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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 5 - October 2025

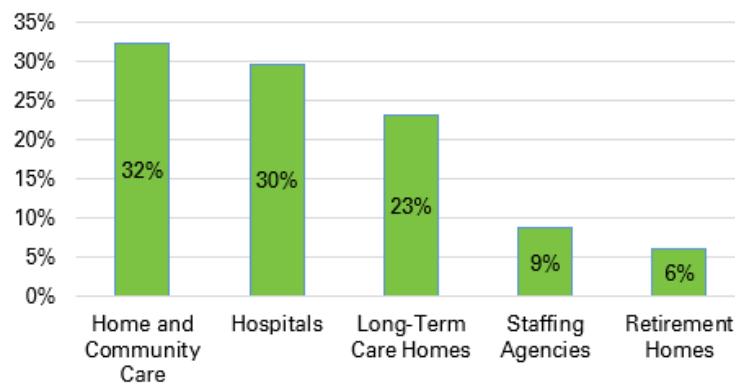
The Health and Supportive Care Providers Oversight Authority (HSCPOA) is a **new regulatory body in Ontario** established by the Government of Ontario with a mandate of public protection. Through our legislative authority under the [HSCPOA Act, 2021](#), HSCPOA regulates (oversees) registered Personal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

PSWs are held accountable for safe, quality, ethical care in alignment with [HSCPOA's Code of Ethics](#). Through our online newsletter, HSCPOA will provide registrants, the public and others with information needed to stay-up-to-date on oversight matters related to PSWs registered with HSCPOA. Each issue contains information on oversight activities and guidance.



Latest News - Registered PSWs Update

Since opening December 1, 2024, over 6,100 PSWs have registered! An additional **6,700+** people have set-up application profiles. **Spread the news & [apply now!](#)**



HSCPOA Board Meeting Highlights

Following each meeting, highlights are published on the [Board Meetings](#) web page. Access the latest: [Board Meeting Highlights - September 15, 2025](#).

Registration with HSCPOA for PSWs Employed in Long-Term Care Settings

Most PSWs working in LTC are eligible for registration with HSCPOA under [Path 1](#) or [Path 2](#). Those eligible under [Path 2: Employed as a PSW in Ontario](#) are not required to go back to school/retrain if they become registered with HSCPOA by December 1, 2027. Once registered with HSCPOA, individuals are 'future-proofed' and can continue working in LTC beyond December 1, 2027, when Path 2 closes...[more](#)

Raising PSW Awareness of HSCPOA!

Thanks to York Region (The Regional Municipality of York) for hosting a Long-Term Care Job Fair on Oct 16, 2025. Many PSWs that visited our booth are now aware of HSCPOA and the benefits of becoming registered. Our work continues...please help us spread the word... Visit hscpoa.com for more information.

Engagement with Ontario Health System Partners Continues

HSCPOA's outreach activities continue. Our small but mighty team have attended in-person meetings/events and presented virtually to several organizations, including PSW employers, PSW educators, associations, Ministry of Health, Ministry of Long-Term Care, and association groups.

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

Unauthorized Persons

On occasion, individuals who are not Personal Support Workers (PSWs) registered with HSCPOA claim that they are. This is illegal. Only PSWs registered with HSCPOA can represent or hold themselves out as being a PSW registrant of HSCPOA or use the [HSCPOA PSW Visual Mark](#) or other identifier established by HSCPOA.

HSCPOA has developed a page on its website that lists people that HSCPOA is concerned may be holding themselves out as being registered with HSCPOA. The page can be found here: [“Unregistered people claiming to be a PSW registrant with HSCPOA”](#).

If you have information to suggest that anyone else is claiming to be a PSW registered with HSCPOA and is not, or you require assistance accessing HSCPOA's [Public Register of PSWs](#), please contact HSCPOA at: registration@hscpoa.com or by phone at: 647-354-5446. HSCPOA's online [Public Register of PSWs](#) is the only accurate way to verify an individual's current HSCPOA registration status...[more](#)

HSCPOA News eNewsletters

In case you missed it – read previously distributed ‘HSCPOA News’ issues published on HSCPOA's website | [Publications and Promotions](#) page.

HSCPOA 2025-2027 Strategic Framework Report

[HSCPOA's 2025-2027 Strategic Plan Framework report](#) includes an overview of HSCPOA's mandate and purpose (our vision for impact), governance philosophy and approach, shared organizational values, 5 Strategic Pillars, our Critical Outcomes, Operational Outcomes and Enabling/Capacity Building Goals and how we will measure our performance... [more](#)

OPSWA Members

Please continue to share this newsletter if you know somebody that may be interested in receiving information about HSCPOA, how to register, and learning more about the benefits of registration with HSCPOA.

HSCPOA has received several questions about how to apply for PSW registration through HSCPOA's legacy pathway, ‘[Path 2: Employed as a PSW in Ontario](#)’ if they were educated as a PSW before July 1, 2014. This has been addressed in our [How to Apply FAQs](#).

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](#).

Attention: PSWs Registered with HSCPOA

Keep your HSCPOA registrant profile up to date! Login to your HSCPOA registrant profile within 30 days of any changes to update your personal and employment contact information. Learn more about the information appearing on [HSCPOA's Public Register of PSWs](#).

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](#)

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](#)





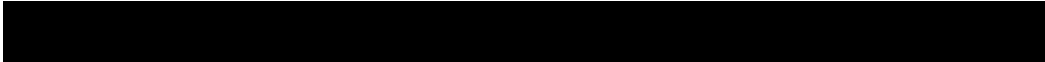
Answers to FAQs

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](#).

Information about HSCPOA's Registration [Pathway 2: Employed as a PSW in Ontario...more](#)

Registration with HSCPOA for PSWs Employed in Long-Term Care Settings...[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.](#)

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

[access from 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.

Please DO NOT Unsubscribe if you are a HSCPOA registrant. If HSCPOA registered Personal Support Workers 'unsubscribe from this list', you will be contacted by HSCPOA to re-subscribe'. All PSW registrants are required to receive information from HSCPOA regarding annual registration renewal, and other important guidance and program updates. HSCPOA works on the assumption that our registrants get all our emails. We strive to keep communications relevant and to a minimum. Thank you.

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.

Health and Supportive Care Providers Oversight Authority (HSCPOA) PO Box 27026, RPO Clair,
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