Health and Supportive Care Providers Oversight Authority

Parallel Processing Plan

Personal Support Worker Applications for Registration

PURPOSE

The Health and Supportive Care Providers Oversight Authority (HSCPOA) must ensure the requirements for a Personal Support Worker (PSW) application for registration have been met according to the Registration Regulation. HSCPOA strives to balance this obligation in a manner that does not impose any unintended barriers and delays for applicants seeking registration as a PSW in Ontario.

This *Parallel Processing Plan, Personal Support Worker Applications for Registration* outlines how multiple application processes can take place concurrently to facilitate an efficient review and approval of an application for registration with HSCPOA, and how applicants will be informed about their options to avail themselves of these choices.

APPLICATION PROCESS

All PSW applicants begin the application process by setting up a user profile through HSCPOA's online application portal. Applicants then select their application pathway from one of the following options:

- Path 1: Ontario PSW Education
- Path 2: Employed as a PSW in Ontario
  - Path 2, Option A: Experience Only
  - Path 2, Option B: Experience Plus Education
- Path 3: Labour Mobility
- Path 4: Competency Assessment
  - Substantial Equivalence Process
  - Recognition of Nurses and Midwives

Paths 1-3

Concurrent processes: Application information and documentation requirements for Paths 1-3 (e.g., identification, criminal record check, education documentation, employer form, etc.) can be entered by the applicant in any order. HSCPOA does not have a stepped approach where one requirement must be completed before moving to the next step in the application process. Application forms can also be saved at any point during the application process so the applicant can retrieve any required information/documentation and return to resume the application process at any time.

Once an application is complete and all required fields have been populated, the logic embedded in HSCPOA's application form permits submission of the application form for review. The application is reviewed according to the registration criteria and approved if all requirements have been met.

Key Sources of Delay & Solutions:

Criminal Record Checks

- **Vulnerable Sector (VS) Check** – HSCPOA has heard from the PSW sector that there are backlogs of several months to undergo a VS check.

  Solution: To reduce barriers, applicants can submit a valid (dated within 12 months of application to HSCPOA) criminal record check according to HSCPOA's Criminal Record Check Policy. If an applicant doesn't have a valid criminal record check, they can select on their application form to undergo a check with HSCPOA's criminal record check vendor partner. The application is reviewed by staff for all other application criteria using HSCPOA's application review checklist and then it is put into the status of *awaiting documents*. Once the criminal record check is returned, the criminal record check is reviewed and if clear, and all other requirements have been met, the application is approved. This builds in efficiencies in the application review process to review applications and specify when just one application requirement is pending.

  Risk to Applicants: If the applicant is not eligible for registration, then they may have undergone a criminal record check unnecessarily. However, the risks are minimal since the cost of undergoing a criminal record check with HSCPOA's vendor partner is kept as low as possible (currently $23.60) and the criminal record check report could be used for other purposes (e.g., employment).

Education Documentation

- **Transcripts** – Costs and time delays for applicants requesting transcripts to be sent directly to HSCPOA.

  Solution: HSCPOA currently accepts education documentation (certificate/diploma and transcript) directly from applicants. This reduces cost and timelines for applicants since they are not required to request transcripts directly from education institutions.

  Risk to Applicants: None identified.

Other Application Documentation

- **Employer Form** – Time delays for applicants receiving individual Confirmation of Employment and PSW Skills Form (employer form) required for Path 2.

  Solution: HSCPOA has implemented a streamlined process to provide Path 2 employer assistance. Employers with several PSW employees who are eligible for registration with HSCPOA through Path 2 can submit a list of employees to HSCPOA vs. completing the employer form for each individual PSW employee. This reduces delays for applicants to receive individual employer forms as HSCPOA staff can cross reference the application with the respective employer list. Applicants are provided with a letter by their employers when this streamlined process is being utilised so they can upload the letter into the employer form field in HSCPOA's application form.

  Risk to Applicants: None identified.

- **Letters of Standing** – Time delays for applicants requesting Letters of Standing by current/former regulatory bodies to be sent directly to HSCPOA.

