



Transitioning to Professional Practice in Ontario:

A Manual for New Registrants



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Introduction

Welcome to the College of Physiotherapists of Ontario!

The College has designed this manual to provide important information about professional regulation during this transitional phase of your career and you begin practice in Ontario.

As you know, you must be registered with the College of Physiotherapists of Ontario (the College) in order to practice as a physiotherapist in Ontario. We refer to registered physiotherapists as registrants. All new registrants of the College receive a paper copy of this Transitioning to Professional Practice manual; an electronic version is also available on the website.

The manual is organized into chapters. Each chapter provides an overview of a specific topic relevant to new registrants. Additional references and resources are provided within each section for those who would like more information. There is also a list of top ten tips for new registrants and a flowchart providing an outline of your first three years as a new registrant.

We wish you ongoing success in your career as a physiotherapist.

Chapter 1 - General Information

This first chapter is designed to provide an introduction to regulation in Ontario including an overview of what a College is, what a College does, what your obligations as a registered physiotherapist are and where to go for more information.

What is a College?

In Ontario, physiotherapists are one of a number of health professionals that are regulated by a College. These health regulatory colleges are different than educational colleges or schools. Health regulatory colleges are established to ensure that the people of Ontario receive safe, quality and ethical care from health care providers.

For more information about the health regulatory colleges in Ontario, please visit the Federation of Health Regulatory Colleges of Ontario (FHRCO) website www.regulatedhealthprofessions.on.ca. A list of the regulated health professions in Ontario is provided in Table 1.

Table 1: Regulated Health Professions in Ontario

(From RHPA, Schedule 1, www.e-laws.gov.on.ca)

Audiologists and Speech Language Pathologists	Medical Radiation Technologists
Chiroprodists and Podiatrists	Nurses
Chiropractors	Occupational Therapists
Dental Hygienists	Optometrists
Dental Technologists	Opticians
Denturists	Pharmacists
Dental Surgeons	Physicians & Surgeons
Dietitians	Physiotherapists
Massage Therapists	Psychologists
Midwives	Respiratory Therapists
Medical Laboratory Technologists	

Legislation exists (but has not yet been proclaimed) that will regulate the following professions:

Acupuncturists and Traditional Chinese Medicine Practitioners
Homeopaths
Kinesiologists
Naturopaths
Psychotherapists and Mental Health Therapists

What does a College do?

Each College regulates the practice of a specific group of health care professionals in the interest of the public. This means that a College protects patients' rights to safe, competent and ethical care by supporting health care providers to maintain the standards of practice of the profession and by also holding them accountable for their conduct and practice. Colleges are given their regulatory powers by the Ontario government through the Minister of Health and a piece of legislation (or law) called the Regulated Health Professions Act (RHPA).

The RHPA

The RHPA is a law that applies to all the regulated health professions in Ontario (see Table 1 for a list). The RHPA also includes the Health Professions Procedural Code (the Code) which outlines what each of these colleges must do in order to regulate the profession and protect the public. The RHPA and Code set out the common objectives, structure, procedures and accountability mechanisms for the Colleges. This common framework promotes understanding, consistency and collaboration.

Controlled Acts

The RHPA also lists a number of specific clinical procedures (Controlled Acts) that have the potential to cause harm to patients if they are not performed by competent individuals (see Table 2 for a list of the Controlled Acts). The RHPA puts limits on who can perform these Controlled Acts. The topic of Controlled Acts is complicated. The College has developed a number of resources to assist registrants in understanding Controlled Acts. To learn more please see the Standard for Professional Practice: Performing Controlled Acts and the Guide to the Standard; both are available in the Registrants' Guide USB key you received with your registration package. The Registrants' Guide is also accessible on the College website www.collegept.org. To further assist with understanding, an online learning module on the topic of Controlled Acts is available on the College website.

Table 2: List of Controlled Acts

(abbreviated definitions)

(Please see the RHPA section 27 (2) www.e-laws.gov.on.ca for the complete definitions)

- | | |
|---|---|
| 1. Communicating a diagnosis | 8. Prescribing, dispensing, selling or compounding a drug |
| 2. Performing a procedure on tissue below the dermis | 9. Prescribing or dispensing devices for vision |
| 3. Setting or casting a fracture of a bone or a dislocation of a joint. | 10. Prescribing a hearing aid |
| 4. Spinal Manipulation | 11. Fitting or dispensing a dental prosthesis |
| 5. Administering a substance by injection or inhalation. | 12. Managing labour or conducting the delivery of a baby. |
| 6. Putting an instrument, hand or finger, into various body openings | 13. Allergy challenge testing |
| 7. Applying or ordering the application of a form of energy prescribed in regulations | 14. Psychotherapy (Note: this activity has not yet been proclaimed) |

Profession Specific Acts

Each college also has their own profession-specific Act (for physiotherapists, it is the Physiotherapy Act). The profession-specific Acts define the things that vary or are different for each of the professions such as the scope of practice of the profession, the restricted title(s) that registered professionals can use and the controlled acts that registrants are authorized to perform (see Table 3 for the scope of practice, restricted titles and authorized acts for physiotherapists in Ontario).

The RHPA and Physiotherapy Act can be found on the Government of Ontario's e-laws website www.e-laws.gov.on.ca.

