

Fair Registration Practices Report

Physiotherapists (2015)

The answers seen below were submitted to the OFC by the regulated professions.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions and Compulsory Trades Act (FARPACKTA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPACKTA
- the Health Professions Procedural Code set out in Schedule 2 of the Regulated Health Professions Act (RHPA) s. 22.7 (1) and 22.9(1), for health colleges.

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1. Qualitative Information

a) Requirements for registration, including acceptable alternatives

i. Describe any improvements / changes implemented in the last year.

The College of PTs completed a business process review in 2015 and examined each documentation requirement to ensure that it is absolutely necessary to receive this documentation from applicants. The review was conducted as part of implementing a new database that will enhance registration and renewal practices for applicants and members. In 2016, College staff will be examining whether it is possible to eliminate any duplication of documentation also received by The Canadian Alliance of Physiotherapy Regulators.

ii. Describe the impact of the improvements / changes on applicants.

Reduced documentation requirements will make the application process less onerous for applicants.

iii. Describe the impact of the improvements / changes on your organization.

Decreased duplication of documentation reduces the work of verifying documents for staff.

b) Assessment of qualifications

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

c) Provision of timely decisions, responses, and reasons

i. Describe any improvements / changes implemented in the last year.

The College has changed its internal procedures for Registration staff who are processing applications. Applications are no longer managed by a different staff person based on the applicant's last name. All Registration staff now work from a shared list of applicants.

ii. Describe the impact of the improvements / changes on applicants.

On average, applications for registration are now processed in approximately seven business days, instead of the ten day standard processing time.

iii. Describe the impact of the improvements / changes on your organization.

Management of applications this way has improved the efficiency of the team and ensured that staff absences do not impact on application processing times.

d) Fees

i. Describe any improvements / changes implemented in the last year.

The College's annual registration fee for an Independent Practice certificate will be reduced from \$635 to \$595 for the registration year 2016-2017. In addition, the College pro-rates fees based on the number of days remaining in the registration year when an application for an Independent Practice certificate is processed.

ii. Describe the impact of the improvements / changes on applicants.

Applicants appreciate the fee reduction and the fact that the College analyzes how much money is needed to operate the College and sets its fees based on what is

needed.

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

e) Timelines

i. Describe any improvements / changes implemented in the last year.

Due to internal process changes, applications are now being processed on average within 7 business days (instead of 10 business days).

ii. Describe the impact of the improvements / changes on applicants.

Reduced processing time helps applicants start their jobs more quickly.

iii. Describe the impact of the improvements / changes on your organization.

Improved efficiency allows staff to better manage unplanned absences and staff are consistently able to better the published processing time of ten business days.

f) Policies, procedures and/or processes, including by-laws

i. Describe any improvements / changes implemented in the last year.

A business process review was completed in early 2015. A few small changes were implemented to improve efficiency of internal processes.

ii. Describe the impact of the improvements / changes on applicants.

As mentioned in a previous section, the average application processing time has been reduced to approximately 7 business days from the standard of 10 business days.

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

g) Resources for applicants

i. Describe any improvements / changes implemented in the last year.

The career map was updated in 2015 to ensure that all of the information was current and a new YouTube video (Are You a New PT) was launched.

ii. Describe the impact of the improvements / changes on applicants.

Current information on the career map ensures that applicants are not confused by conflicting or out of date information. The addition of a video resource provides information in a different format.

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

h) Review or appeal processes

i. Describe any improvements / changes implemented in the last year.

College staff ask applicants more questions and gather more information for the Registration Committee to review for each application.

ii. Describe the impact of the improvements / changes on applicants.

Increased information gathering up front, generally leads to reduced timelines for applicants as the Registration Committee is less likely to request further information or ask for additional documentation.

iii. Describe the impact of the improvements / changes on your organization.

Registration staff have been learning from the College's investigators on how to better collect needed information to facilitate good committee decisions.

i) Access to applicant records

i. Describe any improvements / changes implemented in the last year.

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

j) Training and resources for registration staff, Council, and committee members**i. Describe any improvements / changes implemented in the last year.**

Registration staff attended the new ORAC Managing Cultural Differences Part 2 Workshop. Committee members receive training each year to assist them in their work on the Committee.

ii. Describe the impact of the improvements / changes on applicants.

Staff have increased sensitivity to cultural issues that may exist in their communications with applicants.

iii. Describe the impact of the improvements / changes on your organization.

Staff have increased patience with applicants and continue to assist each applicant with having a positive customer service interaction.

k) Mutual recognition agreements**i. Describe any improvements / changes implemented in the last year.**

No changes this year

ii. Describe the impact of the improvements / changes on applicants.

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

l) Other (include as many items as applicable)**i. Describe any improvements / changes implemented in the last year.**

The College has spent 2015 preparing for the implementation of our new member database. The database is now expected to be implemented in the summer of 2016.

ii. Describe the impact of the improvements / changes on applicants.

The new database will implement online initial registration for applicants. Applicants will submit all application data and documentation through the secure online portal. It is hoped that this change will continue to reduce application processing times. Applicants will have immediate online access to inform them about the status of their applications.

iii. Describe the impact of the improvements / changes on your organization.

Application processing will become more efficient with the implementation of the new database. Staff will not have to do the data entry related to applications and document scanning will no longer need to occur. It is hoped that these increased efficiencies will further reduce application processing times.

Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year

No changes this year

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2. Quantitative Information

a) Languages

Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes
French	Yes

Other (please specify)**Additional comments:**

Standards and official documents are all available in French on the College website. Registration information is available in French upon request.

b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	229
Female	380
None of the above	0

Additional comments:

c) Gender of members

Indicate the number of members in each category as applicable. Select the option that best corresponds to the terminology used by your organization.

Gender	Number of Members
Male	2213
Female	6412
None of the above	0

Additional comments:

d) Jurisdiction where applicants obtained their initial education

Indicate the number of applicants by the jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
302	45	18	India 152	0	609
			Philippines 21		
			U.K. 20		
			Australia 10		
			Egypt 6		
			Iran 6		
			Pakistan 5		
			Brazil 3		
			China 2		
			Lebanon 2		
			Romania 2		
			Ireland 2		
			Bolivia 1		
			Chile 1		
			Colombia 1		
			Czech Republic 1		
			Belgium 1		
			Jamaica 1		
			Jordan 1		
			Malta 1		
			Netherlands 1		
			Nigeria 1		
			Portugal 1		
			Germany 1		
New Zealand 1					
Total 244					

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

e) Jurisdiction where applicants who became registered members obtained their initial education

Indicate the number of applicants who became registered members in the reporting year by the jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			India 145		
			Philippines 20		
			U.K. 19		
			Australia 10		
			Egypt 6		
			Iran 6		
			Pakistan 5		

285	42	17	Brazil 3 China 2 Lebanon 2 Romania 2 Ireland 2 Bolivia 1 Chile 1 Colombia 1 Czech Republic 1 Belgium 1 Jamaica 1 Jordan 1 Malta 1 Netherlands 1 Nigeria 1 Portugal 1 Total 233	0	577
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¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

f) Jurisdiction where members were initially trained

Indicate the total number of registered members by jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
5794	752	262	India 707 U.K. 291 Philippines 158 Australia 89 Iran 85 China 84 Poland 73 Ireland 37 Pakistan 34 S. Africa 29 Netherlands 28 Egypt 26 Colombia 17 Brazil 15 Jamaica 15 Sri Lanka 13 Bulgaria 10 Serbia 10 Romania 9 Belgium 8 Israel 8 New Zealand 8 Argentina 6 Hungary 5 Germany 4 Lebanon 3 Nigeria 3 S Arabia 3 Finland 3 France 3 Turkey 3 Ukraine 3 Chile 2 Jordan 2 Peru 2 Slovenia 2 Switzerland 2 Bangladesh 1 Bolivia 1	0	8625

Croatia	1
Czech Republic	1
Greece	1
Japan	1
Kenya	1
Kuwait	1
Malta	1
Norway	1
Panama	1
Portugal	1
Korea, Republic Of	1
Sweden	1
Taiwan, Province Of China	1
Uruguay	1
Venezuela	1
Total	1817

¹ Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

g) Applications processed

Indicate the number of applications your organization processed in the reporting year:

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	302	45	18	244	0	609
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	16	3	0	11	0	30
Inactive applicants (applicants who had no contact with your organization in the reporting year)	0	0	0	0	0	0
Applicants who met all requirements and were authorized to become members but did not become members	0	0	0	0	0	0
Applicants who became FULLY registered members	56	36	12	107	0	211
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence³	229	6	5	126	0	366

¹ An alternative class of licence enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

Additional comments:

h) Classes of certificate/license

Indicate and provide a description of the classes of certificate/license offered by your organization.

You must specify and describe at least one class of certificate/license (on line a) in order for this step to be complete.

#	Certification	Description
a)	Independent Practice Certificate	Description (a)
		The College's general registration category which allows a physiotherapist to practise independently in any area of physiotherapy practice.
		Description (b)
		An individual has completed all educational requirements and passed the written component of the qualifying exam. They must be registered to complete

b)	Provisional Practice Certificate	the next available clinical component of the exam. Provisional Practice certificate holders must be monitored by an Independent Practice certificate holder with at least 2 years of experience.
c)	Courtesy Registration	<p style="text-align: center;">Description (c)</p> <p style="text-align: center;">Short-term registration category for physiotherapists from another regulated jurisdiction to come to Ontario to participate in a specific event.</p>
Additional comments: <input style="width: 100%; height: 20px;" type="text"/>		

i) Reviews and appeals processed

State the number of reviews and appeals your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	11	2	2	12	0	27
Applicants who initiated an appeal of a registration decision	0	0	1	0	0	1
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

Additional comments:

j) Paid staff

In the table below, enter the number of paid staff employed by your organization in the categories shown, on December 31 of the reporting year.

When providing information for each of the categories in this section, you may want to use decimals if you count your staff using half units. For example, one full-time employee and one part-time employee might be equivalent to 1.5 employees.

You can enter decimals to the tenths position only. For example, you can enter 1.5 or 7.5 but not 1.55 or 7.52.

Category	Staff
Total staff employed by the regulatory body	25
Staff involved in appeals process	2
Staff involved in registration process	4

Additional comments:

The two Registration staff who participate in the appeal process are also included in the four staff who are involved in the registration process.

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3. Submission

I hereby certify that:

Name of individual with authority to sign on behalf of the organization:

Shenda Tanchak

Title:

Registrar

Date:

2016/02/17

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