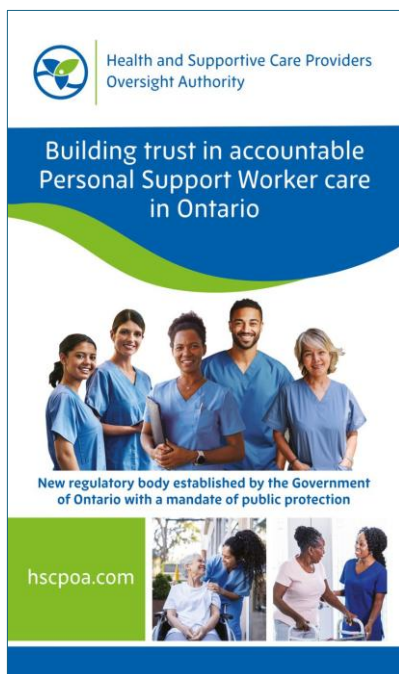




Benefits to Registration, How to Apply, and Complaints Process

HSCPOA-OPSWA Webinar

July 8, 2026

Presenters:

Trevor Lee, CPA, CMA, ICD.D
Chief Executive Officer

Deborah Cohen, RD, MHSc
Registration Manager

Daniël Jansen
Complaints, Investigations, Discipline, & Appeals Manager

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Presentation Content



1. HSCPOA Overview
2. Benefits to Registration
3. How to Apply
4. Complaints Process
5. Questions

Throughout the webinar we will strive to clarify misinformation.

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Introduction



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

OPSWA is presenting 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.

Differences Between HSCPOA & OPSWA



HSCPOA's Mandate = Public Protection

Association Mandate = PSW Advocacy

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



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

Oversight of PSWs is new for the sector



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HSCPOA:

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



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HSCPOA is an Oversight/Regulatory Body



- Regulatory Body with PSW Oversight
- Legislative framework
- Includes a [Public Register of PSWs](#)
- Holds registered PSWs accountable



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Public Protection



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Voluntary Registration

(No fees currently)



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Why Register as a PSW With HSCPOA?

Benefits of HSCPOA Registration



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 of HSCPOA Registration



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.



