

**2016–2017**

About the College 2016–2017

The College of Physiotherapists of Ontario is the regulator for physiotherapists in Ontario. We believe patients have the right to safe, competent and ethical physiotherapy care.

We work to protect and serve the public interest, and to continually improve the practice of more than 8,800 physiotherapists,

also known as physical therapists.

By law, we are required to:

 make certain that only qualiﬁed people can practice as physiotherapists

 ensure that physiotherapists continue learning throughout their career

 make sure that all physiotherapists meet our standards for entry into the profession and for ongoing conduct and practice

 consider all complaints and concerns brought to the College’s attention by the public

Our work is guided by the College Council, which is made up of:

 members of the public—appointed by the Lieutenant Governor of Ontario

 physiotherapists—elected by their peers

 academic representatives who are physiotherapists—appointed by their educational institutions

### Vision

Innovative Regulatory Leadership Promoting a Healthier Ontario

### Mission Statement

To protect and serve the public interest by promoting collaboration and accountability for self regulation and

enabling a culture of continuous improvement to ensure that physiotherapists provide competent and ethical services.

##### Letter from the

PRESIDENT

It is with mixed feelings that I write this letter to close out our year. I have taken great pleasure in being part of the College’s Council and Council President, and I believe we have had a very successful year; it is also bittersweet as this, my ninth year, brings to an end my service to the Council.

We have arrived at the ﬁnal year of our four-year strategic plan. Solid progress has been achieved over this period in fulﬁlling our mandate to protect patients.

Council’s commitment to a zero-tolerance position on inappropriate business practices had a far reaching eﬀect—impacting decisions made by Committees, inﬂuencing how the College communicated to stakeholders and the shaping of expectations within new rules.

Through outreach, education and transparency we have improved understanding and oversight of physiotherapists working with physiotherapist assistants. The use of assistants is an accepted and necessary

practice and we have improved clarity for all by launching a new Working with

Physiotherapist Assistants Standard, making additional information available on the Public Register and providing members with the resources and supports they requested.

As a working physiotherapist, I know that the practice environment continues to evolve. To ensure that the College and

its rules and standards keep pace with reality, we launched a complete review of all rules and standards physiotherapists must follow. With the amazing engagement of physiotherapists, the public and

other professionals who took part in our consultation process, we have modernized and simpliﬁed our rules to ensure clarity and understanding.

I’m proud of the College’s work on the clinic regulation project. We played a leadership role in bringing together a

group of other regulatory colleges to ensure common understanding and a proposal

is now with the government.

In closing, I had the opportunity to speak to the Legislative Assembly of Ontario earlier this year on behalf of the College in regards to Bill 87, *Protecting Patients Act, 2017*. It drove home for me two

things: 1) The integral role that the College plays in protecting patients and informing regulation; and 2) How proud I am to have been able to play a small role in

our continued success.

I would like to thank my fellow members of Council, our Registrar, Shenda Tanchak, and the staﬀ of the College who do tremendous work to bring regulation to life.

Sincerely,



Stephen Mangoﬀ, PT President

College of Physiotherapists of Ontario [president@collegept.org](mailto:president@collegept.org)

##### Letter from the

REGISTRAR

On these (virtual) pages, you will ﬁnd a report that summarizes the work the

College has completed over the past year. The report provides you with factual information about the College, things like how many physiotherapists there are, where they were educated and how registration fees are spent for example. It also provides details about a variety of our core activities: registration, practice advice, investigations, discipline, patient relations and

quality assurance.

But numbers don’t tell the complete story and demonstrate how the College works together with the profession, and

increasingly with members of the public to ensure that Ontario physiotherapists deliver eﬀective, quality care to patients in

Ontario every day.

So let me use this space to oﬀer some additional information that may not otherwise be obvious.

This past year, our staﬀ had conversations with more than 700 PT students at their universities and more than 1,000 PTs through our outreach events.

Practice Advisors answered questions from more than 3,500 stakeholders and

we connected with hundreds of participants of the OPA InterACTION Conference.

All of this gave us the opportunity to speak directly with physiotherapists and others about the standards and other regulatory expectations.

It also gave us the chance to hear from physiotherapists about a range of new topics, including what has been working well and has not been working well as a part of the Quality Assurance program and how they would like to see it evolve.

These conversations, together with the information we collect through our

online consultations, are the lifeblood of self-regulation. It is through the words of physiotherapists that we are able to determine what the profession

expects of itself.

Equally important however, is the contribution of our small, but mighty Citizen Advisory Group. This group met twice over the past year and gave us concrete feedback about patient and caregiver expectations, our website, and

transparency issues. Always remembering that we regulate in the public interest—no perspective is more important. Our work has been greatly enriched by the Citizen Advisory Group’s contribution. We thank them!

Looking forward, we have a new strategic plan for the coming three years. Suﬃce it to say that our focus continues to be on physiotherapists’ professionalism and increasing the College’s value to all Ontarians. We will engage in this through a

process of dialogue with the profession and, increasingly, with members of the public.

Regulation looks as though it may undergo a signiﬁcant evolution over the coming years. Working with all of our partners, the College will ensure that physiotherapists have the information and support they need to meet all requirements, and that patients and caregivers are conﬁdent that the College is a trustworthy promoter of the public interest.



Shenda Tanchak Registrar and CEO

College of Physiotherapists of Ontario [stanchak@collegept.org](mailto:stanchak@collegept.org)

Elected Representatives



2016–2017

**Council Members**

**Catherine Hecimovich**—Central



**Janet Law**—Toronto East

**John Spirou**—South Western (until June 2016)



**Theresa Stevens**—South Western

**Darryn Mandel**—Toronto West



**Lisa Tichband**—Central Western



Academic Representatives



**President**

Stephen Mangoﬀ

**Sharee Mandel**—Central Eastern



**Deborah Lucy**



Western University

**Stephen Mangoﬀ**—Northern



**Vice-President**

Gary Rehan

**Gary Rehan**—Eastern

**Nadine Graham**

McMaster University



**Peter Ruttan**—Central Western (until June 2016)

Public Appointees



**Ronald Bourret**



**Jane Darville**



**Zita Devan**



**Jennifer Dolling**



**Shadi Katirai**



**James Lee**



**Tyrone Skanes**

**Professional Committee Members**

Michelle Addison Jatinder Bains Kelly Brewer Sheila Cameron Marcia Dunn Vinh Lu

Daniel Negro (from December 2016) Lori Neill

Jim Wernham (from December 2016)

