

### List of Support Letters from Organizations

	<b>Organization Name (Location): Contact Name &amp; Position</b>	<b>Organization Type</b>	<b>Organization Description</b>	<b>In-kind Capacity</b>
1	<u>Autumnwood</u> (Ontario): Justine Landry, Manager of Operations	For profit care provider	Independent living and assisted living facilities (n=4) in Timmins, Sudbury and North Bay, Ontario that provide older adults affordable, high quality, comfortable and secure living accommodations with opportunities for social, spiritual, cultural and recreation interaction.	\$100,000
2	<u>Canadian Association for Long Term Care</u> (Canada): Jodi Hall, CEO	Not-for-profit advocate	The national voice of long-term care providers, whose members deliver publicly funded health care services to seniors across Canada when they can no longer live at home and share information, best practices, and evidence to improve the quality of care provided to residents in nursing homes	\$14,500
3	<u>Canadian PSW Network</u> (Canada): Lynn Steele, Founder & CEO	Not-for-profit advocate	A not-for-profit, national forum for personal support workers across Canada to provide unregulated care providers with resources, support, and professional advocacy.	\$82,000
4	<u>Conestoga College Institute of Technology and Advanced Learning</u> (Ontario): Barbara Kelly, Vice President Applied Research	Not-for-profit educator	A public college with polytechnic sites across Ontario supporting the pursuit of currency, scholarship, applied research and creative activity.	\$100,000
5	<u>Canadian Rural Revitalization Foundation</u> (Canada): Patrick Brouder, President	Not-for-profit advocate	A national charitable organization that works with rural leaders in the community, private sector, and all levels of government to promote the revitalization and sustainability of rural Canada.	\$8,800

6	<u>Cumming School of Medicine, University of Calgary</u> (Alberta): Dr. Patrick Quail, Clinical Assistant Professor	Not-for-profit educator	A family physician and assistant professor for an Alberta university whose research focuses on medical models for frail seniors, expanding general practitioners' role and physician leadership in nursing homes.	\$22,000
7	<u>Department of Health Research Methods, Evidence &amp; Impact, McMaster University</u> (Ontario): Andrew Costa, Associate Professor	Not-for-profit educator	A Schlegel Research Chair in Clinical Epidemiology and Aging for an Ontario university and assistant professor for another Ontario university who develops and evaluates projects aiming to improve the quality of services delivered to older adults using large health care data repositories, multi-site prospective cohort studies and pragmatic trial methods.	\$22,000
8	<u>Eden Alternative, Schlegel Villages</u> (Ontario): Dr. Allen Power, Author	Not-for-profit advocate	An international, non-profit organization dedicated to creating quality of life for seniors and their care partners through education, consultation, and outreach.	TBD
9	<u>Home and Community Care Support Services Waterloo Wellington</u> (Ontario): Karyn Lumsden, Vice President Patient Care Services	Not-for-profit care provider	A public health unit that works with local care providers to coordinate home and community care services in the Waterloo-Wellington region of Ontario.	\$17,000
10	<u>Native Women's Association of Canada</u> (Canada): Sonja Adcock, Director Project Operations	Not-for-profit advocate	A national indigenous organization that represents Indigenous women, girls and gender diverse people in Canada and aims to enhance, promote, and foster their social, economic, cultural, and political well-being.	TBD
11	<u>Nursing Homes of Nova Scotia Association</u> (Nova Scotia): Michele Lowe, Executive	Not-for-profit advocate	A not-for-profit Association supporting not-for-profit, for-profit, municipal, and multi-facility nursing homes across Nova Scotia by sharing best	TBD

	Director		practices; offering educational and networking opportunities; and engaging feedback on policy and sector issues.	
12	<u>Ontario Long Term Care Association</u> (Ontario): Donna Duncan, Chief Executive Officer	Not-for-profit advocate	A provincial association of private, not-for-profit, charitable, and municipal nursing home care providers that promotes safe, quality long-term care for Ontario seniors.	TBD
13	<u>Promyse Home Care</u> (Ontario): Ashley Fox, Community Outreach Coordinator/Nurse Case Manager	For-profit care provider	A home care agency that delivers personal care, companion care and home support to seniors living in Kitchener, Waterloo and Cambridge, Ontario.	\$52,000
14	<u>Schlegel Villages</u> (Ontario): Christy Parsons, Vice President of People	For-profit care provider	Independent living, retirement, and nursing care facilities (n=19) located across Southern Ontario that aim to provide holistic care in a home environment, within an intentional neighbourhood design, to promote a caring community that supports optimal health and life purpose.	\$82,000
15	<u>SeniorsNL</u> (Newfoundland & Labrador): Kelly Heisz, Executive Director	Not-for-profit advocate	A charitable and voluntary organization that is dedicated to promoting the independence and well-being of older adults through the provision of information, as well as various programs and services.	\$22,000
16	<u>Shannex</u> (Ontario, New Brunswick, and Nova Scotia): Kathleen Norman, Senior Director Strategic Planning, Risk and Quality	For-profit care provider	A company that provides home care services and operates retirement, assisted living and nursing care facilities (n=14) in Ontario, New Brunswick, and Nova Scotia, with a focus on serving residents first, providing service excellence and respecting each resident as an individual.	\$52,000
17	<u>Spectrum, Rainbow Community</u> (Ontario): Thomas Connelly,	Not-for-profit advocate	A charitable organization that provides the Rainbow (i.e., LGBTQ) community a	\$22,000

	President Board of Directors		sustainable, supportive, positive, and safe space for people of all ages in Waterloo, Ontario, and works with allies to ensure inclusivity in the greater Kitchener-Waterloo region.	
18	<u>Tideview Terrace</u> (Nova Scotia): Debra Boudreau, Administrator/CEO	Not-for-profit care provider	A 90-bed nursing home in Digby, Nova Scotia that provides an environment that emphasizes quality of life and encourages the growth of each community member.	\$82,000
19	<u>University of Waterloo</u> (Ontario): Dr. George Heckman	Not-for-profit educator	A geriatrician and Schlegel Research Chair in Geriatric Medicine at an Ontario university, an assistant professor for another Ontario university and a Canadian interRAI fellow who explores how care management can be improved for geriatric populations.	\$11,000
20	<u>Woodland Manor</u> (Northwest Territories): Marshi Earle, Manager of Continuing Care	Not-for-profit care provider	A nursing home that is home to 33 individuals with complex health care needs and operates under supervision of the Continuing Care Department of Hay River Health and Social Services Authority in the Northwest Territories.	\$22,000
21	<u>York University</u> (Ontario): Brad Meisner, Associate Professor	Not-for-profit educator	An associate professor for an Ontario university, Board Director and Chair of the Educational Gerontology Division for the Canadian Association on Gerontology (CAG) and an Associate Research Scholar of the Healthy Populations Institute who explores the psychosocial factors affecting aging, health, and care-related experiences of middle-aged and older adults.	\$11,000
<b>Total In-kind Capacity for Organizations</b>				\$722,300 +(TBD*4)

### List of Support Letters from Individuals

	<b>Individual Name (Location)</b>	<b>Individual Type</b>	<b>Individual Description</b>	<b>In-kind Capacity</b>
1	Anna Marie Young Weber (Ontario)	Advocate	Daughter and informal caregiver of a person living with dementia in a nursing home.	\$22,000
2	Meghan Labrie Fox (Ontario)	Advocate	An unregulated care provider supporting people living with dementia in a nursing home.	\$22,000
<b>Total In-kind Capacity for Individuals</b>				<b>\$44,000</b>

November 1, 2021

## **Response to a Targeted Call for Future Skills Centre Project Partners**

Dear Reviewers,

Autumnwood Mature Lifestyles Communities offers high quality retirement living suites and apartments for seniors in Ontario. We offer a range of services to support home-style accommodations and services geared to serve all aspects of clients' needs, including medication administration, meal services and linen services. We also offer a variety of social events and activities to bring people together in meaningful ways and support emotional, social, physical, spiritual, and intellectual wellbeing.

Like for many health care settings, COVID-19 emphasized our need to hire and retain more unregulated care providers (UCPs) who can help meet the increasingly complex needs of Canada's seniors and their caregivers. Research conducted to date shows that 'Canadian Remote Access for Dementia Learning Experiences' (CRADLE) has increased UCPs' knowledge of dementia and dementia care and motivated UCPs to provide quality, person-centred dementia care. Moreover, participating UCPs have been satisfied with this learning experience.

COVID-19 underscored our need to recruit and retain skilled unregulated care providers (UCPs) to support Canada's growing population of seniors and their caregivers, and 'Canadian Remote Access for Dementia Learning Experiences' (CRADLE) demonstrated success in empowering UCPs to provide quality dementia care despite the many barriers of the pandemic and diminished workforce.

With your support, Conestoga College developed CRADLE and is currently rolling this out across Canada. The CRADLE program has had great success, with over 6,500 unregulated care providers trained across Canada. Our partnership with Conestoga has provided us the opportunity to support free training for unregulated care providers in our organization, to upskill team members in their first language (French, English, Mandarin, Tagalog), and to help support better care for seniors.