Table 3: Scope of Practice, Restricted Titles, and Authorized Acts for Physiotherapists in Ontario

(From the Physiotherapy Act, 1991 www.e-laws.gov.on.ca)

Scope of practice

The practice of physiotherapy is the assessment of physical function and the treatment, rehabilitation and prevention of physical dysfunction, injury or pain, to develop, maintain, rehabilitate or augment function or to relieve pain.

Authorized acts

In the course of engaging in the practice of physiotherapy, a member is authorized, subject to the terms, conditions and limitations imposed on his or her certificate of registration, to perform the following:

1. Moving the joints of the spine beyond a person's usual physiological range of motion using a fast, low amplitude thrust (i.e. spinal manipulation).
2. Tracheal suctioning.

Restricted titles

Registrants of the College of Physiotherapists of Ontario shall use the title "physiotherapist" or "physical therapist". Variations, abbreviations or equivalents in another language are also restricted for use only by registrants of the College of Physiotherapists of Ontario.

What does the College of Physiotherapists of Ontario do?

The College of Physiotherapists of Ontario (the College) ensures that before they are registered, every applicant or potential physiotherapist meets the College's standards for entry into the profession. The College also ensures that the standards for professional conduct, practice, competence and ethics are met. The College sets rules and develops programs to ensure that physiotherapists practise in the best interests of their patients.

For more information about the four primary functions of the College (Registration, Quality Assurance, Complaints and Discipline, and Setting Standards), visit the About Us section of the College website and click on "College Imperatives" to learn more. These functions will also be described further in Chapter 3.

Self Regulation

In Ontario, the regulation of physiotherapists follows a model of self regulation. It is called self regulation for two reasons. One, physiotherapists are involved in determining the rules that govern the profession (i.e. they are members of the decision making body or Council- see Chapter 2) and two, physiotherapists are accountable for their own behaviour (i.e. they are accountable to self regulate) with the College providing assistance and oversight.

Professional self regulation is based on the premise that those within the profession are in the best position to determine, evaluate and enforce the standards of practice of the profession. Self regulation is a privilege that is afforded to a number of health professions through the RHPA. It is important to remember that this privilege can be taken away if the public or government loses trust in the accountability of the profession or the College.

What are my obligations as a registered physiotherapist?

Generally speaking, registered physiotherapists are expected to:

- Get registered and maintain their registration annually
- Practice within the scope of practice of the profession and within their own sphere of competence
- Know and adhere to the rules that apply to practice e.g. the various laws, Acts, Regulations, by-laws etc (these are discussed further in Chapter 4)
- Adhere to the standards of practice, conduct and ethics
- Ensure their own continuing competence
- Use professional judgment
- Adopt a risk management approach
- Maintain appropriate boundaries and professionalism
- Participate in College Programs (e.g. Jurisprudence, Quality Management)
- Meet Mandatory Reporting requirements (Chapter 6)

These expectations are woven throughout the various official documents that are found in the Registrants' Guide. Specific expectations will be discussed further in Chapter 6. The Registrants' Guide is the primary resource to assist registrants in further understanding their obligations. The Registrants' Guide is the access point to all official College documents. There are also numerous other references, resources, information bulletins, checklists and more, located in the Registrants' Guide.

Who can I contact if I have questions?

Please contact the College with any questions you may have about regulation or the practice of physiotherapy. We will gladly respond or redirect your call if necessary.

The College is located at:
375 University Avenue, Suite 901
Toronto, ON
M5G 2J5

Tel: 416-591-3828 x 221 *See p. 17 for a list of specific College contacts
Toll Free: 1-800-583-5885
Fax: 416-591-3834
Email: info@collegept.org

Are there other physiotherapy organizations or resources?

As you enter professional practice and throughout your career there are other physiotherapy organizations that you will likely have contact with. These include: The Canadian Alliance of Physiotherapy Regulators (The Alliance) and the professional association. The professional association is made up of the Canadian Physiotherapy Association (CPA) and its provincial branch, the Ontario Physiotherapy Association (OPA). Each organization has a different role from the College.

The Alliance



Physiotherapists are regulated in each of Canada's ten provinces and also in the Yukon Territory. This means that to practice as a physiotherapist in another province or territory, you must be registered with the regulatory body or College in that province. The Alliance is a national not-for-profit organization made up of the physiotherapy regulatory colleges in each jurisdiction across Canada. The Alliance provides a national forum to discuss policy issues relevant to all Canadian

physiotherapy regulators in addition to providing evaluation services on behalf of the Colleges (e.g. assessment of international physiotherapy credentials and administration of the national Physiotherapy Competency Examination).

For more information on The Alliance, please visit their website www.alliancept.org.

The Professional Association (CPA and OPA)

The professional association is made up of both a national organization (the CPA) and its provincial member groups (in Ontario, the OPA). Together CPA and OPA promote the practice of physiotherapy and act in the best interest of their physiotherapist members. This is different than the College which regulates the practice of physiotherapist registrants and acts in the interest of the public.

The mission of the CPA is to advance the profession of physiotherapy in order to improve the health of Canadians. Membership in CPA provides access to an array of resources, advocacy and communication programs. The CPA also offers professional liability insurance to its members.