**Executive Committee** Stephen Mangoﬀ—Chair Zita Devan (until June 2016) Catherine Hecimovich Darryn Mandel

Gary Rehan

Peter Ruttan (until June 2016) Tyrone Skanes

**Patient Relations Committee**

Sharee Mandel—Chair

Jatinder Bains (until June 2016) Nadine Graham (until June 2016) Shadi Katirai

Vinh Lu

Lisa Tichband

**Registration Committee**

Gary Rehan—Chair Jennifer Dolling Marcia Dunn Nadine Graham Shadi Katirai

Deborah Lucy (until June 2016) Stephen Mangoﬀ (until June 2016)

**Finance Committee**

James Lee—Chair Janet Law

Darryn Mandel (until June 2016) Stephen Mangoﬀ

Gary Rehan

Peter Ruttan (until June 2016) John Spirou (until June 2016) Lisa Tichband

**The Canadian Alliance of Physiotherapy Regulators Representative**

Darryn Mandel

**Discipline and Fitness to Practise Committee**

Catherine Hecimovich—Chair Ronald Bourret

Sheila Cameron

Jennifer Dolling (until June 2016) Nadine Graham

Janet Law

Vinh Lu (until June 2016) Darryn Mandel

Daniel Negro (from December 2016) Lori Neill

Tyrone Skanes (until June 2016) Theresa Stevens (until June 2016) Jim Wernham (from December 2016)

**Inquiries, Complaints and Reports Committee**

Michelle Addison—Chair Deborah Lucy

Sharee Mandel Gary Rehan

Peter Ruttan (until June 2016) Tyrone Skanes

John Spirou (until June 2016)

*Alternates:*

Sheila Cameron Zita Devan Jennifer Dolling

James Lee (until June 2016) Vinh Lu

Theresa Stevens (until June 2016)

**Quality Assurance Committee**

Theresa Stevens—Chair Jatinder Bains

Ronald Bourret Kelly Brewer

Jane Darville (until June 2016) Janet Law (until June 2016) James Lee

Deborah Lucy

Gary Rehan (until June 2016)



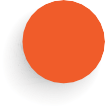
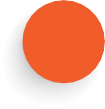
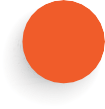
**2013–2017 Strategic Plan**

Improve Protection of the Integrity

of the Title Physiotherapist and the College Registration Number

Improve College Oversight of Physiotherapists’ Use of Physiotherapist Assistants

Ensure College Expectations Respond to the Evolving Environment



**Improve Stakeholder Awareness of College Expectations**

**Improve Adherence to**

**College Expectations Regarding PTA Use and Supervision**

**Improve Transparency about**

**PT/PTA Activities at Point of Care**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Establish | Increase | Improve |  | Increase |  | Improve |  | Regulation of |  | Improve |
| Council | registrant | relevance and | College | registration | clinics | PT supervision |
| position of | awareness of | efficacy of | knowledge of | requirements |  | and monitoring |
| zero tolerance | concerns/ | standards | PT use of | and oversight |  | of PTAs |
| for | issues about |  | physiotherapist |  |  |  |
| inappropriate | accountability |  | assistants |  |  |  |
| business |  |  |  |  |  |  |
| practices |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

|  |  |  |
| --- | --- | --- |
| Improve | Modernize | Provide |
| ability to ensure | and improve | enabling |
| ongoing | communications | technology, |
| awareness | model | equipment and |
| of practice |  | infrastructure |
| trends and |  |  |
| environmental |  |  |
| changes |  |  |
|  |  |  |

**2016–2017 Highlights**

Launched 4 NEW

**1**

**Standards**

Concise, user-friendly, plain language format. More relevant and helpful to readers.

Grew

**Calls & Emails**



Advertising Standard



**2**

Fees, Billing and Accounts Standard

Physiotherapist Assistants Standard

EƵŵďĞƌ ŽĨ ĐĂůůƐ ĂŶĚ

emails from physiotherapists, assistants, employers, insurers ĂŶĚ ƉĂƟĞŶƚƐ ƚŽ ƚŚĞ WƌĂĐƟĐĞ



Controlled Acts and Other Restricted Activities Standard

AĚǀŝƐŽƌ ŝŶĐƌĞĂƐĞĚ ƚŽ ŵŽƌĞ ƚŚĂŶ ϯ͕ϱϬϬ͊



Increased Awareness of

**3**

**Standards & Rules**

Using *WĞƌƐƉĞĐƟǀĞƐ* ĞͲŶĞǁƐůĞƩĞƌ͕ &ĂĐĞďŽŽŬ ĂŶĚ dǁŝƩĞƌ͕ ^ŚĞŶĚĂ͛Ɛ BůŽŐ͕

Case of the Month, video and held 10 in-person outreach events across Ontario,

ĂůƐŽ ŚĞůĚ Ă ǁĞďŝŶĂƌ͘

Added Information to

**4**

**Public Register**

/Ŷ ƚŚĞ ƐƉŝƌŝƚ ŽĨ ƚƌĂŶƐƉĂƌĞŶĐǇ͕ WƵďůŝĐ ZĞŐŝƐƚĞƌ ƵƐĞƌƐ ĐĂŶ ƐĞĞ ŝĨ Ă ƉŚǇƐŝŽƚŚĞƌĂƉŝƐƚ ǁŽƌŬƐ

with physiotherapist assistants.

1000+

**Outreach Campaign**

**5**

Engaged more than 1000 physiotherapists, physiotherapist assistants and employers in an outreach ĐĂŵƉĂŝŐŶ ƚŽ ƌĂŝƐĞ ĂǁĂƌĞŶĞƐƐ ŽĨ͕ ĂŶĚ ĂŶƐǁĞƌ ƋƵĞƐƟŽŶƐ

ĂďŽƵƚ ƚŚĞ tŽƌŬŝŶŐ ǁŝƚŚ WŚǇƐŝŽƚŚĞƌĂƉŝƐƚ AƐƐŝƐƚĂŶƚƐ ^ƚĂŶĚĂƌĚ͘

**Inappropriate Business Practices**

**6**

hƉŚĞůĚ ƚŚĞ CŽůůĞŐĞ͛Ɛ ǌĞƌŽ ƚŽůĞƌĂŶĐĞ ƐƚĂƚĞŵĞŶƚ ŽŶ ŝŶĂƉƉƌŽƉƌŝĂƚĞ ďƵƐŝŶĞƐƐ ƉƌĂĐƟĐĞƐ ďǇ ĞŵďĞĚĚŝŶŐ

ZERO TOLERANCE

this philosophy into all decisions coming from CŽůůĞŐĞ CŽŵŵŝƩĞĞƐ͕ ŝŶĐůƵĚŝŶg 3 Discipline Hearings that involved this issue.