  Solution: Applicants can request Letters of Standing to be sent directly to HSCPOA at any point during their application process. HSCPOA will retain letters received in advance of receipt of an application and add the letters to the respective application form once they are submitted. For Labour Mobility applicants, only applicants who are currently/previously registered

with the British Columbia Care Aide & Community Health Worker Registry must request a Letter of Standing. HSCPOA has established processes to confirm registration directly with the College of Licensed Practical Nurses and Health Care Aides of Alberta and the Nova Scotia Continuing Care Assistant Registry.

Applicants can submit their application even if their Letter of Standing is pending. The application is reviewed by staff for all other application criteria using HSCPOA's application review checklist and then it is put into the status of *awaiting documents*.

Risk to Applicants: If the applicant is not eligible for registration, they may unnecessarily incur costs, if applicable, that regulatory bodies may charge applicants to complete Letters of Standing to be sent directly to HSCPOA.

Path 4

Substantial Equivalence Process

HSCPOA's Competency Assessment Substantial Equivalence Assessment process has two phases:

Phase 1: Eligibility determination to undergo a substantial equivalence assessment. If eligible, the assessment is conducted. If the applicant's education is found to be substantially equivalent to an Ontario PSW education program, they move to Phase 2.

Phase 2: Completion of the online *Orientation to HSCPOA Registered PSW Care in Ontario Course* and formal application for PSW registration.

Concurrent processes: Application information and documentation requirements for Phase 1 of HSCPOA's Competency Assessment Substantial Equivalence Assessment can be entered by the applicant in any order. Within Phase 1 (eligibility determination) HSCPOA does not have a stepped approach where one requirement must be completed before moving to the next step in the application process. Application forms can also be saved at any point during the application process so the applicant can retrieve any required information/documentation and return to resume the application process at any time.

Once an application is complete and all required fields have been populated, the logic embedded in HSCPOA's application form permits submission of the application form for review. The application is reviewed and if the applicant is deemed eligible to undergo a competency assessment the documentation is then sent to the Assessor for review. Assessments can take up to 12 weeks to be completed but are typically completed well within those timelines.

Key Sources of Delay & Solutions:

Education Documentation

- Time delays for applicants requesting transcripts, course descriptions, curriculum, program outcomes, evaluation frameworks, etc. to be sent directly to HSCPOA.

Solution: HSCPOA currently accepts education documentation directly from applicants. This reduces cost and timelines for applicants since they are not required to request these documents to be directly from education institutions.

Risks to Applicants: None identified.

Phase 2: If the applicant's education was found to be substantially equivalent, Phase 2 requires the applicant to complete the online *Orientation to HSCPOA Registered PSW Care in Ontario Course* and formerly apply for registration.

Application information and documentation requirements for Phase 2 can be entered by the applicant in any order. Within Phase 2, HSCPOA does not have a stepped approach where one requirement must be completed before moving to the next step in the application process. Application forms can also be saved at any point during the application process so the applicant can retrieve any required information/documentation and return to resume the application process at any time.

Once an application is complete and all required fields have been populated, the logic embedded in HSCPOA's application form permits submission of the application form for review. The application is reviewed and if all the requirements are met, they are approved for registration.

Concurrent processes: While the Competency Assessment is being conducted, the applicant may complete the online *Orientation to HSCPOA Registered PSW Care in Ontario Course* and gather the required documentation (e.g., criminal record

check, letters of standing if applicable, etc.) to formerly apply registration through Phase 2. Completing these components concurrently while the substantial equivalence assessment is being conducted, reduces timelines for applicants to become registered.

Key Sources of Delay & Solutions:

Completion of the online Orientation to HSCPOA Registered PSW Care in Ontario Course

- The course contains five learning modules, estimated to take approximately 45-60 minutes each or 3.75 to 5 hours in total.

Solution: Give applicants access to the course while their substantial equivalence assessment is being conducted.

Risks to Applicants: If the applicant's education is not deemed substantially equivalent, then they do not move to Phase 2. This may result in the applicant having completed the course unnecessarily. However, the risks are minimal since the course information will be beneficial learning for the applicant and there is no cost to applicants.