OPA's mission statement indicates that OPA is committed to leadership in physiotherapy through the provision of advocacy, professional development and career support services for its members, enabling them to be successful in their careers and in providing quality physiotherapy services to the citizens of Ontario.

Membership in OPA and CPA is optional; however a strong profession requires both regulatory and association voices. Physiotherapists can obtain membership in the OPA by joining CPA as an Ontario based physiotherapist. For more information please visit their websites or contact them directly:

Organization	Who they are	What they do
College	Provincial organization that regulates the practice of physiotherapists in the interest of the public	<ul style="list-style-type: none"> • Registration • Ongoing Competence • Support Practice • Complaints and Discipline
Alliance	National organization of all the physiotherapy colleges across Canada	<ul style="list-style-type: none"> • National policy work • Assessment of credentials for physiotherapists educated outside Canada • Administration of the national Physiotherapy Competency Examination
CPA/OPA	National organization (CPA) with provincial branches (OPA) that promote the practice of physiotherapy in the interest of their physiotherapist members	<ul style="list-style-type: none"> • Provide resources • Advocate on behalf of physiotherapists • Information and communications • Professional Development



Canadian
Physiotherapy
Association

Association
canadienne de
physiothérapie

Canadian Physiotherapy Association (CPA)
www.physiotherapy.ca

955 Green Valley Crescent, Suite 270
Ottawa, Ontario K2C 3V4

Phone: (613) 564-5454

Toll free: 1-888-387-6972

Fax: (613) 564-1577

E-mail: information@physiotherapy.ca

ONTARIO  **PHYSIOTHERAPY ASSOCIATION**

Ontario Physiotherapy Association (OPA)
www.opa.on.ca

55 Eglinton Avenue East, Suite 210
Toronto, Ontario M4P 1G8

Phone: (416) 322-6866

Toll free: 1-800-672-9668

Fax: (416) 322-6705

Email: physiomail@opa.on.ca

Chapter 2 - College Structure and Finances

College Structure

The College is supported by four groups of people: Council, committees, staff and registrants. Each plays a very important role in the regulation of physiotherapists' practice.

Council

The work of a College is directed by a Council. Council is the governing body and is similar to a Board of Directors; however it is the RHPA that directs what a College must do to regulate the practice of physiotherapists in Ontario. The RHPA also requires a balance of public and professional members on the College Council. This gives health-care consumers a strong voice in the regulation of physiotherapists.

The Council of the College of Physiotherapists of Ontario is composed of the following people:

- 8 physiotherapists who have been elected by their peers from regions across Ontario
- 2 academic representatives selected from the universities in Ontario that provide entry-level physiotherapy education programs
- 7 members of the public appointed by the Lieutenant Governor of Ontario

The role of all Council members is to protect the public. Council members are responsible for making decisions that best serve the public interest and improve the quality of physiotherapy care in the province. Council members are involved in establishing policies to ensure that the College is both effective and efficient in carrying out its mandate.

The Council meets four times each year. Council meetings are open to the public but space is limited; please reserve a seat prior to the meeting by contacting the College at 1-800-583-5885 Ext. 231. Minutes are published following approval at the next Council meeting and are archived on the website.

Committees

Council members also serve on one or more committees. The number and type of committees are determined by the RHPA and are called statutory committees (see the list of seven statutory committees in sidebar). These committees make decisions on very specific matters, usually related to individual registrants, as outlined by the RHPA. For example, committees make decisions such as whether an individual meets the requirements for registration (Registration Committee); decide the outcome of a discipline hearing (Discipline Committee); and monitor and implement a quality assurance program (Quality Management Committee).

For more information about Council and Committees please visit the About Us section of the College website and click on "Council and Committees".

7 Statutory Committees

- Executive Committee
- Inquiries, Complaints and Reports Committee (ICRC)
- Discipline Committee
- Fitness to Practice Committee
- Registration Committee
- Quality Management Committee
- Patient Relations Committee

Staff

The Council employs a Registrar to carry out the decisions of Council. The Registrar assumes the role of CEO and provides leadership to the College. The Registrar is responsible through the Council for:

- Ensuring that Council has all the information it needs to facilitate decision-making and fulfill its governance role
- Ensuring public interest remains paramount in all College activities
- Ensuring that organizational performance is aligned with the mission, vision, values and strategic direction
- Using resources responsibly and ensuring the financial health of the College
- Building a high performing organization

Staff assist the Registrar and the Committees in carrying out the work of the Council as mandated by the RHPA. A staff directory is available in the About Us section of the College website. A list of who to contact at the College is also provided at the end of Chapter 5.

Registrants

Self regulation is a partnership between the College and its registrants. As partners, we share the responsibility and accountability to self-regulate. The role of registrants includes not only providing safe, quality care but also accepting accountability for doing so. This means accepting accountability for your decisions and actions; practising within the scope of practice of the profession and your individual sphere of competence; knowing and adhering to the standards of practice, conduct and ethics; ensuring your own continuing competence; and using your professional judgment. Registrant input on College documents, resources and initiatives that impact practice is key to ensuring safe effective care for Ontarians. (Please see Chapter 7 for more on getting involved with the College).