**7 Registered PTs: 8,880**

ZĞŐŝƐƚĞƌĞĚ ϱϳϴ ŶĞǁ ƉŚǇƐŝŽƚŚĞƌĂƉŝƐƚƐ ŝŶ ƚŚĞ ƉƌŽǀŝŶĐĞ͕ ďƌŝŶŐŝŶŐ ƚŚĞ ƚŽƚĂů ŶƵŵďĞƌ ƚŽ ƌĞŐŝƐƚĞƌĞĚ WdƐ ƚŽ ϴ͕ϴϴϬ͘

Completed 310 **Practice Assessments**

**8**

30% of the 310 physiotherapists assessed demonstrated a need for some degree of improvement.

Changes **Provisional Practice**

**10**

Made important changes to the

WƌŽǀŝƐŝŽŶĂů WƌĂĐƟĐĞ CĞƌƟĮĐĂƚĞ

ŽĨ ZĞŐŝƐƚƌĂƟŽŶ ďǇ ƌĞŵŽǀŝŶŐ ƚŚĞ WƌŽǀŝƐŝŽŶĂů WƌĂĐƟĐĞ ǁŝƚŚ ZĞƐƚƌŝĐƟŽŶƐ

Working

with Government

**9**

**Input on Bill 87**

dŽŐĞƚŚĞƌ ǁŝƚŚ ŽƵƌ ƌĞŐƵůĂƚŽƌǇ ƉĂƌƚŶĞƌƐ ǁĞ ƉƌŽǀŝĚĞĚ ĨĞĞĚďĂĐŬ ŽŶ Bŝůů ϴϳ͕ *WƌŽƚĞĐƟŶŐ WĂƟĞŶƚƐ AĐƚ͕ ϮϬϭϳ*

Partnerships: **Opportunities to Collaborate**

**11**

tŽƌŬĞĚ ǁŝƚŚ &ĞĚĞƌĂƟŽŶ ŽĨ

,ĞĂůƚŚ ZĞŐƵůĂƚŽƌǇ CŽůůĞŐĞƐ ŽĨ KŶƚĂƌŝŽ ƉĂƌƚŶĞƌƐ ŽŶ Ă ŶƵŵďĞƌ ŽĨ ƉƌŽũĞĐƚƐ͘ CŽůůĞŐĞ ZĞŐŝƐƚƌĂƌ͕ ^ŚĞŶĚĂ dĂŶĐŚĂŬ͕

ŽƉƟŽŶ͕ ĞŶƐƵƌŝŶŐ Ăůů ŝŶĚŝǀŝĚƵĂůƐ ƌĞŐŝƐƚĞƌĞĚ

with the College have met a certain

ƐƚĂŶĚĂƌĚ͕ ďĞƩĞƌ ƉƌŽƚĞĐƟŶŐ ƉĂƟĞŶƚƐ͘

Council Approved **Rehabilitation Funding**

**12**

DĞŵďĞƌƐ ĐĂŶ ĂƉƉůǇ ƚŽ ƚŚĞ CŽůůĞŐĞ ĨŽƌ ĮŶĂŶĐŝĂů ĂƐƐŝƐƚĂŶĐĞ ƚŽ ŽīƐĞƚ ƚŚĞ ĐŽƐƚƐ ŽĨ

ƐƵďƐƚĂŶĐĞ ĂďƵƐĞ ƉƌŽŐƌĂŵƐ ǁŝƚŚ ƚŚĞ ŐŽĂů ŽĨ ŵĂŝŶƚĂŝŶŝŶŐ ƐĂĨĞ ƉƌĂĐƟĐĞ͘

ŚĞůĚ ƚŚĞ ƉŽƐŝƟŽŶ ŽĨ WƌĞƐŝĚĞŶƚ

Ăƚ ƚŚĞ &ĞĚĞƌĂƟŽŶ͘

>ĂƵŶĐŚĞĚ ƚŚĞ CŝƟǌĞŶ AĚǀŝƐŽƌǇ 'ƌŽƵƉ

WĂƌƚŶĞƌƐŚŝƉ͕ ďƌŝŶŐŝŶŐ ŽŶ ϴ ŽƚŚĞƌ CŽůůĞŐĞƐ ǁŝƚŚ ƚŚĞ ŐŽĂů ŽĨ ŝŶǀŽůǀŝŶŐ ƉĂƟĞŶƚƐ

ŝŶ ƚŚĞ ǁŽƌŬ ŽĨ ƌĞŐƵůĂƚŽƌƐ͘

**13** Changes: **Supervision Requirements**

ZĞǀŝƐĞĚ ƚŚĞ ƌĞƋƵŝƌĞŵĞŶƚƐ ĨŽƌ ^ƵƉĞƌǀŝƐŽƌƐ ŽǀĞƌƐĞĞŝŶŐ WƌŽǀŝƐŝŽŶĂů WƌĂĐƟĐĞ ŵĞŵďĞƌƐ ƚŽ ĞŶƐƵƌĞ ďĞƩĞƌ ŽǀĞƌƐŝŐŚƚ ĂŶĚ Ă ƐƚƌĞĂŵůŝŶĞĚ ƉƌŽĐĞƐƐ͘



# Discipline Summaries

#### 2016–2017

Over the past year the College had 9 Discipline Hearings

**Adel Hanna**

**Registration Number 08452**

Case #2015 0213

On February 25, 2016, the Inquiries, Complaints and Reports Committee referred a matter involving Adel Hanna to the Discipline Committee for a hearing.

In the face of those allegations, Mr. Hanna agreed to retire from the profession and never re-apply. He did that by way of a formal Acknowledgement and Undertaking signed on May 17, 2016, the terms of which are posted below.

On June 14, 2016, the Chair of the Discipline Committee agreed to adjourn the hearing sine die (with no appointed date to resume).

Acknowledgement and Undertaking

I, Adel Hanna, hereby acknowledge and undertake as follows:

1. I am currently a member of the College of Physiotherapists of Ontario (the “College”).
2. I acknowledge that a complaint about me was made to the College in October 2015, alleging that during an assessment of a female patient, I asked the patient to remove more clothing than was necessary in the circumstances, failed to adequately communicate to the patient

the reasons why removing the clothing was necessary, and failed to ensure that the patient was appropriately draped during the assessment. I acknowledge that those allegations have been referred by the Inquiries, Complaints and Reports Committee to the Discipline Committee of the College.

1. In light of these allegations I have decided to retire and in the circumstances, I agree that it would be in my interest not to have a contested hearing.
2. I undertake to cease practicing physiotherapy and to resign my certiﬁcate of registration.
3. I undertake to reimburse the College for any funding made available to the patient who ﬁled the complaint with the College up to a maximum of $3,000.
4. I undertake to never apply for membership, registration, licensure or similar with the College or any other body as a physiotherapist.
5. I acknowledge that the College will seek to indeﬁnitely adjourn the Discipline hearing as soon as possible after my

resignation has become eﬀective

and will only seek to bring the Discipline hearing back on if the Registrar believes I have breached this Undertaking,

and I hereby consent to this indeﬁnite adjournment.

