

# 2020-2021 Leadership Outcomes

# Mission Vision and Values

## **Mission**

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

## **Vision**

Excellence in regulatory leadership

## **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. We respect and support equity, diversity and inclusion.

# 2020-2021 Leadership Outcomes

Public Confidence

Qualified Registrants

Quality Practice

System Impact





# Public Confidence

- 1.1 The public trusts occupational therapy regulation.
- 1.2 The public understands the role of the College and its value.
- 1.3 College governance is responsive, effective, competency-based, and accountable.
- 1.4 College decision-making processes are open, transparent, and accountable.
- 1.5 College operations are transparent, effective, and efficient in serving and protecting the public interest.

# Public Confidence

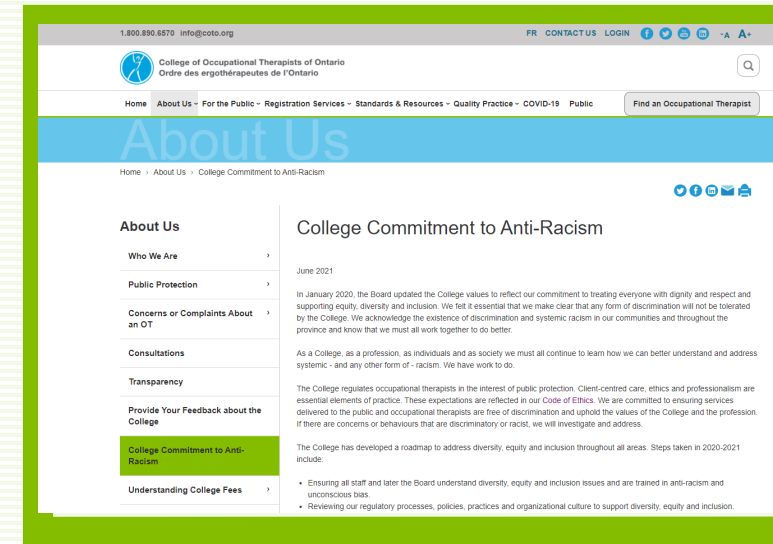
## 1.1 The public trusts occupational therapy regulation

### Diversity, Equity and Inclusion

The College has developed a roadmap to address diversity, equity and inclusion (DEI) throughout all areas of the College.

Steps include:

- Training staff and Board members
- Reviewing our regulatory processes and practices to identify and address bias and systemic racism
- Listening and learning from registrant survey feedback
- Developing tools for occupational therapists to support anti-racism training
- Partnering with Colleges on HPRO anti-racism committee
- Working with a consultant to assist us in our journey



# Public Confidence

## 1.2 The public understands the role of the College and its value

### Updated Practice Documents

Materials help the public to have information about the practice of occupational therapy and what to expect from services.

Standards and Practice documents updated or revised in 2020/2021:

- Code of Ethics
- Standards for Assessment
- Standards for Acupuncture
- Discontinuing Services
- Use of Social Media

### Citizen Advisory Group

In April 2021 the College consulted with members of the **Citizen Advisory Group (CAG)** on a Client Bill of Rights, including how and where this resource should be promoted and made available to the public.

The College also sought feedback from the CAG on:

- Resource on questions to ask when hiring an OT
- Resource on funding sources for services
- Discontinuing Services document
- 2 resources on the public register
- 3 videos on the role of the College

# Public Confidence

## 1.2 The public understands the role of the College and its value

### College Performance Measurement Framework

**Health regulatory colleges exist to protect the public interest.**

To help the public understand how well colleges are doing their job and to help continually improve accountability, transparency, and oversight, all colleges are reporting on their work in the College Performance Measurement Framework (CPMF) Reporting Tool.

Our CPMF is available to the public on our [website](#).

*"How well are Ontario's regulatory health colleges protecting the public interest?"*

# Public Confidence

## 1.2 The public understands the role of the College and its value

College of Occupational Therapists of Ontario  
23 October 2020 · 🌐

October is Occupational Therapy Month! Are you or someone you know wondering what to expect when you work with an occupational therapist?

We're here to help! Learn more about working with an occupational therapist: <http://coto.org/you-and-your-ot/what-to-e...> See more

Occupational therapists work with people of **all ages and all abilities** to help them reach the best level of **function and independence** in their daily life.

