

Call for Applications: Support Worker - Approved Vendor List

FROM: BC Health Regulators (BCHR)

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We acknowledge the rights and title of the First Nations whose unceded territories encompass the land base colonially known as British Columbia. We give specific thanks to the hən̓q̓əmin̓əḿ speaking peoples, xʷməθkʷəy̓əm (Musqueam) and sel̓íl̓wítulh (Tsleil-Waututh) Nations and the S̓k̓w̓x̓w̓ú7mesh-ulh Sníchim speaking peoples S̓k̓w̓x̓w̓ú7mesh Úxwumixw (Squamish Nation), on whose unceded territories BCHR's office is located. We give thanks for the medicines of these territories and recognize that laws, governance, and health systems tied to lands and waters have existed here for over 9000 years.

We also acknowledge our responsibilities under international, national, and provincial law to support Indigenous human rights to health and wellness of First Nations, Inuit, and Métis peoples from elsewhere in Canada who now live in British Columbia.

General Information

In British Columbia (B.C.), health regulatory colleges are responsible for ensuring that regulated health-care professionals provide services in a safe, competent, and ethical manner. These colleges, established under the *Health Professions and Occupations Act* (HPOA), also set and enforce standards of competence and conduct for the professions they regulate. The goal is to protect the public and ensure that regulated health-care providers deliver qualified, safe, and ethical care to their patients and clients. Collectively, the colleges oversee 30 practitioner groups, consisting of approximately 120,000 registered health care professions and social work providers throughout B.C.

On April 1, 2026, the HPOA came into force. The Act includes provisions that directly address anti-discrimination requirements, with a particular emphasis on Indigenous-specific anti-racism in health regulation and services. One of the new features of the HPOA is the requirement for regulatory colleges to offer **Support Workers** to individuals who have made a complaint alleging that a regulated health practitioner has committed an act of sexual misconduct, sexual abuse, or discrimination¹.

To assist **participating** health regulatory colleges in ensuring that Support Workers are available, BC Health Regulators (BCHR), on behalf of participating health profession regulatory colleges, is inviting applications from qualified individuals to be included on an approved list of Support Workers.

For more information on the HPOA, please refer to this link: [Health Professions and Occupations Act](#)

¹ <https://www.bclaws.gov.bc.ca/civix/document/id/bills/billsprevious/3rd42nd:gov36-3#part5div5>

Overview of the Support Worker role

Support Workers provide independent, non-clinical assistance to individuals navigating the regulatory complaint process who have made a complaint alleging that a regulated health practitioner has committed an act of sexual misconduct, sexual abuse, or discrimination.

Their role includes:

- Supporting individuals to understand regulatory complaint processes, procedural steps, and their participation requirements
- Providing information and assistance that supports individuals' participation in investigations or proceedings
- Providing information respecting processes and the recipient's rights and obligations under the *Ombudsperson Act*, the *Patient Care Quality Review Board Act* and the *Judicial Review Procedure Act*, where applicable
- Facilitating access to relevant information, notices, records, and other process-related resources
- Accompanying individuals to required attendance, questioning, or proceedings where permitted
- Supporting individuals to identify and access appropriate external services, where needed
- Raising process-related concerns where required under applicable legislation.

Support Workers do not investigate complaints, make findings, or act as advocates for any party.

Application process

This is an open and ongoing application process.

- BCHR is administering the application process and will maintain the approved list of Support Workers on behalf of participating regulatory colleges.
- Applications are reviewed on a rolling basis and added to the approved list over time, as required.
- Approved applicants may be required to submit validation of requirements on a yearly basis.
- Additional requirements may be issued in the future.

Note: Inclusion on the approved list does not guarantee engagement or volume of work.

Qualifications and experience

Applicants must demonstrate the ability to perform the Support Worker role in accordance with the *Health Professions and Occupations Act*, and to operate effectively within regulatory complaint processes related to sexual misconduct, sexual abuse, or discrimination.

Applicants must demonstrate:

- The ability to provide complainants with process-related information relevant to their participation in the complaint process
- The ability to assist complainants to participate in an investigation or proceeding

- Where applicable, the ability to provide complainants with information about relevant HPOA oversight and review processes, including complainants' rights and obligations under applicable legislation
- The ability to provide complainants with notices, records, and other information received in relation to the complaint process, where appropriate
- The ability, at the request of a complainant, to accompany the complainant where they are required by an order made under the HPOA to attend and answer questions
- The ability, at the request of a complainant, to attend any part of a proceeding under the HPOA that the complainant is entitled to attend, whether or not the complainant attends
- Experience providing non-clinical, trauma-informed support to individuals involved in sensitive or high-stress processes, including those related to sexual misconduct, sexual abuse, or discrimination.

Experience in one or more of the following areas is considered an asset:

- Working within regulatory, legal, quasi-judicial, health, or social service systems
- Supporting individuals from equity-denied populations, including Indigenous Peoples, racialized communities, people with disabilities, and 2SLGBTQIA+ individuals
- Providing culturally safe and trauma-informed support
- Supporting individuals in rural, remote, or underserved communities
- Delivering services virtually.

Legislative responsibilities

Applicants must demonstrate an understanding of their responsibilities under the HPOA, including the obligation to raise concerns where a complaint process may cause harm, re-traumatization, or unfairness, and to escalate such concerns to the appropriate regulatory or oversight authority in accordance with legislative requirements.

Administrative requirements

Applicants must be able to provide:

- A current criminal record check
- The ability to enter into independent contractual arrangements with one or more health regulatory colleges.

Note: Criminal record information will be considered only to the extent that it is relevant to the duties of the Support Worker role, and in accordance with applicable human rights legislation.

Use of approved Support Worker list

- BCHR will maintain and administer the approved list.
- Participating regulatory colleges may access the list and work with the complainant to select a Support Worker based on their specific needs.
- Colleges will enter into direct contractual arrangements with Support Workers.
- Support Workers on the approved Support Worker List will be engaged as independent contractors and not employees of BCHR or participating regulatory colleges.

How to apply

Applicants are invited to submit the following:

- A completed application form (https://bchealthregulators.ca/wp-content/uploads/2026/04/BCHR_Support-Worker_Application-FILLABLE-FORM-ONLY-PROTECTED.docx) that includes:
 - A resume or summary outlining relevant experience
 - A short professional biography (maximum one paragraph) suitable for sharing with regulatory colleges and eligible complainants to support selection and fit
 - Hourly rate
 - Consent for a criminal record check.

Applicants may be asked to submit additional information during the review/selection process.

Successful applicants will be required to agree to the BCHR terms and conditions prior to being added to the Support Workers Approved Vendor List.

Contact

Direct all inquiries to:

Wincy Ranson, Project Coordinator

BC Health Regulators

Email: info@bchealthregulators.ca