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**CPO’s 2022 Submission – Overview**

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| **Domain 1: Governance**  |
| *Standard 1: Council and statutory committee members have the knowledge, skills, and commitment needed to effectively execute their fiduciary role and responsibilities pertaining to the mandate of the College.* |
| *Measure/Evidence* | *Report Page* | *Requirement**(Met, Partially Met or Not Met)* | *Improvement Plans* |
| **BENCHMARKED EVIDENCE**Professional members eligible to stand for Council election after meeting pre-defined competencies and attending orientation.  | 9 | Partially Met | **✓** |
| Professional members eligible to stand for Council election after attending an orientation training about the College’s mandate and member expectations. | 10 | Met |  |
| **BENCHMARKED EVIDENCE**Statutory committee members have met pre-defined competency and suitability criteria.  | 11 | Partially Met | **✓** |
| Statutory committee members have attended an orientation training about the mandate of the Committee and member expectations. | 11 | Met | **✓** |
| Public members attend orientation prior to first meeting. | 13 | Partially Met |  |
| Council has developed and implemented framework to regularly evaluate effectiveness of Council meetings and Council. | 14 | Met |  |
| Council review framework includes a third-party assessment at a minimum of every three years. | 15 | Not Met | **✓** |
| Ongoing Council training based on outcomes of relevant evaluations and needs identified by Council and Committee members.  | 15 | Partially Met | **✓** |
| Council training informed by evolving public expectations including risk management and Diversity, Equity, and Inclusion. | 16 | Not Met | **✓** |
| *Standard 2: Council decisions are made in the public interest.* |
| *Measure/Evidence* | *Report Page* | *Requirement**(Met, Partially Met or Not Met)* | *Improvement Plans* |
| Council has a Code of Conduct and Conflict of Interest Policy that is reviewed at least every three years.  | 17 | Partially Met |  |
| Code of Conduct and Conflict of Interest Policy are accessible to the public. | 18 | Met |  |
| College enforces cooling off periods.  | 18 | Met |  |
| College has a conflict-of-interest questionnaire completed by all members annually.  | 20 | Not Met |  |
| Council meeting materials enable public to clearly identify public interest rationale.  | 20 | Met |  |
| The College has and regularly reviews a formal approach to risk assessment which is reflected in strategic planning. | 21 | Not Met | **✓** |
| *Standard 3: The College acts to foster public trust through transparency about decisions made and actions taken.* |
| *Measure/Evidence* | *Report Page* | *Requirement**(Met, Partially Met or Not Met)* | *Improvement Plans* |
| Council minutes are posted and include a status update on the implementation of decisions.  | 22 | Met |  |
| Executive Committee meeting information is publicly posted. | 22 | Met |  |
| Notice of Council meeting and materials posted at least a week in advance and meeting materials are accessible for a minimum of 3 years. | 23 | Partially Met |  |
| Notice of Discipline hearings and materials posted one month in advance and include a link to allegations on the Public Register.  | 24 | Met |  |
| The College has a Diversity, Equity, and Inclusion (DEI) Plan that is reflected in the Council’s strategic planning activities and is appropriately resourced. | 24 | Not Met | **✓** |
| The College conducts Equity Impact Assessments. | 25 | Not Met | **✓** |
| **Domain 2: Resources**  |
| *Standard 4: The College is a responsible steward of its (financial and human) resources.* |
| *Measure/Evidence* | *Report Page* | *Requirement**(Met, Partially Met or Not Met)* | *Improvement Plans* |
| College’s strategic plan has been costed and resources allocated. | 25 | Partially Met | **✓** |
| College has a financial reserve policy and possess the set levels. | 26 | Met |  |
| **BENCHMARKED EVIDENCE**Council is accountable for the success and sustainability of the organization it governs by ensuring that the organization has the staffing complement it needs to be successful now and in the future. | 27 | Partially Met | **✓** |
| Council regularly reviews and updates College’s data and technology plan. | 28 | Not Met | **✓** |
| **Domain 3 System Partners (*narratives for each of these standards are found in the report on pages 33-41*)** |
| *Standard 5: The College actively engages with other regulatory Colleges and system partners to align oversight of the profession and support execution of its mandate.*  |
| *Standard 6: The College maintains cooperative and collaborative relationships and responds in a timely and effective manner to changing public/societal expectations.*  |
| **Domain 4: Information Management**  |
| *Standard 7: Information collected by the College is protected from unauthorized disclosure.* |
| *Measure/Evidence* | *Report Page* | *Requirement**(Met, Partially Met or Not Met)* | *Improvement Plans* |
| College demonstrates how it uses policies/processes to govern collection, use, disclosure, and requests for information.  | 33 | Met |  |