1. I acknowledge that immediately upon my resignation becoming eﬀective I will not be able to practice physiotherapy, hold myself out as qualiﬁed to practice as a physiotherapist, use the title “physiotherapist”, “PT”, “Reg PT”

or any variation or abbreviation thereof or equivalent in another language.

1. I acknowledge that the text of this Undertaking will appear on the Public Register which is found

on the College’s website.

1. I acknowledge that any breach of this Undertaking may result in allegations of professional misconduct against me being referred to Discipline.
2. I acknowledge that I have consulted with legal counsel.

# Discipline Summaries

Discipline Case Summary

**Graham Jones**

**Registration Number 14260**

Case #2013 0117

On December 3, 2015, the Inquiries, Complaints and Reports Committee referred a matter involving Graham Jones to the Discipline Committee for a hearing. The hearing was held on December 5, 2016.

**Overview of the Allegations**

Mr. Jones failed to maintain the standards of the profession in respect to:

* assessments and reassessments of patients who attended at Clinio Health Centres (“Clinio”)
* treatment plans for patients at Clinio, which recommended general exercise programs and did not qualify as physiotherapy
* billing practices, in which one-on-one supervised general exercise programs at Clinio, recommended by Mr. Jones to his patients, were improperly invoiced as physiotherapy
* supervision of persons who acted in the capacity of physiotherapist assistants to provide care to his patients who attended at Clinio
* record keeping practices at Clinio
* advertising practices which provided incentives to patients who received services at Clinio

**Finding**

* The College withdrew the allegations related to advertising practices at Clinio
* Mr. Jones was found to have committed acts of professional misconduct in relation to the other allegations and a penalty

was ordered.

**The Panel Ordered the Following**

* a reprimand
* a suspension of 15 months, of which 7 months could be remitted
* practice enhancement activities including the successful completion of an Ethics program
* restrictions related to potential employment as a physiotherapist assistant during the period of suspension
* practice enhancement coaching for a period of no more than three years
* restrictions related to supervising physiotherapy students or physiotherapist assistants
* costs payable to the College in the amount of $17,000

A copy of the decision and reasons is available on CanLII (www.CanLII.org).

View a Complete List of Discipline Summaries at

[**www.collegept.org**](http://www.collegept.org/) or at [**www.canlii.org**](http://www.canlii.org/)

Discipline Case Summary

**Jeﬀrey Scott**

**Registration Number 09716**

Case #2014 0094

On July 30, 2015, the Inquiries, Complaints and Reports Committee referred a matter involving Jeﬀrey Scott to the Discipline Committee for a hearing. The hearing

was held on March 15, 2016.

**Overview of the Allegations**

* + During the period of 2009 to April 2015, Mr. Scott submitted invoices to patients that were false, misleading and inaccurate.
  + Invoices were issued to patients for initial physiotherapy assessments using Mr. Scott’s name and registration number when a diﬀerent employee (not a physiotherapist) performed

the assessment.

* + Assessments and the development of treatment plans were assigned to a non-physiotherapist.
  + Mr. Scott failed to obtain informed consent from patients for the use of support personnel.
  + Mr. Scott directly and/or indirectly held a non-physiotherapist out as a registered physiotherapist.
  + Mr. Scott misrepresented information to the College.

**Finding**

At the conclusion of the hearing the panel of the Committee found that Mr. Scott had committed the following acts of professional misconduct:

* *Paragraph 1*: Failing to maintain the standards of practice of the profession.
* *Paragraph 18*: Engaging in conduct or performing an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional.
* *Paragraph 22*: Assisting a person who is not a member to hold himself or herself out as a member registered to practise in Ontario.
* *Paragraph 28*: Signing or issuing a document containing a statement that the member knows or ought to know contains a false or misleading statement.
* *Paragraph 32*: Submitti ng an account or charge for services that the member knows or ought to know is false or misleading.
* *Paragraph 33*: Failing to take reasonable steps to ensure that any accounts submitted in the member’s name or billing number are fair and accurate.

**The Panel ordered the following**

* Suspension of 15 months of which 8 months could be remitted
* A reprimand
* Practice enhancement activities including the successful completion of an ethics program
* Practice monitoring program for a period of 2 years
* Restrictions related to supervising students or members of the College who hold a Provisional Practice Certiﬁcate

of registration during the time that his practice is subject to practice monitoring

* Restrictions related to potential employment, as a physiotherapist assistant during the period of suspension
* Costs payable to the College in the amount of $7,500

A copy of the decision and reasons is available on CanLII (www.CanLII.org).

# Discipline Summaries

Discipline Case Summary

**Oren Smith**

**Registration Number 11534**

Case #2015 0090

On February 25, 2016, the Inquiries, Complaints and Reports Committee referred a matter involving Oren Smith to the Discipline Committee for a hearing.

**Overview of the Allegations**

During the period of 2007 and March 2015, Mr. Smith:

* + Invoiced patients under Mr. Smith’s name and registration number for services that were not physiotherapy provided by or under the supervision of a registered physiotherapist.
  + Invoiced patients under Mr. Smith’s name and registration number for physiotherapy assessments and reassessments that were not performed by Mr. Smith and were not performed by registered physiotherapists.
  + Invoiced patients under Mr. Smith’s name and registration number for services delivered by persons purportedly acting as physiotherapist support personnel, where Mr. Smith had not assessed, and in some cases had never seen the patient, and/or where the delivery of treatment by a physiotherapist support personnel was not in fact supervised by Mr. Smith or any other registered physiotherapist.
  + Assisted a non-member of the profession to hold herself out as a registered member of the College.

**Finding**

The hearing took place on March 8, 2017.

At the conclusion of the hearing the panel of the Committee found that Mr. Smith had committed the following acts of professional misconduct:

* *Paragraph 1*: failed to maintain the standards of practice of the profession
* *Paragraph 18*: engaged in conduct or performing an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional
* *Paragraph 22*: directly or indirectly assisted a non-member to hold herself out as a registered member of the College of Physiotherapists of Ontario
* *Paragraph 28*: signed or issued a document containing a statement that the member or knows or ought to know contains false or misleading statements
* *Paragraph 32*: submitted an account or charge for services that the member knows or out to know is false or misleading

**The Panel Ordered the Following**

* a reprimand
* a suspension of 15 months,

of which 7 months could be remitted

* practice enhancement activities, including the successful completion of an Ethics program
* restrictions related to potential employment as a physiotherapist assistant during the period of suspension
* practice enhancement coaching for a period of no more than two years
* restrictions related to supervising physiotherapy students, physiotherapist assistant students and physiotherapy residents
* costs payable to the College in the amount of $10,000

A copy of the decision and reasons is available on CanLII (www.CanLII.org).

