

Which programs are eligible for complimentary tuition?

- [PACE for PSWs](#)
- [Person-Centered Decision Making \(PCDM\)](#)

Who is eligible for complimentary tuition?

Healthcare providers or administrators working in community settings in Ontario. Individuals must also live in Ontario.

How long does it take to complete the education?

Both the PACE for PSWs Program and PCDM are available as online, asynchronous programs. The learner can access the programs at any time and can learn at their own pace. There is no requirement to meet at specific times or to complete any synchronous activities. (NOTE: see more about the Optional Interactive Coaching Program for PACE for PSWs below).

- PACE for PSWs takes approximately 30 hours to complete.
- PCDM takes approximately 8 hours to complete.

What is the process for accessing complimentary tuition?

Each learner must complete a separate Expression of Interest (EOI) for each program for which they are requesting complimentary tuition.

- The EOI for Person-Centered Decision Making (PCDM) is available here: <https://forms.cloud.microsoft/r/Lky2n0Pfui>
- The EOI for PACE for PSWs is available here: <https://forms.cloud.microsoft/r/phWkMMmxAb>

Applications will only be accepted through the online EOI process. Email applications will not be accepted.

EOI submissions will be reviewed within 2 business days. If approved, HPCO will register the learner in the requested program and will send an email to the learner containing login information and instructions on how to access the online education.

Learners should not create an account or directly pay for the education. Learners who directly pay for the education will not be reimbursed.

If an organization is requesting backfill funding to support their PSWs in completing the PACE for PSWs Program, an approval email will be sent to the organizational contact identified on the EOI. More information about backfill is provided below.

How long will complimentary education and backfill be available?

A limited number of spaces are available for Ontario-based providers or administrators to complete education between October 5, 2026 and March 31, 2027. The EOI process may close prior to March 31, 2027, if all spaces have been filled prior to that date.

What is backfill funding?

Backfill funding is funding to support organizations in providing paid time to their staff to complete the education.

Which programs are eligible for backfill funding?

- PACE for PSWS

Employers of learners approved for the PACE for PSWs Program are eligible for \$900 (flat rate) of backfill funding per learner. Backfill must be applied for at the same time as the complimentary tuition.

Who receives the backfill funding?

Backfill is paid by HPCO to the organization that employs the PSW learner. Backfill is not paid directly to the PSW learner by HPCO.

What is the process for receiving backfill funding?

In order to receive backfill funding:

- Organizations must be pre-approved through the EOI process for backfill funding for each learner prior to the learner starting the PACE for PSWs Program.
- The learner must successfully pass the 10-course PACE for PSWs Program by March 31, 2027, for the organization to receive backfill funding. Learners can download their Certificate of Completion directly from the online learning system once they have passed all 10 courses.
- The organizational contact must submit a completed Request for Backfill Payment Form (the template will be provided to approved organizations) **AND** the Certificate of Completion for each learner to HPCO.

Backfill payments will be processed beginning in March 2027.

What is involved in the Optional Interactive Coaching Program for PACE for PSWs?

This live/synchronous, interactive coaching program helps personal support workers apply knowledge gained through PACE for PSWs to everyday care. Through case discussions, guided reflection and shared problem-solving, participants explore communication, comfort care, grief, cultural safety and self-care. Sessions provide opportunities to ask questions, address practice challenges, and build confidence in integrating a palliative approach.

The coaching program is 10 weeks long and includes a 30 minute live/synchronous session every week. Learners will register for a cohort and attend all sessions within their cohort.

The Coaching Program is designed to complement the PACE for PSWs Program. For example, Session 1 of the Coaching Program aligns with Course 1 of the PACE for PSWs Program.

Spaces for the Interactive Coaching Program are limited. Applications will be reviewed according to the criteria below.

What are the criteria to participate in the Optional Interactive Coaching Program?

- Employed as a Personal Support Worker (PSW).
- Employed by their current employer for a minimum of three (3) months.
- Have support from their employer/supervisor to participate.
- Can commit to attending all 10 coaching sessions.
- Able to actively participate in discussions, reflections, and assignments during the 10-week program.

What are the EXCLUSION criteria for the Optional Interactive Coaching Program?

To support participant success and program completion, applicants should not be enrolled in another employer-sponsored education program or course during the 10-week coaching period.

My application for the Optional Interactive Coaching Program was declined. Can I still complete the PACE for PSWs Program?

Yes. If the PSW meets the criteria for the PACE for PSWs Program, complimentary tuition can still be approved (if space permits) even if the application to the Optional Interactive Coaching Program is declined.

I completed PACE for PSWs or PCDM prior to October 5, 2026. Can I be reimbursed?

No. The agreement with our funder requires the education to be completed between October 5, 2026 and March 31, 2027, AND that the learner was approved by HPCO to complete the education prior to starting the education.

I have another question. Who do I contact?

Please email us at: learning@hpcoco.ca