June 2025

Quality of Work Life in Nova Scotia

Findings From the TREC Staff Survey

Continuing Care Assistants (CCAs)

Thank you for your participation in the TREC Staff Survey. This research includes data collected at two different times. First, in 2021 (October 2021 – January 2022, during the COVID-19 pandemic) from 198 CCAs across 7 homes. Second, in 2024 (February 2024 – May 2024) from 249 CCAs in the same 7 homes. Below are learnings about the health and well-being of CCAs from NS in 2021 compared to 2024.

2021

N = 198 CCAs

14% born outside Canada

12 years in role

6 years in current unit/care home

76 hours worked in a typical two-week period

Results show that in 2024, more CCA's (11% more) were born outside of Canada, and on average worked 3 fewer hours in a typical 2-week period.

More than half (54%) of CCAs surveyed in 2024 had been working in their current unit/care home since 2021 or before.

2024

N = 249 CCAs

25% born outside Canada

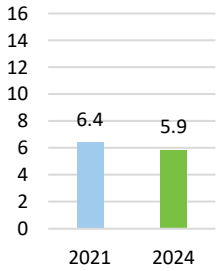
11 years in role

6 years in current unit/care home

73 hours worked in a typical two-week period

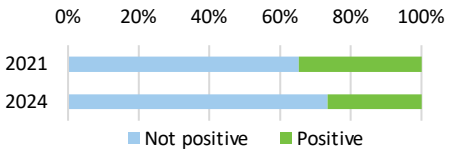
Health and Well-Being

Perceived Stress



The average perceived stress score was lower in 2024 (5.9) compared to 2021 (6.4).

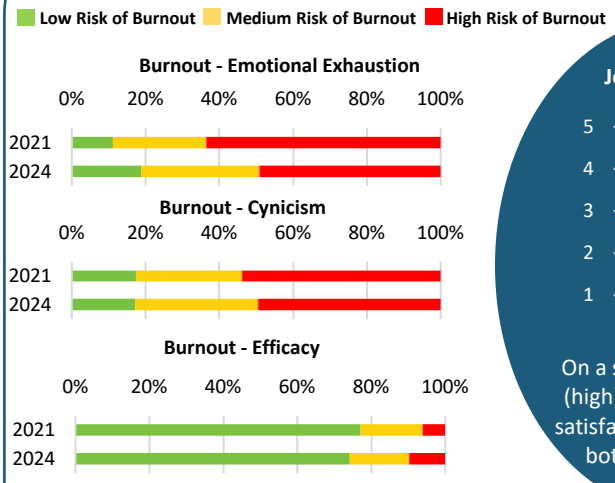
Anxiety



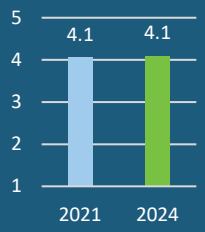
Most CCA's were **"not positive for anxiety"** at both points in time with fewer CCAs (8% less) **"positive for anxiety"** in 2024.

Quality of Work Life

Higher risk of job burnout is indicated by high scores on cynicism and emotional exhaustion and low scores on efficacy.



Job Satisfaction



On a scale of 1 (low) to 5 (high), CCAs average job satisfaction score was **4** at both points in time.

Scores show most CCAs at **moderate to high risk of burnout on emotional exhaustion and cynicism** at both points in time, with a slight decrease in high risk for emotional exhaustion. Overall, risk of burnout for efficacy remained low.

Why These Learnings Are Important

This study was the first of its kind in Atlantic Canada looking at staff in long-term care at two points in time. Findings showed that CCAs had improvements for their health and well-being, with a decrease in stress and anxiety in 2024 compared to 2021. CCAs continue to show risk of burnout on emotional exhaustion and cynicism with some improvement since 2021. Efficacy and job satisfaction remained consistent.

Overall, these findings demonstrate changes overtime and offer valuable insight into an essential workforce. We can use this data to help make decisions in areas like policy and supports for staff in long-term care.

This research is part of the Atlantic Research Collaboration on Long-term Care in partnership with:

Mount Saint Vincent University · UNB University of New Brunswick · Memorial University · TREC Translating Research in Elder Care

Funded by: Canadian Institutes of Health Research (CIHR), Research NS, Research NB, NS Health, Health PEI & Newfoundland & Labrador Centre for Applied Health Research (NLCAHR)

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