

### Introduction to HSCPOA:

# Registration and Oversight of Personal Support Workers (PSWs) in Ontario

### **Presenters:**

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## **Presentation Content**

- 1. HSCPOA Overview
- 2. Outreach & Awareness Building
- 3. Pathways to Registration
- 4. Next Steps HSCPOA
- 5. Call to Action: Educators, PSWs, & Other System Partners



### **HSCPOA Overview**

Health and Supportive Care Providers Oversight Authority Act, 2021

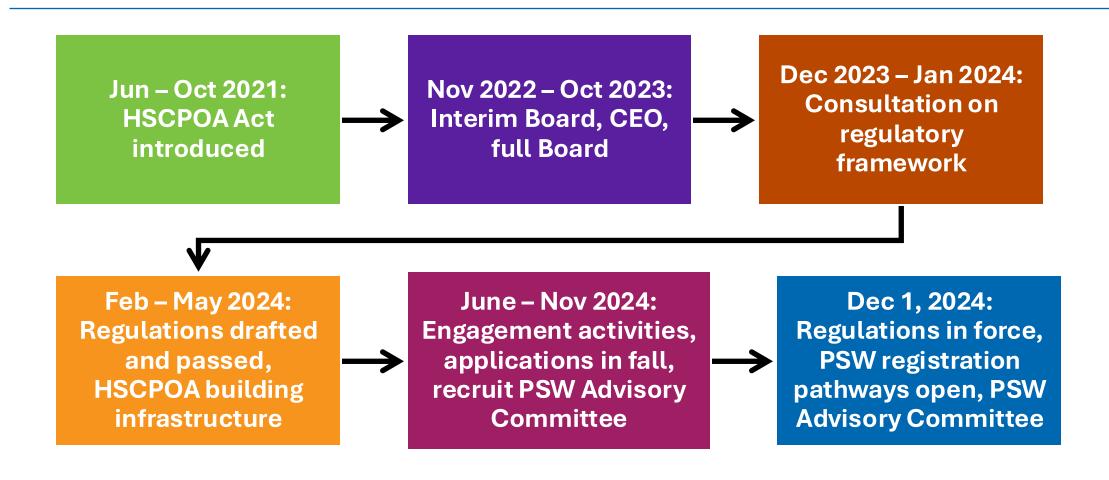


- Government established the Health and Supportive Care Providers Oversight Authority (HSCPOA)
- Beginning with Personal Support Workers (PSWs)
- Future classes may be added

Overarching Mandate: **Public Protection** 



## **HSCPOA** Timeline





# Regulation Approvals

- Regulations passed by government in late May 2024
- Ontario government announcement on June 4<sup>th</sup>
- Came into force December 1, 2024
- Applications accepted as of November 8, 2024
- HSCPOA began registering PSWs on December 1, 2024



# **HSCPOA Act Regulations**

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





# HSCPOA's Objects Under the Act

Administer and enforce the Act and the regulations made under the Act

Establish and maintain educational and skills-based qualifications

Establish and maintain the visual mark for use by registrants

Promote safe, competent, ethical, high-quality care

Establish and maintain codes of ethics

Educate registrants, employers and the public about the HSCPOA Act

Advise the Minister, upon request, on certain policy matters

Other duties or powers assigned to it under this Act



### Regulatory Framework Components



**PSW Registration Eligibility** 



**Public Register** 



**Code of Ethics** 



Complaints, Discipline & Appeals Processes



Committees (Advisory, Discipline & Appeals)



**HSCPOA PSW**Visual Mark



Funding for Therapy & Counselling



## HSCPOA's Public Register



### **Registrant Information**

Find the name, gender, languages spoken, and employment details of every HSCPOA PSW registrant. Personal contact details are not included.



### **Registration Status**

Active or inactive and if registration has been suspended or revoked, or has any terms, conditions or limitations.



### **Conduct History**

Any complaints and disciplinary actions taken by HSCPOA, and other regulatory bodies, as well as relevant charges of convictions for certain offences.



