



Health and Supportive Care Providers  
Oversight Authority

# Introduction to HSCPOA: Registration and Oversight of Personal Support Workers (PSWs) in Ontario

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## Presentation Content

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1. HSCPOA Overview
2. Outreach & Awareness Building
3. Registration Pathways
4. Call to Action: Employers & Other System Partners



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## HSCPOA Value

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Recognizes the important role of PSWs

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Protecting the public through PSW oversight and accountability

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Transparency through the Public Register

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Strengthens health human resources oversight

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Establishes consistency of education and training requirements

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Safe, ethical, quality, and accountable care



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## Significant Difference: HSCPOA Vs. Prior PSW Registry Attempts

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- Previously - Two PSW registry attempts
- Today – What’s New?
  - This time: Legislation is in place with the *HSCPOA Act, 2021*
  - HSCPOA has the regulatory framework not previously provided
  - Regulation, oversight, and accountability of PSWs in Ontario for **public protection**



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# HSCPOA Overview

*Health and Supportive Care Providers Oversight Authority Act, 2021*



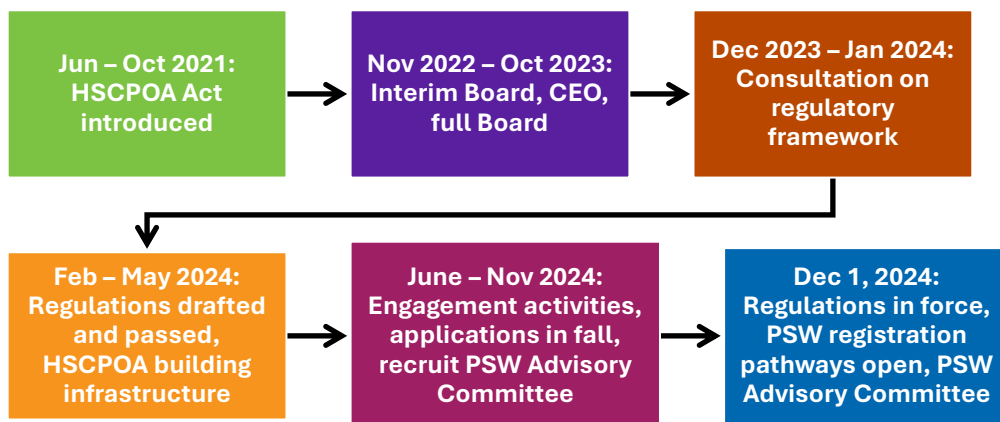
- Government established the Health and Supportive Care Providers Oversight Authority (HSCPOA)
- Beginning with Personal Support Workers (PSWs)
- Future classes may be added

Overarching Mandate: **Public Protection**



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# HSCPOA Timeline



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## Regulation Approvals

- Regulations passed by government in late May 2024
- Come into force **December 1, 2024**
- Began accepting applications on November 8, 2024
- HSCPOA can begin registering PSWs on **December 1, 2024**



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## HSCPOA's Objects Under the Act

**Administer** and enforce the Act and the regulations made under the Act

Establish and maintain **educational and skills-based qualifications**

Establish and maintain the **visual mark** for use by registrants

Promote **safe, competent, ethical, high-quality care**

Establish and maintain **codes of ethics**

**Educate** registrants, employers and the public about the HSCPOA Act

**Advise the Minister**, upon request, on certain policy matters

**Other duties** or powers assigned to it under this Act



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## Regulatory Framework Components



**PSW Registration Eligibility**



**Public Register**



**Code of Ethics**



**Complaints, Discipline & Appeals Processes**



**Committees (Advisory, Discipline & Appeals)**



**HSCPOA PSW Visual Mark**



**Funding for Therapy & Counselling**



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## Differences from Other Regulatory Bodies

PSWs first, future professions can be added

Voluntary registration, no fees initially

HSCPOA PSW Visual Mark

No protected title

No defined scope

No PSWs on HSCPOA's Board

PSW Advisory Committee



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## Voluntary Registration

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- For now, PSW registration with HSCPOA is voluntary
- PSWs can continue to work in Ontario without registration
- Time will tell if registration becomes mandatory like some other personal care provider registries in Canada – government decision
- The Ontario health care sector wants oversight of PSWs
- There is **value** in voluntary registration, [refer to FAQs](#)



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## Encourage Your PSW Employees to Apply

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- Applications now open
- Encourage your PSW employees to be trailblazers!
- The best way to demonstrate the support of the regulation of PSWs in Ontario is if PSWs become registered on **December 1, 2024**, and encourage others to register
- Becoming registered shows a PSW's commitment to providing safe, quality, ethical care



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# What's in it for PSWs and Their Employers?

