



**Skilled
Trades**
Ontario

**Métiers
spécialisés**
Ontario

Apprenticeship
Training Standard
Logbook

**Developmental Services
Worker**

620D

Apprenticeship Training Standard

The Apprenticeship Training Standard or herein after referred to as “Logbook” is a document issued to Apprentices who sign a Registered Training Agreement in the Province of Ontario as an official record of training. It is to be used by the Apprentice and Sponsor/trainer to guide the process of skills development in a particular trade.

Training As An Apprentice

- ✓ Ensure you, your sponsor, and your witness sign a Training Agreement with the Ministry of Labour, Immigration, Training and Skills Development. Once it is registered, you will receive a copy of the registered Training Agreement for your records.
- ✓ Notify the local Service Delivery Office **immediately** if any changes to contact information or training agreement, especially if you change sponsors.
- ✓ Review the Logbook regularly with your trainer and sponsor to discuss your progress, ask questions, seek feedback and have the trainer **sign off on competencies**
- ✓ Keep an accurate record of the hours you work.
- ✓ Attend classroom training when it is offered.
- ✓ Apply for the financial incentives for which you are eligible.



Completing Your Logbook

- ✓ **Complete the Sponsor Record Form** – A form must be completed for each Sponsor/Trainer used during your apprenticeship.
- ✓ **Confirm Skill Sign-off is Complete**
 - **You and your trainer** sign-off each required skill to confirm that you have demonstrated competency in that skill.
 - Shaded boxes in your Logbook mean the skills are optional and do not have to be confirmed by your trainer or sponsor. However, you are encouraged to complete them as part of your training.
- ✓ **Confirm Skill Set Sign-off is Complete**
 - After you and your trainer have signed-off all the required skills in a skill set, your sponsor signs the signature box on the form in **Appendix C – “Skill Set Completion for Sponsors”** to confirm your completion of all competencies within each skill set.

This document is the property of the apprentice named inside and represents the official record of your training. For information about completing your apprenticeship, see inside of back cover.



**Skilled
Trades**
Ontario

**Métiers
spécialisés**
Ontario

Apprentice Name: _____

Address: _____

Phone Number: _____

Email Address: _____

Trade: _____

Training Agreement # (for Compulsory and Non-Compulsory trades):

STO Account No. (for Compulsory trades only):

This document is the property of the Apprentice named herein and represents the official record of their training.

If you have questions about the use of this Logbook or about your Apprenticeship program, contact your local Service Delivery Office (see Appendix D in this book) or the Employment Ontario hotline at: 1-800-387-5656.

Developmental Services Worker Apprenticeship Pathway and bridging to Diploma procedure

Phase 1: Registration

Submit Application for Apprenticeship Training through the on-line portal or to local Service Delivery Office

For on-line portal, please follow instructions for registration. You will need to create a *My Ontario* account to access online services.

Training agreement signed and registered by both apprentice and sponsor

Access your Apprenticeship Training Standard Logbook**
skilledtradesontario.ca/about-trades/trades-information

** This is the official record of your training progress. You are responsible for keeping it up-to-date.

Complete on-the-job training

Demonstrate and receive sign-off on the competencies/skills in your Apprenticeship Training Standard Logbook

Complete in-school training

Attend and complete the in-class training set out in the Curriculum Training Standard

Apprentices eligible to apply for apprenticeship incentive grants (Red Seal trades) and loans.

Review and finalize your logbook with your sponsor

Submit proof of apprenticeship completion via email, in-person or digital portal

Your Apprenticeship Training Standard Logbook details completion requirements. Submit the following:

- completed Apprenticeship Training Standard Logbook with signatures
- proof of hours

Certificate of Apprenticeship is issued

Upon completion, Apprentices eligible to apply for Apprentice Completion Bonus (non-Red Seal). Sponsors may be eligible for Apprenticeship incentives, bonuses or tax credits.

Pursuant to the *Building Opportunities in the Skilled Trades Act, 2021 (BOSTA)*, Developmental Services Worker does not have a Certificate of Qualification examination

The issuing of the Developmental Services Worker Certificate of Apprenticeship is the final step in the apprenticeship program under *BOSTA*

Phase 2: Apprenticeship

Phase 3: Diploma bridging procedures

Bridging to Diploma

Complete additional course and practical requirements and obtain Developmental Services Worker Diploma

Note: Diploma requirements vary depending on the Ontario College of Applied Arts and Technology program; in general, bridging should be done at the same College where in-school apprenticeship training was completed.

Draft version: 2022-08-04

Table of Contents

Foreword: Purpose, Terms and Conditions of the registered Training Agreement.....	1
Trade Specific Resources and Links	2
DSW Apprenticeship Program Toolkit: A guide for Apprentices and Employers	3
Methodology-Standard Development	3
Introduction to the Logbook	4
Roles and Responsibilities	5
Roles and Responsibilities Skilled Trades Ontario (STO)	5
Roles and Responsibilities Ministry of Labour, Immigration, Training and Skills Development (MLITSD).....	5
Roles and Responsibilities of the Apprentice	6
Roles and Responsibilities of Sponsors and Trainers	7
Health and Safety.....	8
Roles and Responsibilities under the Occupational Health and Safety Act.....	9
The Three Rights of Workers/Apprentices	10
Ministry of Labour, Immigration, Training and Skills Development.....	10
Apprenticeship Program Summary/Guidelines.....	11
Scope of Practice	11
Program Guidelines	11
Program Requirements	12
Compulsory and Non-compulsory Classification	12
Eligibility for Apprenticeship Program Completion	12
Skills for Success Summary	12
Standard of Performance	13
Other Suggested or Required Certification(s) and Training	13
Vulnerable Sector Checks	13
Section 10 Police Record Checks Reform Act, 2015	14
Training the Apprentice – Tips for Apprentices, Sponsors and Trainers	15
Notice of Collection of Personal Information	17
List of Trainers	18

Skill Sets	19
9640 Practise and Promote Safety and Well-Being.....	19
9641 Practise Professionalism, Communication and Administration.....	22
9642 Facilitate Growth and Development.....	30
9643 Promote and Support Health	36
9644 Apply Crisis Intervention Strategies.....	39
Acronyms	43
Definitions	44
Instructions for Recording a Change in Sponsor.....	47
Sponsor Record #1	48
Change of Sponsor Record #2.....	49
Change of Sponsor Record #3.....	50
Appendix A — Instructions for Apprenticeship Program Completion.....	51
Appendix B — Apprentice Completion Form	52
Appendix C — Skill Set Completion for Sponsors	53
Appendix D — Local Service Delivery Offices in Ontario	54
Competency Analysis Profile (CAP) Chart	i

Any updates to this publication are available on-line; to download this document in PDF format, please follow the link: [Skilled Trades Ontario.ca](https://www.skilledtradesontario.ca).

© 2022, Skilled Trades Ontario. All rights reserved. No part of this publication may be reproduced in any form whatsoever without the prior permission from Skilled Trades Ontario.

Revised 2020 (V300)

Foreword: Purpose, Terms and Conditions of the registered Training Agreement

Purpose:

- Prior to starting official apprenticeship activities, the apprentice, sponsor and a witness are required to sign a Training Agreement.
- The Training Agreement that you have signed is an important legal document that outlines your responsibilities as an apprentice and the responsibilities of your sponsor.
- Once registered, this training agreement (or contract) marks the start of your formal agreement between the apprentice, the sponsor and the Ministry.
- For compulsory trades, the apprenticeship registration document must be accessible when working.

The Apprentice agrees:

- **To inform the local Service Delivery Office of any change to your contact information or change in sponsor within 7 days;**
- To follow the Sponsor's and Trainer's lawful instructions and make every effort to acquire the skills identified in the Logbook for the Trade which is part of the apprenticeship program established by Skilled Trades Ontario for the trade;
- To obtain written verification from the Sponsor and the Trainer(s) that the requirements in the Logbook for the trade have been met.
- When you receive an "Offer of Classroom Training", confirm your attendance by following the instructions in the offer. Failure to do so may result in losing your opportunity to attend school which delays the completion of your apprenticeship.

The Sponsor agrees:

- To ensure that the Apprentice is provided with the training required as part of the apprenticeship program established by Skilled Trades Ontario for this trade;
- To review the progress of training with the Apprentice, and with the Trainer(s) where the Sponsor and the Trainer are not the same party.
- Release your apprentice from work to attend in-school training without penalty to the apprentice.
- To maintain the journeyperson/apprentice ratio for your trade, if applicable.
- To monitor their apprentice(s) progress
- To ensure that the Trainer(s) verifies, in writing, when each skill identified in the Logbook for the trade has been successfully completed by the Apprentice;
- To contact the Ministry should any changes in your capacity to train, your contact information, or your apprentice's status in the program change.

Trade Specific Resources and Links

Trade Specific Resource	Link
Red Seal Program	red-seal.ca
Apprenticeship in Ontario	ontario.ca/page/apprenticeship-ontario
Employment Ontario	employmentontario.ca
Service Canada	servicecanada.gc.ca
<i>Building Opportunities in the Skilled Trades Act, 2021</i>	Building Opportunities in the Skilled Trades Act, 2021, S.O. 2021, c. 28 - Bill 288 (ontario.ca)
Ministry of Labour, Immigration, Training and Skills Development	ontario.ca/page/ministry-labour-training-skills-development
Exam Preparation Guide	Exam Resources – Skilled Trades Ontario
Skills Zone (Ontario Skills Passport)	http://www.skillszone.ca/
Ministry of Children, Community and Social Services	ontario.ca/page/ministry-children-community-and-social-services
Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008, S.O. 2008, c. 14 and Ontario Regulation 276/10	https://www.ontario.ca/laws/statute/08s14 Ontario Regulation 276/10
O. Reg. 299/10: QUALITY ASSURANCE MEASURES	https://www.ontario.ca/laws/regulation/100299
Provincial Network on Developmental Services	https://provincialnetwork.ca/
DSW Apprenticeship Program Toolkit	https://provincialnetwork.ca/
Ontario Colleges – Developmental Services Worker/Special Needs	www.ontariocolleges.ca/en/programs/education-community-and-social-services/developmental-services-worker-special-needs

**Please note, all website addresses are current at time of printing*

DSW Apprenticeship Program Toolkit: A guide for Apprentices and Employers

The purpose of this Toolkit is to provide a comprehensive resource for Direct Support Professionals who are considering pursuing the DSW Apprenticeship Program, current Apprentices, DS Employers, and Employer Sponsors.