1 Like 2 shares

Like Comment

### Communicating Key Messages

#### College role in public protection:

- As a regulator, we're here for you – contact us with questions, concerns and complaints
- Expect safe quality practice - even during the pandemic – when working with an occupational therapist
- The public register is a resource for trusted, up-to-date information

#### By the numbers:

- 116 website news items posted to [coto.org](http://coto.org)
- 1292 inquiries to the College's info line
- 839 posts across College's 4 social media channels
- 3 new videos to build awareness of College role (launch summer 2021)



# Public Confidence

## 1.2 The public understands the role of the College and its value

### Building Understanding

Ensuring safe, effective practice and public protection:

- **11 College newsletters** with an average 76% open rate
- Virtual education sessions delivered by registration and practice teams
- Case studies and Q & A to deliver resources to inform decision-making in the public interest

Plain language training for all College staff to enhance communication and message delivery



**College of Occupational Therapists of Ontario**  
2,574 followers  
2w • 🌐

Your occupational therapists must follow strict infection prevention and control measures to keep you safe when providing in-person services, like hand washing and wearing a mask 😊 Learn more about what to expect and what's expected from your OT: [https://lnkd.in/dw7t\\_gt](https://lnkd.in/dw7t_gt) #ONhealth

**How will my occupational therapist provide a safe environment when I'm receiving in-person services?**

Information on COVID-19  
coto.org • 1 min read  
🔄 2

# Public Confidence

## 1.2 The public understands the role of the College and its value

### Ontario Health Regulators

- **Public awareness campaigns: How Ontario Health Regulators are keeping you safe during COVID-19**
  - OntarioHealthRegulators.ca connects the public to trusted information about Ontario's regulated health professionals and links to all regulatory Colleges.
  - Digital campaign with online ads and promotion.
  - Collaborative initiative across all regulators.



Image from OHR Video:

[Ontario Health Regulators keeping you safe during COVID-19](#)

# Public Confidence

## 1.2 The public understands the role of the College and its value



College of Occupational Therapists of Ontario  
@CollegeofOTs

...

What should occupational therapists do if their client is concerned about COVID-19 and having an OT visit their home during the pandemic?

See our case scenario for what occupational therapists need to consider: [coto.org/standards-and-...](https://coto.org/standards-and-...)  
#ONhealth



1:53 PM · Apr 16, 2021 · Twitter Web App

### COVID-19 Outreach

- **17 COVID-19 eblasts** to registrants with average 69% open rate
- Partnered with **16 Public Health Units** to deliver dedicated messages to eligible OTs to book their vaccinations
  - **20 vaccination eblasts** with average 72% open rate
- **195+ social media posts** related to COVID-19 across the College's Twitter, Facebook, and LinkedIn accounts
- **10,200+** individuals viewed the College's COVID-19 webpage
- **5,500+** individuals viewed the College's Return to Work webpage
- **2,100+** individuals viewed the College's School Reopening FAQ

# Public Confidence

## 1.3 College governance is responsive, effective, competency-based and accountable



### Modernizing Governance

Modernizing the College's governance structure ensures focus remains on the College's mandate of public protection and reflects best practices.

Accomplishments for Year 1 of the 3-year governance reform implementation plan include:

- Revisions to terminology used by the Board
- Expansion of eligibility and disqualification requirements for both Directors and Committee Members
- Creation of Finance, Audit and Risk Committee and Governance Committee.
- Revision of Code of Conduct for Directors and Committee Members.
- Creation of Board Competency Framework to ensure Directors have the optimal mix of skills, expertise, and experiences.

# Public Confidence

1.5 College operations are transparent, effective and efficient in serving and protecting the public interest

## Advancing the Enterprise System Project

- **Phase 2 complete:** RFP issued, vendor contract secured, planning for implementation
- Project is an integrated technology solution for all areas of the College
- Expected outcomes include improved processes and workflows, and access to enhanced data and reporting.







## Qualified Registrants

- 2.1 Entry to practice requirements and processes are effective for ensuring qualified practitioners.
- 2.2 Decisions about registrants are transparent and accessible.
- 2.3 The public register provides accurate information about current or former registrants.

# Qualified Registrants

## 2.1 Entry to practice requirements and processes are effective for ensuring qualified practitioners

### Operating Virtually

- College registration processes shifted to virtual and continued without compromising standards or public protection.
- To support COVID-19 response, registration process to register occupational therapists from other provinces expedited and streamlined.

### Renewal Period Extended and Accommodations Offered

Recognizing the impact of the pandemic on many registrants, deadlines and payment schedules were adjusted where possible.

**The 2020 renewal period was extended to August 31, 2020.** Installment payments were offered for the 2021 renewal period, with renewal opening two weeks ahead of schedule.