View a Complete List of Discipline Summaries at

[**www.collegept.org**](http://www.collegept.org/) or at [**www.canlii.org**](http://www.canlii.org/)

Discipline Case Summary

**Mohit Singh**

**Registration Number 16520**

Case #2015 0087

On June 11, 2016, the Inquiries, Complaints and Reports Committee referred a matter involving Mohit Singh to the Discipline Committee for a hearing. The hearing was held on November 15, 2016.

**Overview of the Allegations**

Mr. Singh was granted a Provisional Practice Certiﬁcate of registration in February 2015. In May 2015, as a result of issues arising outside of Mr. Singh’s control, Mr. Singh was advised that he could only continue

to practice in a setti ng where there was another physiotherapist onsite 100%

of the time to provide supervision.

This requirement was captured in a Monitoring Agreement and resulted in a term, condition, limitation being placed on Mr. Singh’s certiﬁcate of registration.

The Agreement was never signed and Mr. Singh continued to practice without the required supervision between

May 19, 2015, and August 18, 2015 when he was not entitled to do so.

**Finding**

Mr. Singh was found to have committed the following acts of professional misconduct and a penalty was ordered.

*Paragraph 3*: Contravening, by act or omission, a term, condition or limitation on the member’s certiﬁcate of registration.

*Paragraph 13*: Failing to reply appropriately or within a reasonable time to a written inquiry from the College.

*Paragraph 18*: Engaging in conduct or performing an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional.

*Paragraph 21*: Representing qualiﬁcations in a manner that is false, misleading or deceptive.

**The Panel Ordered the Following**

• Mr. Singh’s certiﬁcate of registration will be suspended for a period of 12 months (The entire 12 months will be stayed if Mr. Singh is able to complete the remaining requirements of the order)

• Mr. Singh will complete a number of practice enhancement activities

• Mr. Singh will successfully complete the ProBe Ethics program

• Mr. Singh will participate in a practice coaching program

• Mr. Singh will not supervise individuals who hold a Provisional Practice Certiﬁcate of registration while he is participating in the coaching program

• Mr. Singh will pay costs to the College in the amount of $1,000

A copy of the decision and reasons is available on CanLII (www.CanLII.org).

# Discipline Summaries

## Zak Bayat (Bayﬁeld)

###### Case #2011 0015

On December 12, 2011 the Inquiries, Complaints and Reports Committee referred Mr. Zak Bayat (Bayﬁeld) to the Discipline Committee for a hearing. The hearing took place on: June 10, 2013, June 11, 2013,

July 19, 2013 and November 1, 2013.

**Summary of the Allegations**

That Mr. Bayat had:

* abused a patient
* engaged in conduct or performed an act relevant to the practice of the profession that having regard to all circumstances would reasonably be regarded by members as disgraceful, dishonorable or unprofessional
* engaged in conduct unbecoming a physiotherapist
* failed to maintain the standards of practice of the profession
* performed a professional service for which consent is required by law without such consent
* failed to keep records in accordance with the standards of practice of the profession
* falsiﬁed a record and signed or issued a document containing a false or misleading statement

**Findings**

On June 11, 2013 the panel found that Mr. Bayat had committed acts of professional misconduct in that he:

* engaged in conduct or performed an act relevant to the practice of the profession that having regard to all circumstances would reasonably be regarded by members as disgraceful, dishonorable or unprofessional
* engaged in conduct unbecoming a physiotherapist
* failed to maintain the standards of practice of the profession
* performed a professional service for which consent is required by law without such consent
* failed to keep records in accordance with the standards of practice of the profession
* falsiﬁed a record and signed or issued a document containing a false or misleading statement

**Penalty**

At the conclusion of the hearing the panel ordered that the Registrar revoke Mr. Bayat’s certiﬁcate of registration. The penalty is stayed (on hold) as Mr. Bayat is seeking judicial review of the decision as

it relates to the revocation. In addition the panel ordered that Mr. Bayat pay costs to the College in the amount of $25,000.

**Divisional Court Appearance:**

September 23, 2015

Decision Available on CanLII— [www.CanLII.org](http://www.CanLII.org/)

**Second Penalty Hearing Scheduled for:**

May 4 and 5, 2016 Penalty hearing held on:

May 4, 2016

**Penalty Order**

The panel directed the Registrar to revoke Mr. Bayat’s certiﬁcate of registration and ordered him to pay costs to the College

in the amount of $25,000.

View a Complete List of Discipline Summaries at

[**www.collegept.org**](http://www.collegept.org/) or at **www.canlii.**

## Zak Bayat (Bayﬁeld)

###### Case #2014 0026 Case #2013 0324 Case #2013 0280

On June 17, 2014, a Panel of the Inquiries, Complaints and Reports Committee referred allegations pertaining to Zak Bayat to the Discipline Committee for a hearing.

On June 9, 2016, a Panel of the

Discipline Committee ordered this matter adjourned sine die (with no appointed date to resume).

**Summary of the Allegations**

At the conclusion of a Discipline hearing in November 2013, a Panel of the Discipline Committee ordered Mr. Bayat to pay costs to the College in the amount of $25,000.

Mr. Bayat has failed to make any payments to the College as required by the Order.

On May 21, 2014, a Panel of the Inquiries, Complaints and Reports Committee referred allegations pertaining to Zak Bayat to the Discipline Committee for a hearing.

On June 9, 2016, a Panel of the Discipline Committee ordered this matter adjourned sine die (with no appointed date to resume).

**Summary of the Allegations**

* Subsequent to the ﬁnding of the Discipline Committee of the College of Physiotherapists of Ontario, dated July 29, 2013, Zak Bayat has continued

to register with the College and practice physiotherapy under the name Zak Bayat, and not under his legal name,

Zak Alastair Bayﬁeld.

* Zak Bayat undertook to notify the College in writing of any change to his employment history within 30 days on October 17, 2008, May 22, 2009, March 30, 2010, March 28, 2011, April 28, 2012, and May 4, 2013.

Zak Bayat failed to fulﬁll these undertakings in that he did not notify the College that he was employed as a physiotherapist at a number of diﬀerent clinics.

* Zak Bayat received notice of a complaint on February 14, 2013, and failed to provide the College with a response

by the deadline of March 21, 2013.

* Zak Bayat subsequently provided a response letter dated April 12, 2013, which was inappropriate, disgraceful, dishonourable and unprofessional.

On January 16, 2014, the Inquiries, Complaints and Reports Committee referred a matter involving Mr. Zak Bayat (Bayﬁeld) to the Discipline Committee for a hearing.