Information and resources from a variety of different sources have been consolidated to create a go-to guide for any questions related to the DSW Apprenticeship Program. The Toolkit is organized as a series of questions relevant to Apprentices, Employers, or both, and is designed to:

- Describe the benefits of the Apprenticeship Program
- Assist Apprentices and Employer Sponsors in navigating the Apprenticeship Program
- Describe the roles and responsibilities of the various stakeholders
- Provide relevant tools and resources
- Describe best practices in supporting, promoting, and being successful in the Apprenticeship Program

The DSW Apprenticeship Program Toolkit is a dynamic resource available in print and digital formats to maximize usability.

http://www.ontariodevelopmentalservices.ca/sites/ontariodevelopmentalservices.ca/files/dsw_apprenticeship_program_toolkit_final_version.pdf

Methodology-Standard Development

A standard is developed with a broad group of trade representatives who form the initial working group. This includes subject matter experts/ tradespeople/ instructors and employers from a cross section of the sector/industry, with varying years of work experience in the field. The working group reviews, develops and recommends revision to the content of the standard. Their role also involves harmonizing and updating other supporting content for the product.

An essential part of the standard development is the validation process. This is the opportunity to have a broader representation of the sector provide feedback on the content of draft standard. This process is conducted in various ways and may include sending out a survey or the draft document (or both) directly to the sector. The comments received are reviewed by the working group and revisions are made as required based on a consensus model.

Introduction to the Logbook

This “on-the job” Logbook is the training standard for Developmental Services Worker (620D) and was developed by Skilled Trades Ontario in consultation with representatives from industry. It identifies all the skills associated with and required to learn the trade.

The Logbook is divided into skill sets, which are further divided into skills. These skill sets and skills are written in statements that describe what the Apprentice must perform and to what standard, in order to be considered competent in that skill.

The successful performance of these skills is tracked in the Logbook. Once achieved, this skills’ sign-off, along with the completion of in-school program requirements or equivalent, is how the apprenticeship program is completed and apprentices receive a Certificate of Apprenticeship.

The Sponsor/trainer and Apprentice are required to sign-off and date each skill after the Apprentice has demonstrated proficiency in these skills. However, if a skill is shaded, it is optional and does not need to be signed-off, though it has been defined a part of the scope of practice for the trade.

All practices described in this standard must be performed by the apprentice according to the specific criteria identified. In general, the standard of performance for the trade of Developmental Services Worker (620D) are to be performed according to all applicable jurisdictional codes and standards and all health and safety standards must be respected and observed. These include the following:

Standard of Performance

All skills within the Developmental Services Worker (620D) Apprenticeship Training Standard are to be performed, as applicable, according to and in compliance with the following:

- *Occupational Health and Safety Legislation and Regulations;*
- *Other applicable legislation, regulation, codes and standards;*
- *Industry best practices;*
- *Company policies and procedures.*

The information presented in this standard is, to the best of our knowledge, current at time of printing and is intended for general application. Please refer to the Skilled Trades Ontario website for the most accurate and up-to-date information: skilledtradesontario.ca

Roles and Responsibilities

Under the [Building Opportunities in the Skilled Trades Act, 2021 \(BOSTA\)](#)

Skilled Trades Ontario (STO) is responsible for:

- Establishing and maintaining qualifications;
- Establishing Apprenticeship Programs and other training programs including training Standards, curriculum standards and certifying examinations;
- Issuing certificates for the purposes of this Act such as Certificates of Qualification;
- Maintaining a Public Registry for compulsory trades skilledtradesontario.ca/public-register/;
- Determining whether the experience and qualifications obtained by applicants for a certificate of qualification who do not complete an apprenticeship are equivalent to those received through completing an apprenticeship (Trade Equivalency Assessments)
- Promoting the skilled trades and conducting research.
- Conducting research and evaluate whether a trade should be prescribed as a trade for the purposes of this Act and to make recommendations on these matters to the Minister

Ministry of Labour, Immigration, Training and Skills Development (MLITSD) is responsible for:

- Classifying trades as compulsory trades;
- Prescribing scopes of practice for trades;
- Approving which persons may provide in-class training for apprenticeship programs (TDAs);
- Registering Training Agreements;
- Providing those who successfully complete an apprenticeship program with a certificate of apprenticeship (CofA);
- Administering examinations, including certifying examinations;
- Promoting the skilled trades and conducting research.
- Exercising such other powers and perform such other duties and functions as are provided for in this Act or the regulations.

For any matter related to your registered Training Agreement or completing your apprenticeship, you must contact your local Service Delivery Office.

Roles and Responsibilities of the Apprentice

An Apprentice is an individual who has entered into a registered Training Agreement (refer to Forward: *“Purpose, Terms and Conditions of TA” page 1*) with a Sponsor to receive training in a trade as part of an apprenticeship program established by Skilled Trades Ontario. As an Apprentice, you have certain roles and responsibilities to follow throughout your apprenticeship training:

1. As an Apprentice, you signed the Training Agreement and have entered into a contract with the Ministry of Labour, Immigration, Training and Skills Development and your Sponsor.
2. If you are registered as an Apprentice in a compulsory trade, your name will automatically appear in the Skilled Trades Ontario Public Register.
3. You are responsible for informing the staff at your local Service Delivery Office regarding changes to the following:
 - Your Sponsor’s address;
 - Your name and address; and/or,
 - Your Sponsor, including starting employment with a new Sponsor
4. As an Apprentice, you are responsible for completing skills or skill sets in this Logbook (as detailed in the *“Eligibility for Apprenticeship Program Completion”* section of this document) and ensuring that they are dated and signed by both you and your Trainer.
5. Once you have demonstrated competency in all the mandatory skills and received a sign off on each skill by your sponsor/trainer, you must have the Skill Set Completion Form completed and signed by your current Sponsor.
6. Submit your Logbook to your local Service Delivery Office.
7. Present your Apprentice Completion Form (Please refer to Appendix B), along with your authorized Logbook to your local Service Delivery Office.

Roles and Responsibilities of Sponsors and Trainers

Sponsors are responsible for ensuring all terms are met as per the registered Training Agreement. They are named on the registered Training Agreement as the entity responsible for ensuring Apprentices receive the training required as part of an apprenticeship program. As a signatory to this agreement, they are designated as the 'Signing Authority' for the Apprentice's Skill Set Completion Form and are required to attest to successful achievement by signing the appropriate box at the completion of each skill set. Some sponsors may also act as the Trainer.

A **Trainer** is an individual who oversees the performance of a task and sets the workplace expectations and practices for the Apprentice.

In compulsory trades, a Trainer must hold a valid Certificate of Qualification and be registered with Skilled Trades Ontario.

In non-compulsory trades, a Trainer is an individual who holds one of the following:

- A Certificate of Qualification;
- A Certificate of Apprenticeship in the trade; or,
- Has completed both the workplace-based training (competencies and/or hours as applicable) and classroom training components of the trade's apprenticeship program; or,
- Has workplace experience equivalent to the apprenticeship program) and has the skills outlined in the Logbook.

Competency means being able to perform to the required standard (please refer to "*Introduction to the Logbook*"). Trainers/Sponsors and Apprentices are required to sign-off and date the skills in the Logbook following each successful acquisition. The Logbook forms a record of this achievement.

The Trainer must provide their signature based on their assessment and professional judgment that the apprentice is competent in the skills described above. The Trainer's signature is not a general warranty or guarantee of the apprentice's future conduct.

Sponsors participating in this training program will be designated as the Signing Authority and are required to attest to successful achievement by signing the appropriate box included at the end of each skill set.

Health and Safety

Safe working procedures and conditions, accident prevention and the preservation of health are of primary importance for apprenticeship programs in Ontario. These responsibilities are shared and require the joint efforts of government, sponsors, employers, supervisors, workers, apprentices and the public to achieve the goal of making Ontario's workplaces safe and healthy.

The [Occupational Health and Safety Act](#) (OHSA) provides us with the legal framework and the tools to do this. It sets out the rights and duties of all parties in the workplace, placing ultimate responsibility on the employer for the health and safety of workers (in this case apprentices) by ensuring procedures, controls, and training are established for dealing with workplace hazards. Therefore, it is imperative that all parties become aware of circumstances that may lead to injury, illness or harm. Safe learning experiences and environments can be created by controlling the variables and behaviours that may contribute to or cause an accident injury or illness.

A sponsor who is not the employer is reminded that the employer has legal responsibilities respecting health and safety over the apprentice who is their worker. The sponsor should encourage safe work habits and adherence to the employer's occupational health and safety requirements for the workplace.

It is generally recognized that a positive attitude about safety in partnership with health and safety competency contributes to an accident-free environment. Everyone will benefit as a result of a healthy attitude towards the prevention of accidents.

Workers and apprentices can be exposed to a multitude of hazards and, therefore, should be familiar with the Occupational Health and Safety Act and regulations.

The Internal Responsibility System:

One of the primary purposes of the Occupational Health and Safety Act (OHSA) is to facilitate a strong Internal Responsibility System (IRS) in the workplace. To this end, the OHSA lays out the duties of employers, supervisors, workers, apprentices, constructors and workplace owners.