## Benefits of HSCPOA Registration



### Trust and Respect

Shows a PSW has met qualifications for registration, and they are committed to delivering safe care.



### Demonstrates Accountability

Registered PSWs are accountable to provide safe, quality care like other regulated health providers.



### Registered PSWs Stand Out

Differentiates a registered PSW from unregistered PSWs who are not accountable to HSCPOA.



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# What's in it for PSWs and Their Employers?

## Benefits of HSCPOA Registration



### Employment Opportunities

HSCPOA's Public Register helps employers and the public to find qualified and registered PSWs. Employers may prefer to hire HSCPOA registered PSWs who demonstrate accountability.



### Use of HSCPOA's PSW Visual Mark

Colleagues, employers, and recipients of PSW services will immediately recognize someone as a PSW registered with HSCPOA.



### It's Free and Voluntary

There is currently no cost to apply and become a registered PSW.



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# Outreach Activities

- **Engagement and Awareness through Outreach to:**
  - Employers, Educators, Associations, and other Ontario Healthcare Systems Partners
- **Communication materials to promote PSW registration:**
  - Website Content
  - Information Sheets/Handouts
  - Videos
  - Webinars - Overview and Topics
  - [eNewsletter](#) - **subscribe** to receive 'HSCPOA News'
  - Speaking Engagements



# Information Sheets/Handouts

**About HSCPOA**

**Who we are and what we do**

The Health and Supportive Care Providers Oversight Authority (HSCPOA) was created by the Government of Ontario to support public protection.

We do this by registering and holding Personal Support Workers (PSWs) accountable for safe, quality, efficient care provided to Ontario residents in their homes, hospitals, long-term care facilities, or other health care environments. We do this by:

- Maintaining an entire Public Register with essential information about all registered PSWs in Ontario.
- Establishing consistency in education, training and competency requirements.
- Holding registrants accountable to a Code of Ethics.
- Protecting the public by addressing complaints, providing dispute resolution, and overseeing disciplinary procedures.
- Authorizing qualified PSWs to use the Visual ID to show they are registered with HSCPOA.
- Enhancing public trust in registered PSWs and respect for the work they do.

For more information, visit: [hscpoa.com](https://hscpoa.com)

Health and Supportive Care Providers Oversight Authority  
Quality care is the cornerstone of our health-care system and PSWs play a critical role. As part of this role, support and assist the people who provide the services. The Government of Ontario has created HSCPOA, which offers significant benefits to PSWs, their employers, and the people who count on their care.

**How can I register?**

There are 4 pathways to becoming a HSCPOA registrant; see which one is right for you.\*

<p><b>Path 1</b> <b>Ontario education</b></p> <p>Have completed a graduate or postgraduate program in Ontario.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> I am a new graduate from a recognized program in Ontario.</li> <li><input type="checkbox"/> I am a graduate from a recognized program in another province or territory.</li> <li><input type="checkbox"/> I am a graduate from a recognized program in another country.</li> </ul>	<p><b>Path 2</b> <b>Ontario work experience</b></p> <p>Have completed a PSW program in Ontario.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> I have worked as a PSW in Ontario for at least 12 months.</li> <li><input type="checkbox"/> I have worked as a PSW in another province or territory for at least 12 months.</li> <li><input type="checkbox"/> I have worked as a PSW in another country for at least 12 months.</li> </ul>	<p><b>Path 3</b> <b>Labour mobility</b></p> <p>Are registered as a PSW in a Canadian province or territory other than Ontario.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> I am currently registered in another province or territory.</li> <li><input type="checkbox"/> I am currently registered in another country.</li> </ul>	<p><b>Path 4</b> <b>Competency assessment</b></p> <p>Are not currently registered for another registration pathway but meet the criteria for registration with HSCPOA.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> I am currently registered in another province or territory.</li> <li><input type="checkbox"/> I am currently registered in another country.</li> </ul>
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\*See [hscpoa.com](https://hscpoa.com) for further information about each of these requirements.

