

# Fair Registration Practices Report

## Physiotherapists (2017)

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 (FARPACTA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPACTA
- 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 was a part of a national initiative and we now have a form for letters of professional standing / regulatory history checks for regulators within Canada and outside of Canada. We will also be using these when an applicant is registered with a non-health regulator both within and outside of Ontario.

Also, we recognize that sometimes it is very difficult for an applicant to obtain a "letter of professional/good standing" from a regulator in another country. Where the request has been made by the applicant of another regulator and the applicant has waited more than four weeks, the College will allow the applicant to complete a statutory declaration and we use this in the place of a letter of professional standing

We also allow applicants to provide us with alternative documents when a permanent resident card has expired.

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

The regulatory history form will be introduced shortly.

In the case of the statutory declarations, the process change allows for an alternative way for candidates to demonstrate that they meet the good character requirements in the event that the other jurisdiction cannot provide a letter of professional standing in a timely way.

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

No changes this year

## **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.**

Where an applicant has not met the requirements for a certificate of registration they are referred to the Registration Committee for review. The notice of referral is provided to the applicant. Staff also speak with / exchange emails with the applicant to explain the process and the anticipated timelines. Staff will also provide the applicant with an overview of the type of information that the Committee will find helpful. This allows the applicant the opportunity to make a complete submission. In most cases, applicants do not retain legal counsel and they often need additional support in terms of how to prepare a submission and identify what information would be helpful and relevant.

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

The submissions from applicants are more comprehensive up front which means that the Committee is usually able to make a decision at their first meeting as opposed to deferring their deliberations to a future date.

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

Investing time with the applicant at the beginning of the process ensures that we can answer all of the applicant's questions and provide them with support throughout the process.

By helping the applicant avoid having their application referred to a later meeting of the committee, the improvements provide for efficient use of the committee's time.

## **d) Fees**

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

The College has additional fees this year

\$50 fee for letter of professional standing

The fees are published on the College's website: <https://www.collegept.org/applicants/timelines-costs>

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

There is now a fee to obtain a letter of professional standing. This is consistent with the practice of most regulators

**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.**

We have streamlined our intake process and the timelines are clearly communicated to applicants:  
We aim to review all applications within 5 business days. Applicants will be advised by email if their application is incomplete or if additional information is required  
Once we have a completed application we aim to process the applications within 10 business days.

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

The streamlined process allows us to manage the expectations of applicants and provides a better a customer service experience. All applicants go through the same review and processing phases. There is no fast track or expedited process.

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

The metrics are a key indicator of the team's performance

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

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

Individuals who are successful in the first part of the national exam (Physiotherapy Competency Exam - written) are eligible to apply for a provisional practice certificate of registration. The Resident works under practice supervision until they can successfully complete the PCE - Clinical exam. If they are unsuccessful at the clinical exam their certificate of registration expires.  
The College has changed the practice supervision requirements. The changes allow for greater flexibility in the supervision model. The eligibility criteria for Supervisors and Residents is clearly defined on our website.  
<https://www.collegept.org/applicants/provisional-practice>

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

The process to have a practice supervisor approved has been streamlined, which makes the process quicker for applicants. This process will be further streamlined with the introduction of the new CRM (database).

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

n/a

## **g) Resources for applicants**

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

Our biggest initiative over the last year was the introduction of a new website. The information for applicants is available in one spot on the website. When we were in the testing phase we tested the website with applicants and recent applicants. We incorporated their suggestions for changes into the final product.

The applicant section can be found here: <https://www.collegept.org/applicants>

We have also increased our outreach through twitter and our facebook page.

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

Our website is easier to use and all of the relevant information can be found in one spot. Before the new website was launched our material went through a plain language review in order to ensure that the language that we publish is easier to understand which enables applicants to understand the information directly from the website instead of needing to seek additional clarification.

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

The College is receiving few calls and emails as a result of clearer information being presented on the website.

## **h) Review or appeal processes**

### **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

## **i) Access to applicant records**

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

If an applicant is looking for the College to provide them information from their application file that they have submitted to us over a period of time we provide this information to them. If a matter is referred to the Registration Committee for review the College will provide the applicant with copies of all of the information that will be before the Registration Committee which may include prior conduct information if the member was previously registered in Ontario or with another regulator. The applicant can review this information prior to making submissions to the College. If there is a concern related to the disclosure (perhaps that disclosure could cause harm to another person - security risk) this information will not automatically be disclosed. There is no fee for an applicant to access any of this information.

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

Disclosure ensures that our processes are transparent to the applicant.

**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.**

At the College, committee members are appointed to committees each year in June. The College provided the following training opportunities for staff, Committee members and Council members in the last year:

- training for new members of the Committee
- representatives of the College attend the Ontario Regulators for Access Consortium's meetings
- The Chair of the Registration Committee attended CLEAR International in Australia [www.clearhq.org](http://www.clearhq.org)

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

Ongoing training ensures that our committee members are well equipped to carry out their role as members of the Registration Committee

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

Ongoing training ensures that our committee members are well equipped to carry out their role as members of the Registration Committee

**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

**I) Other (include as many items as applicable)**

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

The Registration team at the College centralizes all telephone calls and emails by using a single extension and a single email address for all registration queries. All applications and the status of the applications are logged. This means that every staff member on the team can assist an applicant with their questions.

