

Fair Registration Practices Report

Physiotherapists (2019)

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.

In the last year, we updated our process regarding acceptable alternatives for registration requirements. For physiotherapists who have practiced as a physiotherapist or in another regulated profession in any other jurisdiction, they need to arrange for the regulator in the other jurisdiction to send a letter of professional standing as an application requirement.

We now provide an acceptable alternative to this requirement. If the applicant has attempted to obtain this letter, has been unsuccessful and has waited more than six weeks, we ask that the applicant send us the information that would support their efforts to obtain these documents. The College may allow for the completion of a statutory declaration as an alternative.

The College has also formalized a live call answer initiative. Our goal is to ensure that 80% of the calls made to the College during regular business hours are responded to by a person. We gather the information and adjust staffing to accommodate peak periods.

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

This change facilitates the registration process by allowing applicants to have an alternative process when waiting for third-party documentation. It has been our experience that some regulators will not provide this information, and some may have timelines in excess of 6 weeks.

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

In offering this alternative, the College has learned about the processing times of other regulators and circumstances wherein it may be challenging to obtain documentation.

In addition, we are able to offer certificates of registration to those applicants who have job offers pending without their being such an extensive delay.

b) Assessment of qualifications

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

c) Provision of timely decisions, responses, and reasons

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

The College has customer services timelines, one of which is to release decisions within 30 days of a Registration Committee meeting.

In cases wherein the Registration Committee grant a certificate, the applicant is advised of the decision within 1 business day.

In cases wherein a Certificate is granted with a term, condition and limitation (TCL) or where the application is refused, the decision with reasons is issued within 30 days of the meeting. The decision is reviewed by 2-3 staff members, counsel (for some cases) and the Registration Committee Chair before it is released to the applicant. This review process ensures that the reasons for the Committee's decision are captured and that the applicant is advised what they can do moving forward before they re-apply in the future.

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

When the Registration Committee grants a certificate, the applicant is advised almost immediately. The short timeline allows applicants to be registered and facilitates the application process.

When the Registration Committee grants a certificate with TCL or where the application is refused, the decision is released within 30 days. The process ensures that the decision is accurate, clear and concise. It is less likely that the applicant will contact the College after the decision is released to ask for clarification. If they seek a review by the Health Professions Appeal and Review Board, the Board should have a clear understanding as to the Committee's thought process.

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 a decision will be rendered for their matter.

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

We believe that our process for releasing Registration Committee decisions and the comprehensiveness of the reasons has resulted in fewer appeals to HPARB.

d) Fees

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

The College recently reviewed its annual membership fees and current financial reserves and determined that its fees can be reduced without impacting the College's ability to regulate in the public interest.

As a result, the College has decreased the annual registration fees from \$595 to \$575 starting in the 2020-2021 registration year.

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

Cost-savings initiatives for registrants.

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

The College adopts a zero-based budgeting approach which means that the goal is to ensure that the income covers the expenses. The College reviewed its finances in the last year which included a review of its reserves and determined that a fee decrease was possible. The decreased fee comes into effect for registration starting April 1, 2020. As a not-for-profit the College is required to balance its revenue and expenses whenever possible. The fee for physiotherapists was reduced from \$595 to \$575 as a result of multiple factors. These include the fact that the number of registered physiotherapists (registrant base) continues to increase by 2-3% each year, thus bringing in additional revenue to the College. College staff and Council are also always looking for ways to improve operational efficiencies.

e) Timelines

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

We have established new timelines for applications that require Registrar review.

When an application is submitted to the College, if there are presenting issues (e.g. low practice hours, self-reports, criminal history etc.), it is referred to the Registrar for additional review within 15 business days.

If the Registrar determines that the application requires Registration Committee review, the applicant is provided with a referral notice within 5 days. In most circumstances, the referral notice is provided within 2-3 days.

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

This process sets clear expectations for applicants who may not meet the registration requirements.

