Year in Review

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.

2020-2024 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.

Diversity, Equity, and Inclusion

The College restated its commitment in early 2022:

The College acknowledges, honours, and respects the fundamental value and dignity of all people.

We commit to developing a deep understanding about how racialization and marginalization creates the experience of advantage, disadvantage, oppression and segregation for persons or groups in receiving healthcare, and how, as a regulatory organization, we can contribute to better experiences and outcomes and the public we serve.

We aim to create a safe space for diverse, open, and honest contributions as we work together to achieve our mandate of public protection.

Diversity, Equity, and Inclusion

Reviewing our regulatory processes, policies, practices and organizational culture to support diversity, equity, and inclusion:

- Running 3 successive all-staff training sessions with subject matter consultant to build knowledge of diversity, equity and inclusion and plan for future initiatives

- Furthering Board of Directors education through subject matter consultant's dedicated session

- Conducting an external Human Resources (HR) review which includes diversity, equity, inclusion aspects and will inform next steps for HR planning

- Continuing to review College materials to ensure content and messaging is inclusive and reflective of College values

- Contributing to **Health Profession Regulators of Ontario** (HPRO)'s Anti-Black, Indigenous, People of Colour (BIPOC) Racism Working Group. Plans for the coming year include use of grant funding to further shared College initiatives.
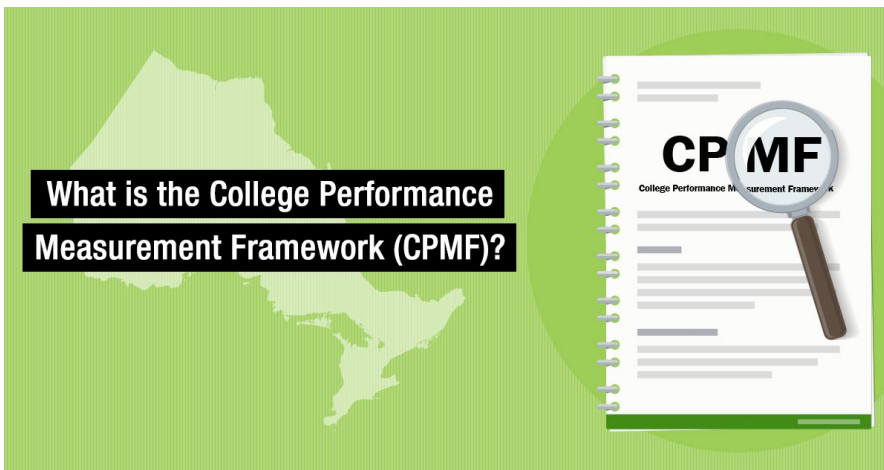
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Did you know? The Ministry of Health requires all health regulatory Colleges to report on how well we are doing our job to protect the public interest.

For the 2021 #CPMF report, we are proud to note that COTO has met 47 out of 50 measures.

Learn more: coto.org/about/who-we-a...

What is the College Performance Measurement Framework (CPMF)?

CP MF
College Performance Measurement Framework

College Performance Measurement Framework

The Ministry of Health requires all health regulatory Colleges to report on how well they are doing their job of protecting the public interest.

We are proud to report COTO has met 47 out of 50 measures for the 2021 reporting year.

Our 2021 CPMF report is available to the public on our website.

Educating and Sharing Information

Communicating, educating and ensuring safe, effective practice and public protection through our info line and Practice Resource Service

COTO Info Line
- **1247** inquiries (phone calls to '0" and emails to info@coto.org)
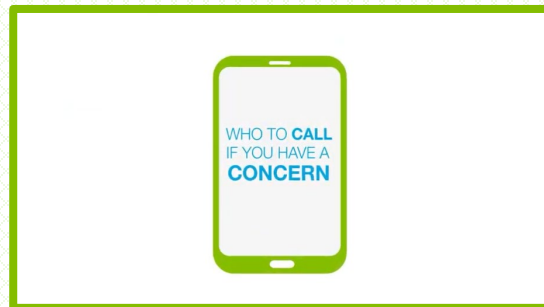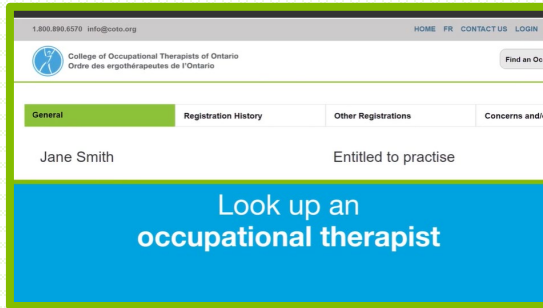
Practice Resource Service
- **1600+** inquiries
- **11** outreach and education sessions delivered by Practice team
  - Presented to OT students *(McMaster, UofT, Queen's, Western, Ottawa)* and OTA students *(Mohawk College, Conestoga College)*

