

# Fair Registration Practices Report

## Physiotherapists (2018)

The answers seen below were submitted to the OFC by the regulated professions.

This Fair Registration Practices Report was produced as required by:

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

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## 1. Qualitative Information

### a) Requirements for registration, including acceptable alternatives

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

As part of a national initiative, the College now offers a way to facilitate practising across borders. Physiotherapists can now apply to the College in order to offer cross-border physiotherapy, which includes services performed across a provincial border for the purpose of transferring expertise or physiotherapy knowledge, improving individual choice and allowing for greater efficiencies. This applies to:

- Tele-rehabilitation service for the purpose of continuing to provide care for patients whose physiotherapy began in your primary jurisdiction and would benefit from continued and time-limited service in Ontario.
- Tele-rehabilitation service for the purpose of providing care where services are not available in Ontario but would benefit patients.
- In-person services for the purpose of continuing to provide care for patients whose physiotherapy began in your primary jurisdiction and would benefit from continued and time-limited service in Ontario.
- In-person services for the purpose of providing care where services are not available in Ontario but would benefit patients.

More information can be found here - <https://www.collegept.org/applicants/cross-border-physiotherapy>

In addition, the College no longer requires Independent Practice applicants to submit a copy of their exam results. The College can now access exam results through the Canadian Alliance of Physiotherapy Regulators (CAPR) regulator portal.

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

Independent Practice – Cross Border allows out-of-province physiotherapists to provide care in Ontario under special circumstances (e.g. transferring expertise). There is a \$100.00 application fee and a \$100.00 annual registration fee. The standard fee for an Independent Practice certificate is \$100 for the application and \$595 for an annual fee.

Since the College no longer requires Independent Practice applicants to submit a copy of their exam results, the applicant needs to provide less documentation to the College. This makes the process easier to complete for the

applicant.

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

Given that the criteria for cross border was developed in conjunction with the other provincial colleges, this change has afforded additional opportunities for our organization to collaborate across Canada.

The elimination of exam results has decreased the amount of duplicate data that is contained within the organization.

## b) Assessment of qualifications

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

Potential applicants can now determine whether they meet the registration requirements by responding to eligibility questions on the College's website.

An individual can determine whether they are eligible for registration by responding to questions on the following topics:

- whether they have held a certificate previously in Ontario
- eligibility to work in Canada
- degree in physiotherapy
- successful completion of the national examination

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

The eligibility questions allow the public to receive instant, customized assistance that is also free of charge. Essentially, any prospective applicant can determine whether they meet the registration requirements before they submit an application to the College. This has a cost-savings potential, as the application fee is \$100.00 and non-refundable.

Although all of the registration requirements are detailed on the College's website, these questions provide an additional resource for an individual to determine whether they are eligible for registration.

If the individual meets the registration requirements, they are invited to the Online Member Portal to begin an application. If the individual does not meet the registration requirements, they are directed to contact the College for additional information about the application process and the Registration Committee.

This process saves the applicant time and potentially fees if they have to contact the College by e-mail or by phone.

As a reminder all applications are done online. This also allows individuals to apply from anywhere in the world and avoid unnecessary delays caused by mail processing and delivery.

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

Since applicants can use the self-assessment tool to determine their eligibility for registration, the College receives less calls and e-mails as a result of clearer information being presented on the website. This affords staff additional time to allocate to other registration-related tasks.

## c) Provision of timely decisions, responses, and reasons

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

The College has developed new customer service timelines for all registration related activities which are published on the College's website:

- Processing a completed application – 15 business days (internally: 10 to review, 5 to process outstanding requirements)
- Responding to general inquiries – 2 business days
- Letters of Professional Standing – 10 business days
- Wall Certificates – 10 business days
- Processing a Professional Corporation Application or Renewal – 15 business days
- Providing a Written Decision to a Registration Committee Case – 30 business days

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

The published timelines set service expectations for applicants.

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

The published timelines allow the College to be more transparent for our applicants and stakeholders.