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

Consistency of process and timelines

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

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

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

- The online portal has been renamed to "PT Portal" from "Online Member Portal". We are moving our internal language away from the use of Member to Physiotherapist or Registrant
- We created a standard "Regulatory History Form" to complete for physiotherapists who request a letter of professional standing for other jurisdictions. This is consistent with the national initiatives that all physiotherapy regulators report to one another in the same way.
- We have begun a large-scale policy review initiative and will be reviewing and updating all of our current

registration policies. To date, we have created a list of policies and have categorized the policies according to risk.

- The College has also begun a project with a third-party provider to ensure that our website and PT Portal are AODA compliant

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

All of these items ensure that information is available and easy to find on our website.

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

These initiatives allow the College to be more transparent and have all information available on our website.

g) Resources for applicants

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

There is a new resource (flow chart) posted on our website which outlines the application process. It provides an overview of situations where the Registrar will review an application and the outcome of that review (as described in section e above).

The resource can be located on our website at https://www.collegept.org/docs/default-source/registration/registration-process-flow-chart/registrar_review_referral_committee_flowchart.pdf?sfvrsn=70d4c6a1_0

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.

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

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

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

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).
- All Council and Committee members participated in sexual abuse / awareness training
- Registration Committee e-module for new members
- Registration Committee Chair participated in Chair's training which included training on facilitation
- Legal Counsel attends all Registration Committee meetings
- Staff attended the Ontario Regulators for Access Consortium's meetings
- Staff participated in various training sessions on Managing Expectations for Supervisors, Database / CRM, Adobe and Microsoft products.
- Staff attended the 2019 Canadian Network of Agencies for Regulation Conference

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

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

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.

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

l) Other (include as many items as applicable)

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

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

- The Public Register navigation has been updated based on feedback received from the Citizen Advisory Group (CAG). The CAG is a group of members of the public / patients who provide input and advice to health care regulators on a number of topics. Each Registrant's profile now indicates whether their employment is physically accessible for patients, area of practice, and categories of patients seen
- We are currently revisiting all registration templated communication (with an external plain language reviewer)
- We initiated a large scale review of all components of our entry to practice program. The review covered our registration processes, policies and procedures. For this project, the focus was: Information available to potential applicants, insurance requirements, the categories of registration, the oversight of physiotherapy residents, educational credentials, the entry to practice exam, language proficiency requirements, good character assessments (i.e. criminal record checks), fees, registration committee composition and expertise of members.
- A new resource was created for new registrants: Independent Practice Welcome kit (completed) and Provisional Practice Welcome Kit (in progress)
- Ongoing enhancements to our database to ensure a seamless, customer service focussed approach for applicants and registrants. For example:
 1. Automated emails to notify registrants that their certificate has expired
 2. Emails to applicant/registrants are now sent through the database and attached to each record
 3. External plain language review of self-reporting questions on annual renewal
- The College is currently developing a strategy to engage employers, many of whom are not regulated health providers, to ensure that they are supporting PTs in their practice. We routinely go to the universities In Ontario to provide information on registration and transitions to practice
- The Canadian Alliance of Physiotherapy Regulators (the national organization that undertakes credentialing and administers the exam) is making changes to the national exam based on the revised essential competencies
- CAPR is reviewing the Memorandum of Understanding regarding cross border care
- CAPR is looking at developing a taxonomy which would be applied nationally to ensure that data is captured in the same way across jurisdictions to assist with data management, identifying trends and making evidence-based decisions based on consistent data

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

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

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

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

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

No changes this year

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
Male	404
Female	833
None of the above	2

Additional comments:

c) Gender of members

Indicate the number of members in each category as applicable. Select the option that best corresponds to the terminology used by your organization.

