

PSW Frequently Asked Questions

For the purposes of this document, the Ontario PSW Registry is referred to as “Registry” and Ministry of Health and Long-Term Care is referred to as “Ministry”

1. Who made the decision to discontinue the Registry?

The Ministry of Health and Long-Term Care has ended its funding for the Ontario PSW Registry.

2. Why was the decision made to discontinue the Registry?

At this time, it is our understanding that the Ministry is considering a number of options related to ensuring a safe and competent PSW workforce. If you have questions about the Ministry’s decision and/or its evolving home and community care policies, you may contact them directly at 416-314-5518 or 1-866-532-3161 (Toll-free) between 8:30 am and 5 pm.

3. When exactly will the Registry close?

At this time, you are no longer able to access your profile (information you provided to the Registry). However, Registry customer service representatives will continue to be available to answer your phone calls until February 29, 2016.

4. Will the closure of the Registry impact my job as a personal support worker?

There has never been a mandatory requirement to register with the Registry – this has always been on a voluntary basis for PSWs. We have also reminded employer organizations that registering should not be made a condition of employment.

5. What if I need to have a registration number with the Registry to get a job as a PSW?

We have communicated to employer organizations the Ministry’s decision to discontinue the Registry. If your prospective employer requires you to have a registration number, please direct them to our website at www.pswregistry.org for more information about the Registry’s closure.

6. Can I still access my registration information online?

You can no longer access your registration information online.

7. Will employer organizations be able to access my registration confirmation information before the Registry’s closure?

PSW registration confirmation information is no longer available. The Registry has reminded employer organizations not to make registration a condition of employment.

These FAQs, as far as the Ontario PSW Registry (Registry) knows, were accurate at the time of distribution. The Registry cannot be held liable for any inconvenience caused by using this information.

8. Who can I contact for more information?

The Registry's customer service department is open from 9:00 am to 4:30 pm Monday to Friday at 416-642-2585 or 1-888-722-1976 and/or you can email us at info@pswregistry.org until February 29th 2016. You may also contact the Ministry at or 416-314-5518 or 1-866-532-3161 between 8:30 am and 5 pm.

9. Will I still be able to access the Registry's Job Board?

The Registry's Job Board is no longer available.

10. Will registration with a registry be mandatory for PSWs in the future?

All future decisions regarding regulations/registration for PSWs will be determined by the Ministry of Health and Long-Term Care.

11. What will happen to my information that I provided to the Registry for registration?

In keeping with our commitment to safeguard your privacy, all personal information that identifies who you are (for example: name, address, phone number, email address and documents with your name on them) will be removed from the Registry's database before the Registry's closure. Only remaining non-identifiable information about the workforce will be retained. None of your personal information will be kept or shared with any other organization.

12. Can I continue to use my registration number to show that I was registered with the Ontario PSW Registry?

Due to the Registry's closure, your application and/or registration number can no longer be confirmed by the Registry, and should not be used. We have also reminded employer organizations that applying for registration with the Registry was always on a voluntary basis (not mandatory).

13. If I was is in the process of applying for registration, what will happen to my application?

In keeping with our commitment to safeguard your privacy, no more applications will be processed and all accompanying documents will be destroyed.

14. Can I still wear my Ontario PSW Registry pin?

You may continue to wear your pin.

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