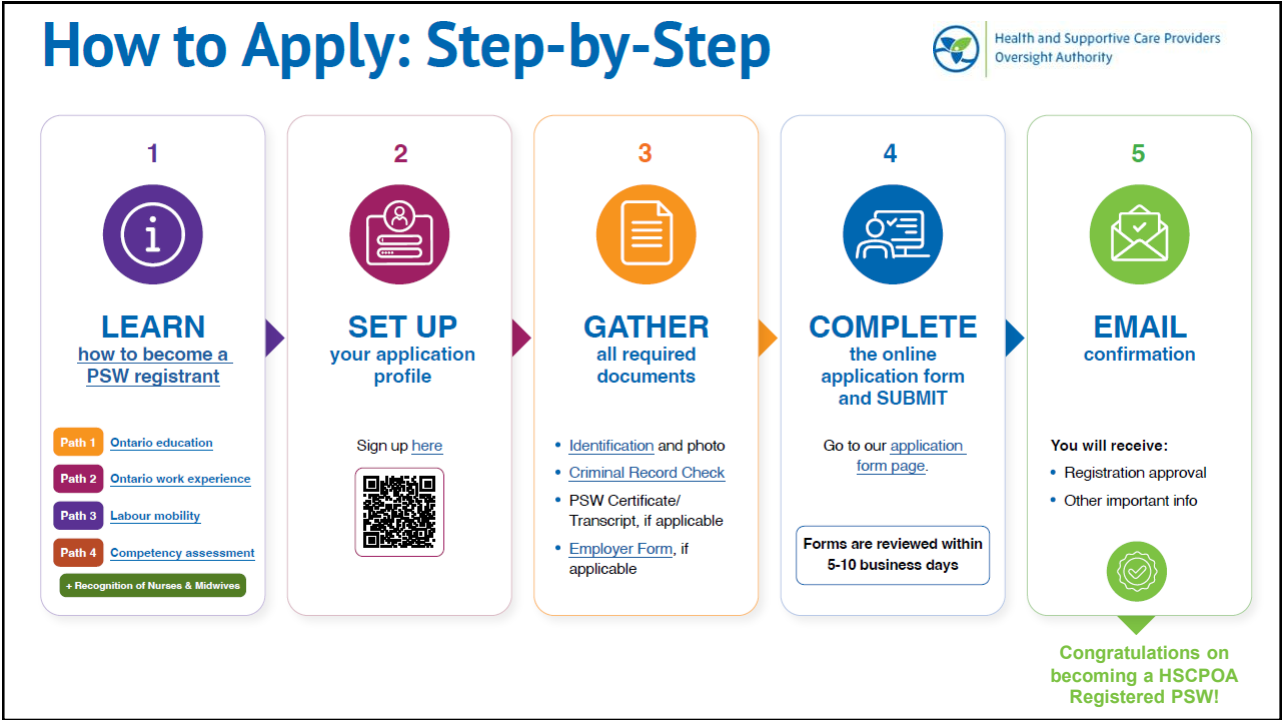
It's Free and Voluntary

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



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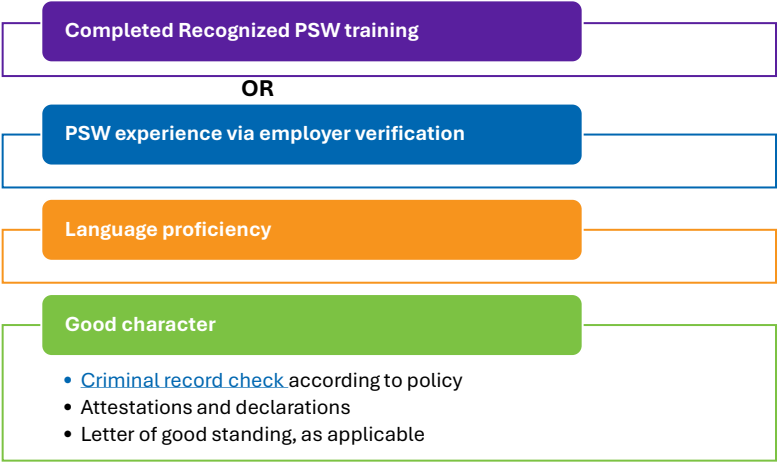


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All Pathways - Registration Requirements



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Find a Registered Personal Support Worker (PSW)

Français

Accessibility



PSW Login

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

We're building a foundation of trust

Protecting the public through registered PSW oversight and accountability.

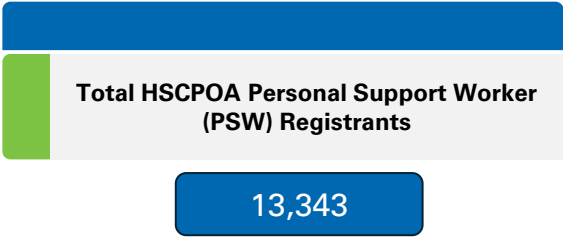
[About Us →](#) **[Apply Now →](#)**



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Registration Statistics

December 1, 2024, to June 30, 2026

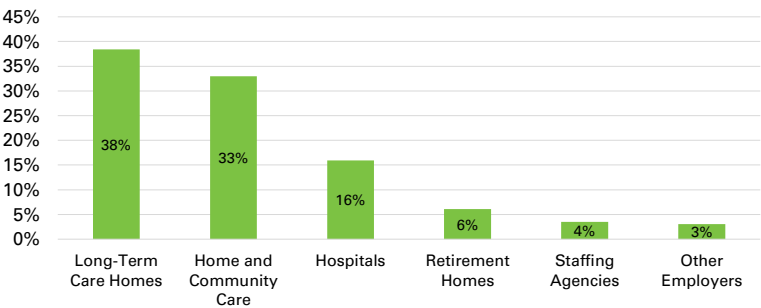


Registration Pathways:
71% via Ontario PSW Education
23% via Employed as a PSW in Ontario
6% via other pathways