### Public Register - Find a Registered Personal Support Worker (PSW)

### HSCPOA Public Register Definitions

The Public Register of Personal Support Workers (PSWs) enables anyone to confirm whether a PSW is registered with the Health and Supportive Care Providers Oversight Authority (HSCPOA) in Ontario. The Public Register of PSWs includes registration information, language of services, concurrent registration in another profession/jurisdiction, and any complaints and/or discipline history. About the Public Register

Search by first name, last name, HSCPOA registration number, employer name, or city. If you are unable to access HSCPOA's Public Register or need more information, contact: registration@hscpoa.com

While HSCPOA does validate some information provided by registrants, the information on the Public Register of PSWs is only as accurate and timely as what is reported to us.

First Name			Last N	ame			Registration Number		
City			Emplo	yer Name			Search by previous en	nployer	
		Ф							
Q Search									
Q Search: » 0 registrant(s	s) found								
					Discipling	ne Commit	tee Outcomes 🛕 Othe	r Important Info	ormation
Registrant	Class \$	Status	\$	Effective	\$ Expires	<b>\$</b>	Primary Employer	<b>\$</b>	

### Differences from Other Regulatory Bodies

PSWs first, future professions can 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



# Significant Difference: HSCPOA Vs. Prior PSW Registry Attempts

- Previously Two PSW registry attempts
- Today What's New?
  - This time: Legislation is in place with the HSCPOA Act, 2021
  - HSCPOA has the regulatory framework not previously provided
  - Regulation, oversight, and accountability of PSWs in Ontario for public protection

# Voluntary Registration

- For now, PSW registration with HSCPOA is voluntary
- PSWs can continue to work in Ontario without registration
- Time will tell if registration becomes mandatory like some other personal care provider registries in Canada – government decision
- The Ontario health care sector wants oversight of PSWs
- There is value in voluntary registration, refer to FAQs



## **Encourage Your PSW Graduates to Apply**

- Registration now open
- Encourage your PSW graduates to be trailblazers!
- The <u>best way</u> to demonstrate the support of the regulation of PSWs in Ontario is if PSWs become registered with HSCPOA and encourage others to register
- Becoming registered shows a PSW's commitment to providing safe, quality, ethical care



### What's in it for PSWs?

### 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

PSW from unregistered PSWs who are not accountable to HSCPOA.



### What's in it for PSWs?

### 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.



### **HSCPOA** Value

Recognizes the important role of PSWs

Protecting the public through PSW oversight and accountability

Transparency through the Public Register of PSWs

Strengthens health human resources oversight

Establishes consistency of PSW education and training requirements

Safe, ethical, quality, and accountable care



### **Outreach Activities**

- Engagement and Awareness through Outreach to:
  - Employers, Educators, Associations, and other Ontario Healthcare Systems Partners
- Communication materials to promote PSW registration:
  - Website Content
  - Information Sheets/Handouts
  - Videos
  - Webinars Overview and Topics
  - <u>eNewsletter</u> **subscribe** to receive 'HSCPOA News'
  - Speaking Engagements



# Information Sheets/Handouts





### **About HSCPOA**

### Who we are and what we do

The Health and Supportive Care Providers Oversight Authority (HSCPOA) was created by the Government of Ontario to support public protection.

We do this by registering and holding Personal Support Workers (PSWs) accountable for safe. quality, ethical care provided to Ontario residents in their homes, hospitals, long-term care facilities, or other health care environments. We do this by:



Maintaining an online Public Register with easy-to-find information about all registered PSWs in Ontario



Establishing consistency in education, training and competency requirements



Holding registrants accountable to a Code of Ethics.



Enhancing public trust in registered PSWs and respect for the work they do.

addressing complaints, providing

disciplinary procedures.

registered with HSCPOA.

dispute resolution, and overseeing

Authorizing qualified PSWs to use

the Visual Mark to show they are

For more information, visit: hscpoa.com

Health and Supportive Care Providers Oversight Authority Quality care is the cornerstone of our healthcare system and PSWs play a critical role As part of efforts to hire, support and retain the people who provide vital services, PSWs, their employers, and the people who count on their care.