College Finances

The College is a not-for-profit organization funded entirely by registrant fees. Council has the overall responsibility to ensure funds are used wisely to protect the profession's investment in self-regulation and promote safe quality care. Council sets a fee structure that permits it to manage its ongoing operations, ensure appropriate financial reserves, and support registrant programs. Council also establishes policies to ensure that College operations reflect the goals and safeguard the assets of the organization. The College takes seriously its commitment to use registrant dollars wisely to achieve impact and outcomes relevant to excellence in regulation.

Chapter 3 - College Programs

In order to meet its public interest mandate, the College has three primary programs: Entry to Practice, Quality Management and Professional Conduct. These programs mirror the main functions of a College discussed in Chapter 1 and described here in sidebar (Registration, Quality Assurance, Complaints and Discipline, and Setting Standards).

Entry to Practice

The Entry to Practice program ensures that applicants have obtained the necessary professional competencies and meet the registration criteria (as determined by Council) prior to initial registration and then annually (to maintain registration). The competencies are described in the Essential Competency Profile for Physiotherapists in Canada and the requirements for registration are outlined in the College's General Regulation, Part 3, Registration - both can be found in the Registrants' Guide. More information about the Entry to Practice Program can be found on the College website.

Quality Management

The Quality Management Program has a dual role: 1) to assure the quality practice of physiotherapists and 2) to promote the continuing competence of physiotherapists. Competence has been defined as the knowledge, skills, judgment and attitudes needed by physiotherapists in order to provide safe, quality care. Physiotherapists are expected to continually adapt their practice to maintain competence throughout their career.

To promote the continuing competence of physiotherapists and to assure the public, a Quality Management Program consisting of three components has been developed. The components include: Practice Reflection, Practice Assessment and Practice Enhancement. The Practice Reflection component will be reviewed here briefly as it applies to all registrants at all stages of their careers. Additional information on the Practice Assessment and Practice Enhancement components can be found in the Quality Management section of the College website and will be provided to you in year three.

Practice Reflection

The Practice Reflection component applies to all registrants upon registration and throughout their career. This

College Functions

- 1. Registration** – to ensure only qualified individuals are registered and can practice as physiotherapists (Entry to Practice Program)
- 2. Quality Assurance** – to assist registrants to maintain their ongoing competence; to measure their success and report out publicly; and in cases where registrants are struggling, to assist in their improvement (Quality Management Program)
- 3. Complaints and Discipline** – to provide the public with a mechanism by which concerns about a physiotherapist's practice or conduct can be addressed (Professional Conduct Program)
- 4. Setting Standards** - defining the standards of practice of the profession; supporting physiotherapists to meet these expectations; and communicating with the public and other stakeholders regarding practice expectations serves to improve the quality and safety of physiotherapy care (this activity is not specific to one particular program but happens across the College)

component is intended to promote reflective practice and requires registrants to demonstrate self-assessment and professional accountability. To achieve this, all registrants are expected to maintain a professional portfolio. A professional portfolio provides the opportunity to showcase professional achievements and to demonstrate an ongoing commitment to maintaining competence. There are a wide variety of activities that can be documented and included in the professional portfolio but there are two components that must be included:

1. Evidence of learning
2. A completed Professional Issues Self Assessment (PISA)

A Professional Portfolio Guide is available in the Quality management section of the College website along with a link to an e-portfolio resource. More information about Practice Reflection will be provided to you during your first year of registration with the College.

Professional Conduct

The Professional Conduct Program ensures that there is a fair and transparent process to receive, investigate and respond to complaints, mandatory reports or inquiries about the conduct, capacity or competence of a physiotherapist. The Professional Conduct Program also provides a variety of resources to assist registrants and members of the public in understanding the complaints and discipline process, mandatory reporting requirements, fitness to practice and holding out. (Mandatory Reporting and holding out are described further in Chapter 6). More information about the Professional Conduct Program will be provided in year 2 of your registration with the College and can also be found on the College website.

Practice Advice

The College makes available a Practice Advice service to ensure that registrants and members of the public have access to a knowledgeable person with whom to discuss practice situations. This service is offered to support registrants and to promote quality practice. While registrants are the primary users of the Practice Advisory service, anyone can call or email the College to obtain confidential practice advice - callers are not required to provide their name. The Practice Advisor assists callers in clarifying issues, identifying other factors to consider, and facilitating access to appropriate resources for self-directed learning. Data obtained through the Practice Advisory Service is used to identify trends in physiotherapy practice and helps to guide the development of College standards and resources. For practice advice contact practiceadvice@collegept.org or toll free 1-800-583-5885 Ext. 241.

Chapter 4 - The Rules that Apply to Practice

There are many rules in place that help to govern the practise of physiotherapists in Ontario. Rules can take the form of legislation, regulations, by-laws, or standards of practice. The College also publishes other information that is helpful to guide practice such as position statements, briefing notes, information bulletins and other tools. This section will help describe what each of the various terms mean, the documents that can be found in each section and how they apply to a physiotherapist's practice.

Legislation

Legislation is another word for law; but laws can also be called statutes and acts. Written laws are made by both the federal and provincial governments and generally apply to a large group of people. Some of the more common laws that impact physiotherapists in Ontario include: the RHPA and Physiotherapy Act, the Health Care Consent Act, the Personal Health Information and Protection Act (PHIPA), and the Personal Information Protection and Electronic Documents Act (PIPEDA) but there are many more such as the Public Hospitals Act, the Long Term Care Homes Act, the Workplace Safety and Insurance Act, the Child and Family Services Act etc.