On June 9, 2016, a Panel of the Discipline Committee ordered this matter adjourned sine die (with no appointed date to resume).

**Summary of the Allegations:**

That Mr. Bayat:

* submitted an account or charge for services that he knew or ought to have known was false or misleading
* failed to take reasonable steps to ensure that any accounts submitted using his name and registration number were fair and accurate
* falsiﬁed a record
* signed or issued a document that he knew or ought to have known was false or misleading
* failed to maintain the standards of practice of the profession
* contravened by act or omission a term, condition or limitation on his certiﬁcate of registration
* contravened by act or omission the Act, the Regulated Health Professions Act or the regulations under those Acts
* engaged in conduct or performed an act that members of the profession would believe to be disgraceful, dishonorable or unprofessional
* engaged in conduct unbecoming a physiotherapist

**Summary**

**Financial Statements**

**Report of the Independent Auditor on the Summary Financial Statements To the Council of the College of Physiotherapists of Ontario**

The accompanying summary ﬁnancial statements, which comprise the summary statement of ﬁnancial position as at March 31, 2017, and the summary statement of operations for the year then ended, and related note, are derived from the audited ﬁnancial statements of the College of Physiotherapists of Ontario for the year ended March 31, 2017. We expressed an unmodiﬁed audit opinion on those ﬁnancial statements in our report dated June 22, 2017.

The summary ﬁnancial statements do not contain all the disclosures required by Canadian accounting standards for not-for-proﬁt organizations. Reading the summary ﬁnancial statements, therefore, is not a substitute for reading the audited ﬁnancial statements of the College of Physiotherapists of Ontario.

**Management’s Responsibility for the Summary Financial Statements**

Management is responsible for the preparation of a summary of the audited ﬁnancial statements on the basis described in the note to the summary ﬁnancial statements.

**Auditor’s Responsibility**

Our responsibility is to express an opinion on the summary ﬁnancial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, “Engagements to Report on Summary Financial Statements”.

**Opinion**

In our opinion, the summary ﬁnancial statements derived from the audited ﬁnancial statements of the

College of Physiotherapists of Ontario for the year ended March 31, 2017 are a fair summary of those ﬁnancial statements, on the basis described in the note to the summary ﬁnancial statements.

**Hilborn LLP**

Chartered Professional Accountants Licensed Public Accountants

Toronto, Ontario June 22, 2017

**Note to Summary Financial Statements**

**March 31, 2017 Basis of presentation**

These summary ﬁnancial statements have been prepared from the audited ﬁnancial statements of the College of Physiotherapists of Ontario

(the “College”) for the year ended March 31, 2017, on a basis that is consistent, in all material respects, with the audited ﬁnancial statements of the College except that the information presented in respect of changes in net assets and cash ﬂows has not been presented and information disclosed in the notes to the ﬁnancial statements has been reduced.

The complete audited ﬁnancial statements are available to members upon request from the College.

**Summary Statement of Financial Position**

**MARCH 31**

**2017**

**2016**

**Assets $ $**

**Current assets**

Cash 7,434,338 6,721,636

Investments 1,159,494 593,618

Prepaid expenses 225,785 320,871

8,819,617 7,636,125

Investments 3,547,068 4,004,050

Capital assets 180,073 153,332

3,727,141 4,157,382

12,546,758 11,793,507

**Liabilities**

**Current liabilities**

Accounts payable and

accrued liabilities 477,854 337,148

Deferred

registration fees 5,178,305 4,877,349 Deferred lease incentives - 20,087

5,656,159 5,234,584

**Summary Statement of Operations**

**YEAR ENDED MARCH 31**

**2017**

**2016**

**Revenues $ $**

Registration fees 5,330,262 5,432,412

Investment income 141,503 146,961

Sundry 35,445 88,562

5,507,210 5,667,935

**Expenses**

Salaries and beneﬁts 2,950,420 2,762,452

Administration and oﬃce 739,698 669,523

Programs 300,435 306,300

Communications 224,089 296,612

Professional fees 319,634 289,748

Organizational eﬀectiveness 140,348 236,574 Committee fees

and expenses 263,709 193,731

Information management 145,175 103,137 Networking, representation

and travel 31,955 62,047

Amortization 60,071 156,019

**Net assets**

**Excess of Revenues Over**

5,175,534 5,076,143

**Expenses for the Year** 331,676 591,792

|  |  |  |  |
| --- | --- | --- | --- |
| Invested in capital assets  Internally restricted for | 180,073 |  | 153,332 |
| contingency | 6,078,725 |  | 5,172,000 |
| Internally restricted for fee stabilization | 327,865 |  | 1,328,000 |
| Unrestricted | 303,936 |  | (94,409) |
|  | 6,890,599 |  | 6,558,923 |
|  | 12,546,758 |  | 11,793,507 |

Please contact Robyn MacArthur at [rmacarthur@collegept.org](mailto:rmacarthur@collegept.org) or 1-800-583-5885 ext. 245 to request a copy of the complete set of audited ﬁnancial statements.

# Practice Advice

Patients, family members, physiotherapists, employers and others can contact the College for conﬁdential advice about the practice of physiotherapy. This service is oﬀered to support the quality of practice for physiotherapists, and to help the

3,500

**Calls & Emails**

In 2016–2017, 3,500 calls and emails were answered by the Practice Advisor.

Main Users of Practice Advice

There was an increase in employers contacting the College compared to last year.

Physiotherapists Patients Employers PT Residents Other

70% 4% 7% 5% 14%

public better understand their rights as physiotherapy patients.

**Practice Advisor**

You can contact the Practice Advisor for free and anonymous advice

**1-800-583-5885**

**647-484-8800**

[**practiceadvice@collegept.org**](mailto:practiceadvice@collegept.org)

TOP 5 TOP 5

Issues Identified by Patients



|  |  |
| --- | --- |
| 1 | Looking for a PT |
| 2 | Fees Billing & Accounts |
| 3 | Making a Complaint |
| 4 | Physiotherapist Assistants |
| 5 | Scope of Practice |

More patients asked about fees and billing processes and contacted the College to find a physiotherapist.

[www.collegept.org](http://www.collegept.org/) 22

Issues Identified by Physiotherapists

|  |  |
| --- | --- |
| 1 | Supervision (PTAs and Students) |
| 2 | Fees Billing and Accounts |
| 3 | Controlled Acts & Other Restricted Activities |
| 4 | Record Keeping |
| 5 | Advertising |

There were more calls and emails about supervision requirements.



**Patient Relations**

The Patient Relations Committee met once for orientation,

and to consider one application for funds for therapy and counseling.

