



Health and Supportive Care Providers  
Oversight Authority



# 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, showing courtesy and compassion in every interaction.



### Privacy & confidentiality

Be respectful of recipients' 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.



### Record keeping & reporting

Clearly and accurately document care services provided.



### Recipient autonomy

Provide information to ensure informed consent and respect personal beliefs.



### Ethical business practices

Charge reasonable fees, perform services regardless of fee, and issue receipts, as applicable.



### Clear qualifications

Provide accurate name, role and display the PSW Visual Mark, if requested.



### 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](#).

### Health and Supportive Care Providers Oversight Authority

Quality care is the cornerstone of our healthcare system and PSWs play a critical role. As part of efforts to hire, support and retain the people who provide vital services, the Government of Ontario has created HSCPOA, which offers significant benefits to PSWs, their employers, and the people who count on their care.



Visit: [hscpoa.com/registrants/code-of-ethics](https://hscpoa.com/registrants/code-of-ethics)