

Marking the Milestone One Year of PSW Registration in Ontario

December 2, 2025

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Presentation Content



1. HSCPOA Overview
2. Registration Pathways & Stats
3. Achievements
4. Lessons Learned
5. What Success Looks Like
6. Questions



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HSCPOA:

Protecting the Public through
Personal Support Worker (PSW)
Registration, Oversight,
and Accountability



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Legislation

**Health and Supportive Care Providers Oversight Authority Act,
2021, S.O. 2021, c. 27, Sched. 2**

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[Regulations under this Act](#)

CURRENT

December 1, 2024 - e-Laws currency date (March 25, 2025)

October 26, 2021 - November 30, 2024



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Regulations – Laws

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Regulations under this Act

Citation	Title	Sort by:
O. Reg. 218/24	REGISTER	
O. Reg. 217/24	REGISTRATION	
O. Reg. 216/24	VISUAL MARKS	
O. Reg. 213/24	RULES FOR ADVISORY COMMITTEES	
O. Reg. 214/24	PERSONAL SUPPORT WORKER ADVISORY COMMITTEE	
O. Reg. 211/24	FUNDING FOR THERAPY AND COUNSELLING	
O. Reg. 212/24	DISCIPLINE AND APPEALS	
O. Reg. 219/24	COMPLAINTS	
O. Reg. 215/24	CODE OF ETHICS	



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**Public
Protection**



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Voluntary Registration

(No fees currently)



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HSCPOA Oversight Body Vs. Prior PSW Registry

Previously

- Two PSW 'registry only' attempts



HSCPOA Today

- More than a 'Registry'
- PSW Oversight/Regulatory Body with legislated elements
- Includes a Public Register of PSWs
- Holds registered PSW accountable



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Differences from Other Ontario Health Regulatory Bodies

PSWs first,
future
professions may
be added

Voluntary
registration, no
fees initially

HSCPOA PSW
Visual Mark

No protected
title

No defined
scope

No PSWs on
HSCPOA's
Board

PSW Advisory
Committee
(includes PSWs)



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Registration Pathways



Quality care is the
cornerstone to our
healthcare system
and
PSWs play a critical role.



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HSCPOA Oversight Body Vs. Prior PSW Registry

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Can I Register with HSCPOA?



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Four Pathways to Registration

Path 1: **Ontario PSW Education**
Completed Ontario PSW program that meets the Ontario Ministry of Colleges and Universities PSW Standards
On or after July 1, 2014

Path 2: **Employed as a PSW in Ontario (Legacy Pathway)**
Open until December 1, 2027

Path 3: **Labour Mobility**
On a PSW equivalent registry/directory in Canada

Path 4: **Competency Assessment**
Personal care providers educated outside ON in Canada or internationally
Recognition of Nurses and Midwives

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Path 2:

Employed as a PSW in Ontario

- Employed in last three years as a PSW (or equivalent) in Ontario
- Two options within Path 2:
 - A. Worked at least 600 hours (includes on the job trained)
 - B. Worked under 600 hours and completed education that was at least 600 hours in duration

Path 2 will be open until December 1, 2027



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Path 2:

Employed as a PSW in Ontario

- Employer form to confirm employment and PSW skills
- Employer must be a 'prescribed employer'
- Some staffing agencies are not 'prescribed employers' – HSCPOA is exploring solutions with MOH
- Eligible applicants must become (and remain) registered by December 1, 2027



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Fixing Long-Term Care Act, 2021

- Section 52, of the regulation under the *FLTCA, 2021*, outlines the qualifications for PSWs working in LTC

- Eligibility includes:
 - PSW registration with HSCPOA
 - Eligibility for PSW registration with HSCPOA
 - Limited exceptions



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PSWs Working in LTC

- If a PSW (or equivalent) working in LTC is only eligible to register with HSCPOA under Path 2, they must become **(and remain)** registered by Dec 1, 2027
- Not registering by Dec 1, 2027:
PSW will no longer meet HSCPOA's 'eligibility' requirements and will need to upskill