# Qualified Registrants

## 2.1 Entry to practice requirements and processes are effective for ensuring qualified practitioners

### Welcoming Applicants and New Registrants

#### Certificate and Obligations Mailer

**600+** new and returning registrants were welcomed to the College with a personalized certificate and ***You and the College*** mailer detailing professional obligations as a regulated health professional.

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

# You & the College

The enclosed registration certificate is an acknowledgement of your registration with the College. All current, publicly available information about everyone who is, or was, registered with the College is found on the public register at Find an Occupational Therapist.

We encourage you to direct your clients and employers (or potential employers during a job hunt) to the register, as it provides the most current information regarding your registration status.

### Maintaining Your Registration: Your Professional Requirements

Every occupational therapist (OT) must meet their ongoing professional obligations. As a member of the College of Occupational Therapists of Ontario, **you must:**

- Ensure Your Information is Current and Accurate**  
You are required to inform the College of any updates to your personal and employment information within 30 days of the change. **All information must be current.** Please log in to your profile and familiarize yourself with the categories to make sure your information is up-to-date. All changes can be made online.
- Have Professional Liability Insurance**  
All OTs, regardless of area of practice or practice status, must have professional liability insurance that meets the College's requirements. Changes, including revised policy expiration dates, must be updated within 30 days of the change. **Updates are made through the member login. All information with the College must be current and accurate.**

**Reminders**

- May**
  - Renew College registration
  - Complete Professional Development (PD) Plan (not required for 2021)
- June – August**
  - Start new PD Plan
- October**
  - Complete Self-Assessment (SA)
  - Complete Prescribed Regulatory Education Program (PREP)
  - Update progress on PD Plan

**Registration**  
If you must tell the College if:  
(such as a health condition or disorder) that does or will and professionally,  
another regulator for – or there has been a finding of –  
ence, incapacity, or a similar issue.  
sional negligence or malpractice made against you by a court.  
ence.  
restrictions (such as bail conditions) upon you.  
ence by a court.  
which has authority to govern a profession inside or

**Find an Occupational Therapist**  
For occupational therapists in Ontario,  
ne through the member login.

**Renewal**  
In Ontario, you  
d registration must be  
to renew.

**PD Plan**  
Part in the College's  
has three mandatory

**Self-Assessment**  
ment every other  
er 31, or when a  
x: **October 31**  
Program (PREP)  
a self-directed  
r 31

**Learning Goals**  
t their learning goals,  
ning. **N/A in 2021**

**MyQA**  
Log in to track  
your status, update your plan and check your deadlines.



# Quality Practice

- 3.1** Occupational therapists are competent, safe, effective and accountable
- 3.2** College complaints and discipline processes are effective, fair, and accessible to the public.
- 3.3** The College engages occupational therapists to advance quality, ethical practice.
- 3.4** Professional standards are up-to-date and reflect evolving practice.
- 3.5** Educational programs and outreach support continuous quality improvement

# Quality Practice

## 3.1 Occupational therapists are competent, safe, effective and accountable

### Advancing the Quality Assurance Program

#### Development of Screening Step / Final Phase of the New Competency Assessment Process

Procured vendor for development of the screening step which, once registrants are selected based on risk, will support the College to assess a large group of OTs and identify those who would most benefit from the peer and practice assessment.

The Quality Assurance program began implementation of a risk-based approach and pivoted from in-person to virtual peer and practice assessments.