Building on this success, we were delighted to hear that FSC is interested in scaling the CRADLE program and we are in full support of expanding our collaboration with Conestoga and Dr. Veronique Boscart to educate unregulated care providers in our organization. We are pleased to support Conestoga's Canadian Institute for Seniors Care's aims to expand the CRADLE program to include five new interactive modules on evidence-based and practical approaches to dementia care; translate course content into one or more Indigenous languages to further support UCPs' participation in their primary language; and extend the course's offering to unregulated care providers working across Canada.

In addition to supporting UCPs' performance of increasingly complex care activities, CRADLE's data collection activities will enhance our understanding of this diverse workforce and related challenges and opportunities.

We therefore support Dr. Veronique Boscart's application for FSC funding in response to the 'Targeted Call for Future Skills Centre Project Partners'. Should the application for funding be successful, we expect that our organization as a project partner would include 5 -10 hours per month, which would amount to an in-kind contribution of \$2,000 per month for a total of \$48,000. In addition, as Manager of Retirement Operations I will further support the project by contributing to the Executive and Advisory Committees, participate in pilot testing, product evaluation, webinars, and assist in knowledge dissemination activities in our community. My in-kind contributions will be valued at \$25,000 per annum. The AMLC total commitment to the project is estimated at \$100,000 over two years.

Please do not hesitate to contact me if you have any questions about the above. Otherwise, thank you for providing us the opportunity to provide support for this promising initiative.

Best Regards,

  
*Justine Landry*

Autumnwood Mature Lifestyle Communities  
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30 Ste. Anne Road, Fourth Floor | Sudbury ON P3C 5E1

November 1, 2021

**RE: Response to Targeted Call for Future Skills Centre Project Partners**

Dear Review Committee of the Future Skills Centre,

On behalf of the Canadian Association for Long Term Care (CALTC), I am pleased to submit this letter of support for the project to address burnout among health care workers.

[CALTC](#) is the national voice of long-term care providers. Our members deliver publicly-funded health care services to seniors across Canada when they can no longer live at home. Since its inception in 2002, CALTC has been working together to share information, best practices, and evidence to improve the quality of care provided to residents in long-term care, no matter where they live. CALTC is made up of nine provincial association members and six corporate provider members.

COVID-19 underscored our need to recruit and retain skilled unregulated care providers (UCPs) to support Canada's growing population of seniors and their caregivers, and 'Canadian Remote Access for Dementia Learning Experiences' (CRADLE) demonstrated success in empowering UCPs to provide quality dementia care despite the many barriers of the pandemic and diminished workforce.

With your support, Conestoga College developed CRADLE and is currently rolling this out across Canada. The CRADLE program has had great success, with over 6,500 unregulated care providers trained across Canada. Our partnership with Conestoga has provided us the opportunity to support free training for unregulated care providers in our organization, to upskill team members in their first language (French, English, Mandarin, Tagalog), and to help support better care for seniors.

Building on this success, we were delighted to hear that FSC is interested in scaling the CRADLE program and we are in full support of expanding our collaboration with Conestoga and Dr. Veronique Boscart to educate unregulated care providers in our organization. We are pleased to support Conestoga's Canadian Institute for Seniors Care's aims to expand the CRADLE program to include five new interactive modules on evidence-based and practical approaches to dementia care; translate course content into one or more Indigenous languages to further support UCPs' participation in their





primary language; and extend the course's offering to unregulated care providers working across Canada.

In addition to supporting UCPs' performance of increasingly complex care activities, CRADLE's data collection activities will enhance our understanding of this diverse workforce and related challenges and opportunities.

We therefore support Dr. Veronique Boscart's application for FSC funding in response to the 'Targeted Call for Future Skills Centre Project Partners'. If this proposal is successful, the Canadian Association for Long-Term Care will commit to promoting the CRADLE's Program to our members and stakeholders, through various channels to ensure maximum impact and benefit for Canada's seniors. This in-kind contribution is valued at \$14, 500

Please do not hesitate to contact me if you have any questions about the above. Otherwise, thank you for providing us the opportunity to provide support for this promising initiative.

We look forward hearing to your decision,

Jodi Hall, MHS

CEO, Canadian Association for Long Term Care

1424-4710 Kingsway, Burnaby, BC V5H 4M2

ceo@caltc.ca



**THE CANADIAN PSW NETWORK**

*The professional voice for PSWs*

October 29, 2021

**Letter of Support for Scaling CRADLE**

To whom it may concern,

The Canadian PSW Network is a not-for-profit organization made up of and run by personal support workers (PSWs) working in the field. The Network operates as a neutral forum for gathering and exchanging ideas, information, and funding that works will all levels and parties of Government to further the interests of its members and representatives. In extension, it provides PSWs invaluable benefits, such as educational, physical, mental, emotional, spiritual, and social networking opportunities and resources for businesses in the healthcare field.

Limited resources have been designed for and are available to PSWs providing critical care services to our rapidly aging population. Feeling underappreciated and unsupported, PSWs are leaving the field at an alarming rate. To recruit and retain PSWs as well as meet the increasingly complex needs of Canadian seniors and their families, we need to ensure that PSWs have access to professional opportunities like Canadian Remote Access for Dementia Learning Experiences (CRADLE) that address related workforce challenges.

CRADLE is an online course that presents PSWs across Canada with relatable case scenarios to teach them evidence-informed and practical approaches to dementia care. PSWs who have participated in the course have shown to develop their knowledge and understanding of what it means to live with and support people living with dementia. I expect that expanding CRADLE to include more modules on dementia care best practices, making course content available in an Indigenous language and extending the course offering would only build these benefits.

The Network joined CRADLE as a project partner in 2021 and, seeing the impact that it has had, is happy to provide a letter of support for Dr. Veronique Boscart's application for funding. Should it be approved, I am willing to participate in the advisory committee, champion PSWs participation and evaluation of CRADLE, and participate in and market knowledge dissemination activities. I expect that my work as project partner would total 10-15 hours per month.

With your support, Conestoga College developed CRADLE and is currently rolling this out across Canada. The CRADLE program has had great success, with over 6,500 unregulated care providers trained across Canada. Our partnership with Conestoga has provided us the opportunity to support free training for unregulated care providers in our organization, to upskill team members in their first language (French, English, Mandarin, Tagalog), and to help support better care for seniors.

Building on this success, we were delighted to hear that FSC is interested in scaling the CRADLE program and we are in full support of expanding our collaboration with Conestoga and Dr. Veronique Boscart to educate unregulated care providers in our organization.

We are pleased to support Conestoga's Canadian Institute for Seniors Care's aims to expand the CRADLE program to include five new interactive modules on evidence-based and practical approaches to dementia care; translate course content into one or more Indigenous languages to further support UCPs' participation in their primary language; and extend the course's offering to unregulated care providers working across Canada.

In addition to supporting UCPs' performance of increasingly complex care activities, CRADLE's data collection activities will enhance our understanding of this diverse workforce and related challenges and opportunities.

We therefore support Dr. Veronique Boscart's application for FSC funding in response to the 'Targeted Call for Future Skills Centre Project Partners'. Should the application for funding be successful, we expect that our organization as a project partner would include 5-10 hours per month, which would amount to an in-kind contribution of \$500/1,000 per month for a total of \$11,000/\$22,000 in total, (over 2 years). Our marketing support through our network of PSWs would amount to an in-kind contribution of \$30,000/\$60,000 over 2 years.

Please do not hesitate to contact us if you have any questions about the above. Otherwise, thank you for providing us the opportunity to provide support for this promising initiative.

We look forward hearing to your decision,

Warmest Regards



Lynn Steele, Founder & CEO



Lisa Wauchope, Chair

The Canadian PSW Network

Phone: (437) 886-5784

Email: [info@canadianpswnetwork.org](mailto:info@canadianpswnetwork.org)

Web: [www.canadianpswnetwork.org](http://www.canadianpswnetwork.org)



**Conestoga College Institute of Technology and Advanced Learning**  
299 Doon Valley Drive, Kitchener, ON N2G 4M4 Canada, 519.748.5220,  
[www.conestogac.on.ca](http://www.conestogac.on.ca)

November 1<sup>st</sup>, 2021

**RE: Targeted Call for Future Skills Centre Project Partners**

Dear Review Panel,

Conestoga College Institute of Technology and Advanced Learning is committed to provide a polytechnic environment conducive to the pursuit of currency, scholarship, applied research and creative activity for its faculty, staff and students. At Conestoga, applied research drives collaboration, empowers industry and community partners and gives students the opportunity to learn and grow in rich experiential learning environments.

Conestoga is a leader in applied research, and we're still growing. Over the past five years, the college and its public and private partners have committed over \$35 million to support applied research and innovation. Conestoga has several priority research areas which serve the needs of our industry and community partners as well as drive growth in our local and regional economy. Conestoga at The Foundry, the college's cutting-edge research facility in Cambridge's Gaslight district, is home to the Centre for Smart Manufacturing and Advanced Recycling Technologies. The Conestoga campuses also house the Magna Centre for Supply Chain Excellence, the Craig Richardson Institute of Food Processing Technology, the Canadian Institute for Seniors Care (led by Dr. Veronique Boscart), and the Ideas Connect: Advancing Healthy communities.