Public Confidence
1.2 The public understands the role of the College and its value

Look up an **occupational therapist**

QUALIFIED REGISTERED

How does the College **protect** the public?

WHO TO **CALL** IF YOU HAVE A **CONCERN**

Watch the videos on our YouTube Channel
youtube.com/c/CollegeofOccupationalTherapistsofOntario

Building Awareness Across Channels

Developed 3 videos to build awareness of COTO's public protection mandate. Promoted on Facebook and YouTube.

Topics
- Using the Public Register to look up an OT
- What is the College?
- How does the College protect the public?

Views and stats
- Facebook: 770k ad displays, 321k users reached, 812 link clicks
- YouTube: 311k ad displays, 41k video views

Public Confidence
1.2 The public understands the role of the College and its value

Ontario Health Regulators

OntarioHealthRegulators.ca connects the public to trusted information about Ontario's regulated health professionals and links to all regulatory Colleges.

Public awareness campaigns are developed in collaboration with other Colleges. Topics this year included:
- *How we're keeping you safe,"*
- *"Learn about your rights."*
- *"Helping ensure you get the quality healthcare you need and deserve"*

- GoogleAds and video ad on YouTube
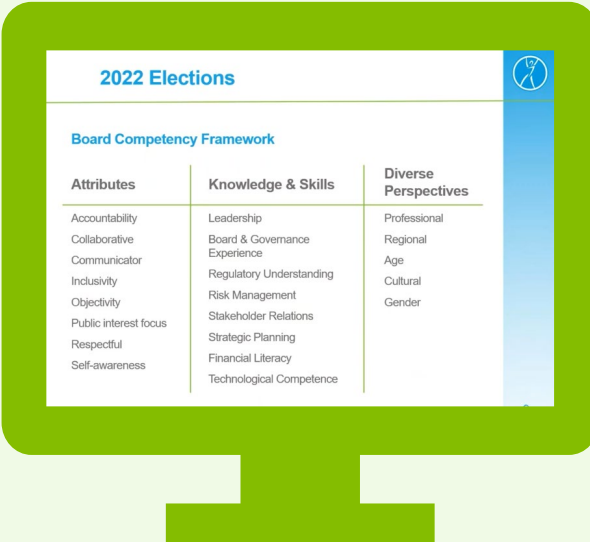 - 5.83m+ ad displays, 42k+ clicks, 75k+ video views *(Jun. 2021-Feb. 2022)*

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 2 of the 3-year governance reform implementation plan** include:

- Developed Committee competencies for all College committees
- Revised conflict-of-interest policy and questionnaire for Directors and Committee members
- Updated bylaws and all Committee's terms of references to reflect current governance best practice
- Completed an assessment of the current Board related to the College's overall Board Competency Framework
- Implemented new mandatory, online pre-orientation program (webinar) for Board nominees

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

Advancing the Enterprise System Project

- **Phase 3 in progress:** developing and implementing the procured Enterprise System

- 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

Building Clarity

Registration policies were reviewed and updated to focus on:
- **plain language**,
- **relevancy,** and
- **diversity**, **equity** and **inclusion**.

All policies are posted on the College website and publicly available to:
- build understanding, and
- ensure transparency.

Consistently Confirming Competency

The College is working with other occupational therapy regulators across Canada to develop a **national framework for confirming competency** when someone has been out of practice.

The framework will describe the expectations and requirements for COTO refresher program to confirm competence when applicants do not meet the currency requirement.

Expected implementation: 2023/2024.

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

Applying a Risk-Based Lens

Completed:
Redevelopment of the new Competency Assessment process

Step 1: Refining Risk
- QA program will select registrants for assessment using a "risk-based" approach.
- Ongoing data analysis informs how risk is determined in occupational therapy practice.
- Using a risk-based approach allows the comprehensive Peer and Practice Assessments to be reserved for those registrants that benefit most from the process including real time coaching.