Visit: hscpoa.com



To apply, please visit hscpoa.com and select "Applicants."

Health and Supportive Care Providers Oversight Authority

"See hscooa.com/applicants for further information about each of these requirements

TO QUALIFY APPLICANTS MUST:

other regulatory body (if applicable



### How registering benefits you

6 reasons to apply to register with the Health and Supportive Care Providers Oversight Authority (HSCPOA).



Trust, respect and recognition. Personal support workers are the largest group of unregulated health care providers. Being registered shows you've met qualifications and are committed to protecting the public by being held accountable for safe. quality, ethical care.



It builds the reputation of PSWs. When you are registered with HSCPOA, it shows you are accountable to provide safe, quality care like other regulated, health providers including nurses, dietitians and physiotherapists.



It makes you stand out. Being registered differentiates you from unregistered PSWs who are not accountable to an oversight body



More employment opportunities. Being on our Public Register means employers and the public can easily find you in a list of qualified, registered PSWs. Employers may prefer to hire HSCPOA registered PSWs.



You can use the HSCPOA Visual Mark. Colleagues, employers and recipients of your services will immediately recognize you as a PSW registered with HSCPOA



It's free and voluntary. There is currently no cost to become registered and be part of HSCPOA's Public Register.

To register or get more information, visit: hscpoa.com

Health and Supportive Care Providers Oversight Authority Quality care is the cornerstone of our healthcare system and PSWs play a critical role. As part of efforts to hire, support and retain the people who provide vital services the Government of Ontario has created HSCPOA, which offers significant benefits to PSWs, their employers, and the people who count on their care.



# Information Sheets/Handouts



### The HSCPOA Visual Mark Trust at a glance.

When a Personal Support Worker (PSW) wears or otherwise uses the HSCPOA Visual Mark, it means they:



Have voluntarily registered with the Health and Supportive Care Providers Oversight Authority (HSCPOA)



Are committed to providing safe, quality and ethical care.



Are a PSW in good standing with HSCPOA.



Are accountable to an oversight body in place to protect the public.



Have met the minimum requirements for education and/or experience



Can easily be found on HSCPOA's Public Register, which will show any complaints, discipline history, and any limitations on their registration.



about delivering their best every day.



The Visual Mark immediately IDs a egistered PSW who is educated nd experienced. It is only available those who meet strict criteria: nauthorized use may result in penalties.

For more information on the Visual Mark, and about registering with HSCPOA, visit: hscpoa.com

Quality care is the cornerstone of our healthcare system and PSWs play a critical role. As part of efforts to hire, support and retain the people who provide vital services the Government of Ontario has created HSCPOA, which offers significant benefits to PSWs, their employers, and the people who count on their care





Visit: hscpoa.com



### The HSCPOA **Public Register**

HSCPOA's online Public Register is a searchable list of Ontario's registered PSWs that anyone can access. It is more than a search tool: the Register protects the public by making the following information available:



Registrant information

Find the name, gender, languages spoken, and business details of every HSCPOA registrant.



Find out if a registered PSW is in good standing with HSCPOA, or if their registration has been suspended or revoked, or has any terms, conditions or limitations on their registration.



View any complaints and disciplinary actions taken by HSCPOA, and other regulatory bodies, as well as relevant charges or convictions for certain offences

### Our HSCPOA Public Register is a helpful resource for:

Find a registered PSW in your area: look up registered PSWs and make informed decisions about your care or the care of someone close to you.

A great hiring resource: easily identify registered PSWs who have met education/experience requirements and are accountable to HSCPOA.

Elevated recognition: demonstrates to employers, care recipients, and the public that you are committed to safe. quality, ethical care,

For more information, visit: hscpoa.com

### Health and Supportive Care Providers Oversight Authority

Quality care is the cornerstone of our healthcare system and PSWs play a critical role. As part of efforts to hire, support and retain the people who provide vital services, the Government of Ontario has created HSCPOA, which offers significant benefits to PSWs, their employers, and the people who count on their care.