Dr. Boscart has the expertise and experience to ensure this project's success. Dr. Veronique Boscart holds the CIHR/Schlegel Industrial Research Chair for Colleges (IRCC) in Seniors Care, of which the second 5-year term was awarded in 2017 under the College and Community Innovation (CCI) Program through the Natural Sciences and Engineering Research Council of Canada (NSERC). The goals of this IRCC are to (1) develop and disseminating knowledge in order to enhance education, training and research to improve quality of life and care of seniors, (2) support Conestoga and Schlegel Villages' efforts to improve graduate workforce development to better meet the needs of our aging population, and (3) lead and support applied research activities and increase care and research capacity in the field of

gerontology through the development of faculty, researchers, students and health care professionals. The total NSERC funding for this IRCC from 2017 to 2022 is \$2,175,000.

Dr. Boscart has also demonstrated leadership in delivering evidence-based education to healthcare workforces across Ontario through the Excellence in Resident-Centred Care (ERCC) program, which is a Conestoga College certificate program designed for Personal Support Workers (PSWs) to build practical skills using a person-centred approach. ERCC uses a train-the-trainer model to build capacity within LTC homes. Select PSWs complete the ERCC Trainer Course to become Trainers and deliver the ERCC Team Member Course to fellow PSW Team Members within their LTC home. The education is delivered by Conestoga College, and features online registration and online course components delivered through the easy-to-use eConestoga platform. ERCC focuses on building PSWs' person-centred skills and attitudes through interactive e-learning modules, group discussions, and simulated learning. Her team has successfully trained over 10,000 PSWs employed in the Ontario nursing home sector. This program has secured funding from the Ministry of Health and Long-Term Care in Ontario to ensure its continued availability and sustainability. [info@seniorsnl.ca](mailto:info@seniorsnl.ca)

In 2020, FSC supported Conestoga to develop the Canadian Remote Access for Dementia Learning Experiences (CRADLE). CRADLE is designed to provide accessible dementia care training across Canada and currently consists of 5 brief, interactive, online modules and a discussion forum. All materials are available in French, Mandarin, Tagalog, and English. CRADLE aims to increase knowledge and skills of UCWs to positively impact job satisfaction, retention and care outcomes. As of September 2021, over 7000 UCWs have participated in CRADLE and preliminary results indicate high satisfaction, significant increases in knowledge, care services and initial retention.

We are now submitting a proposal to scale up CRADLE to CRADLE+ to include 5 additional modules, translation of all CRADLE materials into two Indigenous languages (Ojibwe and Cree), and an expanded and tailored recruitment campaign to focus on rural and remote communities. With CRADLE+, we aim to expand the current impact and learning contributions for UCWs caring for people living with dementia and their care partners, support the pursuit of further innovation, optimization of program delivery and generation of more rigorous evidence to support well-informed integration of knowledge mobilization and policy dialogue.

As Vice President of Applied Research at Conestoga College, I am pleased to provide this letter in support of Dr. Boscart's application to the Future Skills Centre -Targeted Call for

FSC Project Partners 2021. We are happy to provide our support for “CRADLE+” to support inclusive, equitable and diverse education for unregulated care providers across Canada. Through this initiative, we are confident that Dr. Veronique Boscart and her team can expand CRADLE to address systemic access challenges for unregulated care providers through online evidence informed training, focusing on underserved populations (rural and remote, indigenous) to advance seniors care in Canada.

Conestoga will provide in-kind support with project support and outreach, leveraging our community networks for partner engagement, optimization of online learning materials, marketing and promotion support, closed captioning, information technology and learning management support to further develop innovative online education. We estimate the total value of our contributions over a two-year period to be at least \$100,000. We look forward to growing our community through this important project.

Yours sincerely,

A handwritten signature in cursive script that reads "Barbara Kelly".

Barbara Kelly, PhD  
Vice President, Applied Research  
Conestoga College Institute of Technology and Advanced Learning  
96 Grand Avenue South, Cambridge, ON, N1S 2L9  
T: 519 748-5220 ext. 7103



FONDATION  
CANADIENNE POUR LA  
REVITALISATION RURALE

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CANADIAN  
RURAL REVITALIZATION  
FOUNDATION

October 31<sup>st</sup> 2021

**RE: Response to Targeted Call for Future Skills Centre Project Partners**

Dear Review Committee of the Future Skills Centre (FSC),

CRRF/FCRR was established in 1989 to contribute to the revitalization and sustainability of rural Canada through collaborative research for rural leaders in the community, private sector, and in all levels of government. CRRF works to create credible insights and to improve our understanding of issues and opportunities that are of common interest to rural residents across Canada. Knowledge and better understanding are the fundamental pillars for the welfare of rural communities and environments. CRRF is an organization comprised of members from across Canada, with diverse international links, representing rural leaders, rural organizations, development practitioners, government policy makers, researchers, students, and other stakeholders interested in the future of rural Canada.

COVID-19 underscored the need to recruit and retain skilled unregulated care providers (UCPs) to support Canada's growing population of seniors and their caregivers, and 'Canadian Remote Access for Dementia Learning Experiences' (CRADLE) demonstrated success in empowering UCPs to provide quality dementia care despite the many barriers of the pandemic and diminished workforce. The work already undertaken has significant value for rural Canadians – many of the 6,500 care providers trained are present in rural and remote areas - and there is no doubt that further contributions by the CRADLE team will enhance the efforts of the Future Skills Centre.

Building on this success, we were delighted to hear that Future Skills Centre is interested in scaling the CRADLE program and we are in full support of expanding our collaboration with Conestoga and Dr. Veronique Boscart to educate UCPs in our organization. We are pleased to support Conestoga's Canadian Institute for Seniors Care's aims to expand the CRADLE program to include five new interactive modules on evidence-based and practical approaches to dementia care; translate course content into one or more Indigenous languages to further support UCPs' participation in their primary language; and extend the course's offering to UCPs working across Canada.

In addition to supporting UCPs' performance of increasingly complex care activities, CRADLE's data collection activities will enhance our understanding of this diverse workforce and related challenges and opportunities, ultimately leading to better health policy for all of Canada including rural areas where data is often lacking and where better healthcare is needed.

We therefore support Dr. Veronique Boscart's application for Future Skills Centre funding in response to the 'Targeted Call for Future Skills Centre Project Partners'. Should the application for funding be successful, we expect that our organization as a project partner would include 3-5 hours per month, which would amount to an in-kind contribution of \$400 per month for a total of \$8,800 over 22 months. Our total in-kind contribution consists of the following activities:

- Knowledge mobilization through CRRF's existing communication platforms (i.e. newsletter, website, and social media) (valued at \$8,000). We will support the proposed initiative through our social media platforms, including Twitter, Facebook, and LinkedIn. We will also utilize our website and e-newsletter (over 2,500 subscribers in Canada) to feature the CRADLE team and the broader work of the Future Skills Centre
- Participation of one CRRF board member as a liaison between CRRF's membership/partners and the project team (valued at \$800)

Please do not hesitate to contact me if you have any questions about the above. Otherwise, thank you for providing us the opportunity to provide support for this promising initiative.

We look forward to hearing your decision,



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*Patrick Brouder, PhD*  
*President, Canadian Rural Revitalization Foundation*  
*BC Regional Innovation Chair, Vancouver Island University*  
[Patrick.Brouder@VIU.ca](mailto:Patrick.Brouder@VIU.ca)





October 29<sup>th</sup>, 2021

**RE: Proposal to Scale CRADLE**

Dear Reviewers,

As a Family Doctor, Researcher, Assistant Professor, and long-standing advocate for older adults living in urban and rural areas with over 35 years of experience, I believe that scaling the CRADLE program has the potential to improve care delivery and services to people living with dementia through education programming to unregulated care providers.

My educational background includes Medical Doctor (1982, University of Dublin), Fellow of the College of Family Physicians Canada (2006) and Certified Medical Director in the American Medical Directors Association (2005). My research interests include medical models for the frail elderly, expanding the role of general practitioners in long-term care homes and physician leadership in long-term care. As the prevalence of dementia continues to increase, it is essential that care providers have the knowledge and skills to ensure the highest standard of care delivery. Implicit in that understanding is the need for a stable workforce environment, where unregulated care providers are available to clients.

COVID-19 underscored our need to recruit and retain skilled unregulated care providers (UCPs) to support Canada's growing population of seniors and their caregivers, and 'Canadian Remote Access for Dementia Learning Experiences' (CRADLE) demonstrated success in empowering unregulated care providers to provide quality dementia care despite the many barriers of the pandemic and diminished workforce. As we all move towards a culture of greater patient-centredness and quality of life the recognition of individualized needs of residents with dementia has been central to the development of CRADLE's educational material.

With your support, Conestoga College developed the CRADLE program and is currently rolling this out across Canada. The CRADLE program has had great success, with over 6,500 care providers trained. Our partnership with Conestoga has provided us the opportunity to provide free training for unregulated care providers in our province as well as across the country, to upskill team members in their first language (French, English, Mandarin, Tagalog), and to help support better care for seniors.



## CUMMING SCHOOL OF MEDICINE

Department of Family Medicine  
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Calgary, AB, Canada T2N 1N4  
quail@ucalgary.ca

Building on this success, we were delighted to hear that Future Skills Centre is interested in scaling the CRADLE program. We are pleased to support Conestoga's Canadian Institute for Seniors Care's aims to expand the CRADLE program to include five new interactive modules on evidence-based and practical approaches to dementia care; translate course content into one or more Indigenous languages to further support unregulated care providers' participation in their first language; and extend the course's offering to unregulated care providers working across Canada.

