



College of Occupational Therapists of Ontario  
Ordre des ergothérapeutes de l'Ontario



# 2019 Annual Report



## Our Mission, Vision and Values

### Our Mission

The College of Occupational Therapists of Ontario is the regulatory body that protects the public and instills confidence and trust by ensuring occupational therapists are competent, ethical and accountable.

### Our Vision

Leaders in collaborative quality regulation.

### Our Values and Commitments

#### Partnering for quality

We work together to ensure quality occupational therapy services across the province.

#### Maintaining trust and confidence

We are fair, open and responsive. We are proactive.

We hold ourselves accountable for our decisions and actions.

#### Treating everyone with dignity and respect

We listen. We consider the uniqueness of each situation.

We respond respectfully and sensitively.

# 2019 Annual Report

## The **President's** Message



***"The perspectives, experience, and knowledge of our professional and public members creates fulsome discussions that work to advance our shared commitment to protect the public."***

Our Council table is rich with diversity. The perspectives, experience, and knowledge of our professional and public members creates fulsome discussions that work to advance our shared commitment to protect the public.

Regulation, while never dull, is particularly relevant of recent.

The governance analysis completed by the College of Nurses, Harry Cayton's report on the Inquiry into the College of Dental Surgeons of British Columbia, and the recommendations of the Long-Term Care Homes Public Inquiry into the tragedies of the Wettlaufer case, combined with the media's intense interest in the regulatory environment reminds us all of the important work we are doing. Scrutiny (and the corresponding conversations) is never a bad thing. In fact, this attention keeps people interested and aware of what we do and drives us toward our vision of being leaders in collaborative quality regulation.

As an occupational therapy professional, I understand the need to look inward, to explore best practices, and to strive for continuous improvement. As President of the College, I am now able to extend this perspective to regulatory governance and am excited to be part of our own reflections in this evolving space.

This year we have already embarked on our own governance review, to ensure alignment with best practices and identify areas for future development. I'm excited about where this is leading us and how it will shape our 2020-2023 strategic plan.

Our next steps are to use the talent at our table to review priorities and recommendations, and to discuss and decide where and what, as an organization mandated with protection of the public, is the best path forward. All of this will help us build a model that continues to support sound strategy-setting and prudent decision-making.

This marks my first annual report as President. I assumed this position in March 2019 after the passing of Dr. Winston Isaac, our first public member to fill this role. On behalf of Council, I can say that together we will continue on the path that Winston started to forge for us, and I am honoured to follow him and to have not only been privy to his excellence as a person, but to have also learned from his leadership.

I'm proud too that we're a well-run organization, held in high regard. I thank my fellow Council members, our Registrar, and the College team, for positioning us to be a strong and trusted regulator. Regulation has never been so important and to be here now, with this team, and in the presence of such skilled people, makes me beyond grateful.

**Julie Entwistle**  
*President*



# 2019 Annual Report

Think of the role of an occupational therapist. Occupational therapists focus on helping people to improve function and do what's important to them, always acting in a client's best interests.

In acting in the public's best interests, the College looks to improve our own functions.

That's evident in our policies and decisions, outreach and input, focus on quality, work with system partners, and operational and governance processes. All our achievements through the year were motivated by a similar need – to enhance the ways in which we protect the public.

We are committed to continuous improvement and ensuring our work continues to warrant the trust of patients, registrants and all our stakeholders.

This year, we're particularly proud of employing a risk lens to prioritize areas of concern, increasing occupational therapists' compliance with regulatory requirements, and enhancing processes to more efficiently deliver our services to Ontarians.

We've also worked hard to help the public and other stakeholders understand our role and, we hope, increase their confidence in occupational therapy regulation.

We're nearing the end of our current Strategic Plan timeframe, and the year in review section of this report is again organized under three broad priorities. Additional highlights show how we continue to make progress. The strategic planning process we'll engage in this fall, to take effect in the spring of 2020, will only build on that record.

As we move forward, we'll continue to provide guidance to ensure expectations for the delivery of high-quality occupational therapy services are met.

I want to express my appreciation to all College staff for their hard work and dedication, and to our Council for their leadership and dedication to service. The public's expectations of us are high. Every day, we want to meet them.

**Elinor Larney**  
*Registrar*

## The Registrar's Message



***"We've worked hard to help the public and other stakeholders understand our role and, we hope, increase their confidence in occupational therapy regulation."***



## College Council



*Front: Jeannine Girard-Pearlman, Heather McFarlane, Mary Egan, Kurisummoottil S. Joseph, Julie Entwistle, Donna Barker, Debbie Hebert, Stephanie Schurr, Teri Shackleton*

*Back: Aruna Mitra, Jennifer Henderson, Peter Shenfield, John-Paul Dowson, Vincent Samuel, Patrick Hurteau, Allan Freedman*

*Not pictured: Julie Chiba Branson, Winston Isaac ❁, Ernie Lauzon, Annette McKinnon, Serena Shastri-Estrada, Michelle Stinson, Paula Szeto ❁*

It is with deep sadness that we note the unexpected passings of Paula Szeto on September 5, 2018 and Winston Isaac on February 15, 2019.



As a dedicated member of College Council for many years, Paula's energy, insight, and commitment to client-centred care had a tremendous impact on the work of the College. She will be greatly missed.

Winston's leadership and commitment to openness, fairness, and public accountability also had an incredible impact on the work of the College. Winston served as a public member of our College Council for many years, and he was proud to be the College's first public member elected President.

# College Council Members

**Donna Barker**

Member at Large, Education\*  
Professional Academic Member

**Julie Chiba Branson**

Professional Member, District 1 - Central East  
Term ended March 28, 2019

**John-Paul Dowson**

Public Member, *Appointed May 2, 2019*

**Mary Egan**

Professional Academic Member

**Julie Entwistle**

President\*  
President (*February 22, 2019–March 28, 2019*)  
Vice President (*June 1, 2018–February 22, 2019*)  
Professional Member, District 2 - Central West

**Allan Freedman**

Public Member, *Appointed March 21, 2019*

**Jeannine Girard-Pearlman**

Vice President\*  
Member at Large, Finance (*June 1, 2018–March 28, 2019*)  
Public Member

**Debbie Hebert**

Professional Member, District 1 - Central East  
Term began March 28, 2019

**Jennifer Henderson**

Vice President (*February 22, 2019–March 28, 2019*)  
Member at Large, Education (*June 1, 2018–February 22, 2019*)  
Professional Member, District 2 - Central West