Workplace parties' compliance with their respective statutory duties is essential to the establishment of a strong IRS in the workplace.

Simply put, the IRS means that everyone in the workplace has a role to play in keeping workplaces safe and healthy. Workers and apprentices in the workplace who see a health and safety problem such as a hazard or contravention of the OHSA in the workplace have a statutory duty to report the situation to the employer or a supervisor. Employers and supervisors are, in turn, required to address those situations and acquaint workers with any hazard in the work that they do.

The IRS helps support a safe and healthy workplace. In addition to the workplace parties' compliance with their legal duties, the IRS is further supported by well-defined health and safety policies and programs, including the design, control, monitoring and supervision of the work being performed.

Roles and Responsibilities under the Occupational Health and Safety Act

Employer's Responsibilities include but are not limited to the following:

- Instruct, inform and supervise workers and apprentices to protect their health and safety.
- Appoint competent persons as supervisors.
- Inform a worker, apprentice, or a person in authority, about any hazard in the workplace and train them in the handling, storage, use, disposal and transport of any equipment, substances, tools, material, etc.
- Take every precaution reasonable in the circumstances for the protection of a worker/apprentice.
- In workplaces in which more than five workers are regularly employed, prepare and post a written occupational health and safety policy and set up and maintain a program to implement it.
- Prepare and post policies with respect to workplace violence and workplace harassment and develop programs supporting workplace harassment and workplace violence policies.
- Ensure knowledge of applicable legislative, regulatory, codes and standards so requirements to be followed are clear to all workers/apprentices.

Trainer/Supervisor Responsibilities include but are not limited to the following:

- Ensure that a worker or apprentice works in compliance with the Act and regulations.
- Ensure that any equipment, protective device or clothing required by the employer is used or worn by the worker or apprentice.
- Advise a worker/apprentice of any potential or actual health or safety dangers known by the supervisor.
- Take every precaution reasonable in the circumstances for the protection of workers.

Worker/Apprentice Responsibilities include but are not limited to the following:

- Work in compliance with the Act and regulations.
- Use or wear any equipment, protective devices or clothing required by the employer.
- Report to the employer or supervisor any known missing or defective equipment or protective device that may endanger the worker or another worker.
- Report any hazard or contravention of the Act or regulations to the employer or supervisor.
- Not remove or make ineffective any protective device required by the employer or by the regulations.
- Not use or operate any equipment or work in a way that may endanger any worker.

The Three Rights of Workers/Apprentices

The OHSA gives workers and apprentices three important rights:

1. The right to know about hazards in their work and get information, supervision and instruction to protect their health and safety on the job.
2. The right to participate in identifying and solving workplace health and safety problems either through a health and safety representative or a worker member of a joint health and safety committee.
3. The right to refuse work that they believe is dangerous to their health and safety or that of any other worker in the workplace.

Ministry of Labour, Immigration, Training and Skills Development

The Ministry of Labour, Immigration, Training and Skills Development conducts periodic inspections of workplaces to ensure that safety acts and regulations are being followed. Please direct any questions to the Occupational Health and Safety Contact Centre at 1-877-202-0008.

Legislative and Regulatory Requirements and References for the DSW sector:

Ministry of Children, Community and Social Services:

<https://www.mcscs.gov.on.ca/en/mcscs/programs/developmental/information/index.aspx>

This covers the following areas:

- Defining developmental disabilities:
 - Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act, 2008
 - General: Ontario Regulation (875/21)
 - Quality Assurance Measures: Ontario Regulation (875/21)
- Eligibility for developmental services
- Legislation and regulations
- Directives and guidelines

Apprenticeship Program Summary/Guidelines

Scope of Practice

The Scope of Practice for the trade of **Developmental Services Worker** is set out in section 35 of Ontario Regulation 875/21 under BOSTA and reads as follows:

The scope of practice for the trade of developmental services worker includes supporting people who have a developmental disability to enhance their capacity to function in all aspects of community living and supporting the full inclusion of Ontarians with disabilities in all aspects of society by doing the following:

1. Promoting adaptive skills.
 2. Maintaining a safe environment and modelling and promoting a healthy lifestyle.
 3. Managing medication and applying crisis intervention strategies.
 4. Participating in the development and implementation of person-directed plans.
 5. Supporting individuals in developing and maintaining relationships.
 6. Facilitating family and community relationships and maintaining professionalism.
- O. Reg. 875/21, s. 35.

While the Logbook draws on the scope of practice regulation (Section 35 of Ontario Regulation 875/21 under BOSTA). The Logbook does not purport to add to or modify the scope of practice as provided in regulation.

Program Guidelines

On-the-Job Training Duration

Industry has identified 3720 hours as the benchmark necessary for any Apprentice to become competent in the skills required. There may be circumstances in which the duration varies from this guideline.

In-Class Training Duration

Industry has identified 780 hours of in-school training as the duration necessary for an Apprentice to complete the in-school curriculum for this program.

Total Training Hours

4500 hours

Journeyman to Apprentice Ratio

Some of the skilled trades are subject to Journeyman and Apprentice ratios, as set in current legislation/regulations governing the apprenticeship and skilled trades system. Further information can be found in the Apprenticeship section of the Government of Ontario website at ontario.ca/page/hire-apprentice

Industry Recommended Ratios:

While some of the trades regulated under BOSTA are subject to Journeyperson to Apprentice ratios set out in regulation, this trade is not one of them. Instead, **industry has recommended a Journeyperson to Apprentice ratio guideline of 1 Journeyperson (or individual who is deemed equivalent to a journeyperson) to 1 Apprentice** as the ratio necessary for an Apprentice to be properly trained on the job in this program.

Program Requirements

Wage Rates

There are no wage rates in regulation for this trade.

Compulsory and Non-compulsory Classification

Regulations under the *Building Opportunities in the Skilled Trades Act, 2021* classify each trade as either “compulsory” or non-compulsory.” The trade of Developmental Services Worker is non-compulsory.

Eligibility for Apprenticeship Program Completion

The Apprentice must:

- Achieve competency in all mandatory (unshaded) skills as identified in the Logbook
- Complete the in-school training as outlined in the Curriculum Standard

It is the responsibility of an Apprentice to maintain a training record in the form of a Logbook. The Sponsor and Trainer are required to sign-off when competencies in the trade are achieved.

Skills for Success Summary

Skills for Success are needed in a quickly changing world for work, learning and life. They are foundational for building other skills and important for effective social interaction. Everyone benefits from having these skills as they help individuals get a job, progress at their current job and change jobs. They also help individuals become active members of their community and succeed in learning.

Through extensive research and consultations, the Government of Canada launched the new Skills for Success model renewing the previous Essential Skills framework to better reflect the needs of the current and future labour market.

The occupational specific Essential Skills profiles are available online. These will be updated over time to align with the new Skills for Success model found here: [Skills for Success model](#)

Standard of Performance

In general, the standard of performance for skills in the Development Services Worker (DSW) Apprenticeship Training Standard is, as applicable, according to and in compliance with the following:

- Applicable legislation and regulations including but not limited to the *Canadian Charter of Rights and Freedoms*, the *Ontario Human Rights Code*, *Accessibility for Ontarians with Disabilities Act (AODA)*, Occupational Health and Safety Legislation and Regulations
- Standards of practice (including Ministry compliance standards)
- Core competency resources
- Health Canada Guidelines
- Health care professional recommendations
- Agency policies and procedures (including codes of ethics and/or conduct)
- Person-directed plans
- Person's needs, goals, interests, skills and abilities

Other Suggested or Required Certification(s) and Training

While an apprentice receives health, safety and occupational specific training and/or certification in a variety of fields during their apprenticeship, it is important to be aware that other occupational health and safety training and certification renewal or updating may also be required during their career before performing new types of work.

Many Developmental Services Workers (DSW) may choose to obtain the following certifications or training depending on legislative, regulatory, or other requirements:

- First Aid and CPR
- Anaphylaxis training
- Crisis intervention training
- Food handling
- WHMIS
- Other training as mandated

Certification and training requirements, including renewal, may vary.

Vulnerable Sector Checks

Vulnerable sector checks were created in 2000 to protect children and vulnerable persons and is governed by section 6.3(3) of the Criminal Records Act. In Ontario, licensees are required to obtain Vulnerable Sector Checks from all employees, volunteers, and students. For Ontario Youth Apprenticeship Program Participants: No person under the age of 18 is required to obtain a Vulnerable Sector Check. However, within one month after the person turns 18 years old, they are required to provide a statement that discloses every previous finding of guilt under the Youth Criminal Justice Act (Canada), **if the person received an adult sentence**. A Vulnerable Sector Check is then required within one month after the individual turns 19. Renewal requirements of the Vulnerable Sector Check is set out in regulation. A new Vulnerable Sector Check is required every five years. In the years a Vulnerable Sector Check is not required, individuals must sign an offence declaration.

Section 10 Police Record Checks Reform Act, 2015

Exceptional disclosure of non-conviction information, vulnerable sector check

- 10 (1) This section applies with respect to the disclosure of non-conviction information in response to a request for a vulnerable sector check in respect of an individual.

Criteria for exceptional disclosure

- (2) Non-conviction information about the individual is not authorized for exceptional disclosure unless the information satisfies all of the following criteria:
1. The criminal charge to which the information relates is for an offence specified in the regulations made under subsection 22 (2) 1.
 2. The alleged victim was a child or a vulnerable person.
 3. After reviewing entries in respect of the individual, the police record check provider has reasonable grounds to believe that the individual has been engaged in a pattern of predation indicating that the individual presents a risk of harm to a child or a vulnerable person, having regard to the following:
 - i. Whether the individual appears to have targeted a child or a vulnerable person.
 - ii. Whether the individual's behaviour was repeated and was directed to more than one child or vulnerable person.
 - iii. When the incident or behaviour occurred.
 - iv. The number of incidents.
 - v. The reason the incident or behaviour did not lead to a conviction.
 - vi. Any other prescribed considerations.

