



## **Fair Registration Practices Report 2020**

The Fair Registration Practices Report was created as required in the:

- Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA) s.20 and 23(1), for the regulated professions named in Schedule 1 of FARPACTA
- Health Professions Procedural Code set out in Schedule 2 of the Health Professions Act, 1991 (RHPA) s. 22.7(1) and 22.9(1), for health colleges

Guidelines for this report are available to download as a .pdf on the OFC website.

<https://www.fairnesscommissioner.com/en/Publications/Pages/Guidelines.aspx>

Organization: The College of Physiotherapists of Ontario

Name of the regulated profession: Physiotherapy

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## Qualitative Information

The following qualitative information is collected for the purpose of highlighting a regulator's enhancements to improve fair access year over year, including actions that result from recommendations made in the OFC's Assessment of Registration Practices.

For each of the categories below, where applicable, please describe any improvements/changes implemented in the last year by your organization or a third-party for the purpose of changing fair access.

Please also describe the impact of these improvements/changes on applicants. If you have been working on improvements/changes over the last year that have not yet been implemented, describe your progress and the expected impact the improvements/changes will have on applicants and your organization.

Provide as much detail as possible. This can include the rationale for the improvements/changes, relevant findings from preliminary work leading up to the improvements/changes, methodology, relevant dates and anything else you think is important.

Include as much supporting material as possible to support your description (e.g., relevant reports, policies, protocols, websites, other documents and anything else you think is important). This material can be provided in the form of hyperlinks to electronic sources.

### **a. Requirements for registration, including acceptable alternatives**

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

No changes last year.

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

No changes last year.

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

No changes last year.

### **b. Assessment of qualifications**



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

The Registration Committee approved a policy which provides the Registrar with authority to issue an Independent Practice Certificate of Registration Committee where an applicant from Quebec is applying using the Labour Mobility provisions but has not practiced in Quebec, if certain criteria has been met.

As per the College's Registration Regulation, applicants coming to Ontario from another Canadian province or Territory are required to have "practiced the profession" in their "home" jurisdiction in order to meet the requirements for a Certificate of Registration in Ontario. There is no guidance provided as to what "practice the profession" actually means or the amount of time which the applicant would have to have practiced the profession in their "home" province. The Registration Committee created a policy that clarifies this issue.

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

Provides clarity and clear direction for Quebec applicants applying under labour mobility provisions. This information is confirmed on our [website](#).

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

The change promotes transparency of the College's registration process

**c. Provision of timely decisions, responses, and reasons**

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

The College has customer services timelines, one of which is to measure our response rate for telephone calls including our ability answer calls live. With the transition to remote work in 2020, a decision was made to return all phone calls within 24 hours. Prior to 2020, voicemails were returned within 48 hours.

Staff were also able to accommodate requests for expedited processing times of applications, applications for professional corporations, wall certificates and letters of professional standing.

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



This streamlined process allows us to manage the expectations of applicants and provides a better customer service experience. It also provides some expectations for applicants on when they can receive a response from the College.

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

The focus on customer service timelines allowed the College to explore timelines in other program areas that provide front-line service to explore whether processes could be aligned if possible.

#### **d. Fees**

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

No changes last year.

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

No changes last year.

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

No changes last year.

#### **e. Timelines**

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

Due to COVID-19, the following changes were made for the 2020:

- With the direction of the Executive Committee, the deadline for annual renewal was extended from March 31 2020 to June 30 2020 and then to September 30 2020.
- All registration processing timelines remained the same. We accepted requests for expedited reviews of applications: an application is reviewed within 15 days but we have been able to accommodate requests to process applications within 5 days.
- The Canadian Alliance of Physiotherapy Regulator (CAPR) exams were postponed which affected those registered with a provisional practice certificate. Since the June and November 2020 exams were postponed, all provisional practice residents were granted an extension to their certificate.

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



- The extension for annual renewal relieved financial stressors for registrants as a result of COVID-19
- Those who had retired were able to easily re-register with the College through an expedited review.
- Provisional practice certificate holders were able to continue their practice which meant minimal disruption to patient care. There were no fees charged for the extensions of these certificates. The fee for these certificates is \$75.

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

The process by which the College accounted for its fees needed slight modification due to the collection of fees later in the year. The inability to register people with provisional practice certificates resulted in a slight reduction to the College's income.