**Patrick Hurteau**

Professional Member, District 4 - Eastern

**Winston Isaac**

President (*June 1, 2018–February 15, 2019*)  
Public Member ❁

**Kurisummottil S. Joseph**

Public Member

**Ernie Lauzon**

Public Member, *Appointment ended July 31, 2018*

**Heather McFarlane**

Professional Member, District 5 - North East

**Annette McKinnon**

Member at Large, Education (*February 22, 2019–March 28, 2019*)  
Public Member, *Appointment ended April 5, 2019*

**Aruna Mitra**

Professional Member, District 1 - Central East  
Term began March 28, 2019

**Vincent Samuel**

Public Member, *Appointed March 28, 2019*

**Stephanie Schurr**

Professional Member, District 6 - North West

**Teri Shackleton**

Professional Member, District 3 - South West

**Serena Shastri-Estrada**

Professional Member, District 1 - Central East  
Term ended March 28, 2019

**Peter Shenfield**

Member at Large, Finance\*  
Public Member

**Michelle Stinson**

Professional Member, District 1 - Central East  
Term began March 28, 2019

**Paula Szeto**

Professional Member, District 1 - Central East ❁  
(*June 1, 2018–September 5, 2018*)

\* Elected to Council Executive March 28, 2019

❁ Please see note on page 5.

# College Committee Members

**Hunaida Abboud**  
Fitness to Practise Committee

**Paola Azzuolo**  
Practice Issues Subcommittee, *Term ended March 8, 2019*

**Leanne Baker**  
Inquiries, Complaints and Reports Committee

**Anuradha Banavalikar**  
Practice Issues Subcommittee, *Term ended October 31, 2018*

**Janet Becker**  
Practice Issues Subcommittee

**Andy Beecroft**  
Quality Assurance Subcommittee, *Term began April 1, 2019*

**Elizabeth Bell**  
Quality Assurance Committee, *Term began April 1, 2019*

**Sylvia Boddener**  
Practice Issues Subcommittee

**Anne Cooper-Worsnop**  
Quality Assurance Subcommittee

**Matt Derouin**  
Practice Issues Subcommittee

**Elizabeth Eacrett**  
Quality Assurance Subcommittee, *Term began April 1, 2019*

**Frances Eller**  
Practice Issues Subcommittee, *Term began February 1, 2019*

**Daniel Fyke**  
Inquiries, Complaints and Reports Committee,  
*Term began April 1, 2019*

**Shannon Honsberger**  
Practice Issues Subcommittee, *Term began March 9, 2019*

**Shaheeza Hirji**  
Inquiries, Complaints and Reports Committee

**Zuher Ismail**  
Discipline Committee

**Heather Jones**  
Quality Assurance Subcommittee

**Iona Mairi Macritchie**  
Quality Assurance Subcommittee, *Term ended March 7, 2019*

**Avelino Maranan**  
Quality Assurance Committee

**Jennifer Nieson**  
Patient Relations Committee

**Hricha Rakshit**  
Inquiries, Complaints and Reports Committee

**Mathew Rose**  
Inquiries, Complaints and Reports Committee,  
*Term ended March 31, 2019*

**Vijay Sachdeva**  
Quality Assurance Committee, *Term ended March 31, 2019*

**Katrine Sauv -Schenk**  
Quality Assurance Subcommittee, *Term ended March 31, 2019*

**Roxane Siddall**  
Quality Assurance Subcommittee

**Tina Siemens**  
Patient Relations Committee

**Christine Sniatala**  
Quality Assurance Subcommittee

**Michelle Stinson**  
Discipline Committee, *Resigned January 2018*

**Julie Sutton**  
Inquiries, Complaints and Reports Committee,  
*Term began April 1, 2019*

**Joshua Theodore**  
Registration Committee, *Term began August 1, 2018*

**David Wysocki**  
Registration Committee, *Resigned June 25, 2018*



## Strategic Priorities

1

Confidence in  
Occupational  
Therapy  
Regulation

2

Quality  
Practice by  
Occupational  
Therapists

3

System  
Impact  
Through  
Collaboration

## Year in Review

1

### Confidence in occupational therapy regulation

As the body overseeing the practice of occupational therapy in Ontario, the College protects the public and instills confidence and trust by ensuring occupational therapists are competent, ethical and accountable. The way we operate, make decisions and engage the public demonstrates our commitment to serving the public interest.

#### Managing risk

By identifying, assessing, treating and monitoring risks, the College ensures ongoing effective delivery of our public protection mandate. Integrating risk management across the organization has led to process improvements and enhanced management of key functions. The approach informs decision-making and continuous quality improvement efforts.

This year, changes to College operations reduced case processing times and enabled practice monitoring to ensure compliance with investigation outcomes and decisions. Quality Assurance (QA) process improvements resulted in an increase in registrant completion of mandatory QA tools, which serve to promote competence.

The College's streamlined process for ensuring all registrants maintain professional liability insurance significantly improved compliance in that area, and reduced instances of occupational therapists requiring follow-up action. Professional liability insurance protects occupational therapists and their clients; reducing insurance lapses adds to public protection.

# “We’re reaching more people with the message about effective regulation.”

## Building understanding

Increasing awareness of the role and work of the College took many forms over the past year and we are happy to share the results to date.



Efforts to promote our online public register of occupational therapists “Find an Occupational Therapist” drove traffic up 46%. The public, clients, occupational therapists and employers alike see the online resource as the trusted

place to view the most up-to-date details about anyone who is, or was, registered with the College.

In collaboration with the [Citizen Advisory Group](#), a new patient-focused resource *Understanding consent: information for patients, clients and caregivers* was created and launched on the College website. The new web page and document *How the College Makes Decisions: Concerns About an OT’s Conduct or Practice* also benefitted from Citizen Advisory Group input and provides public-facing information. Both initiatives support accountability, transparency and our public protection mandate.

Social media campaigns provided opportunities to connect with different audiences and we increased engagement across all channels with new videos, posts, and tweets. We’re reaching more people with the message about effective regulation.

Yet another vehicle for spreading the word about the College (and regulation in the province) is [OntarioHealthRegulators.ca](#). This publicfacing website is a collaborative initiative that serves as a gateway to all 26 health Colleges in the province. To further raise awareness of this website and professional regulation, articles about making informed health care decisions ran in the publications of the Canadian Association of Retired Persons (including *Zoomer*). In October, numerous College practice advisors (including our own team) answered questions from the public at the Ontario Health Regulators booth at the Zoomer show in Toronto.



 **8** New videos on YouTube

47% Increase in overall views  
23% Increase in minutes watched

**178** Posts on LinkedIn 

 26% More followers

**360** Tweets on Twitter 

32% Increase in followers

**246** Facebook posts 

  **273%** More followers



## Educating stakeholders

Confidence in regulation grows when stakeholders better understand the role of the College and its value. Beyond the public at large, we reached out to several key groups.

