



Health and Supportive Care Providers
Oversight Authority

**Regulatory Bodies,
Associations, Unions,
& Employers:**

What's the Difference?

Understanding the different roles regulatory bodies, associations, unions, and employers play in Ontario's health care system helps Personal Support Workers (PSWs) know where to ask questions and seek support.



**HSCPOA: ONTARIO'S
PSW OVERSIGHT/
REGULATORY BODY**



ASSOCIATION



UNION



EMPLOYER

About HSCPOA

The Health and Supportive Care Providers Oversight Authority (HSCPOA) is an oversight (regulatory) body established by the Government of Ontario to protect the public. Through the [HSCPOA Act, 2021](#), HSCPOA oversees registered PSWs to make sure they deliver safe, quality, ethical, and accountable care.

PSW registration with HSCPOA is currently voluntary; however, the goal is the same: to protect the public.

If you have any questions, contact HSCPOA at: registration@hscpoa.com or to learn more, visit hscpoa.com.



Who does what?

Learn about the distinct roles that regulators, associations, unions and employers play in Ontario's healthcare system.



HSCPOA: Ontario's PSW OVERSIGHT/REGULATORY BODY

Protects the public

- Ensures HSCPOA PSW registrants follow healthcare laws.
- Sets registration, annual renewal, and continuous quality improvement program requirements.
- Creates HSCPOA code of ethics, standards, and other guidance materials for PSW registrants.
- Addresses complaints about the behaviour or care provided by a HSCPOA registered PSW through a fair and transparent process.



ASSOCIATION

Advocates for and supports the interests of members

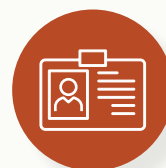
- Advocates for PSWs to government, employers, and other healthcare organizations.
- May provide education, job information, social events, and awards for members.
- May promote research/resources related to PSWs.
- May help PSW members respond to complaints received by HSCPOA and offer professional liability insurance.



UNION

Represents employees in discussions and negotiations with employers

- Negotiates with PSW employers about wages, benefits, work conditions, and job security.
- Advocates for the interests of PSWs when communicating with employers. For example, a union might help PSW union members ask their employer for better benefits.
- Advocates for PSW employee rights.
- Handles grievances under the collective agreement between PSW employees and their employers.
- Provides support for PSW union members who face employer disciplinary actions or who have work-related challenges, and may assist PSWs in responding to complaints received by HSCPOA.



EMPLOYER

Hires and pays PSWs for their work

- Follows Ontario's employment laws to make sure PSW employees are treated safely, fairly, and without discrimination.
- Explains the job duties of PSW employees.
- Ensures PSW employees understand their rights.
- Creates PSW employer policies and procedures.
- Provides training, education, and equipment to PSWs to support safety at work.

Where to go for help?

Whether you're seeking guidance, workplace support, advocacy or regulatory information, here's where to start.

EDUCATION AND CONTINUED COMPETENCE

"What education do I need to become a PSW?"



OVERSIGHT/REGULATORY BODY - HSCPOA

Visit hscpoa.com to understand the education requirements and the application process to become a HSCPOA registered PSW in Ontario.

"How do I stay up to date on my continuing quality improvement requirements?"



OVERSIGHT/REGULATORY BODY - HSCPOA

Once the Continuous Quality Improvement (CQI) Regulation is passed, HSCPOA will manage a CQI program. PSWs registered with HSCPOA will have to follow these requirements to show they are always learning and maintaining their competence.

"How can I increase my knowledge and skills?"



OVERSIGHT/REGULATORY BODY - HSCPOA

In time, HSCPOA will have resources addressing knowledge, skills, and understanding of regulation. If you have questions, contact registration@hscpoa.com.



ASSOCIATION

Associations and other institutions may offer educational resources.



EMPLOYER

Employers may offer education and certifications related to job responsibilities.

"Where can I find out about PSW legislation, regulation, or responsibilities?"



OVERSIGHT/REGULATORY BODY - HSCPOA

HSCPOA provides guidance to the public, PSWs, and employers related to HSCPOA registered PSW responsibilities and legislation.

"What training do I need for my role and how do I get it?"



EMPLOYER

Your employers will tell you what skills and training you need. PSWs are responsible for identifying their learning needs and speaking to their employer to fill any gaps.

NETWORKING AND EVENTS

"How do I connect with other PSWs?"



ASSOCIATION

Associations plan events where you can make connections with PSWs.

PAY AND BENEFITS

"Does my pay increase based on the years I have worked?"



UNION

Unions help address work-related issues and support PSW employees with things like pay and benefits.

"Will I get more pay if I work nights or weekends?"



EMPLOYER

In most cases, your employer pays you for your work and will provide you with information about your pay and any health benefits.

"What's included in my health benefits?"

ADVOCACY

"Who can help me advocate for PSWs?"



ASSOCIATION

PSW associations may advocate for and promote the interests of members.

"Who should I contact to get better working conditions?"



UNION

Your union is responsible for labour relations between you and your employer. Please direct any concerns about work conditions to your union.



EMPLOYER

If your workplace is not unionized, speak to your employer about your concerns.

PROTECTION

"I have safety concerns related to another PSW or healthcare employee. What should I do?"



EMPLOYER

Speak to your employer if you have concerns about the conduct of another staff member.



OVERSIGHT/REGULATORY BODY - HSCPOA

If the person you are concerned about is a HSCPOA PSW registrant, you may submit a complaint at hscpoa.com or email complaints@hscpoa.com.



REGULATORY COLLEGES

You can report conduct concerns about another regulated healthcare colleague to the regulatory college to which they belong.

REPORTING

"How do I know what reporting I need to do?"



OVERSIGHT/REGULATORY BODY - HSCPOA

HSCPOA registered PSWs have mandatory reporting obligations. For details, please visit hscpoa.com/registrants/mandatory-and-self-reporting-obligations.

Definitions

Advocate

To ask for support or recommend an action.

Annual renewal

Information that is required from PSWs yearly to maintain HSCPOA registration.

Authority

Under the [*HSCPOA Act, 2021*](#), the power or right to give orders, make decisions and enforce compliance.

Continuous quality improvement program

Learning activities that help PSWs maintain competence.

Govern

To lead, control, or manage an organization or group, often by creating rules and making decisions that guide their actions.

Responsibilities

Requirements or duties that individuals must respect and comply with related to their work and/or registration with their oversight/regulatory body.

Registration

When a regulatory/oversight body approves an application for registration.

Oversight/regulation

Protects the public by decreasing or removing potential harm that may occur when providing care.

Requirements

Something that is needed.

Work conditions

Factors that affect the working environment, such as work-life balance, number of hours at work, and health and safety measures.

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