| **BENCHMARKED EVIDENCE**College uses cybersecurity measures and policies, practices, and policies to protect against accidental and unauthorized disclosure of information. | 34 | Partially Met | **✓** |
| **Domain 5: Regulatory Policies**  |
| *Standard 8: Policies, standards of practice, and practice guidelines are based in the best available evidence, reflect current best practices, are aligned with changing public expectations, and where appropriate aligned with other Colleges.* |
| *Measure/Evidence* | *Report Page* | *Requirement**(Met, Partially Met or Not Met)* | *Improvement Plans* |
| **BENCHMARKED EVIDENCE**College has processes in place to evaluate and review policies, standards of practice and practice guidelines. | 35 | Met |  |
| **BENCHMARKED EVIDENCE**Specific information/examples provided on how policies, standards and guidelines have been developed and updated. | 36 | Met |  |
| College’s policies, guidelines, standards, and Code of Ethics promote DEI. | 37 | Not Met | **✓** |
| **Domain 6: Suitability to Practice**  |
| *Standard 9: The College has processes and procedures in place to assess the competency, safety, and ethics of the people it registers.* |
| *Measure/Evidence* | *Report Page* | *Requirement**(Met, Partially Met or Not Met)* | *Improvement Plans* |
| Processes are in place to ensure only those that meet registration requirements receive certification to practice. | 37 | Met |  |
| College periodically reviews its criteria and processes for determining whether applicant meets registration requirements. | 38 | Met |  |
| Checks are carried out to ensure currency and other competency requirements are continually met by using a risk-based approach. | 39 | Partially Met |  |
| College addresses all recommendations from most recent OFC Audit. | 40 | Met |  |
| *Standard 10: The College ensures the continued competence of all active registrants through its Quality Assurance processes. This includes an assessment of their competency, professionalism, ethical practice, and quality of care.* |
| *Measure/Evidence* | *Report Page* | *Requirement**(Met, Partially Met or Not Met)* | *Improvement Plans* |
| Examples of how College assists registrants in implementing required changes to standard and guidelines. | 41 | Met |  |
| College has processes and policies in place outlining how areas of practice in QA assessments are identified. | 43 | Met |  |
| College has evidence-informed processes in place describing how the College determines which registrants undergo a QA assessment activity.  | 44 | Met |  |
| College has process and policies in place outlining criteria informing remediation activities based on QA assessment.  | 45 | Met |  |
| College tracks results of remediation activities as part of any College committee and assesses whether registrant demonstrates required knowledge, skill, and judgement. | 46 | Met |  |
| *Standard 11: The complaints process is accessible and supportive.*  |
| *Measure/Evidence* | *Report Page* | *Requirement**(Met, Partially Met or Not Met)* | *Improvement Plans* |
| Complaint process and support available to complainants are clearly communicated and out on the College website. | 47 | Met |  |
| **BENCHMARKED EVIDENCE**Complaint process support is evaluated by the College to ensure the information provided to complainants is clear and useful. | 48 | Met |  |
| College responds to 90% of inquiries within 5 business days.  | 48 | Met |  |
| College supports the public during complaints process to ensure inclusivity and transparency.  | 48 | Met |  |
| College ensures all parties are regularly updated on the progress of their complaint or discipline case.  | 49 | Partially Met |  |
| *Standard 12: All complaints, reports, and investigations are prioritized based on public risk, and conducted in a timely manner with necessary actions to protect the public.* |
| *Measure/Evidence* | *Report Page* | *Requirement**(Met, Partially Met or Not Met)* | *Improvement Plans* |
| College has documented guidance setting out framework for assessing risk and acting on complaints. | 50 | Met |  |
| *Standard 13: The College complaints process is coordinated and integrated.* |
| *Measure/Evidence* | *Report Page* | *Requirement**(Met, Partially Met or Not Met)* | *Improvement Plans* |
| College has policy outlining consistent criteria for information disclosure. | 51 | Partially Met | **✓** |
| **Domain 7: Measurement, Reporting and Improvement**  |
| *Standard 14: The College monitors, reports on and improves its performance.*  |
| *Measure/Evidence* | *Report Page* | *Requirement**(Met, Partially Met or Not Met)* | *Improvement Plans* |
| College has KPIs with clear rationale for importance.  | 52 | Met |  |
| Council uses performance and risk information to regularly assess College’s progress against strategic objective and regulatory outcomes.  | 52 | Partially Met | **✓** |
| **BENCHMARKED EVIDENCE**Performance and risk review findings used to identify improvement activities.  | 53 | Not Met | **✓** |
| Performance results are made public on College website.  | 54 | Met |  |