A DSW Apprenticeship Program Toolkit: A guide for Apprentices and Employers

The purpose of this Toolkit is to provide a comprehensive resource for Direct Support Professionals who are considering pursuing the DSW Apprenticeship Program, current Apprentices, DS Employers, and Employer Sponsors. The Toolkit is organized as a series of questions relevant to Apprentices, Employers, or both, and is designed to:

- Describe the benefits of the Apprenticeship Program
- Assist Apprentices and Employer Sponsors in navigating the Apprenticeship Program
- Describe the roles and responsibilities of the various stakeholders
- Provide relevant tools and resources
- Describe best practices in supporting, promoting, and being successful in the Apprenticeship Program

The DSW Apprenticeship Program Toolkit is a dynamic resource available in print and digital formats to maximize usability.

http://www.ontariodevelopmentalservices.ca/sites/ontariodevelopmentalservices.ca/files/dsw_apprenticeship_program_toolkit_final_version.pdf

Training the Apprentice – Tips for Apprentices, Sponsors and Trainers

Tips for Apprentices

Remember, it takes time to learn. The following is a list of additional tips and tools to help make the most of your apprenticeship training:

- Practise safe work procedures early to create good habits;
- Use your Logbook as a journal to keep track of the skills you have achieved;
- Review your training plan with your Training Consultant, Trainer, or Sponsor;
- Discuss your training needs with your Trainer and/or Sponsor;
- Listen to the suggestions of your Trainer;
- Ask your Trainer questions if you are unsure of any skill you need to perform or any tools or equipment you need to use to perform your duties;
- Show enthusiasm and develop good work habits; and,
- Upon demonstration of competency, ensure that you and your Trainer sign-off the individual skills.

To get the most from this mentoring experience, request exposure to the full scope of the trade; meet regularly with your Sponsor/Trainer to discuss your progress, ask questions and seek feedback.

Tips for Sponsors

- Select Trainers with good communication skills and who work well with others;
- Ensure that the Apprentice always works under the direction of or has access to a qualified Trainer;
- Encourage Trainers to take upgrading courses (e.g. Train the Trainer, Mentor, Coach, etc.);
- Set out clear expectations and involve both the Apprentice and Trainer in developing the training plan
- Encourage safe work habits;
- Allow time for the Trainer to train and demonstrate skills to the Apprentice;
- Provide opportunities and time for the Apprentice to learn the trade;
- Ensure that the Apprentice receives the varied on-the-job trade training experience outlined in this document;
- Recognize good performance;
- Observe frequently;
- Provide constructive feedback and conduct regular performance reviews involving the Apprentice and Trainer;
- Use the Logbook as a monitoring tool and a part of regular performance evaluations; and,
- Complete the Skill Set Completion Form once the Apprentice has demonstrated competency in the skills.
- The detailed content listed for each skill is not intended to represent an inclusive list; rather, it is included to illustrate the intended direction for the skill acquisition.

Tips for Trainers

Trainers are responsible for ensuring the Apprentice is developing the skills outlined in this document. Here is a list of tips and tools to help Trainers in their supervision of Apprentices:

- Demonstrate model safe work habits;
- Provide opportunities and time for the Apprentice to learn the trade;
- Treat Apprentices fairly and with respect;
- Review the Logbook with the Apprentice and develop a training plan;
- Set out clear expectations and recognize good performance;
- Expose Apprentices to the full scope of the trade by providing training on the skills outlined in this document;
- Encourage and respond to all questions;
- Be patient;
- Explain, show and demonstrate the skill;
- **Meet regularly with the Apprentice to discuss the apprentice's progress**
- Provide continuous feedback;
- Sign-off skills when your Apprentice demonstrates competency, and,
- Use the Logbook as a guide to evaluate competence in each skill area. By using the Logbook, Trainers will be able to guide the process to and assist Apprentices to develop skills outlined in this document.

The best mentoring experience is when an Apprentice is given as much training/exposure to the full scope of the trade as possible. If this is not possible, help them to determine other ways this may be possible.

Notice of Collection of Personal Information

1. At any time during your apprenticeship training, you may be required to show this Logbook to the local Service Delivery Office. You will be required to submit the signed Apprenticeship Completion form to the Service Delivery Office in order to complete your program. The Service Delivery Office will use your personal information to administer and finance Ontario's apprenticeship training system, including confirming your completion and issuing your Certificate of Apprenticeship.
2. The Service Delivery Office will disclose information about your program completion and your Certificate of Apprenticeship to Skilled Trades Ontario, as it is necessary for Skilled Trades Ontario to carry out its responsibilities.
3. Your personal information is collected, used and disclosed by the Ministry of Labour, Immigration, Training and Skills Development under the authority of the *Building Opportunities in the Skilled Trades Act, 2021 (BOSTA)*.
4. Questions about the collection, use and disclosure of your personal information by the Ministry may be addressed to the:
Manager, Employment Ontario Contact Centre
Ministry of Labour, Immigration, Training and Skills Development
33 Bloor St. E, 2nd floor, Toronto, Ontario M7A 2S3
Toll-free: 1-800-387-5656; Toronto: 416-326-5656
TTY: 1-866-533-6339 or 416-325-4084

List of Trainers

Trainer's Name (Please Print)	Trainer's Signature	Date of start with Trainer (day/month/year)

9640 Practise and Promote Safety and Well-Being

Skill Set Descriptor

Developmental Services workers develop and maintain settings and environments that promote health, safety and well-being for everyone including persons receiving services, parents/families, visitors and the community.

Skills

9640.01 Practise universal precautions and safe-food handling to prevent infection and bacteria growth, cross-contamination and transmission of viruses/diseases by:

- applying infection control measures;
- practising hand hygiene and cleaning protocols;
- following respiratory hygiene and cough protocols;
- using PPE such as gloves, masks and required footwear;
- disposing of human waste, bodily fluids and other infectious materials;
- sanitizing surfaces, food preparation areas and tools; and
- maintaining food storage and temperature control requirements

according to agency policies and procedures, standards of practices, established health and safety standards, IPAC (Infection Prevention and Control Canada), Health Canada guidelines, WHMIS/GHS and other regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

*** A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

9640.02 Perform environmental scan by:

- visually inspecting premises with respect to fire safety, temperatures, electrical outlets, hazardous material storage, and equipment condition;
- reporting findings;
- monitoring the safety of indoor and outdoor environments for hazardous conditions such as mould, pests and icy surfaces; and
- adhering to fire safety plans and egress procedures

according to agency policies and procedures, standards of practice, established health and safety standards, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9640.03 Handle hazardous materials by:

- labeling and logging materials and inventory;
- storing industrial products and materials such as gasoline, propane, cleaning supplies, toxins, utensils/syringes, hot liquids, plants, yard care products, cleaning products and pesticides as required;
- storing potentially hazardous personal items such as nail polish, make up;
- following sign in/out policies and procedures; and
- limiting access to assigned and approved personnel

according to agency policies and procedures, standards of practice, established health and safety standards, WHMIS/GHS, Safety Data Sheets (SDS), and regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9640.04 Manage accidents, incidents and occurrences by:

- maintaining all required certifications and training such as First Aid, CPR, AED, emergency preparedness, fire safety and crisis intervention training;
- taking preventative measures;
- responding as required by providing first aid/CPR, crisis-support and accessing any other medical or emergency services, as required;
- attending to any property or site-specific incidents and seeking a timely resolve;
- following reporting procedures; and
- monitoring follow-up and debriefing, as required

according to agency policies and procedures, established health and safety standards, standards of practice, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9640.05 Transfer person(s) by:

- assessing individual need and medical requirements/limitations;
- selecting equipment for the assigned task;
- inspecting equipment and verifying equipment operation/working order;
- adhering to equipment usage procedures;
- using lifting techniques which prevent injury to self or others;
- identifying the required lifting, transferring, repositioning or transporting equipment as per person-specific protocols; and,
- operating equipment such as mechanical lifts, assistive devices, wheelchairs and vehicles

according to manufacturer’s specifications, agency policies and procedures, established health and safety standards, standards of practice, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9641 Practise Professionalism, Communication and Administration

Skill Set Descriptor

Developmental Services Workers are expected to act professionally, communicate effectively and perform many administration functions as they deal with sensitive and confidential issues/ information. This skill set establishes foundational skills needed for effective practice. All skill sets within this logbook are aligned with the expectations and requirements of the Code of Ethics and Standards of Practice.