In addition to supporting unregulated care providers' performance of increasingly complex care activities, CRADLE's data collection activities will enhance our understanding of this diverse workforce and related challenges and opportunities.

I therefore support Dr. Veronique Boscart's application for Future Skills Centre funding in response to the 'Targeted Call for Future Skills Centre Project Partners'. Should the application for funding be successful, I expect that my involvement as a project partner would include 5-10 hours per month, which would amount to an in-kind contribution of \$500/1,000 per month for a total of \$11,000/\$22,000 (over 2 years).

Please do not hesitate to contact me if you have any questions about the above. Otherwise, thank you for providing us the opportunity to provide support for this promising initiative.

We look forward hearing to your decision,

Yours sincerely

Dr Patrick Quail MB BCh BAO  
Clinical Assistant Professor  
Dept of Family Medicine  
Cumming School of Medicine  
University of Calgary

Medical Leader  
Designated Supportive Living  
Alberta Health Services,  
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Phone 403 510 2518  
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Andrew P. Costa, PhD  
Associate Professor | Schlegel Chair in Clinical Epidemiology & Aging  
Department of Health Research Methods, Evidence and Impact  
Research Director | Centre for Integrated Care, St. Joseph's Healthcare  
Research Director | Michael G. DeGroot School of Medicine, Waterloo Regional Campus  
Associate Scientific Director | Canadian Longitudinal Study on Aging (CLSA)  
Adjunct Scientist | Institute for Clinical Evaluative Sciences



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Email: [acosta@mcmaster.ca](mailto:acosta@mcmaster.ca)

November 5, 2020

**Re: Alzheimer's Society of Canada Postdoctoral Fellowship – Derek Manis**

Dear Selection Committee:

I am currently the Schlegel Research Chair in Clinical Epidemiology & Aging and an Associate Professor in the Department of Health Research Methods, Evidence, and Impact as well as the Department of Medicine at McMaster University. I also serve as the Scientific Director of the St. Joseph's Centre for Integrated Care, Research Director of the McMaster School of Medicine (Waterloo Campus), and as an Associate Scientific Director of the Canada Longitudinal Study on Aging. I make use of health information ('big data') to target, develop, and evaluate models of care in home and community care, emergency departments, hospitals, and long-term care (<https://bdg.mcmaster.ca/>). My team also leads work on digital tools for health care, including caregivers (<https://www.yourcareplus.ca>). I am currently leading or co-leading large federally funded teams to answer questions about how COVID-19 is impacting older adults, including long-term care, retirement homes, and hospital inpatients (<https://www.coreontario.ca/>).

COVID-19 underscored our need to recruit and retain skilled unregulated care providers (UCPs) to support Canada's growing population of seniors and their caregivers, and 'Canadian Remote Access for Dementia Learning Experiences' (CRADLE) demonstrated success in empowering UCPs to provide quality dementia care despite the many barriers of the pandemic and diminished workforce. I am convinced that CRADLE is helping to improve the quality of care received by older adults with dementia. However, the task for CRADLE is very large, and change at this scale requires continued investment. With partnering organizations' support, Conestoga College developed CRADLE and is currently rolling this out across Canada. The CRADLE program has had great success, with over 6,500 UCPs trained in Ontario and other provinces/territories.

Building on this success, I was delighted to hear that Future Skills Centre is interested in scaling the CRADLE program. I am pleased to support Conestoga's Canadian Institute for Seniors Care's aims to expand the CRADLE program to include five new interactive modules on evidence-based and practical approaches to dementia care; translate course content into one or more Indigenous languages to further support UCPs' participation in their primary language; and extend the course's offering to UCPs working across Canada.

In addition to supporting UCPs' performance of increasingly complex care activities, CRADLE's data collection activities will enhance our understanding of this diverse workforce and related challenges and opportunities.

I therefore support Dr. Veronique Boscart's application for Future Skills Centre funding in response to the 'Targeted Call for Future Skills Centre Project Partners'. Should the application for funding be successful, I expect that my participation as a project partner would include 10 hours per month, which would amount to an in-kind contribution of \$1,000 per month for a total of \$22,000. I am also looking forward to offering the collaboration of <https://www.yourcareplus.ca> in whatever way that support CRADLE's objectives.

Please do not hesitate to contact me if you have any questions about the above. Otherwise, thank you for providing us the opportunity to provide support for this promising initiative.

We look forward hearing to your decision,

Sincerely,

A handwritten signature in black ink, appearing to read "Andrew P Costa", with a long horizontal flourish extending to the right.

Andrew P Costa PhD

## HOME AND COMMUNITY CARE SUPPORT SERVICES Waterloo Wellington

Friday, October 29, 2021

### **RE: Response to Targeted Call for Future Skills Centre Project Partners**

Dear Review Committee of the Future Skills Centre,

Home and Community Care Support Services Waterloo Wellington LHIN has valued Conestoga College as a partner in innovation over the last many years. Our work together has primarily focused on building capacity in PSWs through increased numbers of graduates, escalated programs and knowledge transfer for advanced skill development. As the holder of contracts with service providers that see more than 800 PSWs supporting home care patients in our geography each week, we have seen the burden placed on patients and their families and the broader health care system when the supply of PSWs cannot meet the demand. Furthermore, the complexity of the patients we serve in our communities is rapidly increasing, as the total numbers of patients with multiple comorbidities and high risk challenges, including those suffering with significant cognitive challenges and behavioural issues.

COVID-19 underscored our need to recruit and retain skilled unregulated care providers (UCPs) to support Canada's growing population of seniors and their caregivers, and 'Canadian Remote Access for Dementia Learning Experiences' (CRADLE) demonstrated success in empowering UCPs to provide quality dementia care despite the many barriers of the pandemic and diminished workforce. This training has provided PSWs with the skills, knowledge and confidence to well support patients with dementia, helping them to maximize their independence and remain safe in the home. Job satisfaction is also enhanced when PSWs know they have the ability to do their job well and make a meaningful difference in the lives of those they care for.

With your support, Conestoga College developed CRADLE and is currently rolling this out across Canada. The CRADLE program has had great success, with over 6,500 unregulated care providers trained across Canada. Our partnership with Conestoga has provided us the opportunity to support free training for unregulated care providers in our contracted organizations, to upskill team members in their first language (French, English, Mandarin, Tagalog), and to help support better care for seniors.

Building on this success, we were delighted to hear that FSC is interested in scaling the CRADLE program and we are in full support of expanding our collaboration with Conestoga and Dr. Veronique Boscart to educate unregulated care providers in our contracted organizations. We are pleased to

support Conestoga's Canadian Institute for Seniors Care's aims to expand the CRADLE program to include five new interactive modules on evidence-based and practical approaches to dementia care; translate course content into one or more Indigenous languages to further support unregulated care providers' participation in their primary language; and extend the course's offering to unregulated care providers working across Canada.

In addition to supporting unregulated care providers' performance of increasingly complex care activities, CRADLE's data collection activities will enhance our understanding of this diverse workforce and related challenges and opportunities.

We therefore support Dr. Veronique Boscart's application for FSC funding in response to the 'Targeted Call for Future Skills Centre Project Partners'. Should the application for funding be successful, we expect that our organization as a project partner would include approximately 5 -10 hours per month, which would amount to an in-kind contribution of approximately \$680 per month for a total of \$17,000 over two years.

Please do not hesitate to contact me if you have any questions about the above. Otherwise, thank you for providing us the opportunity to provide support for this promising initiative.

We look forward hearing to your decision,

*Karyn Lumsden*

Karyn Lumsden, MCI.Sc, MBA  
Vice President Patient Care Services,  
Home and Community Care Support Services Waterloo Wellington  
141 Weber St. Waterloo, Ontario  
226-989-5179  
[Karyn.Lumsden@lhins.on.ca](mailto:Karyn.Lumsden@lhins.on.ca)



November 1, 2021

## **A Letter Supporting the Proposal to Scale CRADLE**

Dear Reviewers,

The Native Women's Association of Canada (NWAC) is a National Indigenous Organization that represents the Indigenous women, girls, and gender diverse people in Canada, including First Nations living on and off reserve, status, and non-status, disenfranchised, Métis and Inuit. Founded to enhance, promote, and foster social, economic, cultural, and political well-being of Indigenous women within their communities and Canadian societies, NWAC engages in national and international advocacy aimed at legislative, policy and practice reform.

CRADLE, an online course that teaches care providers about evidence-informed and person-centred approaches to dementia care shares the story of an Indigenous elder who lives with dementia. In doing so, it gives care providers an opportunity to better understand what it is like to live on reserve, what is encompassed within Indigenous People's Medicine Wheel, how families support elders' care, and the impact that residential schools can have on health. Developing more modules, translating modules into an Indigenous language, and extending the course offering would allow for more care providers to participate in this learning while promoting equitable opportunities for Indigenous care providers; particularly those in rural and remote communities.