Employers of occupational therapists have a legal obligation to ensure safe quality practice. We worked to make it easier for employers ([coto.org/employers](http://coto.org/employers)) to be a partner in upholding that responsibility, by providing information about how to confirm and verify registration, and report to the College as required.

College staff delivered education sessions to all Ontario occupational therapy university programs to help students develop a clear understanding of College expectations and available resources. These sessions provide an opportunity to connect with future occupational therapists and build engagement.

For internationally-educated OTs, the College produced an [animated video](#) introducing health regulation in Ontario and the initial College registration process. Health Force Ontario (which supports the government's health workforce objectives) uses the video as a resource.

Registrants received eight e-newsletters, with [case studies](#) and practice [Q&As](#) that reflect the current environment. Open rates were high and feedback was positive, with many scenarios generating dialogue with the College.

Do you employ an occupational therapist (OT) in Ontario?

### 3 STEPS FOR EMPLOYERS

Working Together with the College

**1** Confirm

As an employer of OTs, you have **legal obligations** to ensure safe, quality practice. Follow these **three steps** to help support patient and client safety.

**2** Verify

**3** Report

College of Occupational Therapists of Ontario  
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Learn more at [coto.org/employers](http://coto.org/employers)

***"Employers of occupational therapists have a legal obligation to ensure safe quality practice..."***

## Seeking input

We are grateful for the opinions of the Citizen Advisory Group. This body meets quarterly, and provides a valuable, public perspective on a range of topics.

Throughout the year, this Group worked with the College on projects including Facebook campaigns, pilot videos about complaints and what to expect from OTs, a public awareness brochure, and a resource on understanding consent. We're thankful for their input and insights, which help to shape our work.



**"...reports submitted by OTs add value to the broader public protection and safety mandate."**

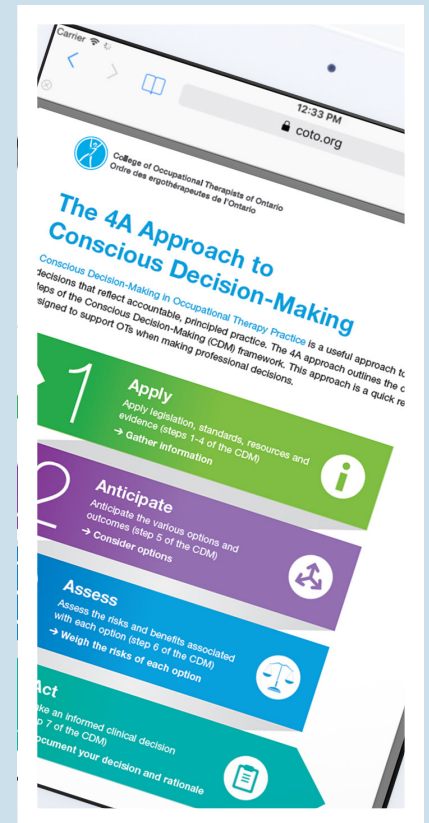
### Sharing views about government policies

The College's own input to government priorities and legislative initiatives is equally valued.

We are a member of the Ministry of Health-led working group for a College Performance Management Framework. Our views help inform the development of this project to support transparency and accountability in regulation, across all regulated health profession Colleges in Ontario.

Changes to the *Highway Traffic Act* gave Ontario occupational therapists the authority to report a client's fitness to drive to the Ministry of Transportation. The College worked with the Ministry to educate OTs about their ability to directly report suspected unsafe drivers on a discretionary basis. College resources and guidelines provided clarity for registrants, and the Practice team presented on the topic at the provincial professional conference. Ministry feedback indicates that reports submitted by occupational therapists add value to the broader public protection and safety mandate.





## 2 Quality practice by occupational therapists

The College ensures occupational therapists are competent, ethical and accountable. Activities throughout the year supported the delivery of high-quality care.

### Ensuring competence

The Quality Assurance (QA) program supports meaningful and continuous improvement - a cornerstone of being a professional. Occupational therapists demonstrated a high level of compliance with our QA program mandatory requirements, which support reflective practice in a rapidly changing health care environment. The focus of this year's required Prescribed Regulatory Education Program (PREP) was Professional Boundaries and the Prevention of Sexual Abuse, which reflected the changing environment and legislation introduced by the *Protecting Patients Act, 2017*.



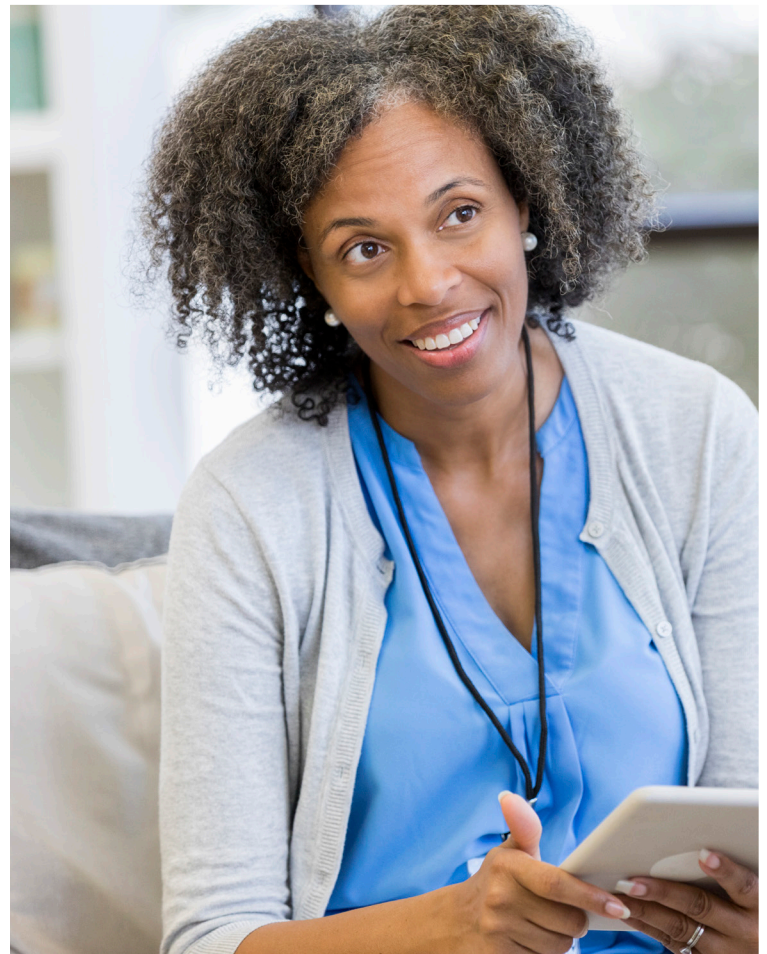
## Supporting patient care and safety

The controlled act of psychotherapy was first introduced to the *Regulated Health Professions Act, 1991* (RHPA) in 2007 through Bill 171, the *Health Systems Improvements Act*. Bill 171 also amended the *Occupational Therapy Act, 1991* to give occupational therapists access to the controlled act of psychotherapy. Controlled acts are those that, under Ontario law, only authorized health care professionals with particular qualifications may perform.

