

# Personal Support Worker (PSW) Training Fund

## Employer Program Application Guide and Frequently Asked Questions

This document is intended to assist employers to apply for 2025-26 Training Fund program funding to support formal education of front-line PSW and personal support service employees.

### Application Guide – Training Plan

Employers submit a plan to the Coordinating Organization for their region on the form provided. Eligible organizations

1. Provide home and community care services that are community support services or personal support services in accordance with the *Connecting Care Act*, 2019 and its regulations (specifically, the Home and Community Care Services Regulation, O. Reg. 187/22); and
2. Receive funding for the provision of those services in its capacity as:
  - 2.1 a contracted service provider organization to Ontario Health atHome (OHaH) or another Health Service Provider (HSP);
  - 2.2 an organization funded by the Ministry of Health; or
  - 2.3 an HSP funded by Ontario Health.

Applicant Information – Sections A to H of the form identifies the employer legal name, service location within the region, contact information, Coordinating Organization, source of personal support or community service funding, overview of staffing numbers and numbers involved in training activities proposed to March 31, 2026.

Section I - This section of the form relates to the Certificate Education Stream to increase the number of PSWs working in the home and community care sector who have the knowledge, skills and competencies to help clients with complex care. The employer identifies on the form by program the number of front-line employees to complete PSW certificate education programs and related expenses claimed for re-imbursement. Full time program attendees should be grouped on a separate line from part time program attendees. For part time program attendees please identify expected date of completion.

Section J - This section of the form relates to the Continuing Professional Development Stream to increase the number of front-line PSWs and personal support staff with improved clinical knowledge, skills and competencies to help clients manage chronic disease/complex care needs in home and community settings. The employer identifies by continuing education course the number of eligible employees expected to participate, the date and type of course, and related expenses claimed for re-imbursement.

Section K - This section of the form is the attestation of the two most senior staff in the organization (usually the Chief Executive Officer/Executive Director and the Chief Financial Officer/Director of Finance) that the employees to be trained are front-line PSWs or personal support staff who provide home and community care services in accordance with the *Connecting Care Act*, 2019 and its regulations and that the training is eligible per the program description.

### Frequently Asked Questions

#### Q1: How do I know who my Coordinating Organization is?

A1: Please visit <https://ontariohealthathome.ca/find-my-hccss/> and enter your postal code. Once your Ontario HealthatHome (OHaH) Branch is identified, please review the table below to see your Coordinating Organization.

| <b>Ontario Health atHome Branch</b>   | <b>Coordinating Organization</b>  |
|---|---|
| Erie St. Clair and South West   | <a href="#">Meals on Wheels London</a>  |
| Waterloo Wellington, Hamilton Niagara Haldimand Brant, Central West, Mississauga Halton, South East and Champlain | <a href="#">AbleLiving Services Inc.</a>  |
| Toronto Central and Central   | <a href="#">Centre for Independent Living Toronto</a>                             |
| Central East and North Simcoe Muskoka   | <a href="#">The Friends ... Supporting those with Long Term Health Care Needs</a> |

|            |   |
|------------|---|
| North East | <a href="#">Physical Handicapped Adults' Rehabilitation Association</a>                           |
| North West | Treaty 3 Organizations - <a href="#">Anishinaabeg of Kabapikotawangag Resource Council (AKRC)</a> |
|            | Other organizations - <a href="#">Confederation College</a>                                       |

**Q2: Can we change our designated Coordinating Organization to submit our applications?**

A2: No, the Coordinating Organization is identified by OHaH branch. The Coordinating Organizations have a good understanding of the needs within their geographic locations and can organize with local partners.

**Q3: We have multiple sites across Ontario. Can we submit all our proposals to one Coordinating Organization?**

A3: Yes, you can submit to one Coordinating Organization in the OHaH region where your corporate head office is located. Please indicate on your application that the funding is for various branches of your organization, including the addresses of all service locations and staffing information related to those locations.

**Q4: Why do I need to rank requests in each section as priority 1, 2, etc.?**

A4: Eligible Organizations are asked to rank priority of requests for Certificate Education and Continuing Education stream funding to assist with assessment. **You may only rank one request as priority 1.** The form validation will return an error if more than one course per stream is ranked as priority 1.