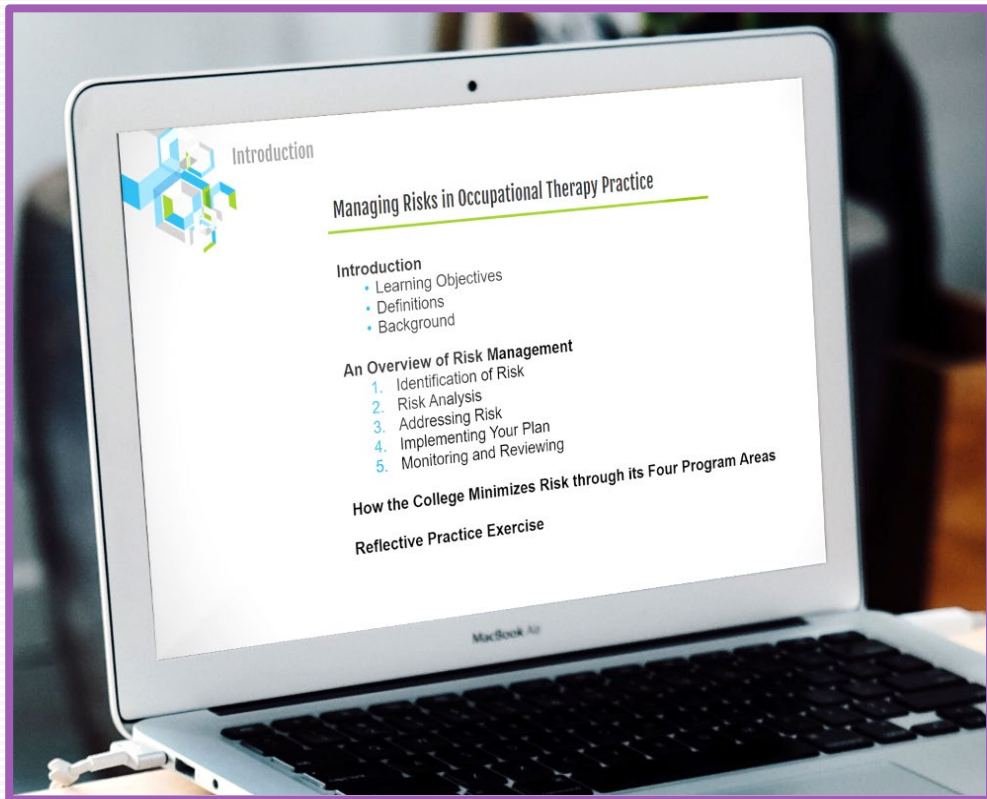


**34 Peer and Practice Assessments completed**



# Quality Practice

## 3.1 Occupational therapists are competent, safe, effective and accountable



### Ensuring Quality Practice

#### 2020 Annual QA Requirements

- Requirements launched with revisions to due dates and recognition of the impact of pandemic on registrants.
  - Self-Assessment
  - Prescribed Regulatory Education Program (PREP)
  - Professional Development Plan
- Preface added to acknowledge pandemic and connect to timeliness and relevance of the PREP topic:  
**Managing Risks in Occupational Therapy Practice.**

# Quality Practice

## 3.2 College complaints and discipline processes are effective, fair and accessible to the public

### Building Efficiency in Addressing Concerns

College continued its efforts to further reduce **Inquiries, Complaints and Reports Committee (ICRC)** case completion times:

**50%**  **reduction in processing times for complaints**

**37%**  **reduction for registrar's investigations**

*(when compared to average processing times for cases opened prior to the introduction of benchmarks)*

In January 2021, the College launched a **complaints feedback survey** and a formal reporting process for the management of all feedback received about the Investigations and Resolutions program to the Registrar, ICRC and as may be needed, the Board.

# Quality Practice

## 3.3 The College engages occupational therapists to advance quality, ethical practice

### Connecting with Registrants

#### 5 College webinars (4 live, 1 pre-recorded)

- Special 2020 Council Elections & 2021 College Council Elections
- **Conversations with the College:**
  - Gradual Reopening: COVID-19 & Occupational Therapy \*
  - Demystifying the Quality Assurance Program
  - Updated Documents – Standards for Assessments and Discontinuing Service

**Live webinars:** 499 attendees

**\*Pre-recorded webinar:** 1300 views (229.9 watch time hours)

#### Joint Webinars

In June 2020, the College jointly hosted a webinar with Public Health Ontario and 3 other health profession regulators.

The webinar was on **Infection Prevention and Control** measures for health care practitioners when preparing their place of employment for re-opening during a pandemic.

# Quality Practice

## 3.4 Professional standards are up-to-date and reflect evolving practice

### Surveys & Consultations

**3 consultations** and **1 survey** circulated for feedback to inform revisions. Total of **1154 respondents**.

- **Proposed Amendments to Code of Ethics**
  - 229 responses
- **Standards for Occupational Therapist Assessments**
  - 325 responses
- **Proposed Bylaw Amendments**
  - 98 responses
- **COVID-19 Response Survey**
  - 502 responses



### Standards & Guidance

Revisions and updates to resources informed by feedback on the current environment and changing legislation.

- Bylaws
- Standards for Assessment
- Standards for Acupuncture
- Code of Ethics
- Social Media
- Discontinuing Services




# System Impact

- 4.1 The College is a collaborative, effective regulatory leader
- 4.2 Collaboration supports the College's effectiveness and impact as a regulator.
- 4.3 Collaboration promotes systems alignment to support quality practice by occupational therapists.



