



Disclaimer

The Initial Rollout of the Personal Support Worker (“**PSW**”) Registry of Ontario (“**Registry**”) provides a list of PSWs who have graduated from a PSW program approved by the Registry, have undergone a Police Record Check (i.e. Vulnerable Sector Check (VSC) or Criminal Record Check (CRC)), are eligible to work in Ontario, and have agreed to the Registry’s policies and procedures. The Registry verifies the PSWs’ identity, eligibility to work in Ontario, and their completion of a PSW program, but does not make any representation, warranty, or guaranty with respect to the PSW programs or the competency of the PSWs.

The Registry receives complaints and makes recommendations as to what third-party a complainant can take their complaint to be addressed and investigated. The Registry **does not** investigate complaints itself. A PSW’s listing on the Registry is not changed unless the Registry receives a relevant finding/recommendation from a third-party or notice of termination or suspension for Abuse by a Registered Employer. There may be PSWs listed on the Registry with outstanding complaints being investigated by a third-party, or against whom a relevant finding, including termination for Abuse by a Registered Employer, has been made but not shared with the Registry. Further, while the Registry attempts to ensure that information is updated within reasonable time periods there may be a delay when updating information. The Registry makes reasonable efforts to ensure that the information posted on the website is accurate and complete. However, the Registry does not represent, warrant, or guarantee that it is and accepts no liability or obligation relating thereto.