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PSWs Working in LTC

PSWs currently working in LTC do not have to go back to school

Most can become registered as a PSW with HSCPOA through Path 2 until Dec 1, 2027



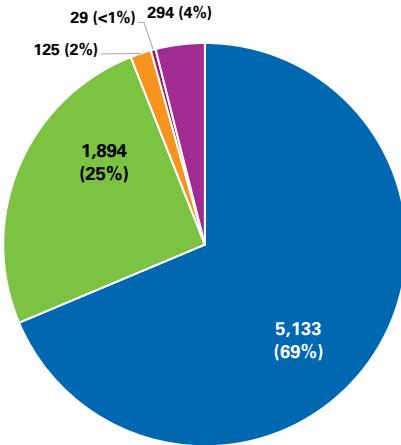
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Registration Statistics

Dec 1, 2024 to Dec 2, 2025 = 7,475

- **Path 1: Ontario PSW Education**
- **Path 2: Employed as a PSW in Ontario**
- **Path 3: Labour Mobility**
- **Path 4: Competency Assessment**
- **Recognition of Nurses**

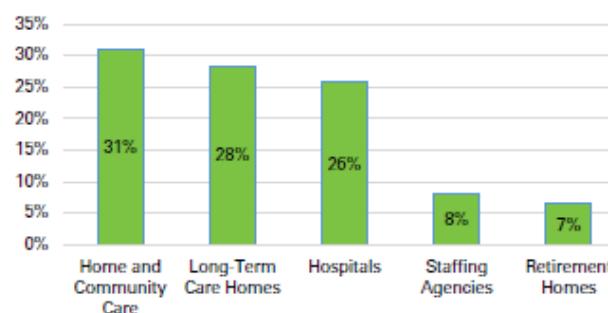


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Registration Statistics

HSCPOA PSW Registrants' Employment Settings



*Self-reported data



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Annual Renewal

- First renewal due March 31, 2026
- Certificates of Registration expire April 1, 2026, unless renewed
- All PSW registrants informed of renewal by Feb 1, 2026
- Certificates of Registration valid annually from April 1st - March 31st
- Renewal includes updating information and answering questions
- New criminal record checks not required
- Currently no fees to renew
- Future renewal may include continuing education



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Achievements

- ✓ Board Work & Strategic Framework
- ✓ 7,500+ PSWs registered to date
- ✓ Resources – Videos, Info Sheets, Social Media, Website Content
- ✓ Significant relationship building
- ✓ Engagement with PSW sector:
 - ✓ Employers, Educators, PSWs, Associations, Unions, other regulators, Ministries



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Strategic Framework



- Purpose – Vision for Impact
- Critical & Operational Outcomes
- Strategic Pillars
- Shared Values
- Monitoring



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Regulatory Framework Video Resources

HSCPOA Protects the Public:
Ontario PSW Education and Skills-Based Qualifications

HSCPOA Protects the Public:
HSCPOA's Public Register of PSWs

HSCPOA Protects the Public:
HSCPOA PSW Visual Mark

HSCPOA Protects the Public:
HSCPOA's Code of Ethics

HSCPOA Protects the Public:
Standardized Complaints Process

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Information Sheets/Handouts

Oversight Body Vs. Association

Oversight Body vs. **Association** What's the difference?

An oversight body, such as the Health and Supportive Care Providers Oversight Authority (HSCPOA) is focused on public protection. An association, such as the Ontario Association of Personal Support Workers (OAPSW) is focused on the interests of its members. The two are as system partners to deliver effective health care in Ontario.

OVERSIGHT BODY (HSCPOA)	ASSOCIATION (OAPSW)
Mission	Advocate for the public and the system partners
Accountability	Accountable to the public through the provincial government
Activities	Establish standards and enforcement requirements. Develop a proposed Code of Ethics, setting standards for professional conduct, qualifications and scope of practice, and discipline.
Registration vs. Accreditation	Registers PSWs qualified based on registration criteria and requirements of qualifications and scope of practice. Accredites PSW programs based on criteria determined by the Ministry of Health and Long-Term Care.
Quality Assurance	It's HSCPOA's role to promote the ongoing improvement and enhancement of qualifications and scope of practice of PSWs and to support PSWs in achieving and maintaining high quality standards of practice.
Complaints and Discipline	Has a complaint and discipline process.
Advocacy	Work with government, regulators and the public to ensure PSWs are safe, quality workers in the public, private and non-profit sectors. Advocate for changes to legislation, regulations, working conditions, and policies.