Gender	Number of Members
Male	2983
Female	7565
None of the above	6

Additional comments:

d) Jurisdiction where applicants obtained their initial education

Indicate the number of applicants by the jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
697	80	29	Australia 32	0	1239
			Bangladesh 1		
			Brazil 4		
			Colombia 1		
			Egypt 7		
			France 2		
			Germany 1		
			Hong Kong 4		
			India 253		
			Iran 4		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Ireland 6		
			Israel 3		
			Jamaica 1		
			Jordan 1		
			Lebanon 1		
			Mauritius 1		
			Netherlands 2		
			New Zealand 4		
			Nigeria 4		
			Pakistan 9		
			Philippines 16		
			Poland 1		
			Scotland 39		
			S. Africa 3		
			Korea, Republic Of 1		
			Spain 1		
			United Arab Emirates 2		
			U.K. 28		
			Zambia 1		
			Total 433		

¹ 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:

It should be noted that due to the national exam process (which has two components), the same individual could apply twice in the same year (for two different registration categories).

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 education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Australia 31		
			Brazil 4		
			Colombia 1		
			Egypt 6		
			France 2		
			Germany 1		
			Hong Kong 4		
			India 249		
685	76	28		0	1213

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Iran 4		
			Ireland 6		
			Israel 3		
			Jamaica 1		
			Jordan 1		
			Lebanon 1		
			Mauritius 1		
			Netherlands 2		
			New Zealand 4		
			Nigeria 4		
			Pakistan 8		
			Philippines 16		
			Poland 1		
			Scotland 38		
			S. Africa 3		
			Korea, Republic Of 1		
			Spain 1		
			United Arab Emirates 2		
			U.K. 28		
			Zambia 1		
			Total 424		

¹ 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 education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Albania 1		
			Argentina 6		
			Australia 147		
			Bangladesh 1		
6729	827	304	Belgium 6	0	10554
			Bolivia 1		
			Brazil 25		
			Bulgaria 10		
			Chile 4		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			China 1		
			Colombia 21		
			Croatia 1		
			Czech Republic 4		
			Egypt 52		
			Finland 3		
			France 5		
			Germany 3		
			Ghana 1		
			Greece 1		
			Hong Kong 78		
			Hungary 5		
			India 1269		
			Iran 107		
			Ireland 45		
			Israel 13		
			Jamaica 15		
			Japan 1		
			Jordan 6		
			Kenya 1		
			Kuwait 1		
			Lebanon 5		
			Malta 1		
			Mauritius 2		
			Netherlands 30		
			New Zealand 14		
			Nigeria 7		
			Pakistan 58		
			Panama 1		
			Peru 2		
			Philippines 188		
			Poland 72		
			Portugal 3		
			Romania 9		
			S Arabia 2		
			Scotland 134		
			Serbia 11		
			Slovenia 3		
			S. Africa 34		
			Korea, Republic Of 3		
			Spain 1		
			Sri Lanka 13		
			Switzerland 3		
			Taiwan, Province Of China 2		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Thailand 1		
			Turkey 3		
			Ukraine 3		
			United Arab Emirates 6		
			U.K. 246		
			Uruguay 1		
			Venezuela 1		
			Zambia 1		
			Total 2694		

¹ 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 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	697	80	29	433	0	1239
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	7	3	1	9	0	20
Inactive applicants (applicants who had no contact with your organization in the reporting year)	0	0	0	0	0	0
Applicants who met all requirements and were authorized to become members but did not become members	5	1	0	4	0	10
Applicants who became FULLY registered members	417	52	13	221	0	703
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	2	0	0	2	0	4
Applicants who were issued an alternative class of licence³	268	24	15	203	0	510

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
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¹ An alternative class of licence enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

Additional comments:

h) Classes of certificate/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	Description (a)
		Independent Practice is a category of registration that allowed Physiotherapists to practice physiotherapy independently.
b)	Independent Practice - Cross Border	Description (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	Description (c)
		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	Description (d)

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 st to December 31 st 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	11	0	0	5	0	16
Applicants who initiated an appeal of a registration decision	1	0	0	1	0	2
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

Additional comments:

Applicants who initiated an appeal of a registration decision

- The Ontario applicant's appeal is in process
- The international applicant's appeal was withdrawn

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	28
Staff involved in appeals process	1
Staff involved in registration process	3
Additional comments:	
<input type="text"/>	

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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:
2020/02/28

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