Step 2: New Peer and Practice Assessment Tool
- Revised Peer and Practice Assessment incorporates the new *Competencies for Occupational Therapists in Canada, 2021.*

Quality Practice
3.1 Occupational therapists are competent, safe, effective and accountable

Ensuring Quality Practice

2021 Annual QA Requirements
eLearning (PREP)
- Ethics and Professionalism, 2021

Compliance Rate
- PREP: 99.3% (October 31, 2021)
- SA: 100% (October 31, 2021)
- PDP: 97% (June 16, 2022)

Peer and Practice Assessments
- Five new peer assessors joined the team

☑ **75 Peer and Practice Assessments completed**

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Ethics and
Professionalism

2021 Prescribed Regulatory Education
Program (PREP)

Addressing Concerns & Complaints

Anyone can complain, and the College takes all complaints seriously. **In all investigations, the College aims to protect and promote the public interest.**

Complaints received: 26
Registrar's investigations initiated: 40

Cases heard by the ICRC: 57 cases
Cases referred to discipline: 1
Disciplinary cases heard: 1
Fitness to practice cases referred: 0
Fitness to practice cases heard: 0

Connecting with Registrants

3 live College webinars

- *Culture, Equity, and Justice in Occupational Therapy Practice*

- 2 webinars for 2022 Board Elections

Total attendees: 239

June 2021 joint webinar with the registrants of 6 health Colleges.

All Things Privacy with health lawyer and privacy expert Kate Dewhirst discussing:

- changes to the *Personal Health Information Protection Act* (PHIPA)
- privacy breaches
- Health Information Custodians
- top privacy questions from regulated health professionals.

Kate Dewhirst
BRINGING THE LAW TO LIFE

A Privacy Update for Regulated Health Professionals

Shhhhh....

Twitter: @katedewhirst
Facebook:
Kate Dewhirst Health Law

Introducing Culture, Equity, and Justice in Occupational Therapy Practice

- Registrants, occupational therapy programs and students, Equity and Indigenous panels and Citizen Advisory Group engaged in development.

- *Culture, Equity, and Justice in Occupational Therapy Practice* resource promoted to registrants via direct email

- 211 participants in April 2022 College webinar to introduce material

Ultimately benefitting the recipients of occupational therapy services

Watch the launch videos on our YouTube Channel
youtube.com/c/CollegeofOccupationalTherapistsofOntario

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

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NEW We have released our "College Response to the Coroner's Report: Deaths from Power Recliner Lift Chairs" ➡️ coto.org/news/2022-coll...

This is a practice resource for #OccupationalTherapists that highlights the risks and benefits associated with power recliner lift chairs.

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College Response to the
Coroner's Report
Deaths from Power Recliner Lift Chairs

Supporting Best Practice

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

New, updated, or revised materials in 2021/2022
- College Response to the *Coroner's Report: Deaths from Power Recliner Lift Chairs*, 2022
- Virtual Services
- Medical Assistance in Dying
- Decision-making Framework
- Culture, Equity, & Justice in Occupational Therapy Practice
- Standards for Practice *(Not finalized: in consultation)*

Developing the New Standards of Practice

The proposed Standards reflect emerging best practice: more **simplified, principle-based, regulatory documents**. We have:

- removed redundancies,
- enhanced consistency,
- used clearer language for the public,
- integrated the new *Competencies for Occupational Therapists in Canada*, ACOTRO, ACOTUP, CAOT (2021) and culture, equity, and justice practice expectations.

The College of Occupational Therapists of Ontario   May 2022

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Consultation
Standards for Practice

Standards for Practice Consultation
Share your feedback on the draft Standards for Practice by June 30

We invite you to provide your input! Over the past year, the College Practice Team has updated and streamlined the Standards for Practice. The new draft Standards for Practice are now ready for feedback.

We want to hear from occupational therapists, stakeholders, and the public about the proposed changes. The new Standards for Practice will impact every occupational therapist in Ontario, regardless of practice area.

Settle in, grab a coffee, and share your feedback on this important consultation:

https://www.research.net/r/PTCQK2L
Please respond by June 30, 2022.