To learn more about HSCPOA, visit hscoa.ca

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Quality care in the community and in our healthcare system. We play a central role. Respect of dignity, safety, and choice. We are a system partner to the Ontario Association of Personal Support Workers (OAPSW), which offers registration services to PSWs, their employers, and the people who recruit on their care.

View Resources

What's the difference between an oversight body like HSCPOA and PSW Associations?

HSCPOA's Mandate = Public Protection

Association Mandate = PSW Advocacy

Both have important roles to play in Ontario's health care system

Together we're stronger

Together we can work toward making Ontario's healthcare system better, stronger and safer for everyone. Be a part of the HSCPOA's mission to protect patients in their homes, hospitals, long-term care facilities, or other healthcare environments.

The Government of Ontario has established the Health and Supportive Care Providers Oversight Authority (HSCPOA) to regulate PSWs. As a system partner to the Ontario Association of Personal Support Workers (OAPSW), HSCPOA is here to help train, support, protect and communicate the voice of registered PSWs in Ontario. If you're a PSW, you're part of a team that's ready to make a difference in your everyday work.

6 reasons for PSWs to apply to register with HSCPOA

- It increases public recognition. PSWs who are registered with HSCPOA have met qualifications and requirements which builds public confidence in their work.
- It shows their commitment to quality care. Being registered is voluntary and shows PSWs are committed to providing safe, quality care to the public and adhering to HSCPOA's Code of Ethics.
- It helps registered PSWs stand out. Registrants can use the PSW title and PSW to display they are registered with HSCPOA.
- It's free and voluntary. PSWs can apply to register with HSCPOA and become registered and be part of HSCPOA.
- It's a system partner. HSCPOA is a system partner to the Ontario Association of Personal Support Workers (OAPSW), which offers registration services to PSWs, their employers, and the people who recruit on their care.
- Health and Supportive Care Providers Oversight Authority

View Resources



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Achievements

- ✓ PSW Advisory Committee
- ✓ Employer Support:
 - Employer Directory
 - Assistance with Path 2
 - Presentations
- ✓ Fair and Transparent Complaints Process
- ✓ Data collection and reporting



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Lessons Learned

Engagement and Relationships Keys to Success



- Build buy-in up front
- Listen, learn, shift
- Further spread our accurate messaging
- Lasting impact of previous registry attempts
- Information clarity: myth-bust and keep it simple



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Lessons Learned

- Fairness for Path 2
- Not everyone is tech savvy
- Success may only be achieved via mandatory registration
- Change management



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What Success Looks Like

- Public Protection: Safe, accountable PSW care
- Public trust in the care received from PSW registrants
- Fair and transparent processes
- A pathway for all PSWs in Ontario to register
- PSWs recognize the benefits of HSCPOA registration
- Mandatory PSW registration with advanced notice
- Right touch PSW oversight approach



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What Success Looks Like

- Registrants understand their obligations, including completion of annual renewal
- Continued Quality Improvement Program
- PSW Advisory Program – PSW Support & resources



PSWs are trusted and valued members of
Ontario's health care system – a good thing for all!



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Call to Action: All PSW System Partners

- Encourage PSWs to apply and become registered
- Help inspire others and raise awareness – **convey the benefits**
- Share HSCPOA's resources with your networks - hscpoa.com/promotion
 - Videos via YouTube
 - Info sheets/handouts
 - Guides
 - FAQs for applicants, registrants, employers, and public
- Follow us on Social Media; share posts
- Contact HSCPOA with your questions



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Building Trust in Accountable PSW Care in Ontario

Contact HSCPOA:

General: info@hscpoa.com

How To Apply: registration@hscpoa.com

Complaints and Conduct: complaints@hscpoa.com

Access Promotional Content &
Videos: hscpoa.com/promotion

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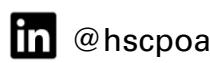


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Questions



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