Occupational therapists work with persons with disorders of any type, including mental health disorders, and use psychotherapy as a modality within their practice to improve their client's participation and engagement within their life.

Following consultation, the College developed the regulation for occupational therapists to access the controlled act of psychotherapy. The College continues to engage in ongoing conversations with the Ministry of Health as the regulation is reviewed.

## Year in Review



***“Occupational therapists work with persons with disorders of any type, including mental health disorders, and use psychotherapy as a modality within their practice to improve their client’s participation and engagement within their life.”***





## Providing tools to support practice

In response to requests from registrants, the 4A Approach to Conscious Decision-Making was issued. The 4A Approach is a quick reference tool that outlines the critical steps of the Conscious Decision-Making (CDM) framework. As an additional resource, past versions of the Prescribed Regulatory Education Program (PREP) are now available through an [online archive at coto.org](https://www.coto.org).

## Updating standards

Professional standards also reflect evolving practice and practice documents were reviewed to ensure they remain accurate and relevant. Updates of the following six documents helped to clearly define and describe the responsibilities of OTs:

1. Standards for Supervision of Students
2. Standards for Infection Prevention and Control
3. Standards for Supervision of Occupational Therapist Assistants
4. Guide to Discretionary Reporting of Fitness to Drive
5. Standards for Psychotherapy
6. Guidelines for Private Practice

## Year in Review

***“Regulation of occupational therapists and other health care professionals becomes more robust when organizations work in tandem.”***



## 3

### System impact through collaboration

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Regulation of occupational therapists and other health care professionals becomes more robust when organizations work in tandem. The College participates in and serves as a leader of many initiatives. These involvements help to share ideas and drive improvements.

#### Learning together

At the provincial level, the College is active in the Federation of Health Regulatory Colleges of Ontario (FHRCO), a collective of health care professions regulators. College staff serve on all FHRCO committees, and the College Registrar is the FHRCO vice-president.

Throughout the year, the College had the opportunity to learn from other regulators, with the College of Nurses presenting to Council on its Vision 2020 governance project and the College of Pharmacists sharing the evolution of its Quality Assurance program.

#### Leading national initiatives

Nationally, the College plays a leading role in the Association of Canadian Occupational Therapy Regulatory Organizations (ACOTRO).

Our Registrar is proud to be president of ACOTRO. Work includes developing common resources related to oversight of the entry-to-practice exam, and oversight of the Substantial Equivalency Assessment System for internationally educated OTs. These processes support regulatory rigour. ACOTRO also published the position statement: Supervision of Occupational Therapist Assistants.

ACOTRO highlights how the College collaborates with stakeholders to build more uniformity in regulation that protects the public. Another example is ACOTRO's leadership with CORECOM, a pan-Canadian initiative (across the academic, association and regulatory sectors) to develop one set of national occupational therapy practice competencies that represent a consistently high standard of what's taught and evaluated across the country.

#### Sharing knowledge

The College had the opportunity to share its learning on developing competency profiles at the international CLEAR (Council on Licensure, Enforcement and Regulation) conference. College staff delivered presentations on registration information and human rights, and interim orders related to a professional's practice at the Canadian Network of Agencies for Regulation's annual conference.

## Promoting alignment

Taking part in such efforts has an impact on bolstering regulation in Ontario and across Canada, as does work to harmonize certain processes.

For instance, occupational therapists registered in one Canadian jurisdiction might need to provide follow-up care (time-limited) to an existing client in another jurisdiction. The College entered into a Memorandum of Understanding on cross-jurisdictional practice, agreed to by all Canadian occupational therapy regulators, which facilitates this practice. The College plays an integral role in system alignment, to support quality practice by occupational therapists.

## Strengthening governance

This year, we began a review of our governance model, with the help of an independent consultant. As we move forward, this exercise will help us to lead in best practices.

Part of that relates to having the right people in place. The College adopted a competency-based process to assist with the appointment of non-Council committee members.

The decisions made by Council serve the best interests of the public, as part of a broader health regulation system. During the year, Council heard from the Ministry of Health on priorities for regulatory organizations. We'll continue to meet them in a way that strengthens confidence in the regulation of the occupational therapy profession.



***“The decisions made by Council serve the best interests of the public, as part of a broader health regulation system.”***





***“The purpose of the Patient Relations program is to enhance relations between registrants, families, clients and patients.”***

## Patient Relations

The **Patient Relations Committee** develops and implements the Patient Relations program at the College. The purpose of the Patient Relations program is to enhance relations between registrants, families, clients and patients.

Core elements of this program include:

- Development of relevant standards of practice for occupational therapists
- Education of the profession, Council and staff
- Provision of information to the public
- Development and implementation of resources and measures for preventing and dealing with sexual abuse of clients and patients
- Administration of the Sexual Abuse Counselling Fund

Revised Standards for the Prevention of Sexual Abuse reflect legislative changes brought forth under the *Protecting Patients Act, 2017*. Standards were in effect August 1, 2018. The College is positioned to respond quickly and positively to any forthcoming recommendations resulting from the work of the Sexual Abuse Task Force.

As part of its mandate, the Patient Relations Committee oversees the development and review of the Code of Ethics, Guide to the Code of Ethics, Standards for Professional Boundaries, Standards for the Prevention of Sexual Abuse, and Standards for Conflict of Interest.

There was one client application for funding to the Patient Relations Committee in the 2018-2019 fiscal year.

# Public Engagement

Through a multi-College partnership, the College seeks input and perspective with the [Citizen Advisory Group](#) (CAG). The CAG is comprised of members of the public from across the province who come together and provide their perspectives on a range of topics including professional standards, the complaints process, strategic priorities and more. Their thoughts and experiences are invaluable and provide another way to involve the public in shaping the College's work. Engagement and collaboration inform our initiatives to build understanding of the College's role.