With your support, Conestoga College developed CRADLE and is currently rolling this out across Canada. The CRADLE program has had great success, with over 6,500 unregulated care providers (UCP) trained across Canada

Building on this success, we were delighted to hear that the Future Skills Centre is interested in scaling the CRADLE program and we are in full support of expanding our collaboration with Conestoga and Dr. Veronique Boscart to educate unregulated care providers in our organization.

We are pleased to support Conestoga's Canadian Institute for Seniors Care's aims to expand the CRADLE program to include five new interactive modules on evidence-based and practical approaches to dementia care; translate course content into one or more Indigenous languages to further support UCPS' participation in their primary language; and extend the course's offering to unregulated care providers working across Canada.

2019-2021, NWAC participated in CRADLE's advisory committee, contributed to the development of course content, and participated in and promoted related knowledge dissemination activities. After seeing how the resulting product has been taken up care providers and their employers across Canada, NWAC would be pleased to support Dr. Veronique Boscart's application for funding to scale CRADLE.

Thank you for the opportunity to provide this letter of support. We hope that you will consider funding this initiative given the need for this education,

Merci, Thank You and Miigwetch,



Sonja Adcock  
Directrice des opérations de programme  
Director Project Operations  
*Native Women's Association of  
Canada*  
613-618-9815