Skills

9641.01 Practise professionally and ethically by:

- treating people receiving services, families, community partners and colleagues fairly, courteously and respectfully;
- building and maintaining effective and positive relationships and interactions;
- recognizing personal and professional boundaries (including dual relationships) and viewpoints, values, cultural differences and personal biases;
- adhering to industry and organizational level codes of ethics, standards of practice, policies and procedures;
- practising effective time management skills such as prioritizing workload, meeting deadlines, decision-making, and completing work-related tasks;
- obtaining informed consent when required and maintaining confidentiality and privacy; and
- receiving and applying constructive feedback

according to agency policies and procedures, core competency resources, standards of practice, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

*** A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

9641.02 Apply legislations, regulations, policies and procedures, and best practice guidelines by:

- reading and interpreting related and required legislation, policy and procedures such as human rights, accessibility standards;
- keeping current with industry requirements and changes and responding accordingly;
- educating persons receiving support about rights, responsibilities
- conducting self and verifying that the conduct of others is consistent with mission, vision, values and guiding principles of the agency; and
- respecting and implementing service commitments and expectations established by the agency

according to agency policies and procedures, standards of practice, regulations and legislation such as *Services and Supports to Promote the Social Inclusion of Persons with Developmental Disabilities Act*, Quality Assurance Measure Reg. 299/10, Ontario Human Rights Code, *Accessibility for Ontarians with Disabilities Act*, Canadian Charter of Rights and Freedoms.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9641.03 Minimize the environmental footprint by:

- promoting, modeling and teaching environmentally sound practices;
- monitoring and reducing waste by composting, recycling, refurbishing, upcycling and using reclaimed materials;
- reviewing cleaning practices to minimize use of toxic chemicals; and
- engaging in and participating in various global and local environmental events such as Earth Day, tree planting and Community Clean Up day

according to agency policies and procedures, standards of practice, related by-laws, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9641.04 Perform administrative and organizational duties by:

- updating and maintaining person-specific records such as progress reports, inventory records, medication, incident reports, data sheets, checklists;
- updating and maintaining location and site records such as cleaning and maintenance lists, health and safety checks, fire drills, equipment inspection, emergency preparedness and emergency evacuation reports;
- update and maintain financial records
- completing written documentation in a clear, concise, and accurate manner;
- preparing documentation for use in legal proceedings as required;
- documenting and recording in a timely manner;
- complying with confidentiality, privacy and consent requirements;
- retaining records as required; and
- adhering to budgets

according to agency policies and procedures, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9641.05 Practise building and maintaining interpersonal relations and respect by:

- treating people with respect and sensitivity;
- following diversity, equity and inclusion (DEI) principles and strategies;
- identifying types of conflict and disruptive behaviour;
- modelling and providing positive conflict resolution strategies;
- asking for support to resolve issue, when required;
- accepting and respecting others' opinions, feelings, perspectives and intentions;
- acknowledging individual differences;
- communicating feelings assertively to promote and encourage resolutions;
- practising active listening for understanding; and
- demonstrating empathy

according to agency policies and procedures, core competency resources, standards of practice, regulations and legislation.

Developmental Services Worker

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9641.06 Advocate for the profession, rights of persons receiving services and their families by:

- protecting and promoting the rights of clients and their families;
- recognizing personal biases and beliefs;
- adapting communication strategy as required;
- working in partnership and collaboration with others;
- promoting and educating the public about the role of the profession; and
- maintaining professionalism in all advocacy efforts

according to agency policies and procedures (code of ethics/conduct), core competency resources, standards of practice, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9641.07 Support person's capacity for self-advocacy by:

- taking actions to build person's confidence;
- considering person's interests and abilities;
- recognizing personal biases and beliefs;
- supporting person to understand possible barriers, and what actions, resources tools to use to overcome them;
- empowering person to take initiative;
- providing information, tools and resources that encourage informed decision making;
- adapting communication strategy to person and situation; and
- modelling and support person and their families in the advocacy process

according to agency policies and procedures (code of ethics/conduct), core competency resources, standards of practice, regulations and legislation.

Developmental Services Worker

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9641.08 Collaborate with person receiving supports, family, staff, formal and informal support networks by:

- taking an integrated approach to decision-making;
- working cooperatively to reach common goals and clarifying team member roles and responsibilities;
- respecting group processes;
- communicating with an open mind;
- clarifying understanding;
- creating alignment within and across groups;
- encouraging collaborative efforts and information sharing;
- building team commitment, spirit and morale; and
- implementing recommendations and action items and performing follow-up

according to agency policies and procedures (code of ethics/conduct), core competency resources, standards of practice, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9641.09 Practise problem-solving and decision-making skills by:

- seeking information to understand the issue;
- enlisting input and support from others to make an informed decision;
- developing and weighing options; and
- exploring creative approaches and demonstrating these behaviours

according to agency policies and procedures (code of ethics/conduct), core competency resources, standards of practices, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9641.10 Respond to situations of abuse and neglect by:

- observing for physical, emotional or behavioural indicators of abuse/neglect;
- documenting observations related to signs, symptoms and indicators of abuse and neglect;
- identifying rights restrictions and determining course of action suitable to the persons' situation;
- responding to the safety and security needs of persons involved;
- adhering to legislative requirements regarding duty to report;
- keeping up to date with community resources and supports for persons and families
- maintaining confidentiality;
- applying reporting protocols; and
- supporting the person affected

according to agency policies and procedures, standards of practice, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9641.11 Advocate for abuse prevention and practise abuse prevention by:

- educating and raising awareness of abuse, prevention, rights and responsibilities for persons receiving services;
- Collaborating with community partners on prevention related strategies and events; and
- Identifying and implementing prevention strategies

according to agency policies and procedures, standards of practice, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9641.12 Practise resilience by:

- maintaining stamina and performance under continuing stress;
- being self-aware and recognizing indicators of stress, anxiety, fatigue, and illness;
- practising self-care such as pursuing a work-life balance; and
- taking efforts to minimize stress and illness and incorporating stress-management strategies

according to agency policies and procedures, standards of practice, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9641.13 Engage in continuous learning by:

- actively engaging in the performance review process and taking action to address feedback;
- evaluating own performance;
- being receptive to new ideas;
- seeking out and actively participating in and embracing learning opportunities;
- keeping up to date with current studies and evidence-based practices in developmental services such as history and transformation of developmental service sector;
- maintaining all required certifications and training;
- researching and using supports and community resources;
- upgrading and maintaining computer and technology skills; and
- sharing learning outcomes and concepts with others and transferring knowledge into practice

according to agency policies and procedures, standards of practice, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9642 Facilitate Growth and Development

Skill Set Descriptor

Facilitating growth and development for persons receiving services is at the core of the work practiced by Developmental Services Workers. They participate in the development and implementation of person-directed plans thereby making relationship-building a critical component.

Skills

9642.01 Participate in the development of person-directed plans by:

- building rapport and inviting participation from the person;
- identifying and consulting with support networks (formal and informal) to be included in the process;
- providing resources such as pictures, adaptive or assistive devices, augmentative communication tools and other supports;
- taking into consideration input from multi-disciplinary team such as physicians, psychiatrists, dieticians, behavioural consultants, therapists and teachers;
- researching and gathering information such as person's social, intellectual, emotional, spiritual and physical goals, needs and desires;
- recognizing and respecting protected grounds under the human rights code such as: age, ancestry, colour, race, citizenship, ethnic origin, place of origin, creed, disability, family status, marital status (including single status), gender identity, gender expression, receipt of public assistance (in housing only), record of offences (in employment only), sex (including pregnancy and breastfeeding), and sexual orientation and identification;
- promoting a collaborative process;
- organizing and facilitating meetings;
- analysing information and establishing priorities;
- formulating goals that are specific, measurable, attainable, realistic/ relevant, timely and with rationale;
- creating action outcome plan; and
- documenting how the goal will be achieved, who is supporting the person to achieve goal and when the goal will be achieved

according to agency policies and procedures, standards of practice, Ontario Human Rights Code, Canadian Charter of Rights and Freedoms and other regulations and legislation.

Developmental Services Worker

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

*** A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

9642.02 Participate in the implementation of person-directed plans by:

- encouraging person's on-going choice and self-determination to direct goal-achievement;
- reviewing, monitoring, adjusting and documenting plan as required;
- facilitating review meetings to account for any life event changes or transitions
- facilitating and providing a variety of opportunities and experiences;
- facilitating and supporting research and access of resources;
- communicating as needed with support networks and multi-disciplinary team;
- support achievement of identified goals resulting in an improved of quality of life; and
- documenting and reporting observations and progress

according to persons' interests, skills, abilities, person-directed plan and Ministry compliance standards.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9642.03 Facilitate independence by:

- encouraging and supporting initiative and self-sufficiency by exploring opportunities within a variety of experience nurturing self-determination;
- acknowledging efforts to be independent;
- providing training, guidance and support;
- supporting persons to learn from life experiences;
- encouraging problem-solving and decision-making skills in person’s receiving supports;
- supporting the person’s ability to know and understand themselves such as providing space and time for self reflection;
- supporting the person’s ability to communicate their needs, wants and thoughts;
- addressing the causes and stressors for the person and helping the person to mitigate those stressors and determine strategies to address them; and
- helping the person develop relaxation techniques

according to agency policies and procedures (code of ethics/conduct), core competency resources, standards of practice, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9642.04 Facilitate the promotion and development of daily living activities and skills such as meal planning, transportation, laundry, cleaning, cooking and hygiene by:

- exploring person’s potential, abilities, priorities, safety and support needs such as dietary restrictions, allergies, physical limitations;
- fostering independence to encourage growth and development;
- collaborating with person and family on all decision-making;
- assessing level of skills and determining course of action;
- providing tools and resources to further independence such as pictures, adaptive or assistive devices, checklists and other supports as required;
- supporting use and maintenance of assistive devices such as hearing aids, glasses, orthotics and wheelchairs; and

- facilitating completion of daily living activities and incorporating follow-up sessions to assess level of need or progress according to person-directed plan, agency policies and procedures, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9642.05 Facilitate the promotion and development of social networks (relationships and interactions) such as friendships and family relations, leisure activities, social roles by:

- exploring person’s potential, abilities, priorities, safety and support needs;
- assessing level of skills and determining course of action;
- identifying opportunities to build new relationships;
- developing awareness of vulnerable situations and interactions;
- teaching skills to mitigate risks;
- implementing strategies to minimize barriers;
- supporting development of interpersonal skills;
- establishing and teaching personal and professional boundaries;
- facilitating inclusive community participation;
- promoting virtual connections to support social inclusion;
- providing social opportunities to develop and maintain relationships with family and friends;
- collaborating with person and family on all decision-making;
- providing tools and resources to further independence; and
- facilitating follow-up sessions to assess level of progress or need

according to person-directed plan, agency policies and procedures, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9642.06 Facilitate the promotion of growth and development of the person through life transitions by:

