



Health and Supportive Care Providers
Oversight Authority

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

Presenters:

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Webinar Content

1. HSCPOA Overview
2. Outreach & Awareness Building
3. How to Become a HSCPOA PSW Registrant
4. Employers of PSWs - Support
5. Next Steps – HSCPOA
6. Call to Action: PSWs, Employers of PSWs, & Other System Partners



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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

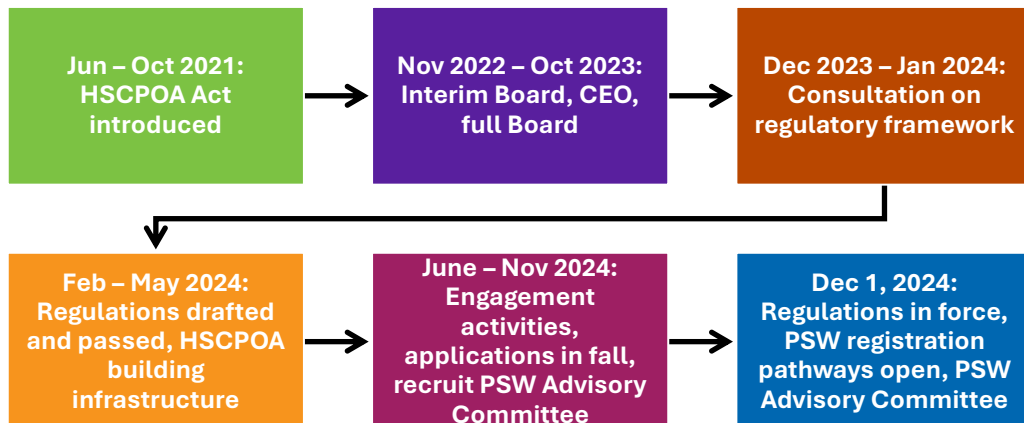
Overarching Mandate: **Public Protection**



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HSCPOA Timeline



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Regulation Approvals

- Regulations passed by government in late May 2024
- Ontario government announcement on June 4th
- Come into force **December 1, 2024**
- HSCPOA can begin registering PSWs on **December 1, 2024**
- Will begin accepting applications online in the fall



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HSCPOA Act Regulations

Health and Supportive Care Providers Oversight Authority Act, 2021, S.O. 2021, c. 27, Sched. 2

Versions

Regulations under this Act

O. Reg. 219/24	COMPLAINTS
O. Reg. 218/24	REGISTER
O. Reg. 217/24	REGISTRATION
O. Reg. 216/24	VISUAL MARKS
O. Reg. 215/24	CODE OF ETHICS
O. Reg. 214/24	PERSONAL SUPPORT WORKER ADVISORY COMMITTEE
O. Reg. 213/24	RULES FOR ADVISORY COMMITTEES
O. Reg. 212/24	DISCIPLINE AND APPEALS
O. Reg. 211/24	FUNDING FOR THERAPY AND COUNSELLING



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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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Significant Difference: HSCPOA Vs. Prior PSW Registry Attempts

- 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’s Public Register



Registrant Information

Find the name, gender, languages spoken, and employment details of every HSCPOA PSW registrant. Personal contact details are not included.



Registration Status

Active or inactive and if registration has been suspended or revoked, or has any terms, conditions or limitations.



Conduct History

Any complaints and disciplinary actions taken by HSCPOA, and other regulatory bodies, as well as relevant charges of convictions for certain offences.



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Public Register

> HSCPOA Public Register Definitions

Our Public Register allows anyone to confirm whether a Personal Support Worker (PSW) is registered with the Health and Supportive Care Providers Oversight Authority (HSCPOA) in Ontario. The Public Register includes registration information, language of services, concurrent registration in another profession/jurisdiction, and any complaints and/or discipline history.

Search by first name, last name, HSCPOA registration number, employer name, or city. If you are unable to access the Public Register or need more information, contact: registration@hscpoa.com

While HSCPOA does validate some information provided by registrants, the information on the Public Register is only as accurate and timely as what is reported to us.

First Name Last Name Registration Number

City Employer Name Search by previous employer

Other Important Information ▲ Discipline Committee Outcomes !

Registrant	Class	Status	Effective	Expires	Primary Employer
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Employer Directory

- Employer directory being implemented
- Information resembles Public Register
- Employers can more easily confirm if PSW employees are registered with HSCPOA
- [Subscribe to receive 'HSCPOA News'](#) - watch for instructions to access the employer directory



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Voluntary Registration

- For now, registration as a PSW 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
- The Ontario health care sector wants oversight of PSWs
- There is **value** in voluntary registration, [refer to FAQs](#)



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Apply Upon Opening - Be a Trailblazer!