To apply, please visit [hscpoa.com](https://hscpoa.com) and select "Applicants."

**How registering benefits you**

6 reasons to apply to register with the Health and Supportive Care Providers Oversight Authority (HSCPOA).

- 1. **Trust, respect and recognition.** Personal support workers are the largest group of graduated health care providers. Being registered shows you're not just qualified but are committed to protecting the public by being held accountable to safe, quality, ethical care.
- 2. **Builds the reputation of PSWs.** When you are registered with HSCPOA, your services will be readily recognized as high quality and safe.
- 3. **It's free and voluntary.** There is currently no cost to become registered and you are not required to be registered.
- 4. **Enables you stand out.** Being registered differentiates you from unregistered PSWs who are not accountable to an oversight body.
- 5. **More employment opportunities.** Being on our Public Register means employers and the public can trust that you in a list of qualified, registered PSWs. Employers may prefer to hire HSCPOA registered PSWs.
- 6. **You can use the HSCPOA Visual ID.** Colleges, employers and residents of your services will immediately recognize you as a PSW registered with HSCPOA.

To register or get more information, visit: [hscpoa.com](https://hscpoa.com)



# Information Sheets/Handouts

## The HSCPOA Visual Mark

Trust at a glance.

When a Personal Support Worker (PSW) wears or otherwise uses the HSCPOA Visual Mark, it means they:

- Have voluntarily registered with the Health and Supportive Care Providers Oversight Authority (HSCPOA)
- Are committed to providing safe, quality and ethical care
- Are a PSW in good standing with HSCPOA
- Are accountable to an oversight body in place to protect the public
- Have met the minimum requirements for education and/or experience
- Can easily be found on HSCPOA's Public Register, which will show any complaints, discipline history, and any findings on their registration

**The Visual Mark inspires confidence**

It demonstrates a registered PSW's expertise and employers that the HSCPOA registered PSW cares about delivering their best every day.

For more information on the Visual Mark, and about registering with HSCPOA, visit: [hscpoa.com](https://hscpoa.com)

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## The HSCPOA Public Register

HSCPOA's online Public Register is a searchable list of Ontario's registered PSWs that anyone can access. It is more than a search tool: **the Register protects the public by making the following information available:**

- Registrant information** First and last names, language spoken, and business details of every HSCPOA registrant.
- Registration status** Not all HSCPOA registered PSWs are in good standing with HSCPOA, or if their registration has been suspended or revoked, or has any terms, conditions or limitations on their registration.
- Conduct history** When any complaints and disciplinary actions taken by HSCPOA, and other regulatory bodies, as well as relevant charges or convictions for certain offences.

**Our HSCPOA Public Register is a helpful resource for:**

- Care recipients:** Find a registered PSW in your area, look up registered PSWs and make informed decisions about your care at the care of someone who cares.
- Employers:** A great hiring resource, only, identify registered PSWs who have the education, experience, and background you require.
- PSWs:** Showcase your skills, demonstrate to employers, care recipients, and the public that you are committed to safe, quality, ethical care.

For more information, visit: [hscpoa.com](https://hscpoa.com)

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## HSCPOA Code of Ethics

Ensuring safe, quality care

All PSWs registered with HSCPOA are held accountable to the Code of Ethics that covers the following categories:

- Honesty & integrity:** Communicate openly and honestly, allowing sharing and collaboration in every situation.
- Privacy & confidentiality:** Be respectful of recipient's privacy and comply with privacy laws and employer policies.
- Professionalism & accountability:** Provide competent, dignified care, maintain appropriate boundaries, collaborate, and behave professionally at all times.
- Respect, dignity & reporting:** Clearly and accurately document care services provided.
- Reciprocal autonomy:** Provide information to enable informed consent and respect personal beliefs.
- Ethical business practices:** Change responsibilities, perform services, report areas of law and/or license overlap, as applicable.
- Care excellence:** Provide care across all settings, roles and display the PSW Visual Mark, if required.
- Tolerance & acceptance:** Respect care recipients' cultural and religious beliefs and do not discriminate against others.

The Code of Ethics is the foundation for HSCPOA's complaints and discipline process.