- identifying the transition that requires support such as adolescence to adulthood, school completion, moving to new home, changing relationships, grief or loss, hospitalization, incarceration or involvement with law enforcement;
- recognizing the potential impact of life events and considering factors contributing to the situation;
- encouraging self-determination and supporting person to explore options on an on-going basis with the opportunity to modify as required;
- preparing person and family and encouraging engagement with informal support systems;
- supporting person receiving services to effectively cope with and respond to life changes;
- communicating in a manner that is meaningful and suited to the person and situation such as applying social stories, pictures and experiences;
- providing opportunities to navigate and access support systems and community resources, as required; and
- supporting planning and implementing course of action

according to person-directed plan, agency policies and procedures, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9642.07 Facilitate the teaching and supporting of formal and informal learning and skill development by:

- exploring person’s potential, interests, abilities, priorities and support needs;
- providing support including money management, time management and recognition of commonly used words and symbols;
- supporting opportunities to obtain and upgrade skills such as writing, reading and numeracy;
- providing and supporting access to computer and digital media skills;
- supporting transition to post-secondary such as prerequisite requirements and functional gaps;

Developmental Services Worker

- researching information on any bridging-requirements and equivalency assessment; and
- making learning accessible to person and adapting learning material to the level of need

according to person-directed plan, agency policies and procedures, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9642.08 Support participation in employment and volunteering by:

- exploring person's potential, interests, abilities, priorities and support needs;
- searching opportunities with the person for job and volunteering positions;
- providing resources and supports suited to specific position;
- facilitating volunteer and job skill development such as interviewing, resume-writing and organizational skills;
- teaching job readiness such as highlighting and applying transferable skills and workplace etiquette;
- facilitate on-going job coaching for retention and development such as position-specific aids, time schedules, checklists;
- adapting position-specific materials/resources to the level of need;
- educating on workplace norms and expectations such as professional attire and social interactions; and
- encouraging the person to take risks to learn and grow through mistakes

according to person-directed plan, agency policies and procedures, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9643 Promote and Support Health

Skill Set Descriptor

Promoting and supporting health are critical skills that Developmental Services Workers must development to provide effective support. Skills such as managing medication and implementing health care professionals' recommendations are crucial to their success as support workers.

Skills

9643.01 Manage medication by:

- attending and completing medication administration training;
- checking all medication for accuracy and labeling;
- administering medication using agency-specific rights such as right person, right dosage, right time, right medication, right route, right documentation;
- educating person on medication;
- monitoring response to medication including effectiveness and adverse reactions;
- storing medication in secure location;
- following required disposal protocols for unused or expired medication;
- maintaining inventory and ordering or requesting medication, as required; and
- completing documentation

according to the prescribing and dispensing professionals, the agency policies and procedures, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

*** A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

9643.02 Liaise with health care professionals by:

- encouraging self-advocacy and/or advocating for the person, as needed;
- supporting the person to be an informed consumer of health care options;
- providing the level of support required by the person to manage health and access services;
- gathering and reviewing information in preparation for appointment or consultation with health care professionals;
- supporting the person in preparation for health appointment or consultation, if required;
- consulting with health care professionals and social service professionals such as family physician, dentist, optometrist, psychiatrist, behavioral and occupational therapists;
- consulting with person, family or substitute decision-maker, if applicable; and
- reporting observations such as changes in physical or mental health, or any additional data/information requested

according to documentation from health professionals, person's needs and goals, agency policies and procedures, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9643.03 Implement health care professionals' recommendations by:

- collaborating with the person, family, agency staff and any other party, as applicable;
- processing and following orders and treatment plans; and
- monitoring, tracking, reporting, documenting and arranging follow-up

according to professionals' recommendations, person's needs and goals, the agency policies and procedures, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9643.04 Promote holistic well-being such as physical, mental, spiritual, sexual and emotional health by:

- collaborating with the person, family, agency staff and any other party, as applicable;
- researching and using resources, tools and technology;
- explore formal and informal learning opportunities such as workshops, seminars, presentations, community involvement and activities, online searches and dialogue;
- supporting person in their pursuit of personal growth including access to specialized services, activities and resources;
- educating on healthy life choices;
- participating in activities in support of person's goals; and
- monitoring, tracking, reporting and documenting

according to person-directed plan, the agency policies and procedures, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9644 Apply Crisis Intervention Strategies

Skill Set Descriptor

Developmental Services Workers must be prepared to apply crisis prevention and intervention strategies when required. These skills are critical to their roles as support workers.

Skills

9644.01 Assess the crisis situation by:

- utilizing a team approach and accessing available resources;
- observing behaviour of person, self and others;
- assessing the environment;
- identifying all imminent risks to self and others and calling for assistance, as required;
- assessing and determining level of intervention required;
- determining intervention strategy suited to the situation such as redirection, verbal de-escalation, physical intervention, emergency services;
- removing threatening objects and non-involved persons; and
- monitoring the health and well-being of persons involved and adjusting response, as necessary

according to person-directed plan, the agency policies and procedures Ministry-approved training, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

*** A Trainer may be a Supervisor or the competent employee designated by the Apprentice's Sponsor.**

9644.02 Apply crisis intervention strategy by:

- following intervention strategy using least intrusive measures suited to the situation;
- being supportive, listening empathetically and re-directing by offering alternatives;
- using verbal de-escalation techniques;
- applying physical intervention as a last resort when less intrusive efforts have failed;
- calling emergency services, if necessary;
- monitoring the health and well-being of persons involved and adjusting response, as necessary;
- ensuring crisis is over by assessing persons' physical and emotional condition and confirming all parties have returned to a state of calm; and
- restoring a safe environment

according to person-directed plan, Ministry-approved training, the agency policies and procedures, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9644.03 Debrief with person(s) experiencing crisis, staff and witnesses by:

- gathering people in a private area and respecting confidentiality and privacy;
- reviewing the events and facts of the crisis avoiding re-escalation;
- re-establishing rapport and actively listening;
- reviewing cause and effects of behaviour;
- identifying antecedents and precipitating factors;
- acknowledging behaviour, encouraging positive behaviour patterns and alternatives and reviewing limits and parameters;
- applying and implementing learnings for crisis situation such as preventative approaches and developing new strategy to address recent crisis;
- sharing with person’s support network and staff, as appropriate; and
- restoring normal activities and routines; and
- following up with all involved parties to support on-going learning

according to person-directed plan, Ministry-approved training, agency policies and procedures, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9644.04 Document crisis by:

- completing a written report and related documentation following the crisis;
- writing in a clear and concise manner ensuring to include critical factual details;
- reporting incident and providing documentation to designated management staff in order to complete a Ministry serious occurrence report; and
- saving all documentation for future use and any legal requirements, as necessary

according to person-directed plan, Ministry-approved training, agency policies and procedures, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

9644.05 Develop protocols by:

- reviewing each crisis situation;
- identifying antecedents; and
- identifying and planning preventative strategies for future interventions

according to person-directed plan, agency policies and procedures, regulations and legislation.

mm/dd/yy	Trainer Print Name	*Trainer Signature
mm/dd/yy	Apprentice Print Name	Apprentice Signature

Acronyms	
AED	automated external defibrillator
CAP	competency analysis profile
CPR	cardiopulmonary resuscitation
DEI	diversity, equity and inclusion
DSW	Developmental Services Worker
GHS	Global Harmonized System
IPAC	Infection Prevention and Control Canada
MLITSD	Ministry of Labour, Immigration, Training and Skills Development
OHSA	Occupational Health and Safety Act
PPE	personal protective equipment
SDS	safety data sheet
STO	Skilled Trades Ontario
WHMIS	Workplace Hazardous Materials Information System

Definitions

Apprentice

- An individual who, pursuant to a registered Training Agreement, is receiving or is to receive training in a trade that is required as part of an apprenticeship program
- Holds a Training Agreement in either a compulsory or non-compulsory trade;
- Are subject to any ratios or wage rates that have been set out in regulation and or recommended by industry for their trade(s);
- Remain as an Apprentice until they receive their Certificate of Apprenticeship

BOSTA

Building Opportunities in the Skilled Trades Act, 2021 (BOSTA)

Certificate of Apprenticeship (C of A)

A certificate issued to individuals who have demonstrated that they have completed an apprenticeship program in Ontario.

Certificate of Qualification (C of Q)

A certificate issued to an individual who has completed an apprenticeship or equivalent AND passed the Certificate of Qualification examination.

Competence

The ability of an individual to perform a skill, consistently without assistance, in the workplace as set out in the Logbook.

Competency Analysis Profile (CAP Chart)

A chart that identifies the training needs of an individual trade and details the skills/skill sets that must be demonstrated during an apprenticeship program.

Journeyman

Journeyman means an individual who holds a certificate of qualification (in a compulsory or non-compulsory trade) and/or an individual who practices as a journeyman in a non-compulsory trade who does not hold a certificate of qualification and has equivalent experience in that trade.

Mandatory Skill

Status assigned to unshaded individual skills, skill sets or general performance objectives which must be signed-off for the Apprentice to complete their program.

Optional Skill

Status assigned to shaded individual skills, skills sets or general performance objectives for which sign-off is not required for the Apprentice to complete the program.

Provisional Certificates of Qualification

- A Provisional Certificate of Qualification is issued to an individual who has obtained a Certificate of Apprenticeship (in both compulsory and non-compulsory trades) in a program that has a Certificate of Qualification examination, to which the individual has not yet passed the Certificate of Qualification examination.
- A Provisional Certificate of Qualification shall have the prescribed term or, if no term is prescribed, a term of one year.
- In a compulsory trade, the Provisional Certificate of Qualification allows a person to continue working legally in the trade for up to 12 months while they work to pass the certifying exam.
- Individuals with a Provisional Certificate of Qualification are subject to any ratios and/or wage rates that have been set out for their trade(s).