The Citizen Advisory Group worked with the College on multiple projects, including:

- “Understanding Consent: Information for Patient Clients and Caregivers” resource
- Facebook social media campaigns
- “Concerns About OTs: How the College Makes Decisions” framework
- How to Share Concerns and Complaints about OTs video (pilot)
- What to Expect from an OT video (pilot)
- Public awareness brochure (pilot)



Want to learn more about the Citizen Advisory Group?

Visit [citizenadvisorygroup.org](http://citizenadvisorygroup.org)



## Practice Resource Service

Through the **Practice Resource Service**, a College team of occupational therapists provides free, anonymous support to anyone who contacts the College about occupational therapy practice. The Service helps patients, clients, caregivers, registrants, students, employers and others understand the expectations for occupational therapists in Ontario. Answering questions and sharing information supports the delivery of safe, ethical and effective occupational therapy services.



### We're here to help

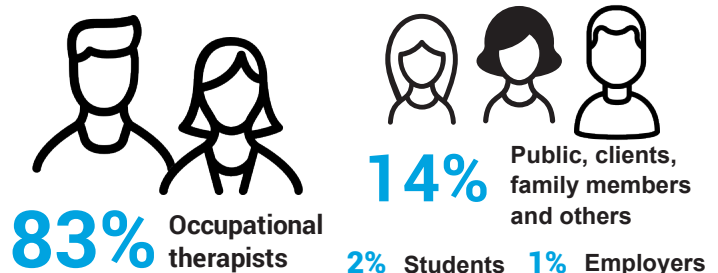
Contact the **Practice Resource Service** at [practice@coto.org](mailto:practice@coto.org) or 416.214.1177/1.800.890.6570 x240. Service is free and confidential.

### Practice Inquiries



Calls and emails in 2018/2019

### Who's using the Practice Resource Service?



# Practice Resource Service

## Top 5 Topics from the Public



**Finding an OT**



**Billing/Fees**



**Topics outside  
College mandate**



**Scope of practice**  
What's normal? What should I  
expect when working with an OT?



**Access to records &  
questions about reports**

## Top 5 Topics from Occupational Therapists



**Record keeping**



**Consent**



**Topics outside  
College mandate**



**Controlled acts**



**Conflict of interest**

## Outreach and Collaboration

This year, College staff:

Presented to all Ontario university occupational therapy programs. Topics include: Conscious Decision Making, Record Keeping, Role of the College, Professional Boundaries and Professionalism, Controlled Acts, Scope of Practice, and Conflict of Interest

- Participated in Ministry of Training, Colleges and Universities Broad Based Consultation on the Occupational Therapist Assistant/Physiotherapist Assistant (OTA/PTA) Program Standard Review Project that led to the development of the OTA/PTA vocational curriculum
- Delivered regulatory perspective through conference presentations and webinars with the Ontario Society of Occupational Therapists regarding:
  - Advancing OT Practice in Psychotherapy
  - Discretionary Reporting – What Ontario OTs need to know?
  - Preparing for the OT Workforce
  - Delivering Psychotherapy through e-platforms



## Practice Resources

Six practice documents were revised to ensure accuracy and relevance of content, clearly defining and describing the responsibilities of occupational therapists. Changes reflect the evolving practice environment and consider issues directly impacting occupational therapy.


1. Standards for Supervision of Students
2. Standards for Supervision of Occupational Therapist Assistants
3. Guide to Discretionary Reporting of Fitness to Drive
4. Standards for Psychotherapy
5. Standards for Infection Prevention and Control
6. Guidelines for Private Practice

## Cases and Q&As

- [6 practice cases](#) developed – topics include: *Conflicting Opinions – Professional Obligations for OT Reports; Crossing the Line? Managing Personal and Professional Interests; Working Within Managed Resources*
- [9 Q&As published](#) - topics include: *Changing or commenting on reports after resigning as an OT; Documentation in a Group Setting; Retaining Client Records; Standard Fees for OTs*



## General Questions & Inquiries

 **1.800.890.6570**

**Call the College:** Press 0 or email [info@coto.org](mailto:info@coto.org) and you'll connect with our Information and Resource Associate.

# Registration

The **Registration Committee** establishes and maintains the requirements for registration with the College.

The Committee reviews and makes decisions on all applications that are referred to it by the Registrar. Written reasons are issued for each decision made by the Committee.

The Committee approves all policies pertaining to the requirements of registration. This year, the Committee:

- Enhanced the College’s ability to carry out its mandate of public protection by:
  - Approving changes to the policy Education and Fieldwork – Canadian Education to confirm that occupational therapy education programs accredited by the [Canadian Association of Occupational Therapists](#) (CAOT) are deemed by the Registration Committee to be equivalent to a Bachelor of Science degree or Master of Science degree in occupational therapy obtained in Ontario. Formalizing this practice in policy ensures a consistent approval process for Canadian occupational therapy programs.
  - Launching new provisional registration supervision documents to clarify expectations and accountabilities of supervisors and improve the quality of supervision of occupational therapists who are registered with provisional certificates.
  - Developing the policy Temporary Certificate of Registration - Cross-jurisdictional Practice, which operationalizes the Memorandum of Understanding regarding cross-jurisdiction occupational therapy practice agreed to by all Canadian occupational therapy regulatory organizations. The policy gives an occupational therapist who is registered in one Canadian jurisdiction the ability to register with the College for the purposes of providing time limited follow-up care to an existing client in Ontario.
- Reviewed 10 applications referred to the Committee by the Registrar.

**Total Decisions** **10**

*Outcomes*

Issue certificate of registration	2
Issue certificate of registration after additional training	5
Deny certificate of registration	3

*Appeals to the Health Professions Appeal and Review Board*

Upheld	1*
Withdrawn	1
In process	2

*\*from 2017/2018 fiscal year*



***"...new documents clarify expectations and accountabilities of supervisors and improve the quality of supervision of occupational therapists who are registered with provisional certificates."***

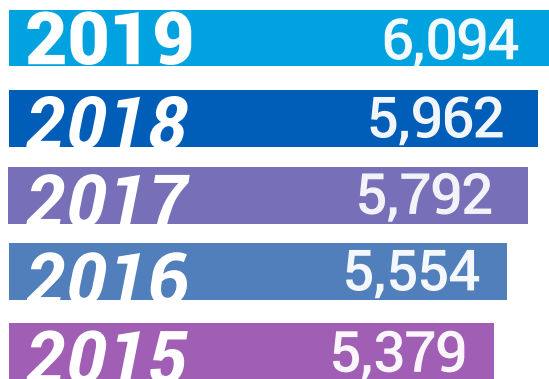
**Other Registration Program Work:**

- Completed the College’s annual Fair Registration Practices Report to the [Office of the Fairness Commissioner](#) (OFC).
- Completed the OFC Registration Practices Assessment Cycle (Cycle 3).