Criminal Record Checks

- **Vulnerable Sector (VS) Check** – HSCPOA has heard from the PSW sector that there are backlogs of several months to undergo a VS check.

Solution: To reduce barriers, applicants can submit a valid (dated within 12 months of application to HSCPOA) criminal record check according to HSCPOA's Criminal Record Check Policy. If an applicant doesn't have a valid criminal record check, they can select on their application form to undergo a check with HSCPOA's criminal record check vendor partner. The application is reviewed by staff for all other application criteria using HSCPOA's application review checklist and then it is put into the status of *awaiting documents*. Once the criminal record check is returned, the criminal record check is reviewed and if clear, and all other requirements have been met, the application is approved. This builds in efficiencies in the application review process to review applications and specify when just one application requirement is pending.

Risks to Applicants: If the applicant's education is not deemed substantially equivalent, then they do not move to Phase 2. This may result in the applicant having undergone a criminal record check or requesting a letter of standing unnecessarily. However, the risks may be minimal since any applicable costs of these documents are low and the criminal record check report and letter of standing could be used for other purposes (e.g., employment).

Letters of Standing

- Time delays for applicants requesting Letters of Standing by current/former regulatory bodies to be sent directly to HSCPOA.

Solution: Applicants can request Letters of Standing to be sent directly to HSCPOA at any point during either Phase 1 or 2 of their application process. HSCPOA will retain letters received in advance of receipt of an application and add the letters to the respective application form once they are submitted.

Applicants can submit their application even if their Letter of Standing is pending. The application is reviewed by staff for all other application criteria using HSCPOA's application review checklist and then it is put into the status of *awaiting documents*.

Risk to Applicants: If the applicant is not eligible for registration, they may incur costs unnecessarily, if applicable, that regulatory bodies may charge applicants to complete Letters of Standing and send directly to HSCPOA.

Path 4

Recognition of Nurses and Midwives Policy

HSCPOA's Recognition of Nurses and Midwives Policy has two phases:

Phase 1: Eligibility determination under the policy. If eligible, applicants move to Phase 2.

Phase 2: Completion of the online *Orientation to HSCPOA Registered PSW Care in Ontario Course* and formal application for PSW registration.

Concurrent processes: Application information and documentation requirements for Phase 1 of HSCPOA's *Recognition of Nurses and Midwives Policy*, can be entered by the applicant in any order. Within Phase 1 (eligibility determination)

HSCPOA does not have a stepped approach where one requirement must be completed before moving to the next step in the application process. Application forms can also be saved at any point during the application process so the applicant can retrieve any required information/documentation and return to resume the application process at any time.

Once an application is complete and all required fields have been populated, the logic embedded in HSCPOA's application form permits submission of the application form for review. The application is reviewed and if the applicant is eligible under the policy, they are then moved to Phase 2.

Key Sources of Delay & Solutions:

Credential Assessment Equivalence Reports

- Time delays can occur for applicants requesting credential assessment equivalence reports (e.g., WES Reports and WES Gateway Program Reports) to be sent directly to HSCPOA to confirm their nursing/midwifery education is equivalent to at least a Canadian diploma or bachelor's degree.

  Solution: Applicants can request credential assessment equivalence reports be sent directly to HSCPOA at any point during Phase 1 of their application process. HSCPOA will retain reports received in advance of receipt of an application and add the reports to the respective application form once they are submitted.

  Applicants can submit their application even if their credential assessment equivalence report is pending. The application is reviewed by staff for all other application criteria using HSCPOA's application review checklist and then it is put into the status of *awaiting documents*.

  Risk to Applicants: If the applicant is not eligible to apply for registration under HSCPOA's *Recognition of Nurses and Midwives Policy*, they may incur costs for the report by the credential assessment agencies.

Education Documentation

- **Transcripts & Canadian National Nursing Assessment Service (NNAS)** – Time delays for applicants requesting transcripts and NNAS reports to be sent directly to HSCPOA.