Native Women's  
Association of Canada  
~~~~~  
L'Association des  
femmes autochtones  
du Canada



November 1<sup>st</sup>, 2021

**RE: Targeted Call for Future Skills Centre Project Partners**

Dear Review Panel,

The Nursing Homes of Nova Scotia Association is the collective voice for advancing world class nursing homes in Nova Scotia.

Founded in 2011, we are a not-for-profit Association supporting not-for-profit, for-profit, municipal, and multi-facility nursing homes across the province of Nova Scotia. We are solution-focused, bringing an innovative approach to address opportunities and challenges across the sector.

COVID-19 underscored our need to recruit and retain skilled unregulated care providers (UCPs) to support Canada's growing population of seniors and their caregivers, and 'Canadian Remote Access for Dementia Learning Experiences' (CRADLE) demonstrated success in empowering UCPs to provide quality dementia care despite the many barriers of the pandemic and diminished workforce.

With your support, Conestoga College developed CRADLE and is currently rolling this out across Canada. The CRADLE program has had great success, with over 6,500 care providers trained. Our partnership with Conestoga has provided us the opportunity to provide free training for UCPs, to upskill team members in their first language (French, English, Mandarin, Tagalog), and to help support better care for seniors.

Building on this success, we were delighted to hear that Future Skills Centre is interested in scaling the CRADLE program. Scaling CRADLE program would include creating five new interactive modules on evidence-based and practical approaches to dementia care; translating course content into one or more Indigenous languages to further support UCPs' participation in their primary language; and extending the course's offering to UCPs working across Canada.

In addition to supporting UCPs' performance of increasingly complex care activities, CRADLE's data collection activities will enhance our understanding of this diverse workforce and related challenges and opportunities. We therefore support Dr. Veronique Boscart's application for FSC funding in response to the 'Targeted Call for Future Skills Centre Project Partners' by committing to share CRADLE with our team members.

Please do not hesitate to contact us if you have any questions regarding the above. Otherwise, thank you for providing us the opportunity to provide this letter of support.

Sincerely,



Michele Lowe, MBA, BPR  
Executive Director, NHNSA



November 1, 2021

Re: Conestoga College: CRADLE Program

Dear Reviewers,

The Ontario Long Term Care Association (OLTCA) is the largest association of long-term care providers in Canada, proud to represent over 70% of private, not-for-profit, charitable, First Nation and municipal homes operating in Ontario. It is our goal to ensure safe and high-quality care for all residents living in long-term care homes. We anticipate this project to expand on the evidence-based innovative solutions to providing high quality holistic care to support clinical and quality of life challenges of persons living with progressive dementia.

With your support, Conestoga College developed CRADLE and is currently rolling this out across Canada. The CRADLE program has had great success, with over 6,500 care providers trained. Our partnership with Conestoga has provided us the opportunity to provide free training for UCPs, to upskill team members in their first language (French, English, Mandarin, Tagalog), and to help support better care for seniors.

Building on this success, we were delighted to hear that Future Skills Centre is interested in scaling the CRADLE program. Scaling CRADLE program would include creating five new interactive modules on evidence-based and practical approaches to dementia care; translating course content into one or more Indigenous languages to further support UCPs' participation in their primary language; and extending the course's offering to UCPs working across Canada.

In addition to supporting UCPs' performance of increasingly complex care activities, CRADLE's data collection activities will enhance our understanding of this diverse workforce and related challenges and opportunities. We therefore support Dr. Veronique Boscart's application for FSC funding in response to the 'Targeted Call for Future Skills Centre Project Partners' by committing to share CRADLE with our team members.

Please do not hesitate to contact us if you have any questions regarding the above. Otherwise, thank you for providing us the opportunity to provide this letter of support. Thank you for the opportunity to support this project.

Yours sincerely,

A handwritten signature in blue ink, appearing to read "Donna Duncan", is written over a light blue horizontal line.

Donna Duncan  
Chief Executive Officer  
Ontario Long Term Care Association  
dduncan@oltca.com

November 1<sup>st</sup>, 2021

**RE: Response to Targeted Call for Future Skills Centre Project Partners**

Dear Review Committee of the Future Skills Centre,

I am a Registered Practical Nurse and Community Outreach Coordinator for Promyse Home Care who participated as an advisory committee member in Canadian Remote Access for Dementia Learning Experiences (CRADLE).

Promyse Home Care aims to provide the highest quality of friendly, compassionate, and professional in-home care with individual care plans to meet clients' unique needs. However, the increasing prevalence of dementia among community-dwelling seniors presents a challenge: it transfers more complex care responsibilities to unregulated care providers (UCPs). With varying levels of education and evolving practices, it is important to provide UCPs opportunities to build their gerontological knowledge and skills.

COVID-19 underscored our need to recruit and retain skilled UCPs to support Canada's growing population of seniors and their caregivers, and 'Canadian Remote Access for Dementia Learning Experiences' (CRADLE) demonstrated success in empowering UCPs to provide quality dementia care despite the many barriers of the pandemic and diminished workforce. As you are likely aware – the pandemic impacted our clients with dementia greatly in the community with changes in their routine and increased isolation.

With partnering organizations' support, Conestoga College developed CRADLE and is currently rolling this out across Canada. The CRADLE program has had great success, with over 6,500 UCPs trained in Ontario as well as other provinces and territories. Our partnership with Conestoga has provided us the opportunity to support free training for UCPs in our organization, to upskill team members in their first language (French, English, Mandarin, Tagalog), and to help support better care for seniors.

Building on this success, we were delighted to hear that Future Skills Centre is interested in scaling the CRADLE program. We are in full support of expanding our collaboration with Conestoga and Dr. Veronique Boscart and supporting Conestoga's Canadian Institute for Seniors Care's aims to expand the CRADLE program to include five new interactive modules on evidence-based and practical approaches to dementia care; translate course content into one or more Indigenous languages to further support UCPs' participation in their primary language; and extend the course's offering to UCPs working across Canada.

In addition to supporting UCPs' performance of increasingly complex care activities, CRADLE's data collection activities will enhance our understanding of this diverse workforce and related challenges and opportunities.

We therefore support Dr. Veronique Boscart's application for Future Skills Centre funding in response to the 'Targeted Call for Future Skills Centre Project Partners'. Should the application for funding be successful, we expect that our organization as a project partner would include 5-10 hours per month, which would amount to an in-kind contribution of \$500-\$1,000 per month for a total of \$11,000-\$22,000 in total, (over 22 months). Our staff's participation would amount to an in-kind contribution of \$30,000 over the project's duration.

Please do not hesitate to contact me if you have any questions about the above. Otherwise, thank you for providing us the opportunity to provide support for this promising initiative.

We look forward hearing to your decision,

A handwritten signature in black ink, appearing to read 'Ashley Fox', with a stylized flourish at the end.

Ashley Fox, RPN  
Community Outreach Coordinator/Nurse Case Manager  
Promyse Home Care  
15 Hazelglen Dr Suite 2, Kitchener, ON N2M 2E2  
519-208-2000 | hello@promyse.ca



325 Max Becker Drive, Suite 201, Kitchener, Ontario N2E 4H5  
Tel: 519-571-1873 Fax: 519-571-0947 www.schlegelvillages.com

November 1<sup>st</sup>, 2021

**RE: Response to Targeted Call for Future Skills Centre Project Partners**

Dear Review Committee of the Future Skills Centre,

Schlegel Villages is a Canadian owned and operated company that has been managing quality long-term care and retirement Villages across Ontario since 1953. COVID-19 underscored our need to recruit and retain skilled unregulated care providers (UCPs) to support Canada's growing population of seniors and their caregivers, and 'Canadian Remote Access for Dementia Learning Experiences' (CRADLE) demonstrated success in empowering UCPs to provide quality dementia care despite participation barriers presented by a global pandemic and diminished workforce. Participating Schlegel Village team members have reflected on how main takeaways could influence practice and shared related accomplishments during daily huddles.

With partnering organizations' support, Conestoga College developed CRADLE and is currently rolling this out across Canada. The CRADLE program has had great success, with over 6,500 UCPs trained in Ontario and other provinces and territories. Our partnership with Conestoga has provided us the opportunity to support free training for UCPs in our organization, to upskill team members in their first language (French, English, Mandarin, Tagalog), and to help support better care for seniors.

Building on this success, we were delighted to hear that Future Skills Centre is interested in scaling the CRADLE program, and we are in full support of expanding our collaboration with Conestoga and Dr. Veronique Boscart to educate UCPs in our organization. We would be pleased to support Conestoga's Canadian Institute for Seniors Care's aims to expand the CRADLE program to include five new interactive modules on evidence-based and practical approaches to dementia care; translate course content into one or more Indigenous languages to further support UCPs' participation in their primary language; and extend the course's offering to UCPs working across Canada.

In addition to supporting UCPs' performance of increasingly complex care activities, CRADLE's data collection activities will enhance our understanding of this diverse workforce and related challenges and opportunities.

We therefore support Dr. Veronique Boscart's application for Future Skills Centre funding in response to the 'Targeted Call for Future Skills Centre Project Partners'. Should the application for funding be successful, we expect that our organization as a project partner would include 10 hours per month, which would amount to an in-kind contribution of \$1,000 per month for a total of \$22,000 in total (over 22 months). Our staff's participation would amount to an in-kind contribution of \$60,000 over the project's duration.

Please do not hesitate to contact me if you have any questions about the above. Otherwise, thank you for providing us the opportunity to provide support for this promising initiative.

We look forward hearing to your decision,

Your Truly  
**SCHLEGEL VILLAGES**

CHRISTY PARSONS (she/her)  
Vice President of People



**November 2, 2021**

To whom it may concern,

**RE: Response to a Targeted Call for Future Skills Centre Project Partners**

SeniorsNL is a non-profit, charitable, voluntary organization dedicated to promoting the independence and well-being of older adults in Newfoundland and Labrador through the provision of information as well as various programs and services. We offer information and referral services through a dedicated team of peer-support volunteers on our Information and Referral line and those volunteering in their communities. We are also dedicated in bringing awareness of and action on elder abuse through our NL Network for the Prevention of Elder Abuse. Our values closely align with the proposed Canadian Remote Access for Dementia Learning Experience (CRADLE), a Future Skills Centre project, and we are happy to back this program again through this letter of support.

COVID-19 underscored our need to recruit and retain skilled unregulated care providers (UCPs) to support Canada's growing population of seniors and their caregivers, and CRADLE demonstrated success in empowering UCPs to provide quality dementia care despite the many barriers of the pandemic and diminished workforce. SeniorsNL has promoted the use of the resources to our contacts throughout our province, encouraging uptake and sharing the resources to others.

With your support, Conestoga College developed CRADLE and is currently rolling this out across Canada. The CRADLE program has had great success, with over 6,500 UCPs trained in Newfoundland & Labrador as well as other provinces and territories. Our partnership with Conestoga has provided us the opportunity to provide free training for the UCP workforce and upskill team members in their first language (French, English, Mandarin, Tagalog). This has contributed to better support and patient-centred care for seniors.

Building on this success, we were delighted to hear that Future Skills Centre is interested in scaling the CRADLE program. We are pleased to support Conestoga's Canadian Institute for Seniors Care's aims to expand the CRADLE program to include five new interactive modules on evidence-based and practical approaches to dementia care; translate course content into one or more Indigenous languages to further support UCPs' participation in their primary language; and extend the course's offering to UCPs working across Canada.

In addition to supporting UCPs' performance of increasingly complex care activities, CRADLE's data collection activities will enhance our understanding of this diverse workforce and related challenges and opportunities.

We therefore support Dr. Veronique Boscart's application for Future Skills Centre funding in response to the 'Targeted Call for Future Skills Centre Project Partners'. Should the application for funding be successful, we expect that our organization as a project partner would include 5-10 hours per month, which would amount to an in-kind contribution of \$500-\$1,000 per month for a total of \$11,000-\$22,000 in total (over 22 months). SeniorsNL will continue to be a strong participant and promoter of the valuable resources produced.