### **HSCPOA Code** of Ethics Ensuring safe, quality care

All PSWs registered with HSCPOA are held accountable to the Code of Ethics that covers the following categories:



Honesty & Integrity Communicate openly and honestly, showing



Privacy & confidentiality Be respectful of recipients' privacy and comply with privacy laws and employer policies.



Professionalism & accountability Provide competent, dignified care, maintain appropriate boundaries, collaborate, and behave professionally at all times.



Record keeping & reporting Clearly and accurately document care services provided.



Recipient autonomy Provide information to ensure informed consent and respect personal beliefs.



Ethical business practices Charge reasonable fees, perform services regardless of fee, and issue receipts, as



Clear qualifications Provide accurate name, role and display the PSW Visual Mark, if requested



Respect care recipients' cultural and religious beliefs and do not discriminate against others.

The Code of Ethics is the foundation for HSCPOA's complaints and discipline process.

You can find the full HSCPOA Code of Ethics on hscpoa.com and select Registrants, Code Of Ethics.

Health and Supportive Care Providers Oversight Authority Quality care is the cornerstone of our healthcare system and PSWs play a critical role. As part of efforts to hire, support and retain the people who provide vital services, the Government of Ontario has created HSCPOA, which offers significant benefits to PSWs, their employers, and the people who count on their care



# Information Sheets/Handouts



It highlights your commitment By encouraging PSWs to register and employing registered PSWs, you show your commitment to providing safe.







supportive care services they provide

Registered PSWs can use the HSCPOA Visual Mark. This immediately identifies PSWs who have met HSCPOA's registration

Being registered is voluntary and shows

PSWs genuinely care about protecting

the public by adhering to HSCPOA's

It shows PSWs have met education or

experience requirements, are of good

It's good for PSWs' reputation.

character, and builds public trust.

For more information on registering with HSCPOA, visit: hscpoa.com

Quality care is the cornerstone of our healthcare system, and PSWs play a vital role. training and education, provide accountability and transparency, and support the









### 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 asking for help from system partners to spread the word and communicate the value of registration. Bringing accountability and oversight of PSWs enables employers and the public to easily find care

### 6 reasons for PSWs to apply to register with HSCPOA



It increases public recognition. Being registered shows PSWs have met qualifications and requirements which builds



It shows their commitment to quality care Being registered is voluntary and shows PSWs genuinely care about protecting the public and adhering to HSCPOA's Code of



It helps registered PSWs stand out. Registrants can use the PSW Visual Mark to display they are registered with HSCPOA.



It builds the reputation of PSWs. When PSWs are registered with HSCPOA it shows they are accountable to provide safe, quality, ethical care.

More employment opportunities

Being on HSCPOA's Public Register

means employers and the public can easily find qualified, registered PSWs. Employers may prefer to hire HSCPOA registered PSWs.



It's free and voluntary. There is currently no cost to become registered and be part of HSCPOA's







### **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, while an association such as the Ontario Personal Support Worker Association, (OPSWA) is focused on the interests of its members. The two act as system partners to deliver effective health care in Ontario.

	OVERSIGHT BODY (HSCPOA)	PROFESSIONAL ASSOCIATION (OPSWA)
Mandate	Acts in the public interest.	Advocates for and acts in the interest of its members.
Accountability	Accountable to the public through the provincial government.	Accountable to its members.
Activities	Establishes educational and experience requirements for registration.	May publish best practice resources and may offer continuing education opportunities.
	Establishes a legislated Code of Ethics, holding registrants accountable for safe, quality, ethical care. The Code of Ethics provides the foundation for HSCPOA's complaints and discipline process.	May publish an online database of its members and employer Creates member networking opportunities
	Must maintain a required Public Register of all current and past registrants with employment location, registration history and any conduct concerns.	
Registration vs. membership	Registers those qualified based on legislated criteria. Currently, registration with HSCPOA is voluntary.	Accepts members based on criteria determined by the association and may remove members at its discretion. Membership is voluntary.
Quality Assurance	Is legally required to promote the ongoing maintenance and enhancement of qualifications and skills to ensure registrants provide safe, quality, and ethical care.	May provide members with opportunities for continuing educati
Complaints and reports	Has a legislated complaints and discipline process.	May provide support to members by helping them respond to complaints/reports about their conduct/behaviour, and by offering professional liability insurance.
Advocacy	Works with government, registrants and the public to ensure safe, quality ethical care, in the public interest, but does not do any overt advocacy work.	Advocates for professional recognition to affect changes to service delivery, wages, working conditions, and public awareness of services.

