



## Registration and Renewal Policy

### Overview

The Initial Rollout of the phased Personal Support Worker (“PSW”) Registry of Ontario (“Registry”) provides a list of PSWs:

- i. that have completed a recognized Personal Support Worker or *Préposé Aux Services de Soutien Personnel* program;
- ii. have undergone a Police Record Check (i.e. Vulnerable Sector Check or Criminal Record Check);
- iii. are eligible to work in Ontario; and
- iv. have agreed to the Registry’s policies and procedures, including the Registry’s Code of Ethics and Roles and Responsibilities.

There are two classifications of registrants:

**Conditional Registrant:** “Conditional Registrant” refers to an individual who has met the Registry’s eligibility requirements but is not employed. This individual will be admitted to the Registry on a conditional basis and may become a Full Registrant upon employment with one of the employers participating in the Initial Rollout of the Registry (“Registered Employers”).

**Full Registrant:** “Full Registrant” refers to an individual who has met the Registry’s full eligibility requirements and is newly hired or currently employed by a Registered Employer.

Registration will be conducted in phases – the Initial Rollout of the Registry will commence with PSWs who have graduated from a recognized PSW program in accordance with the Registry’s [Education Requirements and Alternative Assessment Policy](#). The sample size will allow the Registry to test and gain valuable feedback for the eventual mandatory comprehensive Registry. The Registry will invite the remaining PSW population to enroll through expanded eligibility processes, which will include additional admission processes such as grandparenting. The Registry is expected to be transferred to a Permanent Operational Host in 2019.

### Purpose and Rationale

The purpose of this *Registration and Renewal Policy* is to identify the requirements and processes to register on the Registry and maintain status as a PSW Registrant in a clear, transparent and fair manner. The rationale for this policy is to assure all Applicants meet standardized eligibility requirements.



## Definitions

For the purposes of this document:

**“Applicant”** refers to an individual who has submitted an application to become a Registrant on the Registry.

**“Records and Registration Coordinator”** refers to the individual who is charged with reviewing all applications from individuals seeking to become a Registrant of the Registry, change their registration classification, or renew their registration with the Registry.

**“Registrant”** refers to an individual who is registered on the Registry.

**“Registrar”** refers to the individual charged with rendering a final decision regarding an Applicant’s admission to the Registry, a Registrant’s renewal with the Registry, or a Registrant’s change in classification or status with the Registry.

## Registration Requirements

All Applicants to the Registry must agree to abide by the Registry’s [Registrant Terms of Use](#), the [Education Requirements and Alternative Assessment Policy](#), [Code of Ethics](#), [Roles and Responsibilities of Personal Support Workers](#), [Complaints Policy and Process](#), this *Registration and Renewal Policy* and other governing policies. Applicants must also consent to the Registry’s *Registrant Agreement* and *Registration Consent Form* prior to submitting their application.

In addition to above, each Applicant **must** submit the following information and supporting documentation to the Registry for consideration and review:

- a) Personal details (proof of eligibility to work in Ontario and photo identification required)
- b) Education details (proof of program completion required)
- c) Employment details

Additionally, Applicants are obliged to disclose the following and submit supporting documentation as required for consideration and review:

- d) Membership with another unregulated or regulated healthcare body inside and/or outside of Ontario (if applicable, a Letter of Standing may be required)
- e) Fitness to practice safely and competently
- f) Criminal and professional misconduct record



Additional information may be required as part of the application such as, but not limited to:

- g) Areas of additional training and/or certification
- h) Interest in employment/additional employment opportunities

For an individual to become a Full Registrant, their Registered Employer **must** submit the following information and supporting documentation to the Registry for consideration and review:

- i) A list of newly hired PSW employees who have a clear Police Record Check or a Police Record Check that did not produce any information that would impact the PSW's ability to practice safely and would not pose a risk to the public;
- j) At Michener's request, confirm that a PSW works for or has received an offer of employment from the Registered Employer; and
- k) The contact information for an individual in the Registered Employer's human resources or equivalent department as a point of contact for Michener to confirm the employment status of a PSW.

All Applicants to the Registry are assessed using the information above to determine if each Applicant has met the Registry's minimum requirements needed to practice as a PSW in Ontario and, if not, to provide them with the resources needed to facilitate their practice as a PSW in Ontario in accordance with the Registry's policies.