Please do not hesitate to contact me if you have any questions about the above. Otherwise, thank you for providing us the opportunity to provide support for this promising initiative.

I thank you for your consideration of this application.

Sincerely

A handwritten signature in blue ink that reads "Kelly Heisz". The signature is written in a cursive, flowing style.

Kelly Heisz  
Executive Director

November 1, 2021

**Re: Response to Targeted Call for Future Skills Centre Project Partners**

To Whom it May Concern,

Shannex is committed to providing quality resident-centred care and accessible training for our employees through nursing home, retirement living and home care services in Nova Scotia, New Brunswick and Ontario. Since 1988, our team has supported residents and their families by working together and encouraging them to be active partners in their care and making decisions reflecting their preferences, wishes and needs to ensure we support how they would like to live. These values align closely with the proposed Canadian Remote Access for Dementia Learning Experience (CRADLE), a Future Skills Centre project.

COVID-19 underscored our need to recruit and retain skilled unregulated care providers (UCPs) to support Canada's growing population of seniors and their caregivers, and 'Canadian Remote Access for Dementia Learning Experiences' (CRADLE) demonstrated success in empowering UCPs to provide quality dementia care despite the many barriers of the pandemic and diminished workforce. The CRADLE program was positively received across our organization. It addresses the need for engaging dementia care education opportunities that specifically meet the needs of unregulated care workers.

With your support, Conestoga College developed CRADLE and is currently rolling this out across Canada. The CRADLE program has had great success, with over 6,500 unregulated care providers trained across Canada. Our partnership with Conestoga has provided us the opportunity to support free training for unregulated care providers in our organization, to upskill team members in their first language (French, English, Mandarin, Tagalog), and to help support better care for seniors.

Building on this success, we were delighted to hear that FSC is interested in scaling the CRADLE program and we are in full support of expanding our collaboration with Conestoga and Dr. Veronique Boscart to educate unregulated care providers in our organization. We are pleased to support Conestoga's Canadian Institute for Seniors Care's aims to expand the CRADLE program to include five new interactive modules on evidence-based and practical approaches to dementia care; translate course content into one or more Indigenous languages to further support UCPs' participation in their primary language; and extend the course's offering to unregulated care providers working across Canada.

In addition to supporting UCPs' performance of increasingly complex care activities, CRADLE's data collection activities will enhance our understanding of this diverse workforce and related challenges and opportunities.



We support Dr. Veronique Boscart's application for FSC funding in response to the 'Targeted Call for Future Skills Centre Project Partners'. Should the application for funding be successful, we expect that our organization as a project partner would include 5 hours per month, which would amount to an in-kind contribution of \$1,000 per month for a total of \$22,000 over 2 years. Our staff's participation would amount to an in-kind contribution of \$30,000 over 2 years.

Please do not hesitate to contact me if you have any questions about the above. Otherwise, thank you for providing us the opportunity to provide support for this promising initiative.

We look forward hearing to your decision,



Kathleen Norman  
Senior Director, Strategic Planning, Risk and Quality



SPECTRUM, Waterloo Region's Rainbow Community Space  
283 Duke Street West, Unit 210  
Kitchener, ON Canada N2H 3X7

226.779.9695  
[info@ourspectrum.com](mailto:info@ourspectrum.com)  
[ourspectrum.com](http://ourspectrum.com)

October 29, 2021

**RE: Targeted Call for Future Skills Centre Project Partners**

Dear Members of the Review Panel,

SPECTRUM is Waterloo Region's Rainbow Community Space, a volunteer-based 2SLGBTQ+ community venue that provides a sustainable, supportive, positive and a safe space for people of all ages in the Waterloo Region of Ontario. We work with partners and allies to provide resources, information, rainbow-related events, and programming and working with partners and allies. Aging with Pride (AWP) is a committee of SPECTRUM that works with local senior serving organizations to make them aware of the needs of our community. To that end, we advocate and collaborate with stakeholders to ensure that new and existing supports are inclusive and responsive.

With your support, Conestoga College developed the CRADLE program, an online course on evidence-informed and person-centred dementia care and is currently rolling this out across Canada. Despite the many barriers of the pandemic and a diminished workforce, the CRADLE program has successfully trained over 6,500 unregulated care providers. Our partnership with Conestoga has provided us the opportunity to support unregulated care providers' free training in their first language (French, English, Mandarin, Tagalog) in an inclusive way that promotes the needs of the Rainbow community.

Building on this success, we were delighted to hear that Future Skills Centre is interested in scaling the CRADLE program. We are in full support of expanding our collaboration with Conestoga and Dr. Veronique Boscart to develop five new interactive modules on evidence-based and practical approaches to dementia care; translate course content into one or more Indigenous languages to further support unregulated care providers' participation in their first language; and extend the course's offering to unregulated care providers working across Canada.

In addition to supporting unregulated care providers' performance of increasingly complex care activities, CRADLE's data collection activities will enhance our understanding of this diverse workforce and related challenges and opportunities.

We are therefore supportive of Dr. Veronique Boscart's application for Future Skills Centre funding in response to the 'Targeted Call for Future Skills Centre Project Partners'. Should the application for funding be successful, we expect that our organization as a project partner would include 5-10 hours per month, which would amount to an in-kind contribution of \$500/1,000 per month for a total of \$11,000/22,000 (over 2 years).

Please do not hesitate to contact me if you have any questions about the above. Otherwise, thank you for providing us the opportunity to provide support for this promising initiative.

We look forward hearing to your decision,

Sincerely,

*Thomas L. Connelly*

Thomas L. Connelly  
President, Board of Directors





October 29<sup>th</sup>, 2021

## **Response to a Targeted Call for Future Skills Centre Project Partners**

To whom it may concern,

Tideview Terrace is committed to fostering quality person-centred care focusing on quality of life and enhancing the lives of each member in the Tideview Terrace community. As a not-for-profit long-term care home in Digby, Nova Scotia, we respect the worth and dignity of our residents, and value and ensure that residents receive the best holistic, restorative and supportive care, particularly with their intellectual, spiritual, emotional, and physical well-being. Our values reflect the Eden Philosophy, we strive to support residents and their families in a positive and welcoming space that encourages companionship, confidence, a sense of interest and growth, and engaging in meaningful relationships.

Since December 1973 with a community of 50 residents, we have expanded to a current capacity of 89 beds and one respite bed. Renovations to the Digby General Hospital in 1996 made the third floor into a special care unit with 10 beds for individuals living with Alzheimer's Disease and Related Dementia. We moved to a new and advanced home in August 2011 which includes 9-bed resident houses, gazebo, beautiful gardens, connected to a beach.

COVID-19 underscored our need to recruit and retain skilled unregulated care providers (UCPs) to support Canada's growing population of seniors and their caregivers, and 'Canadian Remote Access for Dementia Learning Experiences' (CRADLE) demonstrated success in empowering UCPs to provide quality dementia care despite the many barriers of the pandemic and diminished workforce. COVID-19 had made in-person training opportunities challenging for our organization. The virtual platform for the CRADLE program made it possible for us to continue to offer quality learning opportunity to our staff supporting their development.

With your support, Conestoga College developed CRADLE and is currently rolling this out across Canada. The CRADLE program has had great success, with over 6,500 unregulated care providers trained across Canada. Our partnership with Conestoga has provided us the opportunity to support free training for unregulated care providers in our organization, to upskill team members in their first language (French, English, Mandarin, Tagalog), and to help support better care for seniors.

**Civic Address** 74 Pleasant St., Conway, NS B0V 1A0

**Mailing Address** PO Box 1120 Digby NS B0V 1A0

**Tel** 902-245-4718 **Fax** 902-245-6674 [www.tideviewterrace.ca](http://www.tideviewterrace.ca)

**The comfort of home in the company of friends.**

Building on this success, we were delighted to hear that FSC is interested in scaling the CRADLE program and we are in full support of expanding our collaboration with Conestoga and Dr. Veronique Boscart to educate unregulated care providers in our organization. We are pleased to support Conestoga's Canadian Institute for Seniors Care's aims to expand the CRADLE program to include five new interactive modules on evidence-based and practical approaches to dementia care; translate course content into one or more Indigenous languages to further support UCPs' participation in their primary language; and extend the course's offering to unregulated care providers working across Canada.

In addition to supporting UCPs' performance of increasingly complex care activities, CRADLE's data collection activities will enhance our understanding of this diverse workforce and related challenges and opportunities.

We therefore support Dr. Veronique Boscart's application for FSC funding in response to the 'Targeted Call for Future Skills Centre Project Partners'. Should the application for funding be successful, we expect that our organization as a project partner would include 5-10 hours per month, which would amount to an in-kind contribution of \$500-\$1000 per month for a total of \$11,000/\$22,000 in total (over 2 years). Our staff's participation would amount to an in-kind contribution of \$60,000 over 2 years.

Please do not hesitate to contact me if you have any questions about the above. Otherwise, thank you for providing us the opportunity to provide support for this promising initiative.

We look forward hearing to your decision,



---

Debra Boudreau  
Administrator / CEO

October 31, 2021

RE: Response to Targeted Call for Future Skills Centre Project Partners

Dear Review Committee of the Future Skills Centre,

I am delighted to support Dr. Veronique Boscart's proposed project, CRADLE (Canadian Remote Access for Dementia Learning Experiences) in submission to the Future Skills Centre -Innovation Stream.

I am a practicing physician, specialist in internal & geriatric medicine, Associate Professor and Schlegel Research Chair in Geriatric Medicine at the Schlegel-University of Waterloo Research Institute for Aging, and Assistant Clinical Professor of Medicine at McMaster University in Hamilton, Ontario. I am also a Canadian fellow of interRAI, an international not-for-profit research consortium.

COVID-19 underscored our need to recruit and retain skilled unregulated care providers (UCPs) to support Canada's growing population of seniors and their caregivers, and CRADLE demonstrated success in empowering UCPs to provide quality dementia care despite the many barriers of the pandemic and diminished workforce.

With your support, Conestoga College developed CRADLE and is currently rolling this out across Canada. The CRADLE program has had great success, with over 6,500 unregulated care providers trained across Canada. Our partnership with Conestoga has provided us the opportunity to support free training for unregulated care providers in our organization, to upskill team members in their first language (French, English, Mandarin, Tagalog), and to help support better care for seniors.

Building on this success, we were delighted to hear that FSC is interested in scaling the CRADLE program and we are in full support of expanding our collaboration with Conestoga and Dr. Veronique Boscart to educate unregulated care providers in our organization. We are pleased to support Conestoga's Canadian Institute for Seniors Care's aims to expand the CRADLE program to include five new interactive modules on evidence-based and practical approaches to dementia care; translate course content into one or more Indigenous languages to further support UCPs' participation in their primary language; and extend the course's offering to unregulated care providers working across Canada.

In addition to supporting UCPs' performance of increasingly complex care activities, CRADLE's data collection activities will enhance our understanding of this diverse workforce and related challenges and opportunities.

We therefore support Dr. Veronique Boscart's application for FSC funding in response to the 'Targeted Call for Future Skills Centre Project Partners'. I estimate my time commitments on activities such as course content development, knowledge dissemination through my network of contacts, and consultation to be 5 hours/month for the next 22 months (\$11,000).

Please do not hesitate to contact me if you have any questions about the above. Otherwise, thank you for providing us the opportunity to provide support for this promising initiative.

We look forward hearing to your decision,



George Heckman





Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River  
37911 MacKenzie Highway | 37911 route Mackenzie  
Hay River, NT X0E 0R6 | 📞 (867) 874-8000 📠 (867) 874-8141

October 29<sup>th</sup>, 2021