While the College is responsible for implementing the provisions of the RHPA and Physiotherapy Act, the College will also attempt to assist registrants to understand and apply other laws as appropriate.

Regulations

Many statutes such as the RHPA and Physiotherapy Act authorize the making of further laws through regulations or by-laws. Regulations are made to establish the rules and detail the procedures needed to administer a law. Regulations made under the RHPA apply to all regulated health professionals while regulations made under the Physiotherapy Act apply specifically to physiotherapists.

The College has regulations that are made under the Physiotherapy Act to establish the strict rules that apply to registrants of the College of Physiotherapists of Ontario. The College has two regulations: a General Regulation and a Professional Misconduct Regulation.

The General Regulation has 3 parts: Part 1, Quality Assurance (which outlines the details of the Quality Management Program that was described in Chapter 3); Part 2, Funding for Therapy and Counselling (which outlines the circumstances in which the College will provide funding for therapy and counselling for patients who have been sexually abused by a physiotherapist); and Part 3, Registration (which outlines the criteria that must be met to become registered as a physiotherapist in Ontario).

The Professional Misconduct Regulation on the other hand defines the behaviours or actions that are considered to be inappropriate and registrants must not engage in.

By-Laws

By-laws are made by the College Council and define the internal workings of the College. There are by-laws that apply to the administration of College affairs (e.g. management of College property and finances), by-laws that apply to the College Council (e.g. meetings and elections) and by-laws that apply to registrants (e.g. the fees to be paid and specific criteria related to professional liability insurance).

Standards of Practice

The Standards of Practice describe the College's expectations of registrants related to practice. The Standards are intended to apply broadly to all registrants; however, some standards will be more relevant to an individual's practice than others. Registrants are expected to meet those standards that are consistent with the context of their practice environment and role description.

Standards adopted by the College often incorporate federal and provincial laws and regulations, national and provincial standards of practice, and ethical codes. A standard sets out an expected performance level against which actual performance can be compared. In other words, a standard is a criterion, or basis for comparison, that defines an expected level of performance.

The development of a standard is informed through the current literature in the area, clinical evidence, the use of experts and the generally accepted practices of physiotherapists who work in similar practice contexts. The practice of physiotherapy is continually evolving; the standards of practice must also evolve and change. Whenever a standard is developed, revised or updated, registrant input and practice information is required. The most up-to-date version of a standard is available on the College website.

Standards are established by consensus based on the values, priorities, and practice of the profession. Once approved by the College Council, standards provide guidance to registrants about the expectations they must meet in their daily practice.

The College has standards for record keeping, infection control, the use of support personnel and the business aspects of practice to name a few. The complete list of standards can be found in the Registrants' Guide.

The Anatomy of a Standard

For each written standard, there is an introduction that describes the purpose of the standard, the standard statement itself, and the performance expectations which describe how a registrant demonstrates he or she has met the standard

When registrants are making decisions around a specific professional practice issue, the expectations laid out in the relevant standard should be incorporated into a broader decision making framework that includes the concepts of risk management, professional judgment, ethical practice and reasonability.

Code of Ethics

In addition to following the laws, regulations, by-laws and standards, physiotherapists are also accountable to practice ethically. The College's Code of Ethics describes the values that guide physiotherapists in making ethical choices that are in the best interests of their patients. Registrants are expected to apply these values in all aspects of practice. The values can be easily remembered using the acronym R.E.A.C.H. The values appear below and a more detailed description is found in the Registrants' Guide. The Code of Ethics is supported by a decision-making tool and an online learning module also available on the College website.

Ethical Values

- R**espect
- E**xcellence
- A**utonomy and Well-Being
- C**ommunication, Collaboration and Advocacy
- H**onesty and Integrity

Chapter 5 - College References, Resources and Tools

Website - www.collegept.org

The College website provides a wealth of information and resources for registrants, members of the public and other stakeholders. Check the homepage regularly for College updates. Registrants can access the most applicable information by clicking on 'Physiotherapists' on the home page and navigating by the left-hand menu items. The website also includes a search function to assist in finding information.

Registrants' Guide

The Registrants' Guide is provided to all new registrants on USB key. It is also available on the College website. The USB key will automatically check for updates whenever the key is used while connected to the internet. The Registrants' Guide provides all the official College documents (legislation, regulations, by-laws, standards) and additional resources in one convenient location.

The Public Register

The College is required to collect information about its registrants. Some of the information is strictly for the College's use, some of the information must be made available to the government for health human resource planning and some of the information must be made publicly available on the College website. The information that must be made publicly available makes up the Public Register and includes information such as name, registration number, contact information, practice information, conduct information etc. (The list of information that is available on the Public Register can be found in the College by-laws). The Public Register is a useful tool to assist patients and other stakeholders to access information about physiotherapists.

Please note: Home contact information is not publicly available, unless it is the same as business contact information.

Find a Physiotherapist

The College provides a Find a Physiotherapist search tool on the website to assist patients and other stakeholders to locate a physiotherapist or clinic according to geographical location. It is also possible to search for the location of the nearest OHIP funded clinic

More information about the Public Register and the Find a Physiotherapist search tool is available on the College website under Find a Physiotherapist/Public Register.