## Required Documentation

Each Applicant is carefully assessed using the information and supporting documentation provided to the Registry. All documents must be submitted to the Registry as a complete package via mail with the exception of documents that must be submitted directly by the issuing body (e.g. academic transcript). All copies of supporting documentation submitted to the Registry must be at a legible resolution, which clearly shows all text, photos and document markers as applicable. If any document in the package is non-legible, the supporting documentation package will not be accepted and will be returned to the sender. **Applicants must not send the original copies of their personal identification documents. The Registry is not liable for any original copies of personal identification documents that may be mistakenly sent to the Registry.**

As part of the application process, Applicants must submit an attestation to the truthfulness of the information declared in their application and their supporting documents. The submission of false information, the omission of relevant information, or any form of willful misrepresentation is considered to be an act of professional misconduct and may result in disciplinary action up to, and including, termination of application/registration.

Applicants are also required to provide the Registry with consent to verify and confirm the validity of all information and supporting documentation submitted to the Registry, this includes, but is not limited to, documents related to their identification, education, employment, criminal background, and membership with other unregulated or regulated organizations. Should any of the information submitted by the Applicant change, it is the responsibility of the Applicant to notify the Registry within **thirty (30) calendar days** of the change. Failure



to notify the Registry of any changes in information may impact the Applicant's standing with the Registry. Once an Applicant is approved and registered, all Registrant accounts are subject to periodic audits to ensure the ongoing accuracy of Registrant information. Registrants must notify the Registry of any change to their information within **thirty (30) calendar days** of the change. Failure to notify the Registry of any changes in information may impact the Registrant's standing with the Registry.

All information submitted as part of the registration process will be collected, retained, used, disclosed and destroyed in accordance to the Registry's policies and procedures, including but not limited to, the [Registration and Renewal Policy](#), the [Education Requirements and Alternative Assessment Policy](#), the [Privacy Policy](#), the [Complaints Policy & Process](#), the [Management, Retention & Disposal of Applicant and Registrant Records Policy](#) and the [Management, Retention & Disposal of Complainant Information Policy](#).

All supporting documentation must be received by the Registry within **thirty (30) calendar days** of application submission.

## A. Personal Details

Applicants to the Registry must submit at least one (1) piece of government-issued identification (ID). The piece of ID must demonstrate the Applicant's eligibility to work in Ontario (i.e. Canadian Passport, Canadian Citizenship Card, Canadian Permanent Resident Card or a valid work permit issued by Immigration, Refugees and Citizenship Canada) and must be a photo identification. If it is not a photo identification, the Applicant must submit an additional government-issued ID that includes their photo (this ID cannot be a health card). **Applicants must not send the original copies of their personal identification documents. The Registry is not liable for any original copies of personal identification documents that may be mistakenly sent to the Registry.**

The information that appears on the Applicant's ID must correspond to the information that appears on the registration application form and other supporting documentation. If the Applicant has changed their name, they must submit an official certificate of name change in addition to the government-issued ID required above. All supporting documentation submitted as proof of identity must be valid and government-issued; expired documentation will not be accepted by the Registry.

## B. Educational Details

Applicants to the Registry must satisfy the education requirements outlined in the [Education Requirements and Alternative Assessment Policy](#) to be eligible for registration on the Registry.

Any costs relating to the provision of any of the documentation referred to below are borne by the Applicant. With the exception of documentation for Private Career College programs and Continuing Education School Board programs (where copies of supporting documentation may be submitted directly by the Applicant), all documentation must be original and must be sent to the Registry directly by the issuing body (e.g. college) – photocopies will not be accepted. The documentation must be received in a sealed envelope and must clearly



display the full legal name of the Applicant, the name of the institution, the program of study, and the date of successful program completion/graduation.

1. Graduates from a College of Applied Arts and Technology (CAAT):

If the Applicant has graduated from a CAAT, one of the following official documents must be provided directly to the Registry by the Applicant's CAAT:

- i. A final transcript bearing the academic institution's official seal/stamp; **or**
- ii. A letter of completion from the Office of the Registrar bearing the institution's seal/stamp and/or letterhead

2. Graduates from a Private Career College (PCC):

If the Applicant has graduated from a PCC, one of the following official documents must be provided to the Registry by the Applicant:

- i. A copy of the Applicant's PSW certificate or diploma; **and**
- ii. A copy of the Applicant's NACC certificate.

3. Graduates from a Continuing Education School Board Program (CESBP):

If the Applicant has graduated from a CESBP, the following official documentation must be provided to the Registry by the Applicant:

- i. A copy of the Applicant's PSW certificate.