# System Impact

## 4.1 The College is a collaborative, effective regulatory leader

 College of Occupational Therapists of Ontario  
Published by Yvonne Leung · 28 April · ...

You told us: As an occupational therapist, I often get asked by clients if I have been vaccinated. Should I tell clients if I have received the COVID-19 vaccination or not?

Here's what occupational therapists need to consider: <https://www.coto.org/.../april-2021-sharing-vaccination...>



### Collaboration on COVID-19

#### Supporting Employers and Stakeholders

- College's **COVID-19 Task Force** worked together to develop messaging, resources, and support for registrants.
  - **17 COVID-19 eblasts** sent with average 69% open rate. Content was also available on our website and social channels
  - Sharing critical information on redeployment orders, operating outside scope in hospitals, emergency orders, reopening and more

#### Clarifying Direction

- Development of guidance regarding disclosure of vaccination status led by COTO and shared across Colleges
- Collaboration with regulators to address and clarify communication and guidance with **Ministry Emergency Operations** and **Public Health Units**

# System Impact

## 4.1 The College is a collaborative, effective regulatory leader

### Amplifying and Contributing to Key Issues

College viewed as a collaborator:

Association of Colleges of Occupational Therapy Regulators (ACOTRO)

- Exploration of interjurisdictional discussions results in change that facilitates access to services
- “Right touch regulation” – reducing regulatory barriers for interprovincial virtual practice
- Registrar serves as President of ACOTRO

Ontario Society of Occupational Therapists (OSOT)

- Joint webinars deliver guidance regarding virtual practice



# System Impact

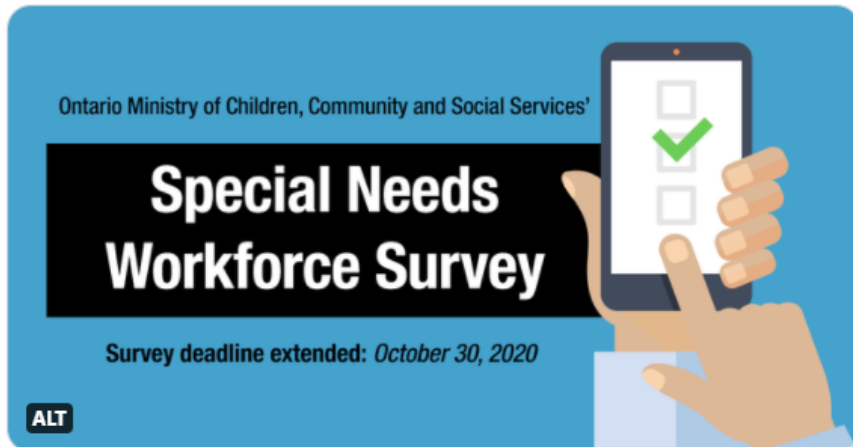
## 4.1 The College is a collaborative, effective regulatory leader



College of Occupational Therapists of Ontario  
@CollegeofOTs

Deadline extended to October 30th! OTs, there's still time to complete the Special Needs Workforce Survey: [wh1.snapsurveys.com/s.asp?k=160011...](http://wh1.snapsurveys.com/s.asp?k=160011...)

This survey will help inform the availability, distribution, and competencies of the workforce for clinical special needs services. #ONhealth



### Amplifying and Contributing to Key Issues

#### Ministry of Children, Community and Social Services

- Sharing and promoting information about the **Ontario Autism Program (OAP)** and **Special Needs Workforce Survey**
- Working with the Ministry, associations, College of Audiologists and Speech-Language Pathologists of Ontario, and service providers to inform changes in OAP service delivery and roll-out of funding reform

## System Impact

### 4.2 Collaboration supports the College's effectiveness and impact as a regulator

#### Partnering with Health Regulators

Working together to enhance outcomes:

- Participation and leadership across committees to share learning and best practices tied to key initiatives such as patient engagement, CPMF, equity, and anti-Black, Indigenous, People of Colour (BIPOC) racism
- Continued outreach to public via the **Ontario Health Regulators** awareness campaigns
- Training and shared learning via Discipline Orientation programs
- Registrar is currently Vice-President of the Health Professions Regulators of Ontario (HPRO)

# System Impact

## 4.2 Collaboration supports the College's effectiveness and impact as a regulator

### Developing Initiatives to Support the Indigenous Community

Working to ensure initiatives effectively support **Truth and Reconciliation Commission Calls to Action**.

