



MO STAFF HEALTHCARE SERVICES INC.

PROFESSIONAL STAFFING & SUPPORT SERVICES

**Child • Youth • Family • Healthcare • Residential • Community Services,
Hamilton, Ontario, Canada**





MO STAFF HEALTHCARE SERVICES INC.

COMPANY PROFILE

Professional • Reliable • Accountable • Compassionate

MO STAFF HEALTHCARE SERVICES INC. is a professional staffing and support services organization providing qualified, reliable, and appropriately screened personnel to organizations serving children, youth, adults, families, and vulnerable populations across Ontario.

We provide flexible staffing and support solutions to organizations experiencing staffing shortages, sick calls, vacation coverage, increased service demands, emergency situations, overnight requirements, relief needs, and other circumstances where additional qualified personnel are required.

MO STAFF HEALTHCARE SERVICES understands that organizations working with children, youth, families, adults, and vulnerable individuals operate in sensitive and highly accountable environments. Our priority is to provide dependable personnel and support services that promote safety, dignity, respect, continuity of care, and quality service delivery.

We work collaboratively with each partner organization to understand its policies, procedures, program requirements, staffing needs, individual service plans, safety requirements, and expectations.

Our personnel are expected to maintain professional conduct, confidentiality, appropriate boundaries, accountability, and respect for the individuals they support.

MO STAFF HEALTHCARE SERVICES is committed to building long-term partnerships based on professionalism, transparency, reliability, communication, and quality assurance.



MO STAFF HEALTHCARE SERVICES INC.

1. OUR MISSION

Our mission is to provide dependable, qualified, compassionate, and professionally screened staffing and support services that strengthen organizations and contribute to the safety, stability, dignity, and well-being of the individuals they serve.

We strive to provide responsive staffing solutions while maintaining strong standards of screening, documentation, training, accountability, and professional conduct.

2. OUR VISION

Our vision is to become a trusted and respected staffing and support services organization across Ontario.

We aim to build strong partnerships with Children's Aid Societies, child and family service organizations, residential programs, healthcare organizations, developmental service providers, schools, community organizations, and other service providers.

Our goal is to be recognized for reliable staffing, professional personnel, responsive service, strong documentation, and a commitment to the people and organizations we support.

3. OUR CORE VALUES

Safety

The safety and well-being of the individuals we support are our highest priorities.

Respect & Dignity

Every individual deserves to be treated with dignity, respect, compassion, and understanding.

Professionalism



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Our personnel are expected to demonstrate professional conduct, reliability, accountability, and appropriate boundaries.

Confidentiality

We respect the privacy and confidentiality of clients, families, residents, staff, and partner organizations.

Integrity

We believe in honest communication, transparency, accountability, and responsible service delivery.

Inclusion

We support inclusive and accessible service environments that recognize individual differences and needs.

Person-Centered Support

We recognize that every individual has unique needs, strengths, preferences, experiences, and goals.

Continuous Improvement

We are committed to feedback, learning, quality assurance, and ongoing improvement.

4. SERVICE AREAS

MO STAFF HEALTHCARE SERVICES provides staffing and support services across Ontario, with a primary service focus on:

- Toronto
- Peel Region
- Hamilton
- Niagara Region
- Halton Region



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We continue to develop relationships throughout Ontario and can consider additional geographic service areas based on staffing requirements, availability, and the needs of partner organizations.

5. ROLES WE SUPPLY

Our staffing roster may include qualified and experienced personnel such as:

- Personal Support Workers (PSW)
- Developmental Service Workers (DSW)
- Child & Youth Workers (CYW)
- Social Service Workers (SSW)
- Community Support Workers (CSW)
- Child & Family Support Workers
- Residential Support Workers
- Youth Support Workers
- Group Home Support Workers
- Independent Living Support Workers
- Respite Support Workers
- Relief Staff
- On-Call Staff
- Overnight Staff
- Emergency Staffing Personnel

Personnel are matched to assignments according to their qualifications, education, training, experience, competencies, availability, and the requirements of the specific position.



