

College of PHYSIOTHERAPISTS of Ontario

2021 Fair Registration Practices Report

Prepared for the Office of the Fairness Commissioner (OFC)



FAIRNESS COMMISSIONER
COMMISSAIRE À L'ÉQUITÉ

#20

COMPLETE

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Q1

Please indicate which regulator you are and your main point of contact should we require follow up.

College of Physiotherapists of Ontario

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Q2

Section 1 - During the reporting period (January 1st–December 31st, 2021), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below. Registration requirements either through regulation, by-law or policy.

Yes,

Description of change/improvement that would impact fair registration outcomes:

On December 7, 2021, the Registration Committee of the College of Physiotherapists of Ontario approved a policy which would exempt individuals who hold a Provisional Practice certificate of registration from having to complete a practical exam if they met a number of different requirements. This policy was introduced as the national organization which had historically administered the national practical exam discontinued the exam in January 2022. To date the College has received 770 applications under this alternative pathway to registration. The College developed its own practical exam which was launched successfully in October 2022. Given the introduction of the exam the Registration Committee policy will be revoked on March 31, 2023.

Q3

New or consolidated class of certificates or licenses

No

Q4

Assessment of qualifications

No

Q5	No
Timelines for registration, decisions and/or responses	
Q6	Yes,
Registration and assessment fees	Description of change/improvement that would impact fair registration outcomes: There was a fee of \$800 associated with the Registration Committee Exemption policy and the fee for the OCE is \$1985. There are administrative fees associated with the exam. All exam related fees have been circulated to key stakeholders and the results of the consultation will be review at the December 2022 Council meeting.
Q7	Yes,
Resources for applicants	Description of change/improvement that would impact fair registration outcomes: Made improvements to the Applicant's section of the website – reorganization of content under Educated outside of Canada to better highlight resources and information relevant to internationally educated PTs: https://www.collegept.org/applicants/educated-outside-Canada
Q8	No
Changes to internal review or appeal process	
Q9	No
Access by applicants to their records	
Q10	Yes,
Mutual recognition agreements	Description of change/improvement that would impact fair registration outcomes: When the national clinical exam was discontinued in January 2022 all other provinces created their own substitute for the exam. All national regulators agreed to accept the results of any substitutes for the national clinical exam for the purpose of labour mobility.

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Q11

Training and resources for staff regarding registration

Yes,

Description of change/improvement that would impact fair registration outcomes:

Members of the Registration Team attended a training session on "Supportive Communication and De-Escalation" The Registration team created a Letter of Professional Standing Reference Manual. The manual contains examples of forms from 100+ jurisdictions. Members of the team attended a workshop facilitated by Future Ancestors focused on anti racism and equity Staff received extensive training related to the application of the Registration Committee's exemption policy

Q12

Relationship with third party service provider(s)

Yes,

Description of change/improvement that would impact fair registration outcomes:

The national organization that administered the national clinical exam for physiotherapists made the decision to no longer administer the exam in early 2022. This resulted in the Colleges across the country having to come up with their own version of a clinical exam or substitute. The College remains a member of CAPR and relies on CAPR for its credentialing services and its administration of the national clinical exam

Q13

Accreditation of educational programs

No

Q14

Technological or digital improvements

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

Our IT team made changes to our database to facilitate reporting on labour mobility.

Q15

Anti-racism and inclusion-based policies and practices

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

While there have been no policies or practices introduced College staff are engaged in ongoing training. The College engaged in a large-scale research project aimed at learning more about the difficulties in transitioning to practice experienced by our internationally educated physiotherapists. A researcher conducted in-depth surveys with approximately 15 IEPTs and we had over 500 IEPTs respond to a survey. The findings are publicly available and were shared with our Council. Since then we have updated copy on the College website, posted a blog post sharing one internationally-trained PT's experience, and explored partnerships with external organizations to better reach physiotherapists who are new to practice in Ontario, or looking to practice in Ontario. Additionally, we have retained a consultant who will work alongside College staff to create a series of interactive learning modules that will cover a variety of topics that are important for physiotherapists who are new to practice in Ontario. The six online learning modules will be publicly accessible on the College website in spring 2023, and will cover several key topics including communication skills, collaboration, physiotherapy in the Canadian health system, consent, professional boundaries and business practices. Added pronouns to all staff signatures and a link to Why I declare my pronouns to promote an inclusive environment. Added page to our website and shared information related to EDI with stakeholders to <https://www.collegept.org/about/equity-diversity-and-inclusion> Gave applicants and registrants the option to provide their pronouns and race at annual renewal and initial registration starting last year. This was voluntary. We will be re-aligning our data sets so that they are aligned with CIHI's newly released data sets. We will make these changes over the next year and this will become mandatory through a by law change. Focused on social media posts (LinkedIn, Facebook, Twitter) highlighting resources and information relevant to internationally educated PTs especially during the period around the cancellation of the CAPR exam

Q16

Organizational structure

No

Q17

Contingency or continuity of operations plans

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

Due to higher than expected volumes of applicants this year we did enhance our cross-team support where members of other departments would assist the Registration team during peak volume / processing times.