You can find the full HSCPOA Code of Ethics on [hscpoa.com](https://hscpoa.com) and select Registrants, Code of Ethics.

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# Information Sheets/Handouts

## Why encourage PSWs to apply

Being registered with HSCPOA benefits PSWs, their employers, and protects the public.

- It highlights your commitment to quality care. Encouraging PSWs to register and employ registered PSWs, you ensure your commitment to providing safe, quality, ethical care.
- It makes hiring easier. HSCPOA's online Public Register and Clear PSW logo make the registration requirements, accessible, easy to find, complete or update history, which provides transparency to your clients.
- It makes PSWs accountable. Being registered means PSWs are accountable to HSCPOA for the quality of care services they provide.
- They have registered PSWs are committed to quality care, being registered is voluntary and shows PSWs generally care about providing the public with quality HSCPOA Code of Ethics.
- It's good for PSW registration. If a PSW has their name on the list of registered PSWs, they are held accountable to an oversight body in place to protect the public.
- Registered PSWs can use the HSCPOA Visual Mark. This immediately Public Register, which shows any complaints, discipline history, and any findings on their registration.

For more information on registering with HSCPOA, visit: [hscpoa.com](https://hscpoa.com)

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## Why PSW graduates should apply

Being registered and part of HSCPOA's online Public Register benefits graduates, educators and the public.

- It helps registered PSWs stand out. Registered PSWs can use HSCPOA's Visual Mark to display their commitment to the public and their care. Educators and employers can also use the Visual Mark to identify PSWs who are committed to providing quality care.
- It's good for a registered PSW's overall reputation. Being accountable to HSCPOA's standards, that shows registered PSWs are held accountable and generally care about the appropriate services they provide.
- It's free and voluntary. There is currently no cost to become registered and be part of HSCPOA's Public Register.

**How can PSWs apply?**

Graduates can apply to become registered with HSCPOA through the online registration portal at [hscpoa.com](https://hscpoa.com)

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## Together we're stronger

Our Health Services System Partners

Together we can work towards making Ontario's healthcare system better, stronger and safer for everyone. We're part of improved care for Ontario's residents in their homes, hospitals, long-term care facilities, or other healthcare environments.

The Government of Ontario has established the Health and Supportive Care Providers Oversight Authority (HSCPOA) to regulate and oversee Personal Support Workers (PSWs) to protect the public. It was created through the Health Services System Partners (HSSPs) to ensure the best possible care for our residents and the public who rely on their care.

**6 reasons for PSWs to apply to register with HSCPOA**

- It increases public recognition.** Being registered shows PSWs have met qualifications and are part of a trusted public register.
- It builds the reputation of PSWs.** Being registered shows PSWs are committed to quality care, being registered is voluntary and shows PSWs generally care about providing the public with quality HSCPOA Code of Ethics.
- It helps registered PSWs stand out.** Registered PSWs can use HSCPOA's Visual Mark to display their commitment to the public and their care.
- It's free and voluntary.** There is currently no cost to become registered and be part of HSCPOA's Public Register.
- It makes employment opportunities.** Being registered with HSCPOA shows PSWs are committed to quality care, being registered is voluntary and shows PSWs generally care about providing the public with quality HSCPOA Code of Ethics.
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## Oversight Body vs. Association

What's the difference?

Oversight Body (HSCPOA)	Professional Association (PSWA)
<b>Membership:</b> Open to the public.	Restricted to members.
<b>Accountability:</b> Accountable to the public through the oversight process.	Accountable to members.
<b>Activities:</b> Discipline complaints and enforce regulations for registrants.	Can only help provide resources and advice following self-regulation.
<b>Registration:</b> Requires a registration fee. Only those who meet the minimum requirements and pass the public register can use the HSCPOA Visual Mark.	Can only help provide resources and advice following self-regulation.
<b>Registration fees:</b> Currently, registration is free for all PSWs.	Can only help provide resources and advice following self-regulation.
<b>Registration process:</b> Open to all PSWs, regardless of their current status.	Can only help provide resources and advice following self-regulation.
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For more information about HSCPOA, visit: [hscpoa.com](https://hscpoa.com)

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## Four Pathways to Registration

**Path 1: Ontario PSW Education**  
 Completed Ontario PSW program that meets the Ontario Ministry of Colleges and Universities PSW Standards  
*On or after July 1, 2014*