**Q5: How do I find a certificate education program for PSW?**

A5: PSW certificate programs offered by school boards are listed at <https://ontarioschoolboardpsw.ca/> and for the 24 publicly funded colleges see <https://www.ontariocolleges.ca/en/programs/health-food-and-medical/personal-support-worker-psw> There are also over 100 PSW programs at Private Career Colleges at the MCURES website to <https://www.pcc.tcu.gov.on.ca/PARISearchWeb/searchResult.xhtml>

**Q6: Can I submit community nurse training expenses for PSW Training Fund Program funding?**

A6: No. The PSW Training Fund program supports training of front-line PSWs and personal support staff delivering home and community care services in accordance with the *Connecting Care Act, 2019* and its regulations when employer is funded for these services from Ontario Health atHome (OHaH) or another Health Service Provider (HSP), the Ministry of Health or an HSP funded by Ontario Health. While there may be different job titles for individuals who provide similar services at some agencies, the PSW Training Fund program supports the training of front-line PSW and community and personal support employees of the agency (not nurses, developmental service workers, etc.).

**Q7: May for-profit agencies that contract with OHaH apply to the PSW Education & Training Fund?**

A7: Yes, both for-profit and not-for-profit organizations are eligible to apply as long as they are under contract with OHaH or another Health Service Provider (HSP), the Ministry of Health; or an HSP funded by Ontario Health in accordance with the *Connecting Care Act, 2019* and its regulations.

**Q8: What if we have staff turnover before March 31, 2026?**

A8: Any changes to planned training involving front-line employees need to be communicated to the Coordinating Organization as they occur and in the quarterly/interim reports/forecasts requested.

**Q9: What if the continuing education course in our approved training plan is no longer available?**

A9: Any changes to the planned training involving a substitute continuing education course for front-line employees that meets the eligibility criteria needs to be discussed with the Coordinating Organization as soon as possible.

**Q10: Are costs for PSWs in managerial roles but also provide front-line care eligible?**

A10: Yes, if the individual has a PSW certificate, provides front-line care in accordance *Connecting Care Act, 2019* and its regulations and is an employee of an Eligible Organization.

**Q11: Are courses for individuals to become a certified trainer covered under the fund?**

A11: Yes, if the course is for certificate-educated PSWs to become trainers in an approved subject and all other eligibility requirements are met, the course may be recommended for approval by the Coordinating Organization.

**Q12: I have an in-house trainer that can provide training to staff. Will that be eligible for funding?**

A12: Yes, if the training meets the eligibility criteria within the PSW Training Fund Program Description. However, priority will be given to publicly-funded or non-profit third-party external programs that fulfill the criteria outlined in the program description.

**Q13: Will the full amount of the courses be paid?**

A13: Costs outlined in the Program Description will be considered for coverage. However, re-imbursements may be reduced based on assessment of the Coordinating Organization as to eligibility and priority ranking if the PSW Training Fund program is oversubscribed.

**Q14: When we will be notified to submit re-imbursement requests?**

A14: Coordinating Organizations will notify Eligible Organizations when and how to do this including guidelines on supporting documentation for their review in addition to the completed Training Plan templates.

**Q15: Which Travel, Meal and Hospitality Directive do I review for Training Fund applications?**

A15: The current version at: <https://www.ontario.ca/page/travel-meal-and-hospitality-expenses-directive>

**Q16: Do you have French versions of the documents provided?**

A16: French versions of the Program Description and Application Guide/Frequently Asked Questions documents are available from Coordinating Organizations.

**Q17: Must the continuing education stream courses be successfully completed in the 2025-26 fiscal year?**

A17: Yes. The program is for continuing education successfully completed from April 1, 2025 to March 31, 2026.

**Q18: Is prorating of certificate education stream program expenses permitted?**

A18: Yes, if the trainee successfully completes portions of the program started in 2025-26 and is on track with the proposed graduation date on the training plan submission. Employers may submit 2025-26 costs for these trainees to the Coordinating Organization in the 2025-26 fiscal year for re-imbursement. The Coordinating Organization's accounting policies if the amount is re-imbursed or accrued for payment in the following fiscal year for payment when a graduation certificate is provided. If the trainee employee does not successfully complete the program by projected graduation date, the employer may be required to return the funding to the Coordinating Organization in the fiscal year of the projected graduation date.

**Q18: What is the process to review a training plan decision by a Coordinating Organization?**

A18: The PSW Training Fund program is a discretionary, non-entitlement-based ministry program. Any decisions concerning the allocation of funding in connection with the program is at the ministry's sole discretion and the submission of any application or any other information by an Eligible Organization or a Coordinating Organization does not entitle that organization to the receipt of any funding or otherwise bind the ministry to provide any funding to that organization. The ministry will consider re-evaluation requests on a case by case basis. Please contact [pswtraining@ontario.ca](mailto:pswtraining@ontario.ca).