[www.collegept.org](http://www.collegept.org/) 23

**Registration**

2016–2017 By the Numbers

The College ensures qualiﬁcations of individuals applying to become registered Ontario physiotherapists. Anyone using the title physiotherapist, physical therapist or PT in Ontario must be a member of the College, and renew annually.

Canadian Labour Mobility

**38**

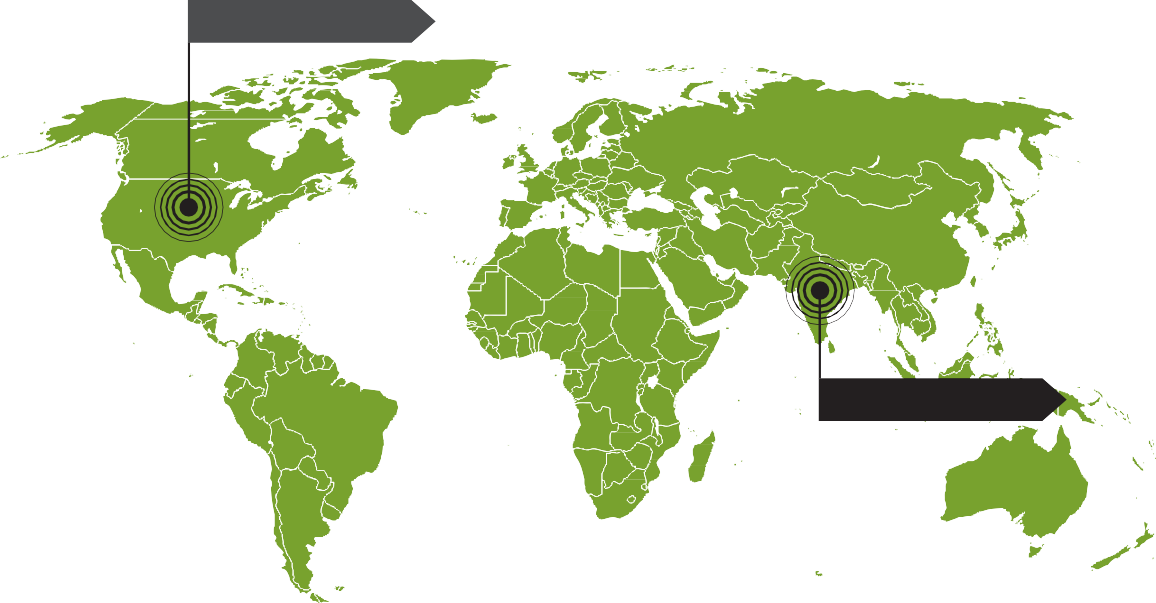
38 individuals became registered in Ontario through the use of the Agreement on Internal Trade provisions between April 1, 2016 to March 31, 2017.

**Registration Committee Decisions**

Most applicants unquestionably meet all registration requirements and are automatically registered. Those candidates whose applications are more complicated are considered by the Registration Committee.

|  |  |  |
| --- | --- | --- |
|  | 2015–2016 | 2016–2017 |
| Total Number of Decisions | 18 | 14 |
| Outcomes | | |
| Certiﬁcate of Registration Granted | 1 | 0 |
| Certiﬁcate of Registration with Additional Terms, Conditions and Limitations Granted | 12 | 11 |
| Certiﬁcates Denied | 5 | 3 |
|  | | |

**2016–2017 by the numbers**



**2—USA**

**4—UK**

**3—Philippines**

**1—INDIA**

          **74% FEMALE**

     **26% MALE**

*\*same percentages as in 2015–2016.*

**Appeals:** *2016–2017 One appeal of Registration Committee decisions*

*to the Health Professions*

**1**

*Appeal and Review Board (HPARB)*

**registration**

 **73% Canadian Educated**

 **27% Internationally Educated**

*\*as compared to 77% Canadian educated and 23% internationally educated in 2015–2016.*

**578**



|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
| **2015–2016**  **2016–2017** | | | |
|  |  |  |  |

**New Members**

*There were 578 new members registered between April 1, 2016 and March 31, 2017;*



**0** *a decrease of 3.3% from 2015–2016.*



**2016–2017 by the numbers**

The College creates programs to promote and assure the public of practicing physiotherapists’ competency. All registered physiotherapists must participate in the Quality Assurance program and demonstrate a commitment to continuous improvement and ongoing learning.

Practice assessments measure the knowledge and consistent application of the College’s professional standards and rules. If an assessment identiﬁes areas for learning and growth, a practice enhancement may be required. Enhancements provide resources and support to help physiotherapist meet their professional obligations and expectations.

**Practice Assessments**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  | **352** |
| **2015–2016** | |  |
| **2016–2017** | | **3** | **10** |
|  |  |  |

**30%**

**Quality Assurance**

|  |  |  |
| --- | --- | --- |
| **0 250** | **500** | **Improvement Required**  *30% of Practice Assessments Identified* |
| **Practice Enhancements** |  | *Opportunities for Improvement (Compared to 21% in 2015–2016)* |

**0 10 20**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **10** |  |
| **2015–2016** | |
|  |  |
| **2016–2017 7** | |
|  |  |

**12% Committee Reviewed**



**88% Staff Reviewed**

*\*compared to 9% Committe Reviewed and 91% Staff Reviewed in 2015–2016.*

**Assessments Where Authorized Activities are Performed**

**157 PTs**

**50%**

|  |  |  |
| --- | --- | --- |
|  | **Number of Authorized Activities**  **Assessed** | **Number of PTs who have registered to perform each activity** |
| Acupuncture | 112 | 3047 |
| Spinal Manipulation | 45 | 1099 |
| Tracheal Suctioning | 16 | 733 |
| Oxygen Administration | 37 | 1029 |
| Pelvic Floor/Incontinence Care | 14 | 361 |
| Wound Care | 1 | 34 |
| Total | 225 | 4098 |

**of Physiotherapists assessed perform one or More authorized activity**



**Areas for Improvement Identified through Practice Assessment**

**25**

**20**

**15**

**10**

**5**

**0**

Practice Issues

Business Practices

Record Keeping

Chart Professional Stimulated Portfolio

Recall

2016-2017

2015-2016

#### 2016–2017 By the Numbers

The College receives complaints and reports about the practice or conduct

of physiotherapists. All complaints made by the public are investigated. The College Registrar may also initiate investigations where reported information suggests reasonable and probable grounds

to believe a physiotherapist may have engaged in professional misconduct or is incompetent. The results of investigations are considered by the by the Inquiries, Complaints and Reports Committee, which may take no action, order a range of

educational or remedial activities, or refer a physiotherapist to the Discipline Committee or Fitness to Practise Committee for a hearing.

The College is also interested in receiving information about individuals who are not registered to practice but refer to themselves as physiotherapists or physical therapists.

