

OPSWA-HSCPOA Virtual Town Hall

Dispelling the Myths About HSCPOA

January 28, 2026

Presenters:

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Introduction



HSCPOA is presenting its role as the oversight body for PSW registrants and our focus on **Public Protection**

OPSWA is presenting its role as an association **representing PSWs in Ontario**



Introduction



HSCPOA is working with **all** in the PSW sector to communicate accurate information.

HSCPOA welcomes invitations from other system partners to present and add clarity.

Please reach out.



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Presentation Content



1. HSCPOA Overview
2. Registration Pathways & Stats
3. What Success Looks Like
4. Questions

Throughout the presentation we will be dispelling the myths



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Myth #1:

HSCPOA & OPSWA are the same organizations



Differences Between HSCPOA & OPSWA

Oversight Body vs. Association What's the difference?

OVERSIGHT BODY (HSCPOA)	PROFESSIONAL ASSOCIATION (OPSWA)
Mission: Account to the public through the provincial government	Account to its members
Accountability: Responsible to the public through the provincial government for oversight	Responsible to its members
Authority: Enforce provincial and regulatory requirements for registration	May enforce some practice measures and may offer continuing education opportunities
Registration: Regulate and register Public Support Workers (PSWs) in Ontario, including: <ul style="list-style-type: none"> Registration Standards of Practice Continuing Education Professionalism Complaints and Discipline 	May establish or enforce standards of its members and members' employers. May operate member support opportunities
Registration/oversight: Register and regulate PSWs in Ontario	May provide members with opportunities for continuing education
Quality: In depth research to provide the public with information regarding quality of care and public and professional accountability	May provide members with opportunities for continuing education
Advocacy and research: May register complaints and discipline members	May provide support's members by helping them respond to complaints and/or their discipline through writing letters, professional letters, etc.
Advocacy: Work with government, regulators and the public to ensure PSWs are valued and supported in the health care system	Advocate for enhanced recognition of their profession, their role, their value, their worth, and their status in the health care system

To learn more about HSCPOA, visit: hscpoa.com

HSCPOA's Mandate = Public Protection
Association Mandate = PSW Advocacy

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

Together we're stronger

Together we can work towards making Ontario's healthcare system better, stronger and safer for everyone. Be a part of improved care for Ontario's residents 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 register and oversee Personal Support Workers (PSWs) to protect the public. As a new oversight body, HSCPOA is ready to help the support workers in the sector and contribute to the safety of residents. Working collectively and through HSCPOA enables employees and the public to enjoy the care possible in good working with HSCPOA.

6 reasons for PSWs to apply to register with HSCPOA

- It increases public recognition.** Being registered with HSCPOA means that qualifications and requirements under public legislation.
- It allows that commitment to quality care.** Being registered with HSCPOA means that public and private care about providing the public and working in HSCPOA Code of Ethics.
- It builds the reputation of PSWs.** When PSWs are registered with HSCPOA, it shows they are accountable to provide safe, quality personal care.
- It's a role and voluntary.** There is a strong focus on becoming registered and be part of HSCPOA's Public Register.

To qualify with HSCPOA, you must:

- Be a resident of Ontario
- Be at least 18 years old
- Have a minimum of 12 months of experience in the field
- Have a minimum of 12 months of experience in the field
- Have a minimum of 12 months of experience in the field



HSCPOA:

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



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Myth #2:

HSCPOA is just another 'Registry'



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HSCPOA Oversight Body Vs. Prior PSW Registries

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



Legislation

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

[Download Word](#) [Print](#)

Versions [Regulations under this Act](#)

CURRENT December 1, 2024 - [e-Laws currency date \(March 25, 2025\)](#)
October 26, 2021 - November 30, 2024

[Download Word](#) [Print](#)

Versions **Regulations under this Act**

Citation Title Sort by: Most recently amended

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	





Public Protection



Myth #3:

HSCPOA doesn't consider input from PSWs

HSCPOA Values PSW Input

PSW Advisory
Committee
(includes PSWs)

No PSWs on
HSCPOA's Board



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**Voluntary
Registration**
(No fees currently)



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PSWs
Registered
First



Myth #4:



There are no benefits for PSWs to become registered with HSCPOA

Why Register as a PSW With HSCPOA?

Benefits:



Trust and Respect

Shows a PSW has met qualifications for registration, and they are committed to delivering safe care.



Demonstrates Accountability

Registered PSWs are accountable to provide safe, quality care like other regulated health providers.



Registered PSWs Stand Out

Differentiates a registered PSW from unregistered PSWs who are not accountable to HSCPOA.



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Why Register as a PSW With HSCPOA?

Benefits:



Employment Opportunities

HSCPOA's Public Register helps employers and the public to find qualified and registered PSWs. Employers may prefer to hire HSCPOA registered PSWs who demonstrate accountability.



Use of HSCPOA's PSW Visual Mark

Colleagues, employers, and recipients of PSW services will immediately recognize someone as a PSW registered with HSCPOA.



It's Free and Voluntary

There is currently no cost to apply and become a registered PSW.



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Registration Pathways



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



Can I Register with HSCPOA?