Q18

Documentation requirements for registration

No

Q19

English / French language proficiency testing

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

New requirements regarding language proficiency assessments are coming into effect on January 1, 2023. The national organization that oversees credentialing is working with another national organization to assess benchmarks for these new assessments.

Q20

Section 2 – If applicable, please list your organization's top three accomplishments during the reporting period that relate to fair registration practices.

1

Registration Committee Exemption Policy

2

Development of the Ontario Clinical Exam

3

Completing a research project aimed at learning more about the experience of internationally educated physiotherapists

Q21

Section 3 – If applicable, please list the top three risks that impacted your organization's ability to achieve better registration outcomes for applicants during the reporting period. Please also indicate the measures you have taken to mitigate the impacts of these risks.

1

With the onset of Covid in March 2020, the organization that administered the national clinical exam (Canadian Alliance of Physiotherapy Regulators) was unable to administer the June 2020 and November 2020 clinical exams. In 2021 CAPR announced that it would move the clinical exam to a virtual format. There were two unsuccessful attempts. In January 2022 CAPR announced that it would no longer administer the clinical exam. In December 2021 two significant decisions were made at the College 1 - the Registration Committee approved the Exam exemption policy 2 - Council directed staff to explore the development of a clinical exam At the time the College was not aware that CAPR would be canceling the exam but we were knew that once the exam resumed there would be a significant backlog and that action needed to be taken. The clinical exam will have its 7 administrations in a hybrid model meaning that candidates attend at a testing centre and the examiners are remote. These administrations took place in October and November 2022 and the next administrations will happen in January and March 2023. In 2023 the exam will move to a fully virtual format. This will allow us to continue to administer the exam without disruption in an ongoing way.

Q22

No

Section 4 – Do you believe that you have a Canadian Experience Requirement (CER)? If so, please describe the applicant competencies that you seek to develop through this requirement in the comment box below CER: work experience or experiential training obtained in Canada.

Q23

QUANTITATIVE SECTION The following quantitative information is collected for the purpose of discerning statistical changes and trends related to a regulator's membership, application volumes, licensure/certification results, and appeals year over year. **Languages** Indicate the languages in which you make available application materials and information about the application process.

English ,**French,**

Other (please specify):

When future applicants contact us about the process to become registered in Canada as a physiotherapist we provide a response in the language they contact us in (using an external translation company). We also direct them to the Canadian Alliance of Physiotherapy Regulators (CAPR) to begin the process. CAPR provides information about the credentialing process and language requirements in 5 languages other than English (including French).

Q24

Membership Data Demographics Data As of December 31, 2021, please indicate the number of members in each gender category identified below and the number of total members.

Total Male	3147
Total Female	7578
Gender not provided	4
Overall Total	10729

Q25

In relation to your members: Do you collect race-based data?

No,

Other (please specify):

Will be introduced in 2023

Q26

Do you collect other identity-based or demographics data?

No,

Other (please specify):

Will be introduced in 2023

Q27

Do you plan to collect race-based data in the future?

Yes,

If yes, please indicate the type::

Black/East Asian/Indigenous/Latin American/Middle Eastern/South Asian/Southeast Asian/White/Mixed racial group/Another race category/Do not know/Prefer not to answer

Q28

Class of License/Certificate Data As of December 31, of the reporting year, please indicate the number of members under each class or license category as applicable.

Full/Independent Practice	9651
Provisional/Limited License/Certificate	1078
Overall Total	10729

Q29

Jurisdiction where members were initially trained As of December 31, of the reporting year, please indicate the membership type and total number of registered members for each category listed below.

Ontario	6703
Other Canadian Provinces and Territories	745
USA	309
Other Countries	2972
Total	10729

Q30

Please indicate the total number of registered members for the top 12 international countries or jurisdictions where these individuals obtained their initial education in the profession or trade.

1	India - 1,486
2	United Kingdom - 399
3	USA - 309
4	Philippines - 194
5	Australia - 156
6	Iran - 114
7	Hong Kong - 74
8	Poland - 69
9	Pakistan - 58
10	Ireland - 53
11	Egypt - 50
12	South Africa - 34

Q31

Applications Data Demographics Data Indicate the number of applicants who filed an application between January 1 and December 31 of the reporting year, in each applicable category.

Total Male	256
Total Female	650
Overall Total	906

Q32**No**

In relation to the applications, you received: Do you collect race-based data?

