

The New Brunswick Home Support Association (NBHSA) is pleased to present you with the plain facts about the Home Support Industry

MYTH	FACT
The NBHSA makes a profit of \$5 on every billable hour	A survey of agencies conducted by Social Development in June 2011 showed that agencies are currently paying out 78 - 90% (\$11.70 – 13.50) of the \$15.00/hour they receive in wage and payroll costs (CPP, EI, Worksafe NB, Vacation Pay). This does not include Statutory Holiday Pay, Overtime or additional mileage costs. These wage costs will increase again Sept. 1/11 when the new minimum wage increase goes into effect.
Social Development has no control over how much agencies pay out in wages and mileage	The Social Development purchase of service agreement that agencies sign states: Sixty (60) percent of the government hourly rate paid to home support agencies will be established as the minimum amount to be paid as wages to home support workers. This does not include any of the payroll costs mentioned above. It was put in place in 2007.
All agencies have the same payroll costs	This is true of CPP and EI. Worksafe NB premiums, vacation and Statutory holiday pay, overtime and additional mileage may vary.
There are few expenses in running a home support agency	There are three main areas: Wage costs, program costs and administration costs. Wage costs are outlined above. Program costs are approx. \$1.50-1.75 per hour and administration costs are approx. \$1.75-2.25 per hour. Some of the items included in each area are listed on the reverse.
All agencies have the same Program costs and Administration costs	These vary according to the quality of the service provided, the volume of work an agency does and whether an agency can divide up administration costs among other programs they provide
Home Support Workers are guaranteed a 40 hour work week	Home support workers are not guaranteed any hours of work. This is because agencies are not guaranteed any hours. If a client goes to hospital or a nursing home or passes away both the agency and the HSW lose the hours.
Home Support Workers typically work Monday-Friday 9-5pm	Home support workers may work any time of the day or night. They rarely work 8 hours in a row. In order to earn 8 hours pay they usually have to be available for 10-12 hours. They are not paid for travel time and little for mileage.

Agencies pay HSW for the 10-12 hours they are available to work and for the mileage and travel time.	This should be the case but agencies do not receive enough funding to do this. A small amount is paid for mileage.
Home Support Workers receive benefits such as sick time, health/dental benefits, bereavement leave and travel time between clients	Home support workers receive few if any benefits as agencies do not receive enough funding in order to pay these benefits.
Home Support Workers have easy access to affordable training	The LFAC Report in 2006 identified accessible and affordable training as issues that needed to be corrected in order to recruit and retain HSW. This has not been done to date.
Clients are getting easier to care for	As clients are released early from hospital the nature and scope of what a HSW does has changed dramatically. Dr. Linda Nugent's survey of HSW showed this to be true.
New Brunswick agencies receive comparable funding for an hour of home support as other provinces	New Brunswick agencies receive \$15.00/ hour of service provided. Nova Scotia agencies receive \$28.20/hour of service provided Ontario agencies receive \$29.00/hour of service provided PEI home care is government run. The cost is approximately \$30.00/hour
New Brunswick home support workers receive comparable wages to other provinces	New Brunswick HSW \$9.50 – 11.00 Nova Scotia CCA \$16.34 plus travel time Ontario PSW \$14.39 – 20.00 PEI RCW \$17.00
New Brunswick home support workers receive comparable training to other provinces	New Brunswick HSW receives the least training of any province that provides comparable services
The private service option clients are offered is the best way to deliver home support services	Clients have the right to hire their own HSW privately. However, this HSW should be required to have the same qualifications and supervision as HSW's hired by agencies. Clients choosing this private arrangement should be adhering to employment standards legislation e.g. payment of EI and CPP benefits for HSW's. The government should not be using taxpayer dollars to support the underground economy.

PROGRAM COSTS ITEMS

Aprons/Gloves/Masks	Criminal Record Checks
In Service Training	Recruitment of Employees
Retention of records for employees and clients	Time sheets
Scheduling employees and notifying clients	Uniforms
Providing Phone On Call Services	Unionization
Case management	Nursing Supervision
Bill/collecting SD client contributions	Bad Debt
Liability Insurance	

ADMINISTRATION COST ITEMS

Postage/Courier	Travel
Office Staff	Utilities
Software	Marketing
Computer IT Support	Professional Fees
Rent	Office Supplies
Communications	Interest/Bank Charges
Computer/Office Equipment	Complying with legislation
Complying with Social Development Standards	

CONTACT US

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