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

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

- The Registration Committee approved the following policies:
  - Second Provisional Practice Certificates of Registration- The College will not accept an application for a provisional practice certificate of registration if the applicant has previously been unsuccessful at the PCE - clinical component. This is supported by the regulation which states that "(4) A person who has failed the practical component of the examination is not entitled to apply for a certificate of registration authorizing provisional practice. O. Reg. 68/06, s. 1." Individuals were applying for these certificates at a cost of \$100 and the Registration Committee advised that it would not grant certificates in breach of the regulation.
  - Applicants from Quebec - As per the College's Registration Regulation, applicants coming to Ontario from another Canadian province or Territory are required to have "practiced the profession" in their "home" jurisdiction in order to meet the requirements for a Certificate of Registration in Ontario. There is no guidance provided as to what "practice the profession" actually means or the amount of time which the applicant would have to have practiced the profession in their "home" province. The Registration Committee approved a policy which provides the Registrar with authority to issue an Independent Practice Certificate of Registration Committee where an applicant from Quebec is applying using the Labour Mobility provisions but has not practiced in Quebec, if certain criteria has been met.
- The following procedures/processes were implemented by staff:
  - Each registration application undergoes an additional quality check before an application is approved. The application and supporting documents are verified to



ensure that each applicant meets the registration requirements. Processing timelines have not been affected by this additional measure.

- Revisited the way that letter of professional standing are created by staff. The Professional Conduct staff provide a formal documented history for all requests. Any request for a letter for a registrant with previous history is reviewed by the Registration Manager. For registrants with professional conduct history, a redacted version of supplementary documents is provided to the requesting jurisdiction.

Registration staff also continue to develop standard operating procedures.

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

All of these improvements ensure that the registration policies/procedures/processes are transparent and that information is readily available to applicants.

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

Adding a second quality check on applications ensures data accuracy (which assists without external reporting requirements) and that only qualified individuals are registered to practice physiotherapy.

## **g. Resource for applicants**

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

- Created a tool for PT Residents and employers that outlines the supervision requirements. <https://www.collegept.org/registrants/informationforemployers>
- Updated FAQs on the website <https://www.collegept.org/registrants/practice-advice/pt-student-supervision-faqs> AND <https://www.collegept.org/registrants/practice-advice/supervision-faqs>
- Updated instructional text in the PT Portal

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

This change allows provisional practice applicants to have a better understanding of the expectations for their supervised practice.

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

The updated resources on the website allows the College's practices to be more transparent. We believe that the College receives fewer general inquiries from provisional



practice registrants, supervisors, employers and insurance companies due to clear information being published online.

#### **h. Review or appeal processes**

- i) Describe any improvements/changes implemented in the last year

No changes last year.

- ii) Describe the impact of the improvements/changes on applicants

No changes last year.

- iii) Describe the impact of the improvements/changes on your organization

No changes last year.

#### **i. Access to applicants' records**

- i) Describe any improvement/changes implemented in the last year

No changes last year.

- ii) Describe the impact of the improvements/changes on applicants

No changes last year.

- iii) Describe the impact of the improvements/changes on your organization

No changes last 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 and Committee members in the last year:

- All Council and Committee members participated in a bias and conflict of interest session, sexual abuse / awareness training session and completed a [Boundaries and Sexual Abuse e-module](#)
- Orientation for new members of the Registration Committee. This was led by legal counsel and supported by staff





- Registration Committee e-module for new members
- Staff observed Registration Committee meetings of other College's as a learning initiative.
- Staff attended the Ontario Regulators for Access Consortium's meetings and Touchstone Perspective Symposium
- Staff participated in various training sessions on Outlook and SharePoint
- Staff participated in various COVID-19 webinars presented by the law firm of Steinecke, Macuira, LeBlanc and the Canadian Network for Agencies of Regulation (CNAR)
- Staff participated in a training session on Managing Remote Teams by Forrest and Company
- Monthly education sessions were presented to staff on a variety of topics including Billing Models, Top Practice Advice Inquiries, Appealing to HPARB and overview of Professional Conduct and Discipline Matters.

The College provided the following resources for registration staff, Council and Committee members:

- At the beginning of the COVID-19 pandemic, College staff were provided with a remote work manual which contained an IT software checklist for telework and organizational considerations.
- Committee and Council members received resources for meetings held via electronic platforms.
- Staff were granted access to a digital wellness platform Lifespeak which contains a series of short videos and blog posts designed to help maximize mental health.
- Legal Counsel attends all Registration Committee meetings.
- The College created decision-making tools/frameworks to support the work of all of the statutory Committees. A Registration Committee decision-tool was created with the support of legal counsel and is used as a reference to view each case in terms of level of risk.
- A historical review of Registration Committee decisions for low-practice hours cases was created as a resource for staff and to ensure consistency in Committee decision-making.
- Began a project to store letters of professional standings from various jurisdictions to assist staff (as a reference) during the application process. Expected completion in mid-2021.