**d) Fees**

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

In the last year, the College has changed how fee credits are applied for members. By way of background, a physiotherapist may receive a fee credit (i.e. their remaining registration fee) if they resign for longer than 3 months between April 1 to December 31 for a leave or tentative retirement.

Fee credits are pro-rated by the day and in most cases, the fee credit is automatically applied to a members fee if they apply to re-activate their registration within one year from the date of their resignation.

Traditionally, the fee credit has always been applied towards a member's fee. In 2018, we authorized fee credits to be used towards other registration fees such as wall certificates, letters of professional standing, and annual renewal.

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

There is a significant cost-saving for the member, as the fee credit was previously limited to the registration fee.

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

The change allows the College to be more flexible for our members

**e) Timelines**

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

We have streamlined our Registration Committee process and timelines are clearly communicated to applicants.

Applicants are provided with an initial review of their application within 15 business days. If no additional information is required, they are provided with a Registration Committee referral notice. The applicant is also advised about the option to obtain legal counsel should they require additional assistance.

There are also set Registration Committee meeting dates for the year. Meetings are scheduled every 6-8 weeks. These meeting dates are set internally. In the next year, the College will be publishing these dates to the website.

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

This change allows applicants to have a better understanding of the registration process, specifically the length of time it will take to be registered.

Applicants can now provide their prospective employer with a timeframe for when they can start work, if approved by the Registration Committee.

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

This streamlined process allows us to manage the expectations of applicants and provides a better customer service experience. It also provides some predictability to applicants as to when their matter may be heard by Committee.

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

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

No changes this year

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

No changes this year

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

No changes this year

**g) Resources for applicants**

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

The College's website has a section dedicated to applicants which provides many resources. We have added a new checklist resource which lists all of the application requirements for each class of certificate.

The website also has a new information page on Cross Border physiotherapy, as described in section a.

The applicants section of the website is located here: <https://www.collegept.org/applicants>

For applicants that require Registration Committee review, there is a new FAQ posted to the Colleges website which outlines the process and potential outcomes.

The College also focused on publishing Registration Committee cases as "case of the month" to transcribe cases for the general public.

The College has also increased its social media presence for applicants over the past year. The College uses Twitter and Facebook to announce timelines for applications, exam results, etc.

Over the next year, the College will be creating additional resources for new members. Specifically, we will be creating a welcome package for new members.

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

The new checklist resource provides future applicants and other stakeholders with a list of registration requirements before they create an online account. This sets expectations with our applicants about the registration process.

The College's increased social media presence allows us to communicate to applicants in various ways. We communicate application deadlines, annual renewal and release of examination results through our social platform.

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

The updated applicant resources on the website allow the College's practices to be more transparent.  
The College receives less general inquiries due to clear information being published online.

**h) Review or appeal processes**

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

No changes this year

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

No changes this year

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

No changes this year

**i) Access to applicant records**

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

In the new Online Member Portal, an applicant/member can access their copies of the following records: previous applications for registration, annual renewal, and receipts. There is no fee to access this information.

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

The applicant/member can easily access any of their records without contacting the College. This saves the applicant/member time, especially if they need to provide this information to another organization.

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

The College receives less inquiries from applicants/members requesting their records

**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:

- Orientation for new members of the Registration Committee. This included a presentation from the Canadian Alliance of Physiotherapy Regulators (CAPR).
- Representatives of the College attend the Ontario Regulators for Access Consortium's meetings
- Staff participated in webinars on the subject of regulation and registration practices
- Staff attended the Ontario College of Teachers Conference
- All staff and Committee members participated in sexual abuse / awareness training

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

Ongoing training and participation in external meetings ensures that our applicants receive up-to-date and consistent registration practices.

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

Ongoing training for the Registration Committee ensures that members are well equipped to carry out their role.

**k) Mutual recognition agreements**

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

For CFTA applicants, the College no longer requires applicants to arrange for a letter of professional standing from every jurisdiction that they have practiced. The College only requires a letter of professional standing from the province that the applicant is coming from. This change was made on the basis that the out-of-province regulator collected these documents at the time of entry.

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

This change facilitates the registration process for applicants because there is less documentation to submit to the College.

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

This change decreases staff processing time because there is less documentation to review.