Registrar’s Inquiries

Cases Received

|  |  |  |
| --- | --- | --- |
|  | 2015–2016 | 2016–2017 |
| Total Cases | 285 | 203 |
| Complaints | 77 | 65 |
| Complaints Conﬁrmed | 49 | 38 |
| Registrar’s Inquiries | 208 | 138 |
|  | | |

**Professional Conduct**

|  |  |  |
| --- | --- | --- |
|  | 2015–2016 | 2016–2017 |
| Mandatory Report—Termination | 0 | 5 |
| Mandatory Report—Incapacity | 1 | 0 |
| Mandatory Report—Sexual Abuse | 3 | 2 |
| Mandatory Report—Self Reports Made by PTs about Oﬀences, Malpractice and Negligence | 0 | 13 |
| Self Reports Made During the Renewal Process | 11 | 0 |
| Failure to Complete the Jurisprudence Module | 0 | 17 |
| Failure to Complete PISA | 3 | 0 |
| Other Member Speciﬁc Matters | 170 | 94 |
| Referrals from Inquiries, Complaints and Reports Committee to the Registrar | 1 | 0 |
| PTs Reporting their Name and Registration Number Have Been Misused | 11 | 5 |
| Non-PTs Misusing Title/Holding Out | 8 | 2 |
|  | | |

Cases Closed by the Oﬃce of the Registrar

|  |  |  |
| --- | --- | --- |
|  | 2015–2016 | 2016–2017 |
| Cases Closed | 199 | 162 |
| Closed Administratively | 128 | 88 |
| Education Letter | 40 | 8 |
| Education Session | 0 | 5 |
| Refer to Another Regulator | 0 | 0 |
| Referred to the Inquiries, Complaints and Reports Committee | 27 | 27 |
| Public Notice Related to Non-PTs Holding Out as PTs | 1 | 0 |
| Cease & Desist Regarding Title/Holding Out | 3 | 0 |
| Undertakings | 0 | 1 |
| Other | 0 | 9 |
|  | | |

Dispositions of the

Inquiries, Complaints and Reports Committee

|  |  |  |
| --- | --- | --- |
|  | 2015–2016 | 2016–2017 |
| Total Decisions 83 | | 70 |
| No Action | 24 | 34 |
| Advice & Recommendations | 31 | 15 |
| Caution | 2 | 3 |
| Speciﬁed Continuing  Education and Remediation Program (SCERP) | 13 | 12 |
| Referral to Discipline | 6 | 4 |
| Referral to Fitness to Practise | 1 | 0 |
| SCERP & Verbal Caution\* | 5 | 2 |
| Frivolous & Vexatious | 1 | 0 |
| Undertakings | 3 | 0 |
|  | | |

\* *Some decisions may include more than one outcome.*

Health Professions Appeal and Review Board (HPARB) Review Process (Complaints)

|  |  |  |
| --- | --- | --- |
|  | 2015–2016 | 2016–2017 |
| Number of Cases Appealed to  the Board | 5 | 10 |
| Number of Decisions Received from HPARB | 3 | 7 |
| Number of Decisions Conﬁrmed by HPARB | 2 | 5 |
| Number of Decisions Returned for Reconsideration | 1 | 2 |
|  | | |

Hearings

|  |  |  |
| --- | --- | --- |
|  | 2015–2016 | 2016–2017 |
| Number of Hearings | 6 | 9 |
| Number of Hearing Days | 6 | 12 |
| Hearings Carrying Over the Fiscal Year | 0 | 1 |
| Hearings Adjourned Sine Die | 0 | 4 |
| Discipline Hearings Completed | 6 | 8 |
| Findings of Professional Misconduct | 6 | 4 |
| Fitness to Practise Hearings | 1 | 0 |
| Findings of Incapacity | 1 | 0 |
| Reinstatement Hearings | 0 | 0 |
|  | | |

Divisional Court Reviews

|  |  |  |
| --- | --- | --- |
|  | 2015–2016 | 2016–2017 |
| Divisional Court Reviews | 3 | 0 |
|  | | |

**Achieving our Goals**

What’s Next: 2017–2018

Over the next three years we remain committed to our core members—registered physiotherapists—but we are turning our

focus to building strong relationships with patients, employers, the insurance industry, the academic community and physiotherapy students—all at levels of engagement we have not attempted before.

2017–2018 has the potential to be an amazing year—changes to the Quality Assurance program, building and growing relationships with our many stakeholder groups and implementing technology that will change the way we work and how others interact with us— all great things!





**ENGAGEMENT**

Our hope is that this greater connectivity will drive more Ontarians to access our services and help us make them better.

We must educate others about our role as the regulator and ﬁnd ways to work together and build deeper, more productive relationships.

To do this, we will make use of online advertising opportunities, search engine optimization, participating in patient outreach events and investing in the Federation of Health Regulatory Colleges’ patient website **ontariohealthregulators.ca**.

**TECHNOLOGY**

As we improve the technological infrastructure that supports the online Find a Physiotherapist/Public Register tool and our online member portal,

users will beneﬁt from improved access, additional information and ease of use.

Anyone logging on to the Public Register will be able to ﬁnd information they need quickly and on the device and in the format of their choice. Physiotherapists will

have the ability to complete annual renewal, update their information or complete College requirements seamlessly.

[**info@collegept.org**](mailto:info@collegept.org)

We want and need to hear from you—share your ideas, suggestions and let us know how we are doing!

**CUSTOMER SERVICE**



Resources such as the all-important Physiotherapist Practice Advisor, a key service oﬀered conﬁdentially and free of charge to anyone in need of advice or help will be easily accessible. Using the Practice Advisor role as a starting point, we’re looking to establish a model of live calling.

Our hope is that anyone can contact the College and connect with a live professional to get answers to their questions and

the assistance they need. This is part of our move toward an improved customer service philosophy.

[www.collegept.org](http://www.collegept.org/) 31

**PROGRAM IMPROVEMENTS**

We’ve done the research and will consult with those involved when it comes to improving our quality assurance program.

We know the way forward is identifying people who need extra support and making sure that happens.

Improvements in this area will ensure we are doing our job of keeping patients safe and supporting our members.

**Need to Reach Us?**



College of Physiotherapists of Ontario 375 University Avenue, Suite 800 Toronto, Ontario M5G 2J5

**General Inquiries**

[info@collegept.org](mailto:info@collegept.org) | 1-800-583-5885 | 416-591-3828

**Contact the Practice Advisor**

1-800-583-5885 | 647-484-8800 | [practiceadvice@collegept.org](mailto:practiceadvice@collegept.org)

**Concerns or Complaints**

1-800-583-5885 ext. 227| [investigations@collegept.org](mailto:investigations@collegept.org)

[www.collegept.org](http://www.collegept.org/)

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