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Information from HSCPOA



Health and Supportive Care Providers
Oversight Authority



HSCPOA News

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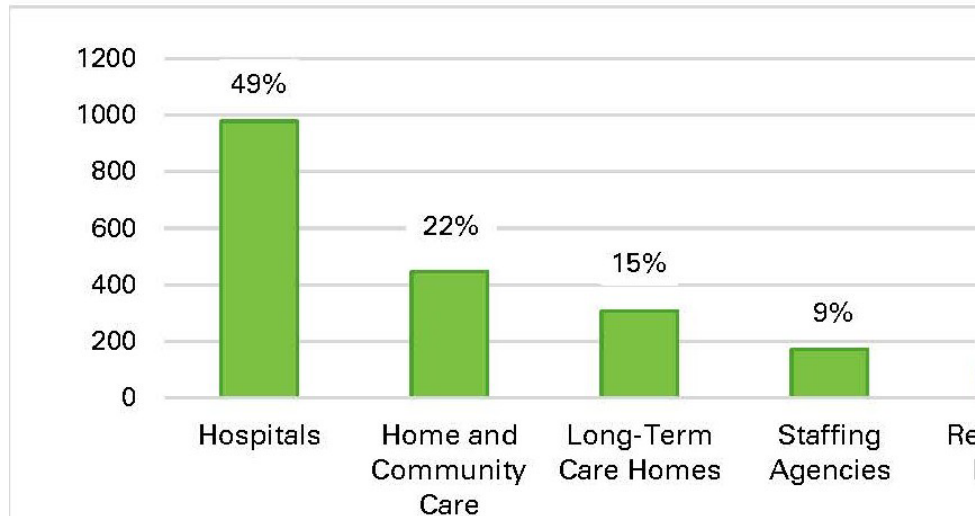
‘HSCPOA News’ is our **online** newsletter. HSCPOA will provide registrants, the public and others with information needed to stay-up-to-date on oversight matters related to personal support workers registered with HSCPOA. Each issue contains information on oversight activities and guidance.



Latest News - Registered PSWs Update

Since opening December 1, 2024, over 3,000 PSWs have registered! An additional **3,900+** people have set-up application profiles. **Spread the news & [apply now!](#)**

Employment Settings of HSCPOA Registered PSWs



Reports and Accountability

HSCPOA transparently communicates information about our processes and the reasons behind them. Regulating through transparency is a key principle in providing effective oversight of registered PSWs in Ontario.

HSCPOA has submitted its first annual [Fair Registration Practices \(FRP\) Report](#) to the Office of the Fairness Commissioner (OFC). The report covers January 1 to December 31, 2024.

HSCPOA Board Meeting Highlights

Following each meeting highlights are published on the [Board Meetings](#) web page. Access the latest: [Board Meeting Highlights: March 26, 2025](#).

OPSWA Members

HSCPOA continues to welcome [OPSWA members](#) to HSCPOA's PSW Application process. PSWs are vital members of Ontario's health care system. Most OPSWA members are eligible to 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](#).

Employer Directory – Reminder to access this tool, available to approved representatives

Employers can sign-up anytime to access a secure Employer Directory to easily find out if their PSW employees are registered with HSCPOA. The information in the Employer Directory is identical to what is available on HSCPOA's Public Register of PSWs, but creates a downloadable report... [more](#)

Engagement with Ontario System Partners

HSCPOA continues its engagement with system partners throughout the province. We have attended meetings and presented virtually to several organizations, including PSW employers, PSW educators, associations, Ministry of Health, Ministry of Long-Term Care, and association groups. In-person conference presentations have been delivered to the Ontario Community Support Association (OCSA), Home Care Ontario, CESBA (district school boards), and AdvantAge Ontario, with an upcoming

presentation in May to the Ontario Association of Independent Living Service Providers.

To request a HSCPOA speaker for your upcoming meetings and events, [please complete our speaker request form](#).

NEW Videos ‘About HSCPOA’ - Please continue to share with your networks to increase awareness and understanding

Access videos from [HSCPOA’s YouTube channel](#) or HSCPOA’s website [promotion page](#):

Main

[About HSCPOA – Protecting the public through Personal Support Worker \(PSW\) Registration, Oversight and Accountability.](#)

Shorts series

[HSCPOA’s Public Register of PSWs](#)

[Ontario Personal Support Worker \(PSW\) Education and Skills-Based Qualifications](#)

[HSCPOA’s Code of Ethics](#)

[Standardized Complaints Process – Fair and Transparent](#)

[HSCPOA PSW Visual Mark](#)

[HSCPOA: Enhancing Public Trust – Building Trust in Accountable Health and Supportive Care in Ontario](#)

HSCPOA registrants are encouraged to use the HSCPOA PSW Visual Mark to easily identify they are registered and held accountable to [HSCPOA’s](#)

[Code of Ethics](#). To learn more, PSWs and employers can refer to [HSCPOA's PSW Visual Mark Usage Guide...](#) [more](#)

Advantages for PSWs seeking HSCPOA registration

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 fair and transparent 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](#) or the Employer Directory...[more](#)

PSW Educators' Advantage

Educators can showcase their program's eligibility for registration and encourage newly graduated PSWs to [register with HSCPOA now](#), and at no cost.

Share videos - 'How to Register with HSCPOA'

[How to Register with HSCPOA](#)

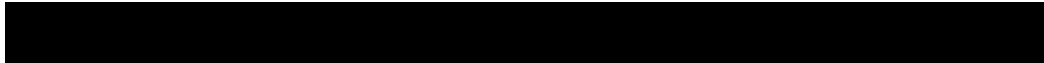
[How Registering with HSCPOA Benefits You](#)

[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

For the latest, accurate information about HSCPOA, please access HSCPOA's website often. Find [answers to commonly asked questions](#), 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 HSCPOA's detailed Application Guide for PSWs, and Instructional Videos when applying [accessible via each Path web page](#).



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.](#)

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

[access from hscpoa.com/promotion](https://hscpoa.com/promotion)

- Link to HSCPOA's website from yours
- Highlight HSCPOA in eNewsletters and materials
- HSCPOA Speaker Request Form
- Videos - How to Register with HSCPOA, Benefits and About HSCPOA series
- Information Sheets/Handouts...[more](#)

Follow and share posts and videos

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](#)

[About
HSCPOA](#)

Learn More, Visit: hscpoa.com



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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