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Find a Registered Personal Support Worker (PSW)

Français Accessibility

PSW Login

Public ▾ Applicants ▾ Registrants ▾ Employers ▾ Educators ▾ About HSCPOA ▾ Contact Us

We're building a foundation of trust

Protecting the public through registered PSW oversight and accountability.

About Us → **Apply Now →**

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All Pathways - Registration Requirements

- Completed Recognized PSW training

OR

- PSW experience via employer verification
- Language proficiency
- Good character
 - Criminal record check [according to policy](#)
 - Attestations and declarations
 - Letter of good standing, as applicable

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Myth #5:

HSCPOA doesn't accept OPSWA's criminal record checks



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Criminal Record Checks

HSCPOA accepts the following types of criminal record checks, if valid:

- Criminal Record and Judicial Matters (CRJM) check, sometimes called Enhanced or Level 2 criminal record checks

OR

- Vulnerable Sector checks

OPSWA uses CRJM checks, HSCPOA will accept these checks, if valid

Valid means the check was completed within 12 months of HSCPOA application date

Criminal Record Check



Click here to upload your criminal record check documentation



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Criminal Record Checks

Need an updated criminal record check?

- Complete one at your local police station OR
- Complete a check during your HSCPOA application
- * I consent to completing a criminal record check with HSCPOA's vendor partner.
- On the HSCPOA application form, check the box to consent
- An email will follow, click **"Get Started"** in email
- Criminal record check will cost \$23.60
- One cost for some applicants, kept as low as possible



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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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Myth #6:



PSWs educated before July 1, 2014, must go back to school

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

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 Ministry of Health
- 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

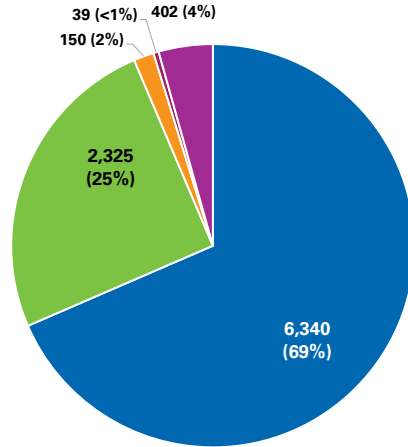


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Registration Statistics

Dec 1, 2024 to Jan 28, 2026 = 9,215

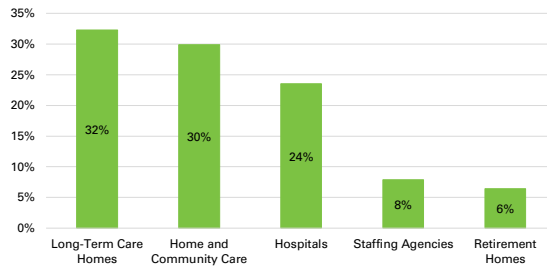
- Path 1: Ontario PSW Education
- Path 2: Employed as a PSW in Ontario
- Path 3: Labour Mobility
- Path 4: Competency Assessment
- Recognition of Nurses



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Registration Statistics

HSCPOA PSW Registrants' Employment Settings*



*Self-Reported data



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Myth #7:

Once I'm registered with HSCPOA, that's it!

HSCPOA PSW Accountability

- Registrants must follow the expectations outlined in [HSCPOA's Code of Ethics](#)
- Provide safe, quality, ethical care
- Keep info up to date
- [Mandatory reporting](#)

Annual Renewal – Required Each Year

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



All PSW registrants required to renew will be informed by Feb 1, 2026



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Purpose of Annual Renewal

Three key reasons for HSCPOA's Annual Renewal:

1. Transparency
2. Maintaining an accurate Public Register of PSWs
3. Collection of data to report to the Ministry of Health



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What happens if I don't renew my PSW registration with HSCPOA?

- Your registration automatically expires
- Status of **"Inactive"** displayed on the [Public Register of PSWs](#)
- Your registration history on the [Public Register of PSWs](#) will also show your registration has **expired**

**Don't risk current or future PSW employment opportunities.
Renew early!**



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Complaints Process – Fair and Transparent

- Most HSCPOA registered PSWs will provide safe care
- [Concerns about PSW registrants](#) can be sent to HSCPOA
- Every complaint is reviewed in the lens of public protection
- Registrants receive a copy of the complaint and are given the opportunity to respond **before** HSCPOA decides the outcome
- Remediation will be the focus, whenever possible (e.g., education and training)



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Complaints Process – Fair and Transparent



- Written decisions with rationale sent to the complainant and registrant

- Certain outcomes posted on the Public Register of PSWs



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What HSCPOA's Success Looks Like

- Public **protection**
- **All PSWs** in Ontario register with HSCPOA
- PSW registrants **understand** their obligations
- 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 for PSWs

- Become a registered PSW with HSCPOA
- Help inspire others – **convey the benefits**
- Share HSCPOA’s resources



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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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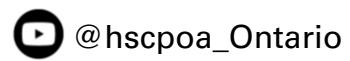
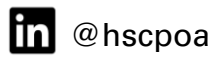


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Questions