Registrant Communications

Registrants will receive communications from the College in both paper and electronic format. The College is committed to providing eco-friendly, electronic communications wherever possible. However, there are some documents that must be distributed by mail. For example, proposed regulation and by-law changes, annual registration renewal reminders and other important documents must be sent to all registrants by mail.

Electronic communications include information sessions that are held by webcast, general updates and email announcements, notices of upcoming events and most recently electronic voting for Council elections. In order to reduce the amount of paper used, the College asks individuals on their initial registration form whether they prefer to receive paper or electronic communications. Where possible, materials will be sent in the registrant's format of choice.

The College annually publishes six editions of its newsletter Perspectives. The newsletter provides insight to registrants on issues of thought leadership, applied practice and data exchange. Perspectives is available in either paper or electronic format according to individual registrant preference. Previous editions are available on the website under College Documents, Perspectives.

Registrants new to the College will also receive New Registrant Newsletters during their first 3 years of registration with the College. These newsletters are specifically designed to assist with transitioning into professional practice in Ontario and are intended to supplement this manual.

Archives of various College communications (e.g. webcasts, Perspectives, Annual Reports, and Strategic Plans) are available on the website. These are valuable resources to see where the College has been, where it is going and what you may have missed.

French Language Services

The College has established a French Language Services Program to facilitate the effective interaction and engagement of French speaking individuals with the College. Official documents are provided in both French and English and are available in the Registrants' Guide. There is also a French speaking representative available to callers who contact the College.

Online Learning Modules

The College provides additional learning opportunities for registrants in the form of E-Learning modules. These modules are available on the website and are intended as optional activities to assist registrants in understanding and applying the expectations of the College; participation is anonymous - the College does not monitor this activity. There are modules for Record Keeping, Controlled Acts, Consent, Ethics, Support Personnel and Professional Boundaries.

Request a College Speaker

A speaker from the College can visit your group to discuss a range of topics related to physiotherapy practice in Ontario. This opportunity allows you to ask questions and learn information firsthand. The Request a Speaker form is available on the website.

Who to contact at the College

Update your information	registration@collegept.org	Ext 246
Practice Advice	practiceadvice@collegept.org	Ext. 241
Registration Certificates/Renewal Information	registration@collegept.org	Ext. 246
Complaints Process/Make a Complaint	investigations@collegept.org	Ext. 223
Mandatory Reports	investigations@collegept.org	Ext. 233
French Language Services Program/Speak with Someone in French	info@collegept.org	Ext. 226
Quality Management Program, Professional portfolio, PISA, onsite Practice Assessment	qualitymanagement@collegept.org	Ext. 224
Jurisprudence, Professional Incorporation, Professional Liability Insurance	registration@collegept.org	Ext. 230
Find a Physiotherapist, College publications or request a speaker	info@collegept.org	Ext. 221
Provide feedback on College publications and website	communications@collegept.org	Ext. 234
General Information	info@collegept.org	Ext. 221

Chapter 6 - Specific Registrant Expectations

Requirements for Ongoing Registration

Each time an individual applies for a certificate of registration (whether for an initial application, annual renewal or return after a period of not being registered) the College will ensure that he or she meets the requirements to be registered.

Once registered, there are some key requirements that must be met for ongoing registration, i.e.:

- holding professional liability insurance
- completing the jurisprudence education module
- ensuring professional conduct and practice

Liability Insurance

Physiotherapists are required to hold professional liability insurance when providing patient care. It is the College's General Regulation: Part 3, Registration that sets out this requirement. However, the specifics of the insurance are defined in the College By-Laws. Professional liability insurance is intended to protect patients and physiotherapists from issues that arise out of the practice of physiotherapy.

For further information about professional liability insurance requirements, please review the College by-laws and the Information Bulletin on Professional Liability Insurance.

Jurisprudence Education Program

The College recognizes that new registrants are often challenged by the diversity and number of rules and expectations that apply to the practice of physiotherapy in Ontario. The Jurisprudence Education Program has been designed to assist new registrants in understanding and applying these rules and expectations. The program is mandatory for all Independent and Academic Practice certificate holders when they first become registered in Ontario and also at five year intervals. More information about the Jurisprudence Education Program will be provided to you during your first year following registration and is also available on the College website.

Ensuring Professional Conduct and Practice

On each renewal form, the College collects information about a registrant's conduct. This includes any disciplinary issues related to registration or licensure in another profession or in a jurisdiction outside Ontario. Much of this information is provided by the registrant and registrants are required to sign a declaration as to the truthfulness of the information provided. This declaration should not be taken lightly for it is professional misconduct to provide false information to the College. The information provided will be considered as to whether it will have any effect on a registrant's ongoing registration in Ontario. For more information, please contact the College or visit the Professional Conduct section of the website.

Categories of Registration

The College maintains different categories of registration: Independent Practice, Provisional Practice, Academic Practice, Teaching Practice and Inactive Status. The requirements for each category and the terms conditions and limitations of the categories are outlined in the College's General Regulation: Part 3, Registration. More information about each category is also available in the Entry to Practice section of the College website.

Annual Registration Renewal

Registrants holding Independent Practice, Academic Practice and Inactive certificates of registration must renew their registration before their certificates expire or provide notification that they no longer wish to hold registration with the College.