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

Ongoing training and participation in external meetings ensure that our processes are aligned with best practices and environmental trends.

The registration process was not impacted by COVID-19 as the application process is electronic.

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

Ongoing training for the staff and Registration Committee ensures that everyone is well equipped to carry out their role.

**k. Mutual recognition agreements**

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

See section f) above in policies, procedures and/or processes, including by-laws

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

See section f) above in policies, procedures and/or processes, including by-laws

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

See section f) above in policies, procedures and/or processes, including by-laws

**l. Describing any improvements/changes implemented in the last year**

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

The College has implemented the following changes in the last year:

- Plain language review of all templated correspondence
- Completed a new resource called the Provisional Practice Welcome Kit (in both French and English) and completed the Independent Practice Welcome kit in French (now available in both languages)
- Completed an accessibility audit of the College's website collegept.org and implemented changes to make it AODA-compliant. Currently working to replace an inaccessible PDFs on the website.
- Worked with the Canadian Alliance of Physiotherapy Regulators (the national organization that undertakes credentialling and administers the exam) to identify high priority candidates for the examination which had been planned for March 2021.
- Extensions were granted to all provisional practice certificate holders due to cancelled clinical exams. The regulation indicates that the individual must be registered for the next available exam.



- Completed an audit of all Provisional Practice Certificate of Registrations to confirm correct expiry dates.
- Completed an audit of the Public Register all PTs with public register notices.
- Ongoing enhancements to our database to ensure a seamless customer service focused approach for applicants and registrants. For example:
  - Automated reminder emails for incomplete applications and practice supervisors who have not completed the supervision declaration for residents
- The last Entry to Practice review was conducted in 2007. In 2019, the College engaged a consultant to conduct a scoping review of the College's Entry to Practice program and develop recommendations for further work. Council discussed the findings of the consultant report at the [December 2020 meeting](#) and will further examine and review the findings in 2021. The purpose of the review is to ensure that the program remains fair, effective, and evidence based.
- The College started to research new software options to better manage Council and Committee meeting and planning materials. The College has selected [DiliTrust](#) Exec Meeting Management Suite and will begin implementation in 2021.
- CAPR continues to review a new MOU for cross-border care.
- The Canadian Alliance of Physiotherapy Regulators (CAPR) intended to run a virtual clinical exam in 2021. Due to technical issues, the March 2021 exam was cancelled and shortly thereafter, CAPR cancelled all virtual clinical exams for the year. CAPR will be delivering the exam in smaller iterations through dual-delivery methods – in person and virtual. CAPR has posted an announcement regarding the exam on their [website](#).

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

All of these improvements aim to provide clear and concise information to our applicants. We are striving to make information readily accessible and easy to understand.

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

We believe that all of these improvements result in fewer inquiries made to the College and an enhanced customer service experience. More of our processes are automated which allows applicants to engage with the College at their convenience.

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

Provide any additional information:



## Quantitative Information

The following quantitative information is collected for the purpose of observing statistical changes and trends related to application, licensure, appeals and staffing year over year.

### a. Languages

Indicate the languages in which application materials and information about the application process are available.

Language	Yes/No
English	Yes
French	Yes

Other (please specify):

Information about the application process is available in French upon request. The application form is only available in English.

When the College receives an email in French or other languages, we use a company called [MCIS](#) to assist us with French translation and languages other than French and English.

### b. Gender applications

Indicate the number of applicants in each category as applicable

Gender	Number of applicants
Male	243
Female	572
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	2,973
Female	7,363
None of the above	5



## Additional Comments:

For the following sections d,e & f, the OFC recognizes that the term initial education infers that applicants may receive their education in multiple jurisdictions.