**Note for CESBP graduates only: Where consent has been provided to the school, the school board will send a list of all PSWs who have successfully completed their PSW program directly to the Registry.**



## C. PSW Employment Details

Applicants must declare their three (3) most recent PSW employers. Information must include:

- Employer Name
- Position Title
- Area of Practice (long-term care, home care, retirement home, supportive housing, group home, adult day program, hospital, education facility, other)
- Start Date
- End Date
- Employer Address
- Employer Telephone Number
- Employer Email Address
- Number of Work Hours per Week
- Duties
- Employment Status (full-time or part-time)

The applicant must be currently employed with one of the Registered Employers to be eligible for registration as a Full Registrant.

## Disclosure Obligations

### D. Information pertaining to Membership with another Unregulated or Regulated Healthcare Profession

Applicants must disclose current or previous memberships/registrations with any unregulated or regulated healthcare body inside or outside of Ontario, including membership with the earlier iteration of the PSW Registry of Ontario. If applicable, a Letter of Standing will need to be provided to the Registry by the organization to include the following information:

- i. Date of practice as a Member/Registrant of that body (e.g. 2000 – present);
- ii. Any denial, limits, suspension, or revocation of current or previous membership(s)/registration(s); and
- iii. Any current proceedings or past outcomes related to the submission of a formal or informal complaint or an investigation by a professional healthcare body. If applicable, the registrant will need to provide the details and outcomes of such proceeding(s).





## E. Fitness to Practice Safely and Competently

Applicants will be required to declare that they have the knowledge, credentials, good character, and ability to practice as a Personal Support Worker in Ontario, and fulfill the obligations outlined in the [Roles and Responsibilities of Personal Support Workers](#) document as defined by the Registry.

## F. Criminal and Professional Misconduct Record

Applicants are required to provide information about their past and present general and professional conduct to the Registry. Applicants must report findings of guilt for criminal and professional misconduct offences, outstanding entries (i.e. charges or warrants), orders (i.e. judicial, probation or prohibition), and/or charges that would impact their practice with vulnerable populations. Applicants will need to submit an attestation declaring that they have never been convicted of abuse, assault, theft, fraud, sexual offences or any sentence that resulted in more than **six (6) months** of imprisonment.

## Additional Information

### G. Proof of Completion for Additional Certification(s)

Applicants who have completed additional certification or specializations beyond their core PSW education training are able to provide the Registry with this information for review. One of the following official documents must be provided directly to the Registry by the academic institution:

- i. A final transcript bearing the academic institution's official seal/stamp; or
- ii. A letter of completion from the Office of the Registrar bearing the institution's seal/stamp and/or letterhead.

### H. Interest in Employment/additional Employment

Each Applicant will be asked to disclose if they are looking for potential employment. If an Applicant is looking for potential employment, they will be asked to submit the following information:

- Areas of work in which they are interested (e.g. homecare, acute care, long-term care etc.);
- Regions in which they would like to work (e.g. north, central, east, west, Toronto); and
- Number of hours per week they can work.

In addition, the Applicant will need to consent to being contacted by the Registry, operating on behalf of Registered Employers, about potential job opportunities.



## I. Police Record Check

Applicants who are newly employed (less than **three (3) months**) by a Registered Employer must submit a Police Record Check (i.e. Vulnerable Sector Check (VSC) or Criminal Record Check (CRC) depending on the employer's hiring requirements) to their Registered Employer at the time of hire.

Applicants who are employed by a Registered Employer for **three (3) months or more**, must provide proof of their criminal and professional misconduct background as outlined in *Section F*. Proof may be provided to the Registry in the form of an attestation by their Registered Employer.

Applicants who are not employed by a Registered Employer will be required to submit a copy of their Police Record Check to the Registry directly. The Police Record Check must not be older than **six (6) months** from the date of application to the Registry.

Any costs relating to the Police Record Check are borne by the Applicant. A Police Record Check that reflects criminal convictions, outstanding entries (i.e. charges or warrants), orders (i.e. judicial, probation or prohibition), and/or any charges that would impact the individual's ability to practice safely and competently will require further review by the Registrar. Applicants with a history of criminal charges or convictions may be deemed ineligible for registration at the discretion of the Registrar.

## Registration Statuses

**Active:** "Active" refers to an Applicant who has been approved and admitted onto the Registry as either a Conditional Registrant or Full Registrant.