To learn more about HSCPOA, visit: hscpoa.com

Quality care is the cornerstone of our healthcare system and PSWs play a critical role. As part of efforts to hire, support and retain the people who provide vital services, the Government of Ontario has created





Public ~

Applicants v

Oversight Authority

Health and Supportive Care Providers

Registrants ~

Employers v

About HSCPOA V

**Contact Us** 

We're building a foundation of trust

Protecting the public through registered PSW oversight and accountability.

About Us  $\longrightarrow$ 

Apply Now →



# 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)
PSW Work Experience in Ontario
Open until December 1, 2027

Path 3:

Labour Mobility
On a PSW equivalent registry/directory in Canada

Path 4:

Competency Assessment
Domestic or internationally
trained



### All Pathways - Registration Requirements

**Completed Recognized PSW training** OR PSW experience via employer verification Language proficiency **Good character**  Criminal record check Attestations and declarations • Letter of good standing, as applicable

No licensing
exam or
authorization
to work in
Canada
requirement



### Completed Ontario PSW Education

**Application Form** 

- Graduates from Ontario PSW programs
- PSW education completed on/after July 1, 2014\*, from:
  - Indigenous Institutions
  - District School Boards
  - Colleges of Applied Arts and Technology
  - Private Career Colleges



<sup>\*</sup>Applicants who completed Ontario PSW education before July 1, 2014, may be eligible to apply through Path 2: Employed as a PSW in Ontario.

### Employed as a PSW in Ontario\*

**Application Form** 

- Employed in last three years as a PSW (or equivalent) in Ontario
- Employer form and must be a 'prescribed employer'
- 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



# **Employer Support**

- HSCPOA is committed to assisting employers:
  - Completing the <u>Employer Confirmation and</u> Verification of Skills as a PSW form
  - Ensuring all those eligible become registered
  - Employer Directory
  - HSCPOA PSW Visual Mark Usage Guide



### Educated AND Employed as a PSW in Ontario

### Applicants who are:

- Graduates from Ontario PSW programs on or after July 1, 2014, AND
- Employed as a PSW in Ontario in last three years



Apply through

Path 1:

Completed Ontario PSW Education



## **Labour Mobility**

**Application Form** 

### Currently registered with:

- British Columbia Care Aide & Community Health Worker Registry
- Alberta Health Care Aide Directory, OR
- Nova Scotia Continuing Care Assistant Registry
- Provided PSW care within three years before application



## Competency Assessment

**Application Form** 

- Completed PSW education outside Ontario at least 600 hours
- No Ontario PSW work experience within last three years
- Includes:
  - Internationally educated, OR
  - Canadian trained outside Ontario not eligible for Labour Mobility pathway
- Determines equivalence to graduates of recognized Ontario PSW programs
- Recognition of Nurses Policy in place



# Recognition of Nurses Policy

**Application Form** 

### Recognizes nurses as eligible for PSW registration with HSCPOA if they are:

- an internationally educated nurse (IEN),
- a current nurse registered with a regulatory body in Canada,
- a former nurse who was previously registered with a regulatory body in Canada,
- a recent graduate of a nursing program in Canada, OR
- a nursing student who completed at least one year of nursing education in Canada