In addition, the College introduced a cross-training initiative this year. This means that during high volume times, year staff members from different program areas will be assisting in the answering of the phone and responding to email inquiries from applicants.

We are continuing to work with the 3rd party examination provider to seek opportunities to streamline the user experience for applicants

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

Improved customer service for applicants

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

Cross training initiatives allow staff members to broaden their understanding of the regulatory business

**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:**

French resources are provided if requested

**b) Gender of applicants**

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	243
Female	564
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	2487
Female	6851
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 education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			India 186		
			U.K. 34		
			Australia 22		
			Philippines 13		
			Egypt 13		
			Pakistan 8		
			Iran 6		
434	53	16	Brazil 5	0	809
			New Zealand 4		
			Poland 3		
			Ireland 3		
			Colombia 2		
			Netherlands 2		
			Nigeria 1		
			United Arab Emirates 1		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Chile 1		
			Mauritius 1		
			Hong Kong 1		
			Total 306		

<sup>1</sup> 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 education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			India 185		
			U.K. 34		
			Australia 22		
			Philippines 13		
			Egypt 13		
			Pakistan 8		
			Brazil 5		
			Ireland 3		
			Iran 6		
425	52	16	New Zealand 3	0	795
			Netherlands 2		
			Colombia 2		
			Hong Kong 1		
			Poland 1		
			Chile 1		
			United Arab Emirates 1		
			Mauritius 1		
			Nigeria 1		
			Total 302		

<sup>1</sup> 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 education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			India 926		
			U.K. 313		
			Philippines 167		
			Australia 116		
6161	763	271	Iran 95	0	9335
			Poland 72		
			China 59		
			Pakistan 42		
			Egypt 40		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			S. Africa 30		
			Netherlands 28		
			Brazil 22		
			Colombia 19		
			Jamaica 14		
			Sri Lanka 13		
			Bulgaria 10		
			Serbia 10		
			Romania 9		
			New Zealand 11		
			Israel 8		
			Argentina 6		
			Belgium 6		
			Hungary 5		
			Jordan 5		
			Lebanon 4		
			Hong Kong 22		
			Chile 4		
			Nigeria 3		
			S Arabia 3		
			Portugal 3		
			Finland 3		
			France 3		
			Turkey 3		
			Ukraine 3		
			Slovenia 3		
			Czech Republic 3		
			United Arab Emirates 2		
			Peru 2		
			Switzerland 2		
			Bangladesh 1		
			Bolivia 1		
			Croatia 1		
			Norway 1		
			Uruguay 1		
			Venezuela 1		
			Ghana 1		
			Greece 1		
			Japan 1		
			Kenya 1		
			Kuwait 1		
			Malta 1		
			Mauritius 1		
			Panama 1		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Taiwan, Province Of China 1 Korea, Republic Of 1 Ireland 35 Total 2140		

<sup>1</sup> 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 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
<b>New applications received</b>	434	53	16	306	0	<b>809</b>
<b>Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)</b>	9	1	0	4	0	<b>14</b>
<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who met all requirements and were authorized to become members but did not become members</b>	1	0	1	0	0	<b>2</b>
<b>Applicants who became FULLY registered members</b>	425	52	16	302	0	<b>795</b>
<b>Applicants who were authorized to receive an alternative class of licence<sup>3</sup> but were not issued a licence</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who were issued an alternative class of licence<sup>3</sup></b>	0	0	0	0	0	<b>0</b>

<sup>1</sup> 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 of Registration	<b>Description (a)</b>
		The College's general registration category which allows a physiotherapist to practise independently in any area of physiotherapy practice.
b)	Provisional Practice Certificate of Registration	<b>Description (b)</b>
		An individual has completed all educational requirements and passed the written component of the qualifying exam. They must be registered for the next available clinical component of the exam. Provisional Practice certificate holders must be supervised by an Independent Practice certificate holder with at least 3 years experience practicing independently in Ontario.
c)	Courtesy Certificate of Registration	<b>Description (c)</b>
		Short-term registration category for physiotherapists from another regulated jurisdiction to come to Ontario to participate in a specific event.
d)	Independent Practice - Extended Access with Restrictions	<b>Description (d)</b>
		For physiotherapists who currently practice in another Canadian province and who wish to provide care to patients in Ontario, whether through tele-rehabilitation or in person.

**Additional comments:**

**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 <sup>st</sup> to December 31 <sup>st</sup> 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	2	1	0	4	0	7
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
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	26
Staff involved in appeals process	2
Staff involved in registration process	3.5

Additional comments:

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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:**

2018/03/01

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