Q33**No**

Do you collect other identity-based or demographics data?

Q34

Category of Applicants Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31, 2021:

15

Q35

Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2021 for the following categories as applicable.

Number of Applicants	462
Number of Applicants Licensed/Certified	458
Average Time to Process Application in Weeks from First Point of Applicant Contact	2
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q36

Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2021 for each of the following categories as applicable.

Number of applicants	46
Number of applicants fully licensed/certified	46
Average Time to Process Application in Weeks from First Point of Applicant Contact	3
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q37

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	45
Number of applicants fully licensed/certified	44
Average Time to Process Application in Weeks from First Point of Applicant Contact	4
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

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Q38

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	398
Number of applicants fully licensed/certified	378
Average Time to Process Application in Weeks from First Point of Applicant Contact	3
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q39

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	24
Number of applicants fully licensed/certified	24
Average Time to Process Application in Weeks from First Point of Applicant Contact	3
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q40

Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	508
Number of applicants fully licensed/certified	504
Average Time to Process Application in Weeks from First Point of Applicant Contact	2
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

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Q41

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	8
Number of applicants fully licensed/certified	8
Average Time to Process Application in Weeks from First Point of Applicant Contact	2
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q42

Please provide any additional comments you may have for questions 33-41.

Please note we did not track this data point in 2021, so I have entered "0" to be able to submit this report:
Average Time to Process Application in Weeks from Receipt of all Required Documents

Q43

Jurisdiction where applicants obtained their initial educationPlease indicate the total number of applicants for the top 12 international countries or jurisdiction where applicants obtained their initial education in the profession or trade.

1	India - 258
2	United Kingdom - 38
3	Australia - 18
4	USA - 18
5	Philippines - 11
6	Ireland - 7
7	Pakistan - 6
8	Iran - 6
9	Egypt - 4
10	Nigeria - 4
11	Hungary - 4
12	Netherlands - 4

Q44

Processing Time As of December 31, 2021, how many full licenses/certificates did your organization issue?

892

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Q45

Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2021, according to the following timelines.

0 – less than 3 months	249
3 months – less than 6 months	7
6 months – less than 12 months	6
12 months – less than 18 months	4
18 months – less than 24 months	3
24 months and greater	0

Q46

Age of Active Applications As of December 31, 2021 what were the total number of active applications in your case inventory?

100

Q47

Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.

0 – less than 3 months	92
3 months – less than 6 months	5
6 months – less than 12 months	3
12 months – less than 18 months	0
18 months – less than 24 months	0
24 months and greater	0
TOTAL	100

Q48

Other Licenses/Certificates of Registration Processed Please indicate the number of applicants who were issued an alternative class of license* that your organization processed in the reporting year (January 1- December 31, 2021). Enter the data by the 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.* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.

Ontario	0
Other Canadian Provinces and Territories	2
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	2
Multiple and/or Unspecified Jurisdictions	0
TOTAL	4

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Q49

Other Licenses/Certificates of Registration Processed Please indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the 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.

Ontario	0
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	0
Multiple and/or Unspecified Jurisdictions	0
TOTAL	0

Q50

Other Licenses/Certificates of Registration Processed Please indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1-December 31, 2021). Enter the data by the 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.

Ontario	286
Other Canadian Provinces and Territories	13
Certificate to Certificate (Labour Mobility)	0
USA	13
Other International	304
Multiple and/or Unspecified Jurisdictions	0
TOTAL	616

Q51

Number of Reviews and Appeals Processed State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the 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.

Ontario	7
Other Canadian Provinces	1
USA	1
Other Countries	1
Multiple and/or Unspecified Countries	0
TOTAL	10

Q52

State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who initiated an appeal of a registration decision. Enter the data by the 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.

Ontario	1
Other Canadian Provinces	0
USA	0
Other Countries	0
Multiple and/or Unspecified Countries	0
TOTAL	1

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Q53

State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2021). Enter the data by the 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.

Ontario	1
Other Canadian Provinces	0
USA	0
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	1

Q54

State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the 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.

Ontario	0
Other Canadian Provinces	0
USA	0
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	0

Q55

Respondent skipped this question

List the top three reason for appeals (by percentage) of a registration decision

Q56

List the top five reasons (by percentage) for not Issuing a License/Certification to Internationally Trained Individuals

1

Applicant did not meet the registration requirements to obtain an Independent Practice Certificate (did not successfully complete the PCE-Written/Clinical, did not meet 1200 physiotherapy practice hours within 5 years prior, did not demonstrate proficiency in English/French)

Q57

List the top Five Reasons (by percentage) for not Issuing a License/Certification to Canadian Graduates

1

N/A

Q58

Please provide any additional comments you may have:

Please do not hesitate to contact us if you have any follow up questions or concerns. Thank you.