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

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

In February 2018, the College launched a new self-service portal for applicants and members.

The portal allows applicants and members to access and submit information to the College from anywhere in the world. This therein makes the registration process (and subsequent membership experience) more accessible. The Online Member Portal provides detailed instructions for each service.

The portal can be accessed on all devices (e.g. desktop, laptop, tablet, mobile phone)

An applicant/member can undertake the following services in the Online Member Portal:

- Submit an application for registration
- Complete annual renewal
- Update member profile (i.e. employment information, additional education, liability insurance, contact information)
- Resign membership from the College
- Submit a request for a letter of professional standing and wall certificate

An applicant/member is also able to submit payment and access all of their receipts through the Online Member Portal

With each of the services outlined above, the College sends automated e-mails to update the applicant/member the status of their request. The automated e-mails ensure that the applicant/member is adequately informed and in turn, this reduces the number of inquiries that the College receives in regards to the request.

In the new database, College staff can perform all basic registration-related tasks. Some notable features include:

- Changes to the public register are made in real time
- Staff can track whether an e-mail has been successfully delivered and/or viewed by the applicant/member
- Ability to record all correspondence including phone calls and voicemails
- Retrieval of customized statistics and reports upon request

This is an ongoing initiative and in the next year, the College will be adding the following services to the portal:

- Members will be able to submit a renewal application for a Professional Health Corporation
- Registration Committee Meetings will be administered through the portal. Committee members will be able to view upcoming meetings, declare conflict of interests, and review meeting material

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

As described above, the self-service portal allows applicants and members to access their information at any time. In the application process, the applicant saves cost by not having to mail documents to the College.

Since the applicant receives automated e-mails from the College, they are well informed on the status of their application.

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

The Online Member Portal promotes the concept of self-regulation since members are able to update the vast majority of their professional information online. As a result of the members ability to update their profile (e.g. personal information, employment updates, resignations), College staff can afford time to other registration-related tasks.

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

No changes this year

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## 2. Quantitative Information

### a) Languages

Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes
French	Yes

Other (please specify)

Additional comments:

### b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
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<b>Male</b>	320
<b>Female</b>	666
<b>None of the above</b>	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.

<b>Gender</b>	<b>Number of Members</b>
<b>Male</b>	2728
<b>Female</b>	7018
<b>None of the above</b>	1

**Additional comments:**

One member selected "x" as their gender.

**d) Jurisdiction where applicants obtained their initial education**

Indicate the number of applicants by the jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Albania 1		
			Australia 22		
			Brazil 2		
			Colombia 1		
			Czech Republic 1		
			Egypt 11		
			Germany 1		
			Hong Kong 2		
			India 236		
			Iran 11		
486	61	23	Ireland 9	0	986
			Israel 2		
			Malaysia 1		
			Netherlands 5		
			New Zealand 1		
			Nigeria 1		
			Pakistan 16		
			Philippines 15		
			Scotland 29		
			Serbia 1		
			S. Africa 3		
			Thailand 1		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			United Arab Emirates 2		
			U.K. 37		
			France 1		
			Hungary 1		
			Venezuela 1		
			Zambia 1		
			Korea, Republic Of 1		
			Total 416		

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

**Additional comments:**

**e) Jurisdiction where applicants who became registered members obtained their initial education**

Indicate the number of applicants who became registered members in the reporting year by the jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Albania 1		
			Australia 20		
			Brazil 2		
			Czech Republic 1		
			Egypt 9		
			France 1		
			Germany 1		
			Hong Kong 2		
			Hungary 1		
			India 229		
469	58	20	Iran 11	0	943
			Ireland 9		
			Israel 2		
			Malaysia 1		
			Netherlands 4		
			New Zealand 1		
			Nigeria 1		
			Pakistan 16		
			Philippines 13		
			Scotland 29		
			Serbia 1		
			S. Africa 2		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Korea, Republic Of 1		
			Thailand 1		
			United Arab Emirates 2		
			U.K. 33		
			Venezuela 1		
			Zambia 1		
			Total 396		