- The best way to demonstrate the support of the regulation of PSWs in Ontario is by becoming registered on **December 1, 2024**, and encouraging others to register
- Becoming registered shows a PSW's commitment to safe, quality, ethical care
- Be a trailblazer and help inspire others!



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What's in it for Me?

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 Me?

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.



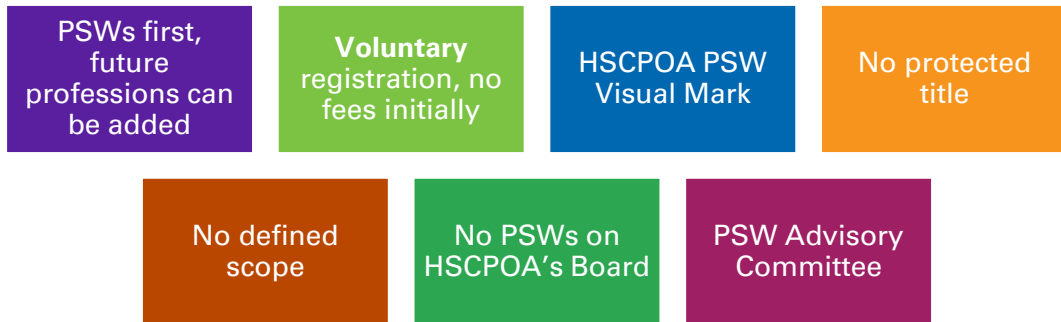
It's Free and Voluntary

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



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Differences from Other Regulatory Bodies



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HSCPOA Value

Recognizes the important role of PSWs

Protecting the public through PSW oversight and accountability

Transparency through the Public Register

Strengthens health human resources oversight

Establishes consistency of education and training requirements

Safe, ethical, quality care



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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

The image displays three informational handouts from the Health and Supportive Care Providers Oversight Authority (HSCPOA). Each handout features the HSCPOA logo and a photograph of a caregiver assisting an elderly person.

- Handout 1: 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.
 - Key points:**
 - Maintaining an online Public Register with easy-to-find information about all registered PSWs in Ontario.
 - Pressing the public by addressing complaints, providing dispute resolution, and overseeing disciplinary procedures.
 - Establishing consistency in education, training and competency requirements.
 - Authorizing qualified PSWs to use the Visual Mark to show they are registered with HSCPOA.
 - Holding registrants accountable to a Code of Ethics.
 - Enhancing public trust in registered PSWs and respect for the work they do.
 - For more information, visit:** hscpoa.com
- Handout 2: How can I apply to register?**
 - There are 4 pathways to becoming a HSCPOA registrant; see which one is right for you.***
 - Path 1: Ontario education**
 - Apply to be the graduate of an accredited PSW program in Ontario.
 - Can show to HSCPOA registration of an Ontario PSW program.
 - Can show to HSCPOA registration of an Ontario PSW program.
 - Can show to HSCPOA registration of an Ontario PSW program.
 - Path 2: Ontario work experience**
 - Have worked as a PSW in Ontario in the last 3 years.
 - Can provide documentation of work experience.
 - Can provide documentation of work experience.
 - Can provide documentation of work experience.
 - Path 3: Labour mobility**
 - Are registered elsewhere as a PSW in a Canadian province or territory outside Ontario in the last 3 years.
 - Can provide documentation of registration.
 - Can provide documentation of registration.
 - Can provide documentation of registration.
 - Path 4: Competency assessment**
 - Are not currently eligible for another regulated pathway, but have completed a HSCPOA program under a license that is not currently in force.
 - Can show to HSCPOA registration of a HSCPOA program.
 - Can show to HSCPOA registration of a HSCPOA program.
 - Can show to HSCPOA registration of a HSCPOA program.
 - To apply, please visit:** hscpoa.com and select "Applicants."
 - *See hscpoa.com for further information about each of these registration pathways.**
- Handout 3: How registering benefits you**
 - 6 reasons to apply to register with the Health and Supportive Care Providers Oversight Authority (HSCPOA):**
 - Trust, respect and recognition. Personal support workers are the largest group of unregulated health care providers. Being registered shows you to the public that you are committed to protecting the public by being held accountable for safe, quality, efficient care.
 - More employment opportunities. Being on our Public Register means employers and the public can easily find you in a list of qualified, registered PSWs. Employers may prefer to hire HSCPOA registered PSWs.
 - You can use the HSCPOA Visual Mark. Colleagues, employers and residents of your services will immediately recognize you as a PSW registered with HSCPOA.
 - It's free and voluntary. There is currently no cost to become registered and to use the HSCPOA Public Register.
 - It makes you stand out. Being registered demonstrates you from unregistered PSWs who are not accountable to an oversight body.
 - To register or get more information, visit:** 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 limitations on their registration