Solution: HSCPOA currently accepts education documentation (certificate/diploma and transcript) and NNAS reports directly from applicants. This reduces cost and timelines for applicants since they are not required to request transcripts and reports directly from education institutions or NNAS.

Risk to Applicants: None identified.

Letters of Standing

- Time delays for applicants requesting Letters of Standing by current/former nursing/midwifery regulatory bodies to confirm their nursing and/or midwifery education qualifies them to become a nurse and/or midwife in their respective jurisdiction.

  Solution: Applicants can request Letters of Standing for current/previous nursing/midwifery regulatory bodies to be sent directly to HSCPOA at any point during Phase 1 of their application process. HSCPOA will retain letters received in advance of receipt of an application and add the letters to the respective application form once they are submitted.

  Applicants can submit their application even if their nursing/midwifery Letter of Standing is pending. The application is reviewed by staff for all other application criteria using HSCPOA's application review checklist and then it is put into the status of *awaiting documents*.

  Risk to Applicants: If the applicant is not eligible under the policy, they may unnecessarily incur costs, if applicable, that regulatory bodies may charge applicants to complete Letters of Standing and send directly to HSCPOA

Phase 2:

Criminal Record Checks

- As per substantial equivalence process.

Letters of Standing

- As per substantial equivalence process (for non-nursing/midwifery regulatory bodies).

IMPLEMENTATION PLAN

HSCPOA's *Parallel Processing Plan* will be implemented in the following manner:

Parallel Processing Application Requirement	Information Communicated	Implementation Timeline
Applicant Information	HSCPOA's application form currently advises applicants that they can enter information and upload documents in any order they choose. They can also save their application and return at any time. This is also specified on the website pages and in the Application Guide.	Completed
Criminal Record Checks	HSCPOA's application form currently permits applicants to upload a valid criminal record check or select to undergo a check with HSCPOA's criminal record check partner vendor. Applicants are made aware of this process via the application form instructions, application webpages, *Criminal Record Check Policy*, and Application Guide.	Completed
Employer Form	Applicants are informed by their employers if the streamlined process is being followed.	Completed
Letters of Standing	The application form informs applicants to request Letters of Standing to be sent directly to HSCPOA.	Completed
Documents Required for Phase 2 of the Competency Assessment	Applicants are made aware they can gather/submit the documents required for	Completed

Substantial Equivalence Process and the Recognition of Nurses and Midwives Policy	Phase 2 while Phase 1 is in progress. This is specified on the application webpages, competency assessment underway email, and the Application Guide.	
Orientation to HSCPOA Registered PSW Care in Ontario Course	Applicants are made aware they can complete the course required for Phase 2 while Phase 1 is underway on the application webpages, eligibility confirmation emails, and the Application Guide.	Completed
Staff Training	Train staff on Parallel Processing Plan and update process documentation accordingly	Ongoing

CONSULTATION

Once an applicant is registered, they receive a link to complete a survey to provide feedback on the application process. This includes questions about any delays and barriers experienced. HSCPOA continues to review survey feedback and incorporate quality improvements as needed.

Otherwise, no formal consultation has been conducted to date as HSCPOA only began registering applicants on December 1, 2024.

Currently, completed applications for Paths 1-3 are reviewed and approved well within our Registration Service Standards, often within two business days.

HSCPOA will continue to monitor timelines to establish whether its *Parallel Processing Plan* is reducing timelines for eligible applicants to become registered.

No future consultation has been planned at this time.

MONITORING

HSCPOA has been registering eligible PSWs as of December 1, 2024, when our regulations came into force. We continuously collect data on our application processing timelines. As indicated in our 2024 OFC Fair Registration Practices Report, we are approving applications for registration through paths 1-3 and our *Recognition of Nurses and Midwives Policy* once all documentation has been received (application complete) within one week.

Decisions surrounding competency assessment substantial equivalence assessments are typically made within one week.

Date of Approval	Approved By	Date Reviewed/Revised
December 9, 2025	Trevor Lee, CEO	February 10, 2026