# Professional Snapshot

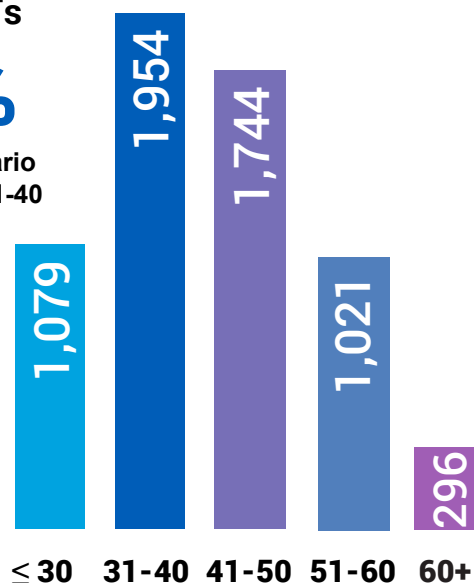
## Registrants by the Numbers

**6,094** OTs registered in Ontario



## Age of OTs

**32%** of OTs in Ontario are between 31-40



## Certificates of Registration Issued in 2018/2019

**463** certificates issued

### Where were new registrants educated?

**83%** Educated in Ontario  
**11%** Outside of Ontario in Canada  
**6%** Outside of Canada

**242**

New registrants who graduated in 2018/2019

### Where were our recently graduated registrants educated?

**93%** Educated in Ontario  
**7%** Outside of Ontario in Canada

## Top Sources for International Graduates

- |                   |                 |
|-------------------|-----------------|
| 1. United States  | 5. Hong Kong    |
| 2. United Kingdom | 6. South Africa |
| 3. India          | 7. Ireland      |
| 4. Philippines    | 8. Israel       |

## Where were our OTs educated?

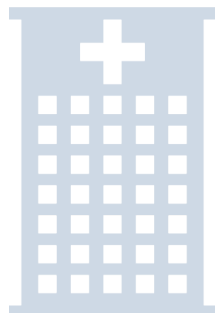
**81%** of registrants educated here in Ontario

**9%** of registrants educated outside of Ontario within Canada

**10%** of registrants educated internationally

# Professional Snapshot

## Where are OTs working?



### Top Practice Settings

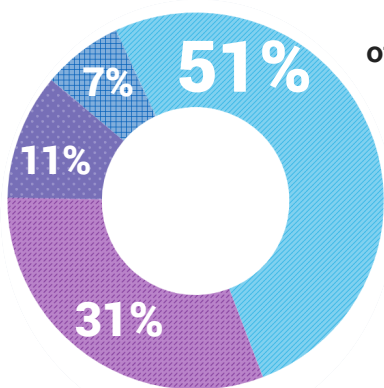
1. General or Rehabilitation Hospital
2. In the Community
3. Mental Health & Addiction Facility
4. School System
5. Children's Treatment Centre



## Roles and Areas of Practice

**75%** of registrants work as direct service providers

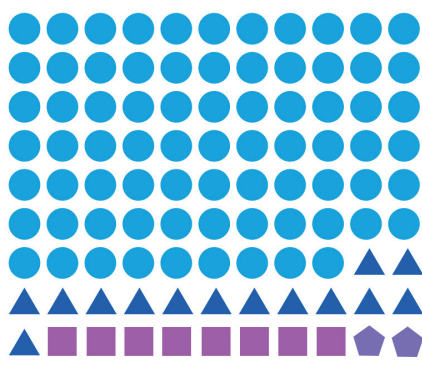
Other common roles include: consultants (5%) and managers (4%)



of OTs in Ontario work in physical health

Physical Health	51%	3,087
Other	31%	1,872
Mental Health	11%	682
Administration	7%	435

## Nature of Practice



**75%** of registrants work in clinical practice

Clinical	4,597
Mixed	869
Non Clinical	509
Not Stated	119

## Who are OTs working with?



- 38%** of registrants work primarily with adults and seniors
- 18%** of registrants work primarily with clients of all ages
- 16%** of registrants work primarily with children and youth (ages 0-17)
- 14%** of registrants work primarily with adults (ages 18-64)
- 8%** of registrants work primarily with seniors (ages 64+)
- 6%** of registrants did not state their client age group or it was not applicable



# Professional Snapshot

## Central East

1

District 1 includes Toronto, the counties of Haliburton, Northumberland, Peterborough, Simcoe and Kawartha Lakes, and the regions of Durham, Peel and York.

48%

## Central West

2

District 2 includes the counties of Brant, Dufferin and Wellington, and the regions of Haldimand, Norfolk, Halton, Hamilton, Niagara and Waterloo.

19%

## South West

3

District 3 includes the counties of Essex, Bruce, Grey, Chatham-Kent, Lambton, Elgin, Middlesex, Oxford, Huron and Perth.

12%

## Eastern

4

District 4 includes Ottawa, the counties of Prescott and Russell, Stormont, Dundas & Glengarry, Lennox & Addington, Leeds & Grenville, Hastings, Prince Edward, Frontenac, Renfrew and Lanark.

15%

## North Eastern

5

District 5 includes Sudbury, ParrySound, Timiskaming, Nipissing, Algoma, Cochrane, Manitoulin and Muskoka.

4%

## North Western

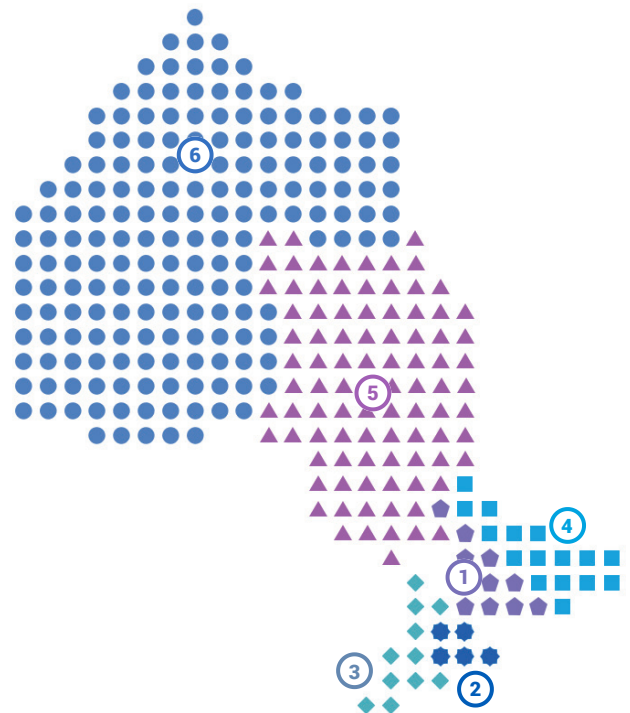
6

District 6 includes Kenora, Rainy River and Thunder Bay.

