Long term care (LTC) is a major site of death in Canada. However, most LTC homes lack a formalized palliative care program to care for residents living with life-limiting or chronic illnesses. Personal support workers (PSWs) play a vital role in the care of long term care residents, especially at the end of life. A primary goal of a five year Community University Research Alliance funded by the Social Sciences and Humanities Research Council (SSHRC) entitled *Improving the Quality of Life of People Dying in Long Term Care Home* is to examine the role of personal support workers in providing palliative care in LTC. Focus groups, surveys and field observations in four Ontario LTC homes have been completed as part of an environmental scan. The results show that there are clear education needs surrounding providing culturally competent care and palliative care best practices. PSWs identify communication as a key challenge both between the different disciplines regarding care planning and provision, and in talking with families about death and dying. PSWs show strong team work within their discipline and are resident focused with the residents’ comfort being their central goal. There are over 30 national and international researchers and 40 community organizations partnered in this project. These partners will work collaboratively to establish interventions to address the educational needs of the PSWs working in LTC homes, help define the role of PSWs in palliative care and create an evidence based toolkit for developing palliative care for LTC homes that can be applied nationally.