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

**Additional comments:**

#### f) Jurisdiction where members were initially trained

Indicate the total number of registered members by jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Albania 1		
			Argentina 6		
			Australia 125		
			Bangladesh 1		
			Belgium 6		
			Bolivia 1		
			Brazil 22		
			Bulgaria 10		
			Chile 4		
			China 9		
			Colombia 19		
6310	767	281	Croatia 1	0	9746
			Czech Republic 4		
			Egypt 47		
			Finland 3		
			France 4		
			Germany 3		
			Ghana 1		
			Greece 1		
			Hong Kong 68		
			Hungary 5		
			India 1085		
			Iran 104		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Ireland 40		
			Israel 10		
			Jamaica 14		
			Japan 1		
			Jordan 5		
			Kenya 1		
			Kuwait 1		
			Lebanon 4		
			Malaysia 1		
			Malta 1		
			Mauritius 1		
			Netherlands 28		
			New Zealand 11		
			Nigeria 4		
			Pakistan 51		
			Panama 1		
			Peru 2		
			Philippines 177		
			Poland 71		
			Portugal 3		
			Romania 9		
			S Arabia 2		
			Scotland 112		
			Serbia 11		
			Slovenia 3		
			S. Africa 32		
			Korea, Republic Of 2		
			Sri Lanka 13		
			Switzerland 3		
			Taiwan, Province Of China 2		
			Thailand 1		
			Turkey 3		
			Ukraine 3		
			United Arab Emirates 4		
			U.K. 227		
			Uruguay 1		
			Venezuela 2		
			Zambia 1		
			Total 2388		

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

**Additional comments:**

### g) Applications processed

Indicate the number of applications your organization processed in the reporting year:

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
<b>New applications received</b>	481	61	23	416	0	<b>981</b>
<b>Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)</b>	12	3	3	20	0	<b>38</b>
<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who met all requirements and were authorized to become members but did not become members</b>	4	1	1	5	0	<b>11</b>
<b>Applicants who became FULLY registered members</b>	207	38	12	213	0	<b>470</b>
<b>Applicants who were authorized to receive an alternative class of licence<sup>3</sup> but were not issued a licence</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who were issued an alternative class of licence<sup>3</sup></b>	262	20	8	183	0	<b>473</b>

<sup>1</sup> An alternative class of licence enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

#### Additional comments:

Alternative classes are Provisional Practice and Courtesy registration. Provisional Practice is an optional certificate of registration to allow individuals to begin to practice in Ontario as a Physiotherapy Resident while waiting to complete the clinical component of the Physiotherapy Competency Exam. Courtesy registration is a temporary certificate for regulated physiotherapists from other jurisdictions who need to use title in Ontario for a specific event less than 30 days long.

### h) Classes of certificate/license

Indicate and provide a description of the classes of certificate/license offered by your organization.

You must specify and describe at least one class of certificate/license (on line a) in order for this step to be complete.

#	Certification	Description
a)	Independent Practice	<b>Description (a)</b>
		Independent Practice is a category of registration that allowed Physiotherapists to practice physiotherapy independently.
b)	Independent Practice - Cross Border	<b>Description (b)</b>
		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.
c)	Provisional Practice	<b>Description (c)</b>
		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.
d)	Courtesy	<b>Description (d)</b>
		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.

**Additional comments:**

**i) Reviews and appeals processed**

State the number of reviews and appeals your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	4	0	0	2	0	6
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

Additional comments:

#### j) Paid staff

In the table below, enter the number of paid staff employed by your organization in the categories shown, on December 31 of the reporting year.

When providing information for each of the categories in this section, you may want to use decimals if you count your staff using half units. For example, one full-time employee and one part-time employee might be equivalent to 1.5 employees.

You can enter decimals to the tenths position only. For example, you can enter 1.5 or 7.5 but not 1.55 or 7.52.

Category	Staff
Total staff employed by the regulatory body	27
Staff involved in appeals process	1
Staff involved in registration process	3

Additional comments:

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## 3. Submission

I hereby certify that:

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

Rod Hamilton

**Title:**

Registrar

**Date:**

2019/02/28

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