The College registration year is from April 1 to March 31 of the following year. Annual registration renewal reminders are mailed to all registrants at the end of January each year. Registrants then have two months in which to complete the renewal process. The College offers online registration and in recent years, 90% of registrants have renewed their registration online. Usernames and passwords are provided with the notification of annual renewal.

Practice Hours

Registrants are required to maintain a minimum number of practice hours in order to maintain an Independent Practice certificate (beginning 5 years after initial registration). The current practice hour requirement is 1200 practice hours within the immediately preceding five calendar years. For example, to determine eligibility for renewal in 2011, the College will review reported practice hours for the years 2006 through 2010.

Practice Hours include hours of practice in a clinical setting(s), as well as hours of practice in areas such as consultation, research, administration, academia, and sales. It is not necessary to have the job title of Physiotherapist/Physical Therapist. Physiotherapy practice includes employment or other activities resulting from the possession of physiotherapy credentials and experience. Registrants cannot claim hours related to vacation, sick leave, statutory holidays, leaves of absence and special leaves.

Resigning from the College / Suspension for Nonpayment of Fees

Registrants who do not wish to renew their registration must provide written notification of their intent to resign their registration. Registrants who fail to either renew their registration or resign from the College will receive a letter indicating that they have 30 days to do so or their registration will be suspended for non-payment of fees. The suspension (once in place) remains in effect until the registrant officially resigns or pays the registration fee and late fee and is re-instated. All suspensions remain available to the public on the public register.

Four Month Practice Certificates

The College offers four-month Independent Practice certificates. These certificates are offered for a reduced fee and are valid for any consecutive four-month period of the year. Four-month certificates automatically expire at the end of the four-month period. There is no notice period and no suspension. Registrants who wish to continue to work past their four-month certificate expiry date must take responsibility to renew their certificate. The College will send a courtesy email reminder, but the responsibility to renew lies with the registrant.

Changing Categories of Registration

Registrants may change their category of registration to Inactive using the online system. For all other changes of category, please contact the Entry to Practice team registration@collegetpt.org Ext. 246.

Updating Personal Information

Upon registering with the College registrants are issued a username and password which will grant access to the College's online registration system. This system can be used to renew registration

between February 1 and March 31 each year or can be used to update contact or employment information at any time of the year. Alternatively, registrants can send the information to the Entry to Practice team who will update this information on their behalf.

Please note: Name changes cannot be completed online. Please fax, mail or email a photocopy of a marriage certificate, official name change document or divorce decree as evidence of the name change. Please indicate how the new name should appear in College records. This must match the name that is used in practice.

College By-Laws require that registrants notify the College of any changes to personal or employment information in writing or by updating their information online within 30 days of the change occurring.

Your Registration Number

Upon initial registration, each registrant is issued a unique registration number that identifies him/her as a registered physiotherapist. A registration number remains with each registrant as long as he or she practises in Ontario. Registrants who resign from the College and return in the future will be re-assigned the same registration number.

Registration numbers are often used by external agencies to facilitate billing. Registrants will want to use caution when sharing their registration number for billing purposes and should take steps to maintain knowledge of and control over how their registration number is used to ensure that it is not used inappropriately. When leaving a practice setting, registrants will also want to ensure that their registration number is no longer used by the employer or practice setting for billing purposes.

Professional Corporations

Health care professionals are permitted to incorporate under the RHPA and the Business Corporations Act for the purpose of practicing a health profession. However, there are special rules that apply to these Professional Corporations. Health Professionals must apply to the College for a Certificate of Authorization and renew this certificate annually. The College encourages all registrants interested in incorporating to seek advice from knowledgeable professionals such as accountants and lawyers.

For more information on how to apply for a Certificate of Authorization, please review the College's Professional Incorporation Guide available on the College website.

Mandatory Reporting

There are a number of situations where physiotherapists, employers and/or facility operators have a legal duty to report information to a health regulatory College. These reports are known as Mandatory Reports. Mandatory reports are not the same as complaints. The following are examples of situations in which physiotherapists, employers of physiotherapists and/or facility operators are required to make a mandatory report:

- Where they become aware that a patient has been sexually abused by a physiotherapist or other regulated health care provider
- Where they terminate the employment of a physiotherapist or other regulated health care provider for reasons of professional misconduct, incompetence or incapacity
- Where a physiotherapist resigns while facing a progressive discipline process, remediation process or termination

- Where there is a dissolution of a partnership, health profession corporation or association where a physiotherapist is involved
- Where a facility operator becomes aware that a physiotherapist or other regulated health care provider is or may be incompetent or incapacitated

It can be difficult to evaluate when to make these reports, determine who would make the report, establish where to send the report, determine how soon the report must be made and define what information should be included in the report. Information regarding mandatory reporting obligations is available in the Professional Conduct section of the College website.

Non-Physiotherapists Holding Themselves Out as Physiotherapists

The College occasionally receives reports about non-physiotherapists who are or are perceived to be holding themselves out as physiotherapists. One of the roles of a regulatory college acting within its broad public interest mandate is to expose those individuals who are holding themselves out as health professionals or who are causing confusion as to their status as health-care providers. It is in the public interest to expose these individuals since they are not accountable to a professional regulatory body and therefore not bound by professional standards of practice or subject to disciplinary processes.

