## Contents

List of Figures and Tables ix Acknowledgments xi

#### 1 Introduction 3

Critical to Care: Invisible and Undervalued 4
Counting the Work and the Workers 6
Determining Who Counts 7
Identifying Contributions to Care 8
Making Gender Matters Visible 9
Exposing Health Hazards at Work 9
Establishing the Context: Further Explanations 10
Developing Options 11
Building on the Past, Moving to the Future 12

#### 2 Counting the Work and the Workers 14

Clerical Work 19

Assisting Occupations in Health Care 36

Visiting Homemakers, Housekeepers, and Related Occupations 4.

Cleaning/Housekeeping, Laundry, and Food Services 44

Security Work 52

Managers 52

Unpaid Ancillary Work 56

The Composite Picture 59

#### 3 Determining Who Counts 62

Feminist Political Economy 63

The Determinants of Health 66

### 4 Identifying Contributions to Care The Specificity of Health Care The Origins of Ancillary Work 82 Conclusions 87 5 Making Gender Matters Visible 88 Women's Care Work Skills and Care 91 Defining Skills 92 Gender Skills 93 Health Care Skills 96 Regulation and Training 103 Resistance 105 Moving into the Labour Force 105 Unions and Professions 109 Women's Individual Responses 116 Conclusions 119 6 Exposing Health Hazards at Work Infection and Respiratory Diseases 123 Lifting, Bending, Twisting, and Musculoskeletal Injuries Chemicals, Needles, and Cuts 126 Lack of Employment Security and Control 127 Workplace Organization 130 Workplace Violence, Bullying, Sexual Harassment, and Racism 135 Lack of Respect 138 Conclusions 138 7 Challenging the Construction of Ancillary Work International Contexts and Trends 140 Rising Health Care Expenditures New Public Management 143 Health Care as an Opportunity for Profit Global Markets and Workers 150 The Health Policy Context in Canada Public Health Care in Canada 153 Privatization 156 Integration and Teamwork 160 Evidence-Based Decision Making 162 Accountability 164

Public Health 167
Regionalization and Decentralization 168
Conclusions 169

#### 8 Developing Options 170

Implications for Policy, Research, and Action 171

First, We Need an Active State 172

Second, We Need Better Management 175

Third, We Need to Promote Unions and Other Forms of Collective

Organization 177

Fourth, We Need More and Better Research 180

Conclusions 181

# Appendix: A Guide to Canadian Data on Ancillary Workers in the Health Care Sector 183

Introduction: Interpret Data with Care! 183
Methodology and General Overview 184
Notes on the Labour Force Survey 185
Notes on Census Data 185
Defining Ancillary Occupations in Health Care 186
The Importance of Industry 189
Form of Employment 191
Immigrant and Visible Minority Status 193

References 195
Index 219