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6. SECTORS WE CAN SUPPORT

MO STAFF HEALTHCARE SERVICES can support a broad range of organizations and service environments, including:

- Children's Aid Societies (CAS)
- Catholic Children's Aid Societies
- Child, Youth and Family Service Agencies
- Residential and Group Home Programs
- Supported Independent Living Programs
- Youth Shelters and Transitional Housing Programs
- Community-Based Social Service Organizations
- Faith-Based Social Service Organizations
- Developmental Service Organizations
- Community Living Programs
- Schools and Educational Programs
- Hospitals and Healthcare Facilities
- Long-Term Care and Retirement Communities
- Private Home Care and Community Care Providers
- Respite and Support Service Programs
- Other organizations requiring qualified support personnel

7. OUR STAFFING & SUPPORT SERVICES

MO STAFF HEALTHCARE SERVICES provides flexible staffing and support solutions based on the needs of each organization.

Our services may include:

- Temporary staffing
- Relief staffing
- Short-notice staffing
- Emergency staffing
- Overnight staffing
- Weekend and holiday staffing
- Long-term staffing assignments
- One-to-one support



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- Residential support
- Community support
- Independent living support
- Life-skills development
- Respite services
- Personal support services
- Child and youth support
- Behavioral support
- Crisis and de-escalation support
- Community integration support
- Hospital discharge and community transition support
- Palliative and end-of-life support
- Individualized staffing and support solutions

8. OUTSIDE PAID RESOURCE (OPR) SUPPORT

MO STAFF HEALTHCARE SERVICES is **prepared and committed to supporting Children's Aid Societies and authorized child welfare organizations requiring an Outside Paid Resource (OPR)** to address identified staffing, supervision, residential, behavioural, developmental, or individualized support needs of children and youth.

We can support approved OPR arrangements through:

- One-to-one and enhanced supervision
- Residential and youth support
- Behavioural and crisis/de-escalation support
- Independent living and life-skills support
- Respite and overnight support
- Community integration and transition support
- Relief and specialized staffing solutions

MO STAFF works collaboratively with the referring organization and follows the applicable **care plans, safety plans, service agreements, organizational policies, documentation requirements, and approval processes**. OPR services are provided only where applicable contractual, licensing, regulatory, and organizational requirements have been satisfied.



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OUR COMMITMENT

We are committed to providing **professional, accountable, compassionate, and responsive support**. Personnel are screened and matched according to their qualifications, training, experience, competencies, and assignment requirements. Supporting staff credentials, screening records, training documentation, and company documentation can be provided for organizational review as required.

Our approach is centred on **safety, dignity, respect, confidentiality, professionalism, accountability, and person-centred support**.

WHY MO STAFF HEALTHCARE SERVICES?

Professional Workforce • Flexible Staffing • OPR Readiness • Responsive Service • Qualified Personnel • Strong Documentation • Collaborative Partnerships

We welcome opportunities to work with **Children's Aid Societies, child and family service agencies, residential programs, healthcare organizations, developmental service providers, community organizations, and other service providers** across Ontario.

9. STAFF RECRUITMENT & SCREENING

MO STAFF HEALTHCARE SERVICES maintains a structured recruitment and screening process designed to identify personnel who are appropriately qualified and suitable for their assigned responsibilities.

Our screening process may include:

- Application and resume review
- Interviews
- Employment history verification
- Reference checks
- Education and qualification verification
- Police Vulnerable Sector Checks
- Child welfare/CAS-related screening where applicable
- Professional credential verification
- CPR and First Aid verification
- Mandatory training verification



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- Review of relevant work experience
- Skills and competency assessment where applicable
- Confidentiality requirements
- Code of Conduct requirements
- Agency orientation

Additional screening may be completed where required by the partner organization, facility, contract, placement, or program.

10. CPR, FIRST AID & EMERGENCY CERTIFICATIONS

MO STAFF recognizes the importance of emergency preparedness for personnel working in healthcare, residential, community, child and youth, and support environments.

Depending on the assignment, staff may be required to maintain:

- CPR certification
- First Aid certification
- BLS certification where applicable
- Other emergency-response training required by the organization or placement

Current certificates can be provided to partner organizations for verification where required.