**Inactive:** "Inactive" refers to a Registrant who has been removed from the Registry, including all public- and employer-facing components of the Registry such as the Employer Portal.

Once an Applicant is approved, an Applicant will be given an Active status and will be listed on the Employer Portal of the Registry for viewing. Individuals with a Full Registrant classification will be available for viewing by their Registered Employer and will be eligible for future iterations of the Registry where there may be a public-facing component.

A Registrant's status may be changed at any time at the discretion of the Registry. If the Registrant is a Full Registrant, the Registrant and their Registered Employer will be contacted as soon as possible by the Registry in writing to inform them of the change. If the Registrant is a Conditional Registrant, the Registrant will be contacted as soon as possible by the Registry in writing to inform them of the change. Information pertaining to a PSW's removal from the Registry for abuse will be made available to other Registered Employers participating in the Registry.





## Registration Renewal

Registrants must renew their registration with the Registry on an annual basis to maintain their registration with the Registry. The first renewal for Registrants of the Registry may be subject to a longer timeline than **one (1) year**. Each Registrant will receive a *Notice of Renewal* by email **sixty (60) calendar days** before the Annual Registrant Renewal date as a prompt to renew their registration.

It is the responsibility of each Registrant to ensure that the information on their account is truthful and current. As such, Registrants will be required to submit an attestation declaring that the information on their account is accurate and that they have not withheld information that violates the Registry's policies and/or criteria for registration. This includes, but is not limited to, the following:

- Any current proceeding(s) or finding(s) of guilt against the Registrant under the *Criminal Code of Canada* or that would impact the Police Record Check;
- Any engagement(s) in professional negligence or malpractice;
- Any current proceeding(s) or finding(s) of professional misconduct, incompetence, incapacity or the like in Ontario (or outside of Ontario) in relation to personal support work;
- Any current proceeding(s) or finding(s) of professional misconduct, incompetence, incapacity or the like in Ontario (or outside of Ontario) in relation to another profession; and
- Any other developments or changes which might affect the individual's ability to perform the fundamental tasks of their jobs safely.

Registrants will have **sixty (60) calendar days** from the Annual Registrant Renewal date to renew their registration. If a Registrant does not meet this deadline, their registration will be deactivated and their standing with the Registry will reflect their failure to renew their registration.

## Registration Referrals

Applications to the Registry, whether new applications or renewals, may be referred for further review by the Registrar in the following situations:

- i. The Records and Registration Coordinator has doubts, on reasonable grounds, as to whether the individual fulfills the registration or renewal requirements;
- ii. The Records and Registration Coordinator is of the opinion that terms, conditions or limitations should be imposed on the individual's profile;
- iii. The Records and Registration Coordinator is of the opinion that terms, conditions or limitations should be imposed on the individual's profile and the individual does not consent; or
- iv. The Records and Registration Coordinator proposes to refuse the application or renewal.



If the Registrar is unable to resolve the registration issue, the Registrar or designate may contact the Applicant or Registrant for additional information. The Applicant or Registrant will be sent a *Request for Information*, which will include the following information:

- i. Rationale for request;
- ii. The Applicant or Registrant's right to respond through a written submission; and
- iii. The deadline for submitting a written submission, which is **thirty (30) calendar days** from the date of the *Request for Information*.

If an Applicant or Registrant requires an extension beyond the **thirty (30) calendar days** to make a written submission, they must notify the Registry within **thirty (30) calendar days** from the date the *Request for Information* was received. Alternatively, if the Applicant or Registrant chooses not to contact the Registry within **thirty (30) calendar days** of receiving their *Request for Information*, the Registry will consider the Applicant or Registrant's right to submit a written submission waived and will proceed to review the referral with the information provided through the registration/renewal application.

## Referral Decisions and Application Outcomes

Upon considering the application and submissions (if applicable) for a referral, the Registrar may take one or more of the following actions:

- i. Issue a certificate of registration or renewal;
- ii. Issue a certificate of registration or renewal pending the successful completion of quality assurance courses set or approved by the Registrar;
- iii. Issue a certificate of registration or renewal pending the successful completion of training specified by the Registrar;
- iv. Impose specified terms, conditions and/or limitations on a certificate of registration or renewal; or
- v. Refuse to issue a certification of registration or renewal.

The Applicant or Registrant (and their Registered Employer) will be sent an *Application Outcome*, which will include the registration decision.