The College has the authority to take legal action against individuals who may be holding themselves out as physiotherapists or who are using a variation or an abbreviation of title or an equivalent in another language.

For more information on the College's ability to respond in cases of holding out please refer to the information on the College website and/or contact the Director, Professional Conduct at (416) 591-3828 Ext. 233 or (800) 583-5885 Ext. 233 or via email at investigations@collegept.org.

Chapter 7 - Opportunities for Involvement

How to get involved with the College

The College encourages physiotherapists to participate in self regulation. There are a number of ways to have input into decisions and resources that impact physiotherapy practice. For example, physiotherapists can:

- Run for election to become a member of Council
- Volunteer to be a non council member of one of the seven Statutory Committees
- Join the Physiotherapist Partners Network (see below)
- Apply to become an Assessor in the Quality Management Program
- Provide comments and input when requested
- Participate in College information or education sessions

Physiotherapist Partners Network

The Physiotherapist Partners Network (PPN) was introduced to increase the engagement of physiotherapists in the regulatory process and allow early input on new initiatives of the College. The network is comprised of interested physiotherapists who submit their name to the College for this purpose. The term of involvement is 2 years. New names are added annually. Watch for the call for interested participants each fall.

College Awards

The College offers an awards program for physiotherapists. There are two awards offered annually – the Award of Distinction and the Award for Research Advancing Quality Care. Visit the website for more information or to nominate a physiotherapy colleague.

Providing Input / Voicing Your Opinion

When developing or revising regulations, by-laws or standards, significant registrant input, practice information and environmental scanning is needed throughout the process of drafting the document. Once the draft content has been approved by the College Council – in principle, pending registrant and stakeholder feedback – the document is then circulated to all registrants and key stakeholders for a period of at least 60 days. The feedback is then reviewed by Council. Council will either provide final approval to the document or refer it back to a Committee of the College for more work based on the feedback. By-laws and standards become effective either immediately or on a date determined by Council while regulations require government approval. The process of government submission and approval can be quite lengthy and the proposed changes do not come into effect until the regulation has been approved by the government.

Registrant input is sought on a variety of other issues – watch for your opportunity to have a say.

Chapter 8 - Tips and Tools

3 years in the life of a new registrant

The intent of this section is to help you understand what to expect during your first three years of practice in Ontario.

Start the process to become a physiotherapist

- Complete credentialing / education program and successfully complete the Written Component of the Physiotherapy Competency Exam (PCE)
- Apply to the College for a Provisional Practice Certificate (optional) and begin practice as a Physiotherapy Resident under the supervision of a monitor
- Begin to work on your Professional Portfolio
- Successfully complete the Clinical Component of the PCE (either June or November)
- Apply to the College for an Independent Practice Certificate (either for four months or until March 31)

Year 1 Post Registration

- Start working as a Physiotherapist
- Complete the Professional Issues Self Assessment for year 1
- Reflect on ongoing competence needs and pursue additional learning
- Update your Professional Portfolio
- Renew your registration prior to its expiry date (for 4 month certificate holders)
- Complete the Jurisprudence Education Program

Year 2 Post Registration

- Renew your Annual Independent Practice certificate (March 31)
- Complete the Professional Issues Self Assessment for year 2
- Reflect on ongoing competence needs and pursue additional learning
- Update your Professional Portfolio

Year 3 Post Registration

- Renew your Annual Independent Practice certificate (March 31)
- Complete the Professional Issues Self Assessment for year 3
- Reflect on ongoing competence needs and pursue additional learning
- Update your Professional Portfolio

End of year 3

- After three years of registration, you are now eligible to be randomly selected to undergo the peer onsite practice assessment

Congratulations on Transitioning to Professional Practice in Ontario!

Top Ten Tips as you enter practice in Ontario

1. **Get Informed, Stay informed** - Visit the College website, learn what resources are available, check back regularly to see what is new
2. **Stay Connected** - Keep in touch with colleagues, discuss professional issues, share the load and the learning, drift and disengagement are risks for sole practitioners
3. **Know the limits and stay within them** - There is some freedom to make decisions and there are few absolutes
4. **Adopt a Risk Management Approach** - Consider and balance the risks and benefits; use an evidence informed approach; act in the best interests of patients; adopt the reasonable person concept and be prepared to justify your actions
5. **Start Your Portfolio (and maintain it regularly)** - Reflecting on activities as they happen, formulating and documenting strategies to address learning needs is crucial; don't wait until someone asks to see the portfolio – the value is lost
6. **Accept Accountability** - As an independent practitioner the "buck" stops with you; be responsible and proactive - for yourself, your patients, and support personnel
7. **Maintaining Boundaries and Professionalism** - Understand the concept of a therapeutic relationship and the power imbalance that exists between you and your patients; manage that relationship appropriately and with utmost respect; adhere to the Code of Ethics
8. **When in Doubt ASK** - Although you alone are accountable, you don't have to do it all alone; stay in touch with colleagues (not just physiotherapists), link with the association, contact the College (we're friendly + we have a toll free number)
9. **Reflect on and ensure your ongoing competence** - There are lots of ways to learn and as a professional you are NEVER finished learning
10. **Use your Best Judgment** - Things are rarely black and white; the ability to reason is the hallmark of a physiotherapist professional



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