The Visual Mark inspires confidence. It demonstrates to recipients of PSW services 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

Health and Supportive Care Providers Oversight Authority
Quality care in the care of you. Our Registrants and PSWs play a critical role in the care of you. We are committed to providing safe, quality and ethical care. The Government of Ontario has licensed HSCPOA, which allows registered PSWs to provide care to you, their employers, and the people who count on their care.

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:** Find the name, gender, languages spoken, and business details of every HSCPOA registrant.
- Registration status:** Find out if a registered PSW is in good standing with HSCPOA, or if their registration has been suspended or restricted, or has any terms, conditions or limitations on their registration.
- Conduct history:** View 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 PROVIDERS:** Find registered PSWs in your area; hire an registered PSW and make informed decisions about your care or the care of someone close to you.
- EMPLOYERS:** A great first-screening tool to identify registered PSWs who have the educational requirements and are accountable to HSCPOA.
- THE PUBLIC:** Educated registration, demonstrated compliance, and the public that you are committed to safe, quality ethical care.

For more information, visit: 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, showing candour and transparency in every interaction.
- Privacy & Confidentiality:** Be respectful of recipient privacy and comply with privacy laws and employer policies.
- Professionalism & Accountability:** Provide competent, dignified care, maintain appropriate boundaries, take breaks, and behave professionally at all times.
- Record Keeping & Reporting:** Clearly and accurately document care services provided.
- Ethical Business Practices:** Obey regulations/laws, practice various ages/laws of law, and cause no harm, as HSCPOA.
- Recipients Autonomy:** Provide information, consult informed consent and respect personal beliefs.
- Tolerance & Acceptance:** Respect care recipients' cultural and religious beliefs and do not discriminate against others.
- Clear Qualifications:** Provide accurate name, role and display the PSW Visual Mark, if requested.

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 and select Registrants, Code of Ethics.

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Why encourage PSWs to apply

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

- It highlights your commitment to quality care.
- It demonstrates your commitment to providing safe, quality and ethical care.
- It allows you to be found on HSCPOA's Public Register, which will show any complaints, discipline history, and any limitations on their registration.
- It provides a clear path to becoming a registered PSW.
- It provides a clear path to becoming a registered PSW.

For more information on the Visual Mark, and about registering with HSCPOA, visit: 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 provides a clear path to becoming a registered PSW.
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- It provides a clear path to becoming a registered PSW.

How can PSWs apply?
Outtakes can apply to become registered with HSCPOA through the online application portal at: hscpoa.com

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Information Sheets/Handouts

Together we're stronger

Ontario's Healthcare System Partners

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

The Government of Ontario is committed to making Ontario's healthcare system better, stronger and safer for everyone. Be part of improved care for Ontario's residents in their homes, hospitals, long-term care facilities, or other healthcare environments.

6 reasons for PSWs to apply to register with HSCPOA

- It increases public recognition:** Being registered shows PSWs have the training and requirements to quality care.
- It allows them to be found on HSCPOA's Public Register:** PSWs registered with HSCPOA can be found on HSCPOA's Public Register.
- It helps registered PSWs stand out:** Registered PSWs can be found on HSCPOA's Public Register.
- It provides a clear path to becoming a registered PSW:** Registered PSWs can be found on HSCPOA's Public Register.
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- It provides a clear path to becoming a registered PSW:** Registered PSWs can be found on HSCPOA's Public Register.

For more information, visit: hscpoa.com

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Oversight Body vs. Association

What's the difference?

Oversight Body (HSCPOA)	Professional Association (PSWA)
Registration: Mandatory for all PSWs providing care to the public.	Registration: Mandatory for all PSWs providing care to the public.
Accountability: Accountable to the public and the Government of Ontario.	Accountability: Accountable to the public and the Government of Ontario.
Quality: Accountable to the public and the Government of Ontario.	Quality: Accountable to the public and the Government of Ontario.
Enforcement: Accountable to the public and the Government of Ontario.	Enforcement: Accountable to the public and the Government of Ontario.
Transparency: Accountable to the public and the Government of Ontario.	Transparency: Accountable to the public and the Government of Ontario.
Accessibility: Accountable to the public and the Government of Ontario.	Accessibility: Accountable to the public and the Government of Ontario.