11. STAFF TRAINING & PROFESSIONAL DEVELOPMENT

Depending on their assignment, MO STAFF personnel may receive or provide evidence of training in areas such as:

- CPR and First Aid
- Behaviour Management
- Crisis Prevention and Intervention
- De-escalation techniques
- Trauma-Informed Care
- Infection Prevention and Control (IPAC)
- WHMIS



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- Workplace Health and Safety
- AODA
- Privacy and Confidentiality
- Professional Boundaries
- Documentation and Reporting
- Cultural Awareness
- Respectful and Person-Centred Care
- Additional organization-specific training

Where a partner organization requires specific training before placement, MO STAFF will work with the organization to identify and complete the applicable requirements.

12. STAFF EXPERIENCE & QUALIFICATIONS

MO STAFF HEALTHCARE SERVICES seeks to provide personnel with relevant education, training, experience, and competencies appropriate to their assigned responsibilities.

Our personnel may have experience working in:

- Child and youth services
- Residential programs
- Group homes
- Supported independent living
- Developmental services
- Community programs
- Hospitals
- Long-term care
- Schools
- Respite programs
- Mental health support environments
- Family support services
- Palliative and end-of-life support
- Community-based programs

Personnel are matched to assignments according to qualifications, experience, competencies, availability, and program requirements.



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13. HEALTH, SAFETY & IPAC

MO STAFF HEALTHCARE SERVICES is committed to maintaining safe working environments for staff, clients, residents, children, youth, families, and partner organizations.

Our approach includes awareness of:

- Workplace Health and Safety
- Infection Prevention and Control (IPAC)
- Personal Protective Equipment (PPE)
- Safe work practices
- Incident reporting
- Emergency procedures
- Workplace violence prevention
- Professional boundaries
- Confidentiality
- Safe client and resident support

Personnel are expected to follow the health, safety, IPAC, and emergency procedures of the organization and facility where they are assigned.

14. PRIVACY & CONFIDENTIALITY

MO STAFF HEALTHCARE SERVICES recognizes that staffing and support assignments may involve access to confidential and sensitive information.

Our personnel are expected to maintain confidentiality and respect privacy requirements relating to:

- Children and youth
- Clients
- Families
- Residents
- Employees
- Medical information
- Case information
- Agency records
- Program information



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- Personal information

Information is handled on a need-to-know basis and in accordance with applicable privacy legislation, organizational policies, and contractual requirements.

15. TRAUMA-INFORMED & PERSON-CENTRED SUPPORT

MO STAFF promotes respectful, person-centred, and trauma-informed approaches to service delivery.

Personnel are expected to recognize the individual needs, experiences, preferences, dignity, rights, and strengths of the people they support.

Our approach emphasizes:

- Respect
- Dignity
- Safety
- Choice
- Inclusion
- Cultural sensitivity
- Individualized support
- Professional boundaries
- Positive communication
- Appropriate and least-intrusive approaches where applicable

16. QUALITY ASSURANCE & ACCOUNTABILITY

MO STAFF HEALTHCARE SERVICES is committed to continuous improvement and accountability.

We work with partner organizations to:

- Monitor staffing requirements
- Respond to concerns
- Maintain appropriate documentation
- Support staff accountability
- Review service expectations



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- Maintain communication with organizational contacts
 - Address staffing concerns promptly
 - Support quality improvement
 - Maintain professional standards
 - Our objective is to establish long-term relationships based on reliability, transparency, communication, and trust.
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17. WHY PARTNER WITH MO STAFF HEALTHCARE SERVICES

