



## WHO WE ARE

The Health and Supportive Care Providers Oversight Authority (HSCPOA) is a **new regulatory body in Ontario** established by the Government of Ontario with a mandate of public protection. Through our legislative authority under the [HSCPOA Act, 2021](#), HSCPOA regulates (oversees) registered Personal Support Workers (PSWs), and other potential classes of registrants, delivering health and supportive care services in Ontario.

**HSCPOA began registering eligible PSWs on December 1, 2024, once the regulations under the *HSCPOA Act, 2021*, came into force. Registration with HSCPOA is currently voluntary for PSWs in Ontario.**

The Ontario Ministry of Health (MOH) has initially made PSW registration with HSCPOA voluntary to avoid any unintended consequences or disruptions in the health care system and the PSW supply in Ontario. In the future, PSW registration may become mandatory in Ontario, based on MOH decision-making. Despite a voluntary approach to PSW registration with HSCPOA, there are many [Benefits to Registration](#), including no current fees to apply and become a registered PSW with HSCPOA.

HSCPOA has established education and skills-based qualifications that PSW applicants must meet prior to becoming registered. HSCPOA registered PSWs are held accountable for safe, quality, ethical care in alignment with [HSCPOA's Code of Ethics](#).

## COMMITTED TO PROTECTING THE PUBLIC

The public can be confident that HSCPOA registered PSWs deliver safe, quality, ethical, and accountable care. [HSCPOA's Code of Ethics](#) lays the foundation for HSCPOA's complaints process. While it is expected that the majority of PSWs registered with HSCPOA will deliver safe, ethical, and competent care, HSCPOA provides a fair and transparent complaints process to accept complaints from anyone who has concerns about the care they received from a PSW registered with HSCPOA.

Learn more at, [About HSCPOA – Who We Are and What We Do](#) and answers to common [Frequently Asked Questions from Applicants](#), and from [Employers](#).



## ACCOUNTABILITY

HSCPOA is [accountable](#) to the public and to the Ontario Ministry of Health. To demonstrate accountability to all system partners and build confidence in our work, 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.

### Our work involves the following:

- ✓ Implementing a system of checks and balances to ensure all PSWs registered with HSCPOA have met the minimum requirements for registration;
- ✓ Maintaining an accurate and accessible online [Public Register of PSWs](#) registered with HSCPOA;
- ✓ Establishing a [HSCPOA Code of Ethics](#) that all PSWs are held accountable to;
- ✓ Providing a fair and transparent complaints process to address public concerns about the health and supportive care services provided by a PSW registered with HSCPOA;
- ✓ Requiring PSW registrants to annually renew their registration with HSCPOA, and
- ✓ Requiring PSW registrants to adhere to continuous quality improvement requirements (pending regulation passing).

## QUICK FACTS

- ✓ HSCPOA is governed by a [Board of Directors](#).
- ✓ HSCPOA's mandate is [public protection](#).
- ✓ Since opening December 1, 2024, **over nearly 5,700 PSWs have registered with HSCPOA! An additional 6,000+ people have set-up application profiles.**
- ✓ HSCPOA is building a foundation of trust as we continue to focus on accountable health and supportive care in Ontario – view [Promotional Material](#) | [Facebook](#) | [LinkedIn](#) | [YouTube Videos](#).

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

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