For more information, visit: hscpoa.com

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You Can Help Build Awareness

- Please convey the benefits of PSW registration with HSCPOA
- Consider ways to include a link to: hscpoa.com
- Contact HSCPOA to include a newsletter article
- Share HSCPOA's resources - info sheets/handouts, FAQs, guides, and more
- Access other promotional Content: hscpoa.com/promotion



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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

Path 2:

Employed as a PSW in Ontario (legacy pathway)

PSW Work Experience in Ontario

Path 3:

Labour Mobility

On a PSW equivalent registry/directory in Canada

Path 4:

Competency Assessment

Domestic or internationally trained



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All Pathways - Registration Requirements

Completed Recognized PSW training

OR

PSW work experience via employer verification

Language proficiency

Good character

- Criminal record check
- Attestations and declarations
- Letter of good standing, as applicable

No licensing exam or authorization to work in Canada requirement



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Path 1: Completed Ontario PSW Education

- Graduates from Ontario PSW programs
- PSW education completed on/after July 1, 2014*, from:
 - Indigenous Institutions
 - District School Boards
 - Colleges of Applied Arts and Technology
 - Private Career Colleges



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Path 2: Employed as a PSW in Ontario*

- 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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Educated in Ontario AND Employed as a PSW in Ontario

Applicants who are:

- Graduates from Ontario PSW programs on or after July 1, 2014, **AND**
- Employed as a PSW in Ontario in last three years



Apply through **Path 1:** Completed Ontario PSW Education



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Path 3: Labour Mobility

Currently registered with:

- British Columbia Care Aide & Community Health Worker Registry
 - Alberta Health Care Aide Directory, OR
 - Nova Scotia Continuing Care Assistant Registry
- Provided PSW care within three years before application



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Path 4:

Competency Assessment

- Completed PSW education outside Ontario - at least 600 hours
- No Ontario PSW work experience within last three years
- Includes:
 - Internationally educated, **OR**
 - Canadian trained outside Ontario - not eligible for Labour Mobility registration pathway
- Determines equivalence to graduates of Ontario PSW programs
- Recognition of nurses policy being considered



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Documentation – All Applicants

- ✓ [Language Proficiency](#), as per policy
- ✓ Government-issued photo ID
- ✓ Headshot photo, confirms ID
- ✓ [Criminal Record & Judicial Matters Check \(CRJM\)](#), as per policy
- ✓ Name Change documentation, if applicable
- ✓ [Letter of Standing](#), from another regulatory body, if applicable



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Documentation – Pathway Dependent

- Path 1 ✓ Certificate/diploma demonstrating completion of PSW program
- Path 2 Option B ✓ Transcript from PSW education program
- Path 4
- Path 2 Option A, B ✓ [Confirmation of Employment and PSW Skills Form](#)
- Path 3 ✓ Confirmation of active registration with another Canadian health care aide/continuing care assistant directory/registry



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More Registration Information

We're building a foundation of trust

Protecting the public through PSW
oversight and accountability.

About Us →

Registration Information →



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Answers to your Questions (FAQs)

Visit hscpoa.com



Applicants ▾



FAQs



Answers to Frequently Asked Questions (FAQs) —



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Next Steps - HSCPOA

- Outreach and engagement activities **continued**
- Competency assessment development **in progress**
- Begin **receiving applications** for registration **in fall**
- Expressions of interest for PSW Advisory Committee **in fall**
- Register eligible PSWs beginning **December 1, 2024**



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Call to Action: PSWs, Employers of PSWs, & Other System Partners

- Keep informed – visit hscpoa.com
- Ensure PSWs know what to expect beginning **Dec 1, 2024**
- Help inspire others & raise awareness – convey benefits
- Share HSCPOA's resources - info sheets/handouts, FAQs, guides, and upcoming videos
- Access Promotional Content: hscpoa.com/promotion
- Watch for updates
- Contact HSCPOA with questions



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Thank You!

Connect with HSCPOA:

General Inquiries: info@hscpoa.com

How To Apply to Register: registration@hscpoa.com

Access Promotional Content: hscpoa.com/promotion

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