- **Professional and accountable workforce** committed to confidentiality, professionalism, safety, and quality assurance.
- **Comprehensive candidate screening**, including pre-screening, reference checks, Police Vulnerable Sector Checks, credential verification, certifications, and mandatory training.
- **Flexible staffing solutions** with the ability to respond to short-notice, emergency, weekend, holiday, overnight, relief, and long-term staffing requirements.
- **OPR readiness and support** for Children's Aid Societies and child welfare organizations requiring an external resource to support children and youth with specialized or complex needs, subject to applicable approval and regulatory requirements.
- **Qualified and experienced personnel** able to support healthcare, residential, community, child, youth, family, developmental, and social service environments.
- **Comprehensive staff documentation packages** available for organizational review.
- **Company compliance documentation** available to support vendor onboarding, contracting, organizational due diligence, and OPR review where applicable.
- **Reduced administrative workload** through recruitment, screening, credential verification, documentation, and staffing coordination.
- **Responsive communication** with partner organizations and authorized program contacts.
- **Individualized service approach** designed around the requirements of each organization and the needs of the individuals being supported.



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18. SUPPORTING DOCUMENTATION AVAILABLE UPON REQUEST

MO STAFF HEALTHCARE SERVICES can provide supporting documentation to prospective and existing partner organizations as required and where permitted.

Staff Documentation

- Police Vulnerable Sector Checks
- Child welfare/CAS screening where applicable
- CPR certificates
- First Aid certificates
- BLS certificates where applicable
- Training certificates
- Educational credentials
- Staff resumes
- Professional references
- Employment verification
- Relevant experience documentation
- Required health or occupational-health documentation

Company Documentation

- Certificate of Insurance
- Applicable insurance certificates
- Business registration documentation
- Company compliance certificates
- Health and Safety policies
- Privacy and Confidentiality policies
- Staff Screening policies
- Training and Orientation policies
- Quality Assurance documentation
- Incident Reporting procedures
- Emergency Response procedures
- Organizational references

Supporting documentation, including insurance certificates, staff credentials, screening records, training certificates, company compliance documentation, and references, is available upon request and subject to applicable privacy and confidentiality requirements.



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19. OUR COMMITMENT TO CHILD WELFARE PARTNERS

MO STAFF HEALTHCARE SERVICES is ready to work with Children's Aid Societies and child welfare organizations seeking qualified external resources to support children and youth.

We understand the importance of:

- Child safety
- Stability
- Continuity of care
- Individualized support
- Professional supervision
- Qualified personnel
- Clear documentation
- Timely communication
- Incident reporting
- Confidentiality
- Accountability
- Collaboration with CAS case-management teams

We are prepared to work with partner organizations to complete the required onboarding, documentation review, staff credential verification, orientation, contracting, and approval processes.

Our goal is to become a dependable external resource that can support child welfare organizations when additional staffing, specialized support, supervision, or placement-related services are required.

20. OUR COMMITMENT

MO STAFF HEALTHCARE SERVICES INC. believes that effective staffing is more than simply filling a position.

It is about providing qualified people who understand the importance of safety, dignity, respect, confidentiality, professionalism, accountability, and quality service.



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We are committed to working collaboratively with partner organizations to understand their staffing and service requirements and provide personnel who are appropriately screened, qualified, trained, and prepared for their assigned responsibilities.

For child welfare and CAS partners, we understand that OPR services may involve children and youth with complex needs who require additional structure, supervision, specialized support, and individualized care.

MO STAFF HEALTHCARE SERVICES is prepared to support these needs through a professional, accountable, and collaborative service model, subject to applicable organizational, contractual, licensing, regulatory, and approval requirements.

Our commitment is to provide appropriately screened personnel, reliable support, clear communication, proper documentation, and a professional service environment focused on the **safety, stability, dignity, rights, and well-being of every child, youth, adult, and family we support.**

21. CONTACT INFORMATION

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22. PARTNERSHIP INQUIRY

MO STAFF HEALTHCARE SERVICES welcomes the opportunity to discuss:

- Outside Paid Resource (OPR) services
- CAS and child welfare partnerships
- Vendor onboarding
- Staffing agreements
- Residential support staffing
- Community support staffing
- Relief and emergency staffing
- One-to-one support
- Youth support services
- Healthcare staffing
- Developmental support services
- Respite services
- Specialized staffing requirements

We welcome the opportunity to meet with your organization, understand your requirements, provide supporting documentation, and explore how **MO STAFF HEALTHCARE SERVICES INC.** can become a reliable staffing and support partner.



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