For the purpose of these questions, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

## d. Jurisdiction where applicants obtained their initial education

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

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
447	51	27	Australia 28 Bangladesh 2 Belgium 1 Brazil 2 Colombia 3 Egypt 2 France 1 Hong Kong 2 Hungary 1 India 154 Iran 6 Ireland 9 Israel 2 Italy 1 Lithuania 1 Netherlands 2 New Zealand 1 Nigeria 2 Pakistan 5 Philippines 7	0	815




			Poland 1 South Africa 2 Turkey 1 United Arab Emirates 2 United Kingdom 52		
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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 in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
435	49	26	Australia 27 Bangladesh 2 Belgium 1 Brazil 2 Colombia 3 Egypt 2 France 1 Hong Kong 2 Hungary 1 India 146 Iran 5 Ireland 9 Israel 1 Italy 1 Lithuania 1 Netherlands 2 New Zealand 1	0	788




			Nigeria 2 Pakistan 5 Philippines 6 Poland 1 South Africa 2 Turkey 1 United Arab Emirates 2 United Kingdom 50		
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Additional comments:

f. Jurisdiction where members were initially trained


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

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
6,612	757	301	Argentina 5 Australia 154 Bangladesh 3 Belgium 6 Bolivia 1 Brazil 24 Bulgaria 10 Chile 4 China 1 Colombia 22 Croatia 1 Czech Republic 4	0	10,340



			Egypt 49 England 190 Finland 3 France 5 Germany 2 Ghana 1 Greece 1 Hong Kong 76 Hungary 6 India 1,255 Iran 110 Ireland 48 Israel 12 Italy 2 Jamaica 15 Jordan 5 Kenya 1 Kuwait 1 Lebanon 5 Lithuania 1 Malta 1 Mauritius 2 Netherlands 31 New Zealand 13 Nigeria 8 Northern Ireland 6 Pakistan 53 Panama 1 Peru 2 Philippines 186 Poland 68 Portugal 3 Romania 9	
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			Saudi Arabia 2 Scotland 134 Serbia 11 Slovenia 3 South Africa 33 South Korea 3 Sri Lanka 11 Switzerland 2 Taiwan 2 Thailand 1 Turkey 4 Ukraine 3 United Arab Emirates 6 United Kingdom 46 Uruguay 1 Venezuela 1 Zambia 1		
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g. Application processed

Indicate the number of applications your organization processed in the reporting year. Enter the data by jurisdiction where applicants were initially trained in the profession,



i.e. before they were granted use of the protected title or professional designation in Ontario.

January 1, 2020 to December 31, 2020	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	447	51	27	290	0	815
Applicant actively pursuing licensing. Those who had some contact with your organization in the reporting year	4	2	1	9	0	16
Inactive applicants. Those who had no contact with your organization in the reporting year.						
Applicants who met all requirements and were authorized to become members <u>but did not</u> become members	1	1	0	1	0	3
Applicants who became <u>fully</u> registered members	162	42	17	76	0	297
Applicants who were authorized to receive an alternative licence <u>but were not</u> issued a licence	1	1	0	1	0	3
Applicants who were issued an alternative class of licence*	273	7	9	202	0	491

- 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/licence



Provide a description of the classes of certificate/license offered by your organization. You should have at least one class listed.

#	Certification	Description
1	Independent Practice	Independent Practice is a category of registration that allows Physiotherapists to practice physiotherapy independently.
2	Independent Practice – Cross Border	Cross-border physiotherapy refers to services performed across a provincial border for the purpose of transferring expertise or physiotherapy knowledge, improving individual choice and allowing for greater efficiencies
3	Provisional Practice	Provisional Practice is a category of registration that allows physiotherapy students who have successfully completed the written part of the Physiotherapy Competency Exam (PCE) and are waiting to complete the clinical component to work under supervision
4	Courtesy	Courtesy Registration is a temporary registration certificate that allows licenced physiotherapists from other jurisdictions to teach an educational course or participate in an



		education program, research activities or in a specific event of limited time.
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Additional comments:

#### i. Reviews and appeals processed

State the number of reviews and appeals your organization processed in the reporting year. Enter the data by jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

January 1, 2020 to December 31, 2020	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applicants that were subject to an internal review or that were referred to a statutory committee of your governing council, such as Registration Committee	9	1	0	5	0	<b>15</b>
Applicants who initiated an appeal of a registration decision	1 (withdrawn)	0	0	2 (1 later withdrawn)	0	<b>3</b>
Appeals heard	0	0	0	1 ongoing	0	<b>0</b>
Registration decisions changed following an appeal	0	0	0	0	0	<b>0</b>

Additional comments:

#### j. Paid Staff



Provide the number of paid staff employed by your organization in the categories shown, as of December 31, 2020.

You may use decimals if you need to count half units. For example, on full-time employee plus one part-time employee will be equivalent to 1.5 employees.

Category	Number of staff
Total number of staff employed by the regulatory body	31
Number of staff involved in the appeals process	1
Number of staff involved in the registration process	3

Additional comments:

### Submission

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

**Title: Rod Hamilton**

**Date: April 27 2021**