Ratios

For the purpose of an Apprenticeship program, a ratio is the maximum number of Journeypersons to Apprentices. The purpose of ratios is to provide consistent supervision, training and continuity of work.

Sign-off

Signature of the Sponsor of record, or an individual to whom that Sponsor has delegated signing authority, (e.g. Trainer) indicating an Apprentice's demonstration of competence.

Skill

Individual competency/task described in the Logbook.

Skill Sets

Group or selection of individual skills found in the Logbook.

Skill Set Completion for Sponsors

Listing for all skill sets and includes space for sign-off by Sponsor of record.

Sponsor

Means a person that has entered into a registered Training Agreement under which the person is required to ensure that an individual is provided with workplace-based training in a trade as part of an apprenticeship program.

Sponsor of Record

Refers to the Sponsor documented as being signatory to the registered Training Agreement or Contract of Apprenticeship. In order for a Sponsor to be considered for the training of Apprentices, they must identify that the workplace has qualified persons or the equivalent on site, and can identify that the workplace has the tools, equipment, materials, and processes which have been identified by the Industry representatives for the trade.

Trainer

An individual who oversees the performance of a task and sets the workplace expectations and practices for the Apprentice. For a compulsory trade, a qualified Trainer is an individual who holds a Certificate of Qualification. In a non-compulsory trade, a Trainer is an individual who either holds a CofQ, CofA, or is considered equivalent.

Instructions for Recording a Change in Sponsor

1. Record your first sponsor's information in Sponsor Record #1 – this would be the sponsor who has signed your initial apprenticeship Training Agreement for this trade.
2. If you do change sponsors prior to completing this apprenticeship, please contact your local Service Delivery Office immediately to update your sponsor record.
3. Please make sure you record all the information regarding any additional sponsors of record towards your apprenticeship using the Sponsor Records on the following pages (if applicable).

You must fill out a Change of Sponsor Record each time you change your sponsor.

Sponsor Record #1

Sponsor Information		
Apprentice Name		
Training Agreement #		Date (mm/dd/yy)
Sponsor Name		
Address		
Telephone		
E-mail Address		

Summary of Training	
Employment Start Date	
Employment End Date	
Total hours of training & instruction between dates of employment.	
Skill Sets Completed	

As the Sponsor, I hereby confirm that the above information is true and accurate to the best of my knowledge.

Signature: _____ Date: (mm/dd/yy) _____

The Sponsor is required to sign-off and date the skills after the Apprentice has proven competence in those skills. However, if a skill is shaded, it is optional and does not need to be signed-off.

***If you need additional copies of the Sponsor Record, visit SkilledTradesOntario.ca and search Sponsor Record Form.**

Change of Sponsor Record #2

Sponsor Information		
Apprentice Name		
Training Agreement #		Date (mm/dd/yy)
Sponsor Name		
Address		
Telephone		
E-mail Address		

Summary of Training	
Employment Start Date	
Employment End Date	
Total hours of training & instruction between dates of employment.	
Skill Sets Completed	

As the Sponsor, I hereby confirm that the above information is true and accurate to the best of my knowledge.

Signature: _____ Date: (mm/dd/yy) _____

The Sponsor is required to sign-off and date the skills after the Apprentice has proven competence in those skills. However, if a skill is shaded, it is optional and does not need to be signed-off.

***If you need additional copies of the Sponsor Record, visit SkilledTradesOntario.ca and search Sponsor Record Form.**

Change of Sponsor Record #3

Sponsor Information		
Apprentice Name		
Training Agreement #		Date (mm/dd/yy)
Sponsor Name		
Address		
Telephone		
E-mail Address		

Summary of Training	
Employment Start Date	
Employment End Date	
Total hours of training & instruction between dates of employment.	
Skill Sets Completed	

As the Sponsor, I hereby confirm that the above information is true and accurate to the best of my knowledge.

Signature: _____ Date: (mm/dd/yy) _____

The Sponsor is required to sign-off and date the skills after the Apprentice has proven competence in those skills. However, if a skill is shaded, it is optional and does not need to be signed-off.

***If you need additional copies of the Sponsor Record, visit SkilledTradesOntario.ca and search Sponsor Record Form.**

Appendix A — Instructions for Apprenticeship Program Completion

Once an Apprentice has completed all the classroom training and benchmark on-the-job hours specified for the trade and has acquired all the mandatory skills included in this Logbook.

The Apprentice and the Sponsor complete the Apprentice Completion Form and the Skill Set Completion for Sponsors Form located on the following pages.

1. They sign the forms and submit them to their local Service Delivery Office. To find the closest office, check the contact information at ontario.ca/page/employment-ontario-apprenticeship-offices or call the *Employment Ontario* toll free number at (1-800-387-5656).
2. For All Trades: All mandatory skills (or the combination indicated in the completion requirements for the trade) in the Logbook must be signed-off. The recommended hours are a benchmark. If the Sponsor is completing the Apprentice before the industry recommended training hours are done, staff may request further information regarding the Apprentice's on-the-job training. An example of a request would be a letter from the Sponsor confirming the Apprentice worked for some time in the trade before the initial Training Agreement was registered, thereby acquiring some skills beforehand.

If Apprentices are submitting the completion request form and supporting documentation to their local Service Delivery Office by mail, fax, or email (as a scanned document), they should not include their Logbook; if they are presenting this form in person at the local Service Delivery Office, they should bring their Logbook with them.

After staff verifies all the information in the completion request, they may contact either the Apprentice or the Sponsor for further information or documentation. Once the completion has been confirmed, the local Service Delivery Office will issue a Certificate of Apprenticeship to the Apprentice.

Skilled Trades Ontario will receive notification of this completion.

- If the Apprentice has completed a program in a **compulsory trade**, Skilled Trades Ontario will automatically register the Apprentice for a Provisional certificate of qualification to continue to work legally for one year while preparing for the certification examination.
- If an Apprentice completes their apprenticeship in a **non-compulsory trade** and there is a Certificate of Qualification exam, they must write and pass the exam to receive a Certificate of Qualification from Skilled Trades Ontario.

For permission to schedule an exam once completion is confirmed, the individual must first contact the Skilled Trades Ontario Client Services Department at 647-847-3000 or toll free at 1-855-299-0028 to pay the certification examination fee. Once you have paid your exam fee with Skilled Trades Ontario, book your exam by contacting your nearest Employment Ontario local Service Delivery Office.

Appendix B — Apprentice Completion Form

Please fill out both sides of this form, including the Skill Set Completion for Sponsors (see back of form). Once both sides are completed, submit the form to your local Service Delivery Office (find contact information at ontario.ca/page/employment-ontario-apprenticeship-offices or by calling Employment Ontario at (1-800-387-5656).

Apprentice Information	
Name (print)	
Client ID # Issued by Ministry	
Telephone Number(s)	

Sponsor Information	
Legal Name	
Address	
Telephone Number(s)	
Sponsor's Signing Authority (<i>print name</i>)	
E-mail Address	

Program Information	
Trade Name	
Number of hours required as per Training Agreement (<i>for hours-based trades only</i>)	
Hours completed? (<i>documentation attached</i>)	Yes (<input type="checkbox"/>) No (<input type="checkbox"/>) Not applicable (<input type="checkbox"/>)
Classroom training completed or exempt?	Yes (<input type="checkbox"/>) No (<input type="checkbox"/>) Not applicable (<input type="checkbox"/>)

I hereby confirm that the information submitted on both sides of this form is true and accurate.

X _____
Apprentice's Signature Date

X _____
Signature of Sponsor's Signing Authority Date

Appendix C — Skill Set Completion for Sponsors

You will find the skill set numbers and titles in the Logbook's Table of Contents. By signing off each skill set in the table below, you are providing final confirmation, as the Apprentice's Sponsor, that the Apprentice has demonstrated competency in all the mandatory skills included in the skill set.

Skill Set #	Skill Set Title	Signing Authority Signature
9640	Practise and Support Safety and Well-Being	
9641	Practise Professionalism, Communication and Administration	
9642	Facilitate Growth and Development	
9643	Promote and Support Health	
9644	Apply Crisis Intervention Strategies	

Ministry of Labour, Immigration, Training and Skills Development use only:

Sponsor verified as most recent sponsor of record: Yes () No ()
 Documentation to support completion of hours attached: Yes () No ()
 Completion of classroom training verified: Yes () No ()