### Documentation – All Applicants

- Language Proficiency, as per policy
- Government-issued photo ID
- Headshot photo, confirms ID
- Criminal Record & Judicial Matters Check (CRJM), as per policy
- Name Change documentation, if applicable
- Letter of Standing, from another regulatory body, if applicable



## Documentation – Pathway Dependent

Path 1

Path 2 Option B

✓

Certificate/diploma demonstrating completion of PSW program

✓

Transcript from PSW education program

Path 4

Path 2 Option A, B



Confirmation of Employment and PSW Skills Form

Path 3



Confirmation of active registration with another Canadian health care aide/continuing care assistant directory/registry

Recognition of Nurses



Confirmation of nursing education as per policy



### Instructional Videos

- Instructional videos for each pathway available
- Applicants > <u>How to become a Registrant</u>

Path 1 Path 2 Path 3 Path 4 Recognition of Nurses

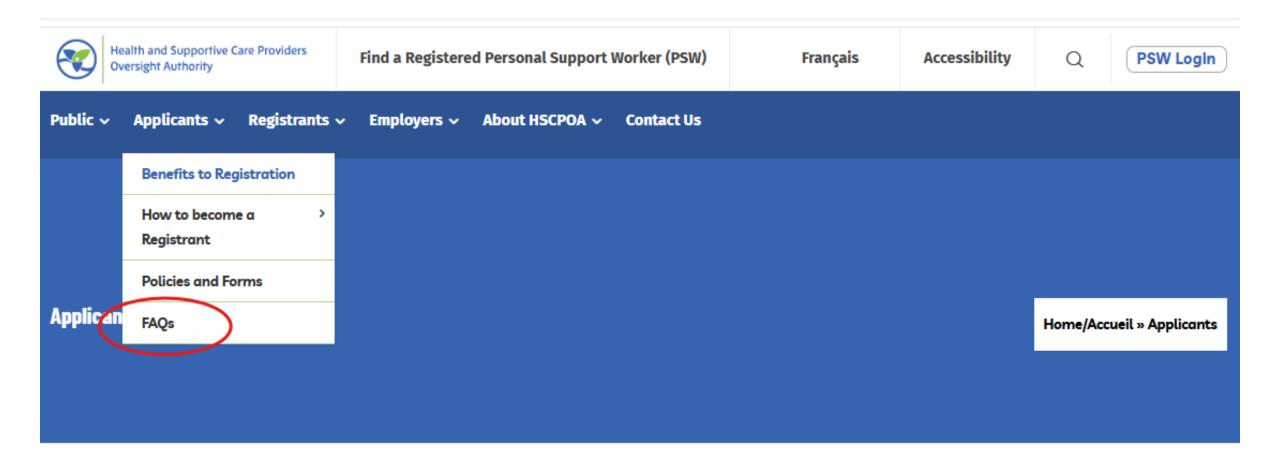


# More Registration Information



We're building a foundation of trust







# Next Steps - HSCPOA

- Continued outreach and engagement activities
- Register eligible PSWs
- Explore ways to validate education credentials
- Work with HSCPOA's PSW Advisory Committee
- Continue to learn, evolve, and implement continuous quality improvement in HSCPOA's work



# Call to Action: PSW Educators & Other System Partners



- Encourage PSW graduates to apply now
- Inspire others by raising awareness convey the benefits
- Share HSCPOA's resources widely <a href="https://nscpoa.com/promotion">hscpoa.com/promotion</a>
  - Videos via YouTube: How to Register with HSCPOA, the Benefits, Application form demos
  - Info sheets/handouts
  - Answers to FAQs, guides
- Include a link on your website: <a href="hscpoa.com">hscpoa.com</a>
- Contact HSCPOA for newsletter content
- Ask HSCPOA your questions



## Thank You!

### Connect with HSCPOA:

General Inquiries: info@hscpoa.com

How To Apply to Register: <u>registration@hscpoa.com</u>

Access Promotional Content: <a href="https://hscpoa.com/promotion">hscpoa.com/promotion</a>

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# Questions