Registration Statistics

HSCPOA PSW Registrants' Employment Settings*

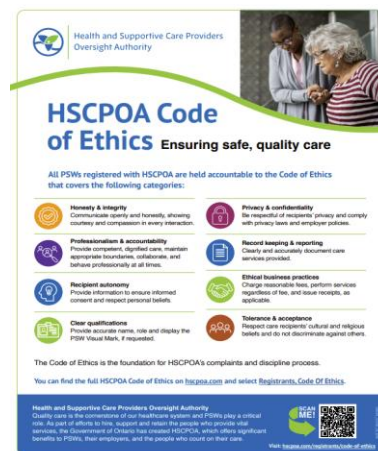


*Self-reported



HSCPOA PSW Accountability

- Registrants must follow HSCPOA's Code of Ethics
- Provide safe, quality, ethical care
- Keep HSCPOA profile up to date
- Mandatory reporting
- Annual Renewal

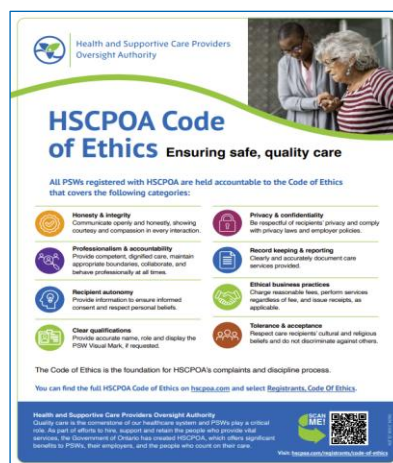


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Complaints Process – Fair and Transparent

- HSCPOA's Code of Ethics outlines the conduct and behavioral requirements for HSCPOA registered PSWs (registrants), and is the foundation of our complaints process.



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Complaints Process – Fair and Transparent

- It is anticipated that the majority of HSCPOA registered PSWs will provide safe, quality, and ethical care that aligns with the requirements in HSCPOA's Code of Ethics.



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Complaints Process – Fair and Transparent

- However, if anyone has a concern about a HSCPOA registered PSW, they may submit a complaint using our online complaint form.
- HSCPOA reviews every complaint in the interest of public protection through a fair and transparent process.



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Complaints Process – Fair and Transparent



- Registrants/representative receive an exact copy of the complaint and are given the opportunity to respond **before** HSCPOA decides the outcome.

- All parties including the Registrant, can provide witness information and/or any supporting documents for HSCPOA to consider.



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Complaints Process – Fair and Transparent

- Once all information is received, HSCPOA's CEO decides the outcome using a risk-based framework.
- HSCPOA's response will be proportionate, and whenever appropriate, remediation will be the focus (education, advice, or meeting with PSW expert – PSW advisory committee etc.).
- Written decisions with rationale - sent to the Complainant and the Registrant.



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Complaints Process – Fair and Transparent

- [Certain outcomes](#) posted on the [Public Register of PSWs](#)
- Mechanisms to appeal the outcome of complaints & discipline.
- [Detailed FAQs](#) about the complaints process for HSCPOA registered PSWs are available on our website.



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Call to Action for PSWs, Employers, and Others

- Become a registered PSW with HSCPOA
- Help inspire others – [convey the benefits](#)
- Share HSCPOA's resources: hscpoa.com/promotion
 - Videos via YouTube
 - Info sheets/handouts
 - Guides
 - Answers to FAQs for the public, applicants, and registrants



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Contact Us & Keep Informed

Questions about how to apply: registration@hscpoa.com

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Questions



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