Staff Name _____ Signature _____ Date _____

Appendix D — Local Service Delivery Offices in Ontario

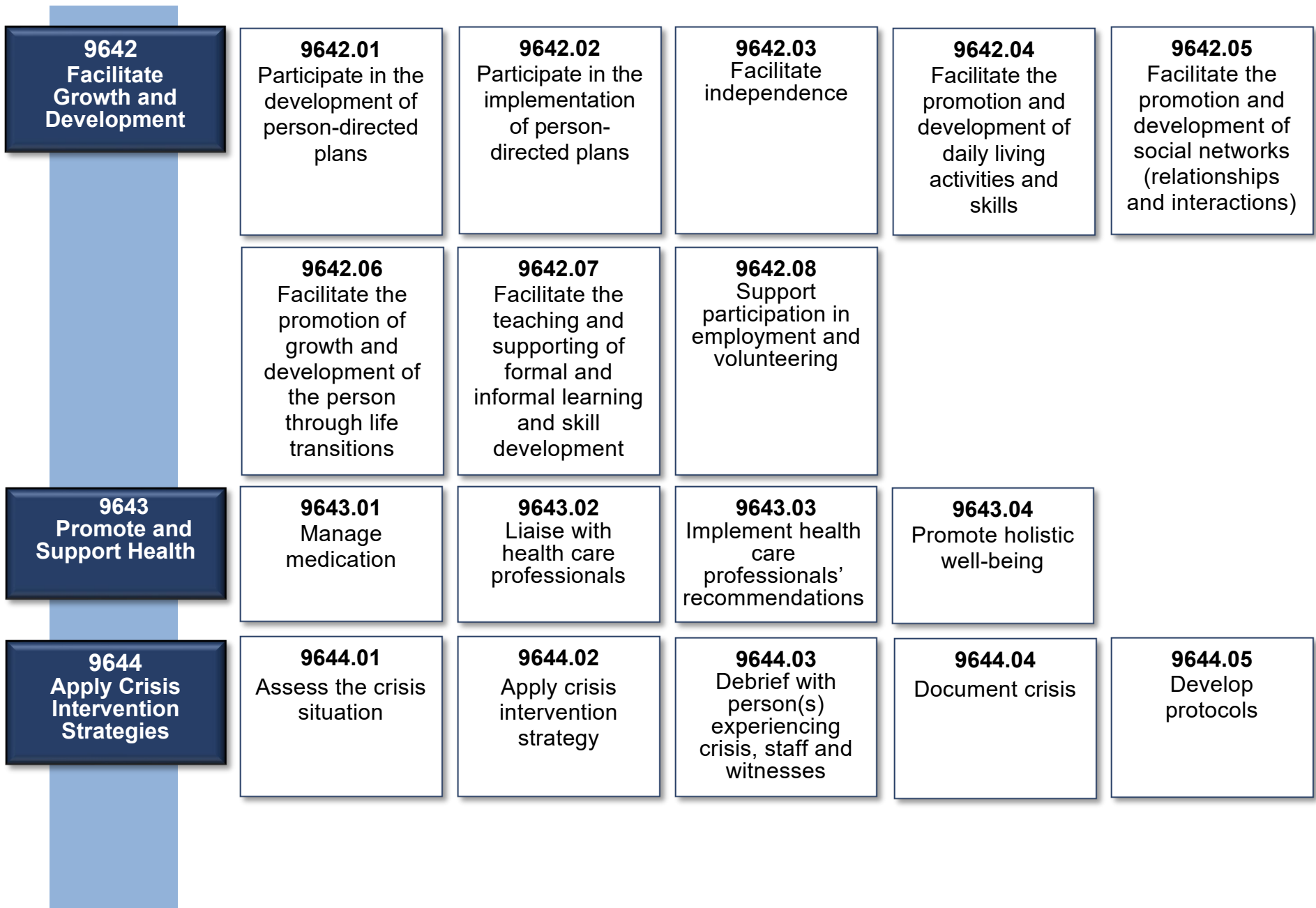
For current office listings visit: ontario.ca/page/employment-Ontario-apprenticeship-offices

Location	Contact	Location	Contact
Barrie 705-737-1431	55 Cedar Pointe Dr Unit 609, Barrie, ON L4N 5R7	Marathon 807-346-1550	52 Peninsula Road, Suite 103 Marathon, Ontario, P0T 2E0
Belleville 613-968-5558 1-800-953-6885	135 North Front St, Belleville, ON K8P 3B5	Markham 905-513-2695	140 Allstate Parkway, Suite 505, Markham, Ontario L3R 5Y8
Brantford 519-756-5197	505 Park Rd North Suite 201, Brantford, ON N3R 7K8	North Bay 705-495-8515 1-800-236-0744	200 First Ave West, North Bay, ON P1B 3B9
Chatham 519-354-2766 1-800-214-8284	870 Richmond St West 1st Floor, Chatham, ON N7M 5J5	Ottawa 613-731-7100 1-877-221-1220	Preston Square, 347 Preston Street, Suite 310, Ottawa, ON K1S 3H8
Cornwall 613-938-9702 1-877-668-6604	132 Second St East Ste 202, Cornwall, ON K6H 1Y4	Owen Sound 519-376-5790 1-800-838-9468	1450 1st Ave West, Suite 100, Owen Sound, ON N4K 6W2
Dryden 807-456-2665 1-800-734-9572	Provincial Government Building, 479 Government St, Dryden, ON P8N 3K9	Peel 905-279-7333 1-800-736-5520	The Emerald Centre, 10 Kingsbridge Garden Circle, Suite 404, Mississauga, ON L5R 3K6
Durham 905-433-0595 1-800-461-4608	78 Richmond Street West, Oshawa, ON L1G 1E1	Pembroke 613-735-3911 1-800-807-0227	615 Pembroke St East, Pembroke, ON K8A 3L7
Elliot Lake 1-800-236-8817	50 Hillside Dr North, Elliot Lake, ON P5A 1X4	Peterborough 705-745-1918 1-877-433-6555	901 Lansdowne St West, Peterborough, ON K9J 1Z5
Fort Frances 807-274-8634	922 Scott St 2nd Flr, Fort Frances, ON P9A 1J4	Sarnia 519-542-7705 1-800-363-8453	Bayside Mall, 150 Christina St North, Sarnia, ON N7T 7W5
Geraldton 807-854-1966	208 Beamish Avenue West Geraldton, Ontario P0T 1M0	Sault Ste. Marie 705-945-6815 1-800-236-8817	477 Queen St East 4th Flr, Sault Ste Marie, ON P6A 1Z5
Halton 905-842-5105 1-844-901-5105	700 Dorval Dr., Suite 201, Oakville, ON L6K 3V3	St Catharines 905-704-2991 1-800-263-4475	Garden City Tower, 301 St Paul St East, 10th Flr, St Catharines, ON L2R 7R4
Hamilton 905-521-7764 1-800-668-4479	Ellen Fairclough Bldg, 119 King St West 8th Flr, Hamilton, ON L8P 4Y7	Sudbury 705-564-3030 1-800-603-5999	159 Cedar St Ste 506, Sudbury, ON P3E 6A5
Kapuskasing 705-465-5785 705-235-1950	Ontario Government Complex, 122 Government Rd West, Kapuskasing, ON P5N 2X8	Thunder Bay 807-346-1550 1-800-439-5493	189 Red River Rd Suite 103, Thunder Bay, ON P7B 1A2
Kenora 807-468-2879 1-800-734-9572	227 1/2 Second St South, Kenora, ON P9N 1G4	Timmins 705-235-1950 1-877-275-5139	Ontario Government Complex, 5520 Highway 101 East Wing B, South Porcupine, ON P0N 1H0
Kingston 613-548-1151 1-866-973-4043	Alliance Business Centre, 299 Concession St Ste 201, Kingston, ON K7K 2B9	Toronto Centre 416-927-7366 1-800-387-5656	2 St Clair West, 11 th floor Toronto, ON M4A 1L5
Kitchener 519-653-5758 1-866-877-0099	4275 King St East, Kitchener, ON N2P 2E9	Toronto South 416-326-5800	625 Church St 1st Fl, Toronto, ON M7A 2B5
London 519-675-7788 1-800-265-1050	1200 Commissioners Rd E, Unit 72, London, ON N5Z 4R3	Windsor 519-973-1441	Roundhouse Centre, 3155 Howard Ave 2nd Fl, Suite 200, Windsor, ON N8X 4Y8

Competency Analysis Profile (CAP) Chart

<p>9640 Practise and Promote Safety and Well-Being</p>	<p>9640.01 Practise universal precautions and safe-food handling</p>	<p>9640.02 Perform environmental scan</p>	<p>9640.03 Handle hazardous materials</p>	<p>9640.04 Manage accidents, incidents and occurrences</p>	<p>9640.05 Transfer persons</p>
<p>9641 Practise Professionalism, Communication and Administration</p>	<p>9641.01 Practise professionally and ethically</p>	<p>9641.02 Apply legislations, regulations, policies and procedures, and best practice guidelines</p>	<p>9641.03 Minimize the environmental footprint</p>	<p>9641.04 Perform administrative and organizational duties</p>	<p>9641.05 Practise building and maintaining interpersonal relations and respect</p>
	<p>9641.06 Advocate for the profession, rights of persons receiving services and their families</p>	<p>9641.07 Support person's capacity for self-advocacy</p>	<p>9641.08 Collaborate</p>	<p>9641.09 Practise problem-solving and decision-making skills</p>	<p>9641.10 Respond to situations of abuse and neglect</p>
	<p>9641.11 Advocate for abuse prevention and practise abuse prevention</p>	<p>9641.12 Practise resilience</p>	<p>9641.13 Engage in continuous learning</p>		

Competency Analysis Profile: Developmental Services Worker 620D (all unshaded skill sets must be completed)



Completing Your Apprenticeship Program

Once your sponsor agrees you are competent in the required skills, your hours are complete and you have completed all the levels of classroom training required for your trade:

- ✓ Follow the completion instructions on the Completion Form (Appendix A) in the Logbook.
- ✓ Answer any questions that MLITSD staff may have and provide any additional completion documentation that may be required.
- ✓ Once completion is confirmed, MLITSD will issue you a Certificate of Apprenticeship and notify Skilled Trades Ontario.

After Your Apprenticeship

If you are in a trade with a certification exam, Skilled Trades Ontario will receive notice of your completion.

For compulsory trades, you will be issued a Provisional Certificate of Qualification which will allow you to work legally for up to 12 months until you write and pass your examination.

For a non-compulsory trade, once you pass your examination, you will be issued a Certificate of Qualification for your trade.

Preparing For Your Exam

- **To pay for a Certificate of Qualification examination, contact Skilled Trades Ontario** Client Services Department at: 647-847-3000 or toll free at 1-855-299-0028
- **To schedule your exam:** Once you have paid, contact your local Service Delivery Office to book your exam.
- **Download Skilled Trades Ontario exam preparation guide at:** [Exam Resources – Skilled Trades Ontario](#) and/or view the exam preparation guide for Red Seal trades at: red-seal.ca



**Skilled
Trades**
Ontario

**Métiers
spécialisés**
Ontario

skilledtradesontario.ca