**RE: Response to Targeted Call for Future Skills Centre Project Partners**

Dear Review Committee of the Future Skills Centre,

Woodland Manor is the Long Term Care (LTC) facility under the Continuing Care Department of Hay River Health and Social Services Authority in the Northwest Territories, Canada. Woodland Manor is home to 23 seniors and individuals with complex healthcare needs. Our facility provides nursing care to 10 resident with dementia at varying stages.

COVID-19 underscored our need to recruit and retain skilled unregulated care providers (UCPs) to support Canada's growing population of seniors and their caregivers, and 'Canadian Remote Access for Dementia Learning Experiences' (CRADLE) demonstrated success in empowering UCPs to provide quality dementia care despite the many barriers of the pandemic and diminished workforce. CRADLE is a great opportunity for our long term care aides (LTCAs) to meet their educational needs in order to provide a safe and compassionate care to our residents with dementia. Most of our LTCAs have the basic Personal Outcomes Support Worker training with minimal training experience to provide excellent dementia care to our residents. Opportunity like CRADLE will promote competence and confidence in dementia caregiving. This, hopefully, will translate into better health outcomes and quality of life of our residents.

With your support, Conestoga College developed CRADLE and is currently rolling this out across Canada. The CRADLE program has had great success, with over 6,500 unregulated care providers trained across Canada. Our partnership with Conestoga has provided us the opportunity to support free training for unregulated care providers in our organization, to upskill team members in their first language (French, English, Mandarin, Tagalog), and to help support better care for seniors.



Building on this success, we were delighted to hear that FSC is interested in scaling the CRADLE program and we are in full support of expanding our collaboration with Conestoga and Dr. Veronique Boscart to educate unregulated care providers in our organization. We are pleased to support Conestoga's Canadian Institute for Seniors Care's aims to expand the CRADLE program to include five new interactive modules on evidence-based and practical approaches to dementia care; translate course content into one or more Indigenous languages to further support UCPs' participation in their primary language; and extend the course's offering to unregulated care providers working across Canada.

In addition to supporting UCPs' performance of increasingly complex care activities, CRADLE's data collection activities will enhance our understanding of this diverse workforce and related challenges and opportunities.

We therefore support Dr. Veronique Boscart's application for FSC funding in response to the 'Targeted Call for Future Skills Centre Project Partners'. Should the application for funding be successful, we expect that our organization as a project partner would include 10 hours per month, which would amount to an in-kind contribution of \$1,000 per month for a total of \$22,000 in total, (over 2 years).

Please do not hesitate to contact me if you have any questions about the above. Otherwise, thank you for providing us the opportunity to provide support for this promising initiative.

We look forward hearing to your decision,

Thanks,



**Marshi Earle RN, GNC(C)**

**Manager of Continuing Care, Gestionnaire des soins continus**

Hay River Health & Social Services Authority | Administration des services de santé et des services sociaux de Hay River

37911 MacKenzie Highway | 37911, route Mackenzie

Hay River NT X0E 0R6

Phone# 867-874-8360 | Fax# 867-874-8135 |

Email | Courriel : [marshi\\_earle@gov.nt.ca](mailto:marshi_earle@gov.nt.ca)

**Mársı | Kinanāskomitin | Thank you | Merci | Hąj' | Quana | Qujannamiik | Quyanainni | Máhsı | Máhsı | Mahsi**

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October 29, 2021

**Re: Response to Targeted Call for Future Skills Centre Project Partners**

Dear Future Skills Centre (FSC) Review Committee,

**FACULTY OF HEALTH**

**School of Kinesiology  
and Health Science**

**Brad Meisner, PhD**

Associate Professor

(he/him/his)

356 Bethune College  
4700 KEELE STREET  
TORONTO, ONTARIO  
CANADA, M3J 1P3  
[meisnerb@yorku.ca](mailto:meisnerb@yorku.ca)

York University is a leading international teaching and research university and a driving force for positive change. Within the institution, the York University Centre for Aging Research and Education (YU-CARE) supports and promotes the work of researchers and research trainees who study changes, challenges, and policies to support aging and older people at individual, organizational, and societal levels.

COVID-19 underscored the need to recruit and retain skilled unregulated care providers (UCPs) to support Canada's growing population of older people and their caregivers, and *Canadian Remote Access for Dementia Learning Experiences* (CRADLE) demonstrated success in educating and empowering UCPs to provide quality dementia care despite the many barriers of the pandemic and diminished workforce.

With your support, Conestoga College developed CRADLE and is currently rolling this initiative out across Canada. The CRADLE program has had great success, with over 6,500 unregulated care providers trained across Canada. It has been a very rewarding experience for me to be a contributing member of the CRADLE advisory team to see the many positive impacts that this innovative and timely initiative has produced.

Building on this success, I am delighted to hear that FSC is interested in scaling up the CRADLE program and I am in full support of extending my collaboration with Conestoga College and Dr. Veronique Boscart to educate UCPs across Canada. I am pleased to support Conestoga's Canadian Institute for Seniors Care's aims to expand the CRADLE program to include five new interactive modules on evidence-based and practical approaches to dementia care; to translate course content into one or more Indigenous languages to further support UCPs' participation in their primary language; and to extend the course's offering to unregulated care providers working across Canada.

I support Dr. Veronique Boscart's application for FSC funding in response to the 'Targeted Call for Future Skills Centre Project Partners'. Should the application for funding be successful, I will offer five hours of support per month, which amounts to an in-kind contribution of \$500 per month for a total of \$11,000 in total over two years.

Please do not hesitate to contact me if you have any questions about the above. Otherwise, thank you for providing us the opportunity to provide support for this promising initiative. I look forward hearing to your decision.

Sincerely,



Cheers,  
Brad.

---

**Brad A. Meisner, Ph.D.** | *he/him/his*  
Associate Professor  
School of Kinesiology & Health Science  
Faculty of Health | York University  
Centre for Aging Research & Education (YU-CARE)



October 29, 2021

(Organization Logo)

## **Response to a Targeted Call for Future Skills Centre Project Partners**

To whom it may concern,

My name is Anna Marie Young Weber, and I am an informal caregiver with experience supporting aging in place for my mother before having to transition to a long-term care home. Although I am very pleased with my mother's care, I am aware of the shortage of PSWs and the impact that can have on care for folks like my mother who are living with dementia. I am also aware of the value that education opportunities can have on the recruitment and retention of PSWs, and the quality of care they provide. I can see the need for more education and training opportunities for PSWs because education is variable and best practices always shift. As such, I am writing this letter of support for the proposed Canadian Remote Access for Dementia Learning Experience (CRADLE), a Future Skills Centre project.

COVID-19 underscored our need to recruit and retain skilled unregulated care providers (UCPs) to support Canada's growing population of seniors and their caregivers, and CRADLE demonstrated success in empowering UCPs to provide quality dementia care despite the many barriers of the pandemic and diminished workforce. I don't know what we would have done without the support of the PSW's for my mother's care. We put our trust in them to care for our mother. They looked after her mentally and physically when we could not, especially when covid lockdowns happened. We need more PSW's because they are the backbone of the LTC Homes and people's care.

With your support, Conestoga College developed CRADLE and is currently rolling this out across Canada. The CRADLE program has had great success, with over 6,500 unregulated care providers trained across Canada. As someone who has appreciated the support from PSWs for my mother's care transitions, I welcome the opportunity to support free training for UCPs in the industry to upskill staff in their first language (French, English, Mandarin, Tagalog) and to help promote better care for seniors.

Building on this success, I was delighted to hear that Future Skills Centre is interested in scaling the CRADLE program and am in full support of expanding this collaboration with Conestoga and Dr. Veronique Boscart to educate unregulated care providers in our organization. I am pleased to support Conestoga's Canadian Institute for Seniors Care's aims to expand the CRADLE program to include five new interactive modules on evidence-based and practical approaches to dementia care; translate course content into one or more Indigenous languages to further support UCPs' participation in their primary language; and extend the course's offering to unregulated care providers working across Canada.

In addition to supporting UCPs' performance of increasingly complex care activities, CRADLE's data collection activities will enhance our understanding of this diverse workforce and related challenges and opportunities.

I therefore support Dr. Veronique Boscart's application for FSC funding in response to the 'Targeted Call for Future Skills Centre Project Partners'. Should the application for funding be successful, I expect that as a project partner I would include 5-10 hours per month, which would amount to an in-kind contribution of \$500/\$1000 per month for a total of \$11,000/\$22,000 in total, (over 2 years).

Please do not hesitate to contact me if you have any questions about the above. Otherwise, thank you for providing me the opportunity to provide support for this promising initiative.

I look forward to hearing of your decision.

Sincerely,

A handwritten signature in cursive script that reads "Anna Marie".

Anna Marie Young Weber  
Support Staff-PSW Program  
Health and Life Sciences  
Conestoga College  
299 Doon Valley Drive  
Kitchener, ON  
N2G 4M4  
[ayoungweber@conestogac.on.ca](mailto:ayoungweber@conestogac.on.ca)

October 29<sup>th</sup>, 2021

(Organization Logo)

## **Response to a Targeted Call for Future Skills Centre Project Partners**

To whom it may concern,

My name is Meagan Fox and I am a personal support worker (PSW) with experience supporting people living with dementia in a variety of care settings. I have first-hand experience dealing with the shortage of PSWs and the impact that this can have on care for people living with dementia. As someone who is working in the sector currently, I am also aware of the value that education opportunities can have on the recruitment and retaining of PSWs, and the quality of care they provide. With education being variable and best practices always shifting, I have experienced a scarcity of educational opportunities for PSWs like myself. As such, I am writing this letter of support to vouch for the proposed Canadian Remote Access for Dementia Learning Experience (CRADLE), a Future Skills Centre project.

COVID-19 underscored our need to recruit and retain skilled unregulated care providers (UCPs) to support Canada's growing population of seniors and their caregivers. CRADLE demonstrated success in empowering UCPs to provide quality dementia care despite the many barriers of the pandemic and diminished workforce. CRADLE allowed me to take a step back and remember what it means to be a PSW. While completing the modules, I was able to self reflect and think of ways I can better support my residents. Now when I am on the floor working, I am finding myself slowing down and providing the person-centred care CRADLE taught me about.

CRADLE speaks on topics that aren't discussed in school, or even the workplace. LGBTQ+ community, Indigenous, there is so much to learn to better support, and CRADLE does just that.

With your support, Conestoga College developed CRADLE and is currently rolling this out across Canada. The CRADLE program has had great success, with over 6,500 unregulated care providers trained across Canada. As a PSW myself, I have obtained free training through this program and have seen other team members able to upskill in their first language (French, English, Mandarin, Tagalog). This has helped me, and my colleagues provide better support and care for seniors.

Building on this success, I was delighted to hear that FSC is interested in scaling the CRADLE program and am in full support of expanding this collaboration with Conestoga and Dr. Veronique Boscart to educate unregulated care providers in our organization. I am pleased to support Conestoga's Canadian Institute for Seniors Care's aims to expand the CRADLE program to include five new interactive modules on evidence-based and practical approaches to dementia care; translate course content into one or more Indigenous languages to further support UCPs' participation in their primary language; and extend the course's offering to unregulated care providers working across Canada.

In addition to supporting UCPs' performance of increasingly complex care activities, CRADLE's data collection activities will enhance our understanding of this diverse workforce and related challenges and opportunities.

I therefore support Dr. Veronique Boscart's application for FSC funding in response to the 'Targeted Call for Future Skills Centre Project Partners'. Should the application for funding be successful, I expect that as a project partner I would include 5-10 hours per month, which would amount to an in-kind contribution of \$500/1,000 per month for a total of \$11,000/\$22,000 in total, (over 2 years).

Please do not hesitate to contact me if you have any questions about the above. Otherwise, thank you for providing me the opportunity to provide support for this promising initiative.

I look forward hearing to your decision,

*Meagan Fox*

*Meagan Fox, PSW*  
*519-400-8939, meaganfoxpr@outlook.com*