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Sent: February 5, 2025 11:54 AM
To: Lisa Gibson <lisa.gibson@hscpoa.com>
Subject: HSCPOA News

Information from HSCPOA



Health and Supportive Care Providers
Oversight Authority



HSCPOA News

Official publication of the
Health and Supportive Care Pro
Oversight Authority

HSCPOA eNewsletter | Volume 2 - Issue 1 - February 2025

‘HSCPOA News’ is our **online** newsletter. HSCPOA will provide registrants, the public and others with information needed to stay-up-to-date on oversight matters related to personal support workers registered with HSCPOA. Each issue contains information on oversight activities and guidance.



Latest News - An overwhelmingly positive response!

Since opening December 1, 2024, over 900 PSWs have registered! An additional **2,200+** people have set-up application profiles. [Register now](#)

The Ontario Personal Support Workers Association (OPSWA) has endorsed the government of Ontario's establishment of HSCPOA - [Full statement](#)

HSCPOA is pleased to welcome [OPSWA members](#) to HSCPOA's PSW Application process! PSWs are vital members of Ontario's health care system. Most OPSWA members can apply for registration with HSCPOA through either [Path 1](#) or [Path 2](#). Each OPSWA member must set up an account and apply directly to HSCPOA through the [online application form](#).

CUPE Petition

You may have seen a petition being circulated by the Canadian Union of Public Employees (CUPE) that raises concerns about the oversight of Personal Support Workers (PSWs) in Ontario. CUPE's statements include misinformation about the Health Supportive Care Providers Oversight Authority (HSCPOA) and the legislation governing PSWs. HSCPOA has written to CUPE to correct these inaccuracies and has reached out several times to CUPE requesting a meeting to discuss their concerns. HSCPOA has received no response from CUPE.

In the interest of ensuring that PSWs and the public have access to accurate information about the oversight of

PSWs in Ontario and are not confused by CUPE's communications, we are sharing the letter we sent to CUPE:

[Follow-up to HSCPOA Response to CUPE Petition.](#)

If you have any questions about HSCPOA, the legislation governing PSWs or how to register with HSCPOA please contact HSCPOA at info@hscpoa.com or visit our website at hscpoa.com

There are many advantages for PSWs seeking registration with HSCPOA:

Be a Trailblazer!

PSWs registered with HSCPOA demonstrate their accountability to deliver safe, quality, ethical care and help shape the future PSW regulation. Apply for [Registration Now & Inspire Confidence.](#)

Public Advantage

Promotes public trust and improved quality of care.

Ontarians in their homes, hospitals, long-term care facilities, retirement homes, or other environments where care is provided, can expect HSCPOA registered PSWs to provide safe, quality, ethical, accountable care ...[more](#)

Improves confidence by enabling care recipients to recognize PSWs registered with HSCPOA, through the [HSCPOA PSW Visual Mark.](#)

Ensures all PSWs registered with HSCPOA are held accountable to HSCPOA's Code of Ethics... [more](#)

Enables those that have a concern regarding the conduct or behaviour of a HSCPOA registered PSW, to have the option to submit a complaint through HSCPOA's Complaints Process...[more](#)

PSW Employers' Advantage

Employers can confirm that a PSW is registered with HSCPOA in good standing, by searching [HSCPOA's online Public Register of PSWs](#)...[more](#)

The secure [Employer Directory](#) helps approved employer representatives find out if their PSW employees are registered with HSCPOA and easily download a report. Employers can sign up now...[more](#)

PSW Educators' Advantage

Newly graduated PSWs can register with HSCPOA now, and at no cost. [Register now.](#)

Share 'How to Register with HSCPOA' videos

[How to Register with HSCPOA](#)

[How Registering with HSCPOA Benefits You](#)

[Path 1: Ontario PSW Education](#)

[Path 2: Employed as a PSW in Ontario](#)

[Path 3: Labour Mobility](#)

[Path 4: Competency Assessment](#)...[more](#)





Answers to FAQs

To ensure that you have the latest, accurate information about HSCPOA, please access HSCPOA's website often.

Find [answers to commonly asked questions](#) about HSCPOA, the [benefits of registration](#) how to [apply](#) for registration and more.

General Questions 'Applicants': [Answers](#)

Complaints Process Questions 'Public': [Answers](#)

Complaints Process Questions 'Registrants': [Answers](#)



Registration

As of December 1, 2024 HSCPOA began registering eligible PSWs.

There are currently four pathways to become a PSW registrant with HSCPOA and a Recognition of Nurses and Midwives Policy. [Select the registration pathway that applies to you...more](#)

HSCPOA's Registration Process is Easy. View Instructional Videos when applying [Accessible via each Path web page](#).

HSCPOA PSW Visual Mark

The HSCPOA PSW Visual Mark immediately IDs a registered PSW who is accountable for safe, quality, ethical care. It is only available to HSCPOA PSW registrants...[more](#)

HSCPOA Code of Ethics

All PSWs registered with HSCPOA are held accountable to [HSCPOA's Code of Ethics](#)...[more](#)



HSCPOA Webinar & Promotion

In case you missed it - Watch and share our Info Webinar:

[Introduction to HSCPOA - Registration & Oversight of Registered Personal Support Workers \(PSWs\) in Ontario.](#)

[View Webinar Recording \(2024\)](#)

[View Presentation Slides](#)

[View Answers to Frequently Asked Questions](#)

Share [HSCPOA's Promotional Content](#);

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- Link to HSCPOA's website from yours
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- HSCPOA Speaker Request Form
- Videos - How to Register with HSCPOA | Benefits
- Information Sheets/Handouts...[more](#)

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Follow [Facebook](#) | [LinkedIn](#) and subscribe to HSCPOA's [YouTube channel](#). Through our [social media](#) platforms, HSCPOA intends to connect with PSWs and others to share information, and updates...[more](#)



[How to
Become a
Registrant](#)

[Benefits to
Registration](#)

[Employers](#)

[Code of
Ethics](#)

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Health and Supportive Care Providers
Oversight Authority

The Health and Supportive Care Providers Oversight Authority (HSCPOA) has a mandate to register and provide oversight of registered personal support workers (PSWs) and other potential classes of registrants that may be prescribed by Ontario's government in future regulations. This falls under the new *Health and Supportive Care Providers Oversight Authority Act, 2021*. This new legislation implements a new regulatory approach for the oversight of individuals providing health and supportive care services, beginning with PSWs in Ontario.

HSCPOA | The Health and Supportive Care Oversight Authority (HSCPOA) is a virtual organization without a physical office location. Please contact us by email for any inquiries.

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