2%

## Where are occupational therapists in Ontario located?\*

\* According to College electoral district:





***“The program supports occupational therapists to remain competent and engage in ongoing learning and an evaluation of their skills, knowledge, and judgement to promote quality practice.”***

## Quality Assurance

The College is mandated to ensure Ontarians receive safe, effective, ethical care from occupational therapists. Assuring competence is a cornerstone of the College’s Quality Assurance (QA) program. The program supports occupational therapists to remain competent and engage in ongoing learning and an evaluation of their skills, knowledge, and judgement to promote quality practice. The program identifies occupational therapists who require support and provides that support through remedial action and education.

Over 2018-2019, the **Quality Assurance Committee:**

1. Guided development of the 2019 Prescribed Regulatory Education Program (PREP): Critical Thinking and Professional Judgement Through an OT Lens.
2. Moved forward with vendor procurement to support the redevelopment of the Competency Assessment Process (formerly known as the Competency Review and Evaluation Process). The redevelopment will result in an evidence-informed process and tools to assess the continuing competency of occupational therapists throughout their career.
3. Issued decisions on 46 registrant cases.

### Annual QA Requirements Compliance

*(June 1, 2018 - May 31, 2019)*

Each year, occupational therapists are required to complete a Professional Development (PD) Plan and a Prescribed Regulatory Education Program (PREP). Every other year, occupational therapists are also required to complete a Self-Assessment (SA).

	Registrants Required to Complete	Completed	Compliance
2018 Self-Assessment	1,314	1,284	98%
2018 PREP	5,896	5,843	99%
2018 PD Plan	5,665	5,564	98%

*Note: At the October 31, 2018 PREP and SA due date, 222 registrants were new or returning and excluded from mandatory completion of the PREP and SA. At the May 31, 2019 PD Plan due date, 451 registrants were new or returning and excluded from mandatory completion of the PD Plan.*

## Case Decisions

The College's online quality assurance site, MyQA, provides real-time data about completion of mandatory QA requirements. This information increases accountability and supports identification of registrants who may require support or education.

In accordance with the 2018 Compliance with Quality Assurance Program Requirements Policy, the Quality Assurance Committee (QAC) issued decisions regarding registrants who failed to complete mandatory QA requirements by the due date.

The Committee issued 46 decisions in 2018-2019:

- 32 decisions regarding non-compliance with 2017 QA requirements, with the following details:

Quality Assurance Committee Decisions	
Marked as complete/compliant by the College as due to a technical difficulty.	5
One requirement marked complete/compliant by the College as due to a technical difficulty; second requirement needed to be submitted by a specified due date.	6
Required to submit outstanding requirements by a specified due date.	15
Marked as complete/compliant by the College as due to a technical difficulty; second requirement remains marked as incomplete/non-compliant.	2
Marked as complete/compliant by the College but were noted as late.	4

- 9 decisions regarding non-compliance with 2018 QA requirements, with the following details:

Quality Assurance Committee Decisions	
Marked as complete/compliant by the College but were noted as late.	3
Non-compliant in 2017 and 2018 and were marked as complete/compliant by the College but were noted as late.	3
Non-compliant in 2017 and 2018 and did not submit any requirements as directed by QAC; QAC's decision was a directed peer and practice assessment. Of the three: <ul style="list-style-type: none"> <li>one resigned their certificate;</li> <li>one is awaiting scheduling of the peer and practice assessment;</li> <li>one has completed the peer and practice assessment and is awaiting a QAC decision.</li> </ul>	3

- 5 decisions on previously deferred competency assessment cases (that came forward under the previous Competency Assessment Process).

The decision on each of the five previously deferred cases was to take no action with recommendations, which indicates the Committee determined they had no concerns about the occupational therapists' practice; however, they recommended a voluntary activity to support meeting the Standards of Practice. The recommendations included:

- Review the Standards for Record Keeping
- Review the Standards for Consent
- Implement use of a Conscious Decision-making approach when considering options and risks when making professional decisions
- Reminder of proper designation for use of the protected title of occupational therapist: OT Reg. (Ont.)

# Inquiries, Complaints and Reports

The Inquiries, Complaints and Reports Committee (ICRC) oversees investigations into an OT's conduct, competence or capacity. This includes all complaints investigations, Registrar's investigations including health inquiries, which arise from information reported to the College, and mandatory reports. Unless frivolous or vexatious or the Registrar accepts a complainant's request to withdraw their complaint, all complaints received by the College are investigated.



## Complaints

In 2018/2019, the College received 35 new complaints. The ICRC issued decisions in 29 complaints cases in 2018/2019 (the complaints may have been initiated in previous fiscal years). The outcomes of these decisions are detailed in the table below:

Outcomes *	2017/2018	2018/2019
<b>Resolved Complaints</b>	<b>35</b>	<b>29</b>
No Further Action (NFA)	15	14
Specified Continuing Education or Remediation Program (SCERP)	5	3*
Advice/Guidance/Recommendation	6	7
Frivolous and Vexatious	2	1
Caution-in-person	1	3*
Referred to Discipline	0	0
Remedial Agreement (RA)	1	2
Complaint Withdrawn	5	2

\* For some complaint decisions, the ICRC may issue more than one outcome. For instance, in 3 complaint decisions in 2018/2019, both a SCERP and a caution-in-person were issued by the ICRC.

## Appeals to the Health Professions Appeal and Review Board (HPARB)

The **Health Professions Appeal and Review Board (HPARB)** reviews decisions made by the ICRC in complaint matters. The HPARB reviews determine if the investigation was adequate and if the decision was reasonable. Three HPARB reviews were conducted in 2018/19. One Committee decision was upheld, and two Committee decisions were returned requiring further action.

Fiscal Year	Reviewable ICRC Decisions Issued	Review Requests by Complainant	Review Requests by OT	HPARB reviews conducted	% of HPARB decisions upholding ICRC decision
2017/2018	35	5	2	7	100%
2018/2019	29	3	0	3	33%

Note: The HPARB reviews that are conducted in a fiscal year may relate to review requests from a previous fiscal year.



# Inquiries, Complaints and Reports

## Registrar's Investigations

The Office of the Registrar received reports resulting in 30 investigations being opened in the 2018/2019 fiscal year. Information forming the basis of 9 of these Registrar's investigations came to the College's attention through mandatory reports received from OT employers.

