



Policy Title: ANNUAL RENEWAL EXTENSION REQUESTS		Policy Section: REGISTRATION	Policy Number: REG-300
Approved By: Trevor Lee, CEO	Date Approved: December 10, 2025	Date Reviewed/Revised:	

PURPOSE

All Personal Support Workers (PSW) registered with the Health and Supportive Care Providers Oversight Authority (HSCPOA) must renew their registration annually to remain an active registrant. HSCPOA's Certificates of registration automatically expire on April 1st annually, unless the PSW registrant has renewed their registration or they have been granted a renewal extension.

HSCPOA PSW registrants may be granted an extension to submit their annual renewal form if challenging circumstances arise, as outlined in this policy.

BACKGROUND

Annual renewal helps HSCPOA to perform its overall oversight/regulatory functions like maintaining the online [Public Register of PSWs](#). When PSW registrants renew, they provide HSCPOA with information about their contact details and their work as a PSW. HSCPOA analyzes this information and shares it anonymously with the Ontario Ministry of Health and other system partners who require or are interested in information about Ontario's HSCPOA registered PSWs. Completing HSCPOA's annual renewal demonstrates a registered PSW's ongoing commitment to provide safe, quality, ethical, and accountable PSW care as outlined in HSCPOA's [Code of Ethics](#).

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POLICY

HSCPOA is committed to supporting PSW registrants who are encountering challenging circumstances that limit their ability to renew their registration by the March 31st deadline date. In doing so, PSW registrants may request an extension to renew their registration of up to 30 days, or by end of day on April 30th, if one or more of the following circumstances exist:

- current hospitalization,
- prolonged illness,
- disability,
- bereavement,
- personal hardship, or
- Other circumstances that may limit the PSW registrant's ability to complete their annual renewal by the annual deadline of March 31st.

HSCPOA's Chief Executive Officer, or designate (e.g., Registration Manager) will consider requests to grant annual renewal extensions within the established criteria of this policy. Additional time beyond the 30-day standard annual renewal extension may be granted, based on the PSW registrant's individual circumstances.

PROCEDURE

1. PSW registrants seeking an extension to complete their annual renewal may submit a request in writing by completing [HSCPOA's Annual Renewal Extension Request Form](#) or equivalent information via email to: registration@hscpoa.com.
2. Extension requests must be received by HSCPOA at least five (5) business days before the March 31st annual renewal deadline date. If circumstances exist that prevent a PSW registrant to make a renewal request within these timelines, exceptions will be considered on a case-by-case basis.

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3. The written request should include the following:
 - a. The PSW registrant's name,
 - b. HSCPOA PSW registrant ID number,
 - c. The reason for the extension request, and
 - d. Any additional information that may support the annual renewal extension request (e.g., doctor's note).
4. HSCPOA's Registration Program staff will review all requests for renewal extensions to ensure sufficient information has been received.
5. HSCPOA will notify the PSW registrant by email within three (3) business days, confirming receipt of their annual renewal extension request and whether any additional information is required.
6. HSCPOA's CEO (or designate) will review the annual renewal request and decide whether to grant or refuse the request.
7. If a request is made for a longer annual renewal extension beyond April 30th, the request may be considered, based on the information provided.
8. The PSW registrant will be notified in writing, within five (5) business days of their annual renewal extension request decision.
9. When an annual renewal extension is granted, if the PSW registrant requires an additional extension, they must submit another written request.
10. If a PSW registrant fails to renew their registration by the annual renewal extension deadline date, their certificate of registration will automatically expire on the day following the extension deadline, unless unforeseen circumstances exist.
11. If a PSW's certificate of registration expires with HSCPOA, they will be required to apply for reinstatement, if this is within three years from the date of expiry.
12. If the PSW's certificate of registrant has been expired for more than three years, the PSW will need to submit a new application for registration with HSCPOA. These applicants must meet all HSCPOA's registration requirements in place at the time of their reapplication.