- Collaboration with Indigenous consultants to increase understanding of contexts and approaches relevant to Indigenous health equity and engagement.
  - Review and revision of Land Acknowledgement and Commitment to Reconciliation Statement
  - Presentations to Council and Staff: Indigenous Histories and Colonization
  - Review and Revision of Registrant Renewal Survey Questions and Context
  - Facilitated Input Sessions with Indigenous Registrants
- Registrar and Deputy Registrar continuing work with Indigenous occupational therapists to inform and shape regulatory work.



# System Impact

## 4.3 Collaboration promotes systems alignment to support quality practice by occupational therapists

### Developing Competencies

#### National Core Competencies (CORECOM-CANCOM) Project

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.

- Registrar serving as Chair of the Steering Committee
- College staff provided input through national focus groups, which ensures inclusion of provincial regulatory perspective. Registrants will be held accountable to the same expectations across the country.
- A national educational module will be developed to introduce the new competencies to occupational therapists across the country. The project is being led by the College's Deputy Registrar.



## System Impact

### 4.3 Collaboration promotes systems alignment to support quality practice by occupational therapists

#### CORECOM-CANCOM Collaboration

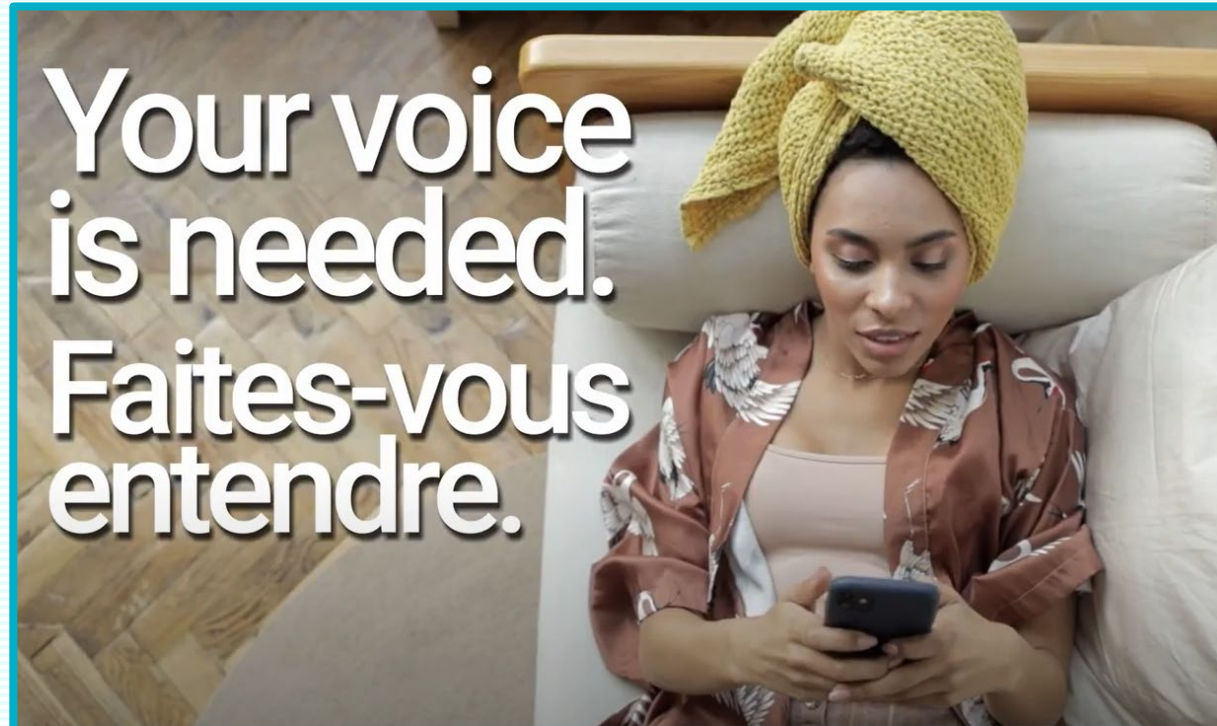
CORECOM survey promotion materials developed by the College in both English and French.

Pre-survey promo launch February 24, 2021.

Survey open March 8 - April 5, 2021.

- **4 videos**
- **5 communiques**
- **27 posts on the College's social channels**

Content shared with other provincial regulators, associations and academics across Canada and distributed through their channels.





**College of Occupational  
Therapists of Ontario**

**Ordre des ergothérapeutes  
de l'Ontario**

**[www.coto.org](http://www.coto.org)**

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