The Registrar administratively closed 37 Registrar's investigations during the 2018/2019 fiscal year.

## Administrative Action Outcomes

Education Letter Sent to OT: 23 (8 of these letters were due to a failure of the occupational therapist to update the College regarding their professional liability insurance coverage)

Matter administratively closed pending re-registration: 3

Closed with no further action: 11

Administrative action is taken where the Registrar does not have "reasonable and probable" grounds to seek the ICRC's approval to appoint an investigator and/or where the public is adequately protected without a formal investigation being carried out.

The ICRC made 34 decisions on reports arising out of Registrar's Investigations in 2018/2019.

	2017/2018	2018/2019
<b>Resolved Registrar's Investigations</b>	<b>20</b>	<b>71</b>
Closed by the Office of the Registrar	14	37
No Further Action (NFA)	3	14
Advice/Guidance/Recommendation	2	11
Specified Continuing Education or Remediation Program (SCERP)	1	2
SCERP and Caution-in-Person	0	3
Remedial Agreement	1	3
Undertaking	0	1*
Referred to Discipline	0	0

\* The ICRC accepted the OT's voluntary undertaking to resign from the College and to never reapply.

# Inquiries, Complaints and Reports

## Emerging Trends from Complaints and Registrar's Investigations

- The majority of complaints received concern OTs working in the auto insurance sector



**43%** of complaints confirmed in 2018/2019 relate to OTs working in the auto insurance sector

**73%** arose out of insurer examinations performed by OTs

- Complainants in motor vehicle accidents are most concerned about the accuracy of the OT's assessment report, that the OT is biased in favour of their insurer, their privacy, and the OT's communication with them during the assessment.
- Mandatory reports received from OT employers primarily raise concerns related to documentation by OTs, including the appropriate completion of associated record-keeping responsibilities, and issues related to patient and interprofessional communication.

### New In 2018/2019

To enhance transparency, the College published information on its website detailing the risk assessment framework used by the ICRC to ensure consistent decision-making.



## Fitness to Practise Committee

The Fitness to Practise Committee holds hearings to determine if an occupational therapist is physically or mentally incapacitated.

There were no fitness to practise hearings held at the College during the 2018/2019 fiscal year.

## Discipline Committee

The Discipline Committee conducts hearings into allegations of professional misconduct or incompetence that are referred to it by the Inquiries, Complaints and Reports Committee (ICRC).

There were no discipline hearings held at the College during the 2018/2019 fiscal year.

# Summary Financial Statements

## Report of the Independent Auditor on the Summary Financial Statements

To the Council of the College of Occupational Therapists of Ontario

### Opinion

The summary financial statements, which comprise the summary statement of financial position as at May 31, 2019, and the summary statement of operations for the year then ended, and related note, are derived from the audited financial statements of the College of Occupational Therapists of Ontario (the “College”) for the year ended May 31, 2019.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements, on the basis described in the note to the summary financial statements.

### Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-forprofit organizations. Reading the summary financial statements and the auditor’s report thereon, therefore, is not a substitute for reading the audited financial statements of the College and the auditor’s report thereon.

### The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated September 26, 2019.

### Management’s Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements on the basis described in the note to the summary financial statements.

### Auditor’s Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, *Engagements to Report on Summary Financial Statements*.



Toronto, Ontario  
September 26, 2019

Chartered Professional Accountants  
Licensed Public Accountants

# Summary Financial Statements

## COLLEGE OF OCCUPATIONAL THERAPISTS OF ONTARIO

### Summary Statement of Financial Position

May 31	2019 \$	2018 \$
<b>ASSETS</b>		
Current assets		
Cash	4,317,873	5,235,193
Investments	1,538,244	670,912
Prepaid expenses	38,081	42,685
	<u>5,894,198</u>	<u>5,948,790</u>
Investments	2,644,379	2,110,334
Capital assets	<u>104,816</u>	<u>154,865</u>
	<u>2,749,195</u>	<u>2,265,199</u>
	<u><u>8,643,393</u></u>	<u><u>8,213,989</u></u>
<b>LIABILITIES</b>		
Current liabilities		
Accounts payable and accrued liabilities	730,427	891,622
Deferred registration fees	<u>3,977,455</u>	<u>3,870,024</u>
	<u>4,707,882</u>	<u>4,761,646</u>
<b>NET ASSETS</b>		
Invested in capital assets	104,816	154,865
Internally restricted for hearings	350,000	350,000
Internally restricted for premises	800,000	500,000
Internally restricted for sexual abuse therapy and counselling	18,000	18,000
Internally restricted for contingencies	1,590,000	1,590,000
Internally restricted for enterprise wide IT system	125,000	-
Unrestricted	<u>947,695</u>	<u>839,478</u>
	<u>3,935,511</u>	<u>3,452,343</u>
	<u><u>8,643,393</u></u>	<u><u>8,213,989</u></u>



# Summary Financial Statements

## COLLEGE OF OCCUPATIONAL THERAPISTS OF ONTARIO

### Summary Statement of Operations

Year ended May 31	2019 \$	2018 \$
Revenues		
Registration fees	4,187,150	4,076,880
Investment and other income	163,194	58,513
	<b>4,350,344</b>	<b>4,135,393</b>
Expenses		
Salaries and benefits	2,341,589	2,288,510
Quality assurance	68,796	98,710
Investigations and resolutions	111,999	(30,664)
Communications	59,433	137,403
Council	148,929	149,323
Occupancy cost	271,472	270,559
Amortization	50,049	76,240
All other operating expenses	814,909	751,593
	<b>3,867,176</b>	<b>3,741,674</b>
Excess of revenues over expenses for year	<b>483,168</b>	<b>393,719</b>

## COLLEGE OF OCCUPATIONAL THERAPISTS OF ONTARIO

### Note to Summary Financial Statements

May 31, 2019

#### 1. Basis of presentation

These summary financial statements are derived from the audited financial statements of the College of Occupational Therapists of Ontario (the "College") for the year ended May 31, 2019, on a basis that is consistent, in all material respects, with the audited financial statements of the College except that the information presented in the statement of operations has been condensed and the statements of changes in net assets and cash flows and the information disclosed in the notes to the audited financial statements have not been presented.

Complete audited financial statements are available to members upon request from the College.

## Thank You

We are grateful to everyone – clients, caregivers, occupational therapists, Council, Committee and Subcommittee members, students, members of the Citizen Advisory Group, peer assessors, volunteers, and many more – who shared their time and knowledge with the College. Your contributions help ensure the people of Ontario receive safe, ethical occupational therapy services.



College of Occupational Therapists of Ontario  
Ordre des ergothérapeutes de l'Ontario

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