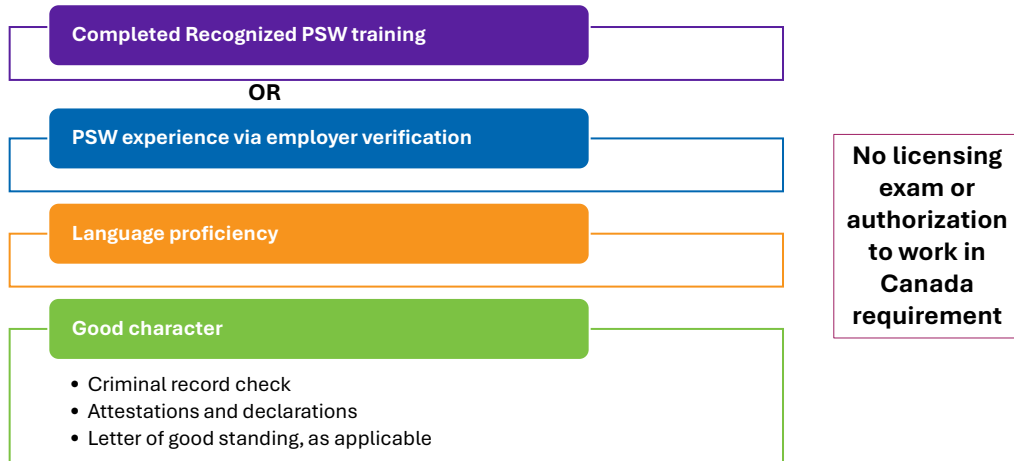
**Path 2: Employed as a PSW in Ontario (legacy pathway)**  
 PSW Work Experience in Ontario  
*Open until December 1, 2027*

**Path 3: Labour Mobility**  
 On a PSW equivalent registry/directory in Canada

**Path 4: Competency Assessment**  
 Domestic or internationally trained



## All Pathways - Registration Requirements



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Find a Registered Personal Support Worker (PSW)

Français Accessibility

PSW Login

Public Applicants Registrants Employers About HSCPOA Contact Us

## We're building a foundation of trust

Protecting the public through registered PSW oversight and accountability.

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### Path 2: Employed as a PSW in Ontario\*

Application Form

- Employed in last three years as a PSW (or equivalent) in Ontario
- [Employer form](#) and must be a 'prescribed employer'
- Two options within Path 2:
  - A. Worked at least 600 hours (includes on the job trained)
  - B. Worked under 600 hours and completed education that was at least 600 hours in duration

\*Path 2 will be open until December 1, 2027

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## Employer Support

- HSCPOA is committed to assisting employers:
  - Completing the [Employer Confirmation and Verification of Skills as a PSW form](#)
  - Ensuring all those eligible become registered
  - Employer Directory
  - [HSCPOA PSW Visual Mark Usage Guide](#)



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The screenshot shows the top navigation bar of the HSCPOA website. The main navigation menu includes: Public, Applicants, Registrants, Employers, About HSCPOA, and Contact Us. The 'Applicants' menu is expanded, showing a list of options: Benefits to Registration, How to become a Registrant, Policies and Forms, and FAQs. The 'FAQs' option is circled in red. A search bar with the text 'Find a Registered Personal Support Worker (PSW)' and a 'PSW Login' button are also visible. The footer contains the HSCPOA logo and name.

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## Call to Action: PSW Employers & Other System Partners

- Inform PSW employees that they can apply now
- Help inspire others and raise awareness – convey the benefits
- Share HSCPOA’s resources widely - [hscpoa.com/promotion](https://hscpoa.com/promotion)
  - Videos via YouTube: Can I Register with HSCPOA, the Benefits, application demos
  - Info sheets/handouts
  - Answers to FAQs, guides
- Consider ways to include a link to on your website: [hscpoa.com](https://hscpoa.com)
- Contact HSCPOA to include a newsletter article
- Contact HSCPOA with questions



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## Thank You!

### Connect with HSCPOA:

General Inquiries: [info@hscpoa.com](mailto:info@hscpoa.com)

How To Apply to Register: [registration@hscpoa.com](mailto:registration@hscpoa.com)

Access Promotional Content: [hscpoa.com/promotion](https://hscpoa.com/promotion)

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# Questions

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