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

Consulting on Changes to Psychotherapy Resources

Goal: Create or revise psychotherapy resources to enhance safe, competent and ethical practice.

Gathered input from occupational therapists who support clients with their mental health and wellness, or those who have a curiosity about the role of occupational therapy in psychotherapy.
- 285 registrants responded to June 2021 survey
- psychotherapy panel struck to inform changes
- other Colleges whose registrants have the authority to perform psychotherapy provided input

Outcome:
- Standards for Psychotherapy revised and included in Standards for Practice consultation *(May 2022)*
- Supplemental resources to be updated to align with new Standards for Practice

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

Delivering Public Health Guidance

Supporting Stakeholders
College's **COVID-19 Task Force** worked together to develop messaging, resources, and support for registrants.
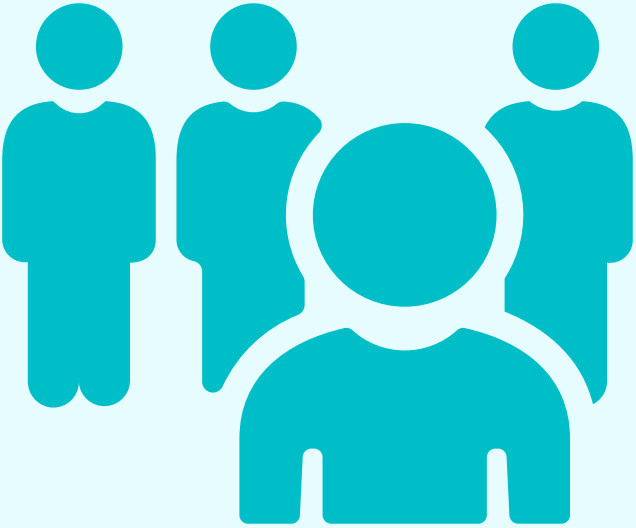
Clarifying Direction
Collaboration with HPRO rehabilitation Colleges about guidance and the application of Ministry of Health Directives

Registrants shared appreciation for timely updates and consistent public health messages on vaccinations, school guidance, redeployment, patient transfers, and more.

System Impact
4.1 The College is a collaborative, effective regulatory leader

Leading Regulatory Practice Provincially and Nationally

- Registrar serving as Vice President & Acting Chair of **Health Profession Regulators of Ontario** (HPRO)

  - Registrar serving as President of the **Association of Colleges of Occupational Therapy Regulators** (ACOTRO)

  - Registrar also involved with:
    - Oversight Committee of **Substantial Equivalency Assessment System** (SEAS) Program for internationally educated occupational therapists (IEOTs) and,
    - SEAS Human Resources

  - Registrar serving on OT Competency Coordinating committee which is facilitating the national rollout of the *Competencies for Occupational Therapists in Canada*

System Impact
4.1 The College is a collaborative, effective regulatory leader

Building Effective Processes Together

Association of Colleges of Occupational Therapy Regulators (ACOTRO)
- Partnership ensures the ongoing delivery of the Substantial Equivalency Assessment Program for internationally educated occupational therapists (IEOTs)

  - Ensures that all IEOTs have a fair and consistent assessment of their credentials and competencies and gap filling opportunities are available.

- New virtual practice policy to clarify regulatory processes for OTs working virtually in Ontario from another province
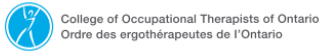
Canadian Association of Occupational Therapists (CAOT)
- Participated in the **Exam Oversight Committee** to ensure exam policies are fair and clear, and working together to ensure the agreements are up to date and adhered to

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Culture, Equity, and Justice
in Occupational Therapy Practice

Supporting Indigenous Community and Diversity, Equity and Inclusion

Indigenous Insights and Equity Perspectives Panels

- 9 OTs form the Indigenous Insights Panel; 3 meetings held
- 13 OTs form the Equity Perspectives Panel; 3 meetings held

Topics include policies, standards, the *Culture, Equity, and Justice* document, new Standards for Practice, and scenarios for upcoming *Competencies for Occupational Therapists* national eLearning module.

Both Panels provided input of great value.
Collaboration and conversation continue to evolve as we actively seek diverse input and perspectives.

Increasing Access and Continuity of Care

College position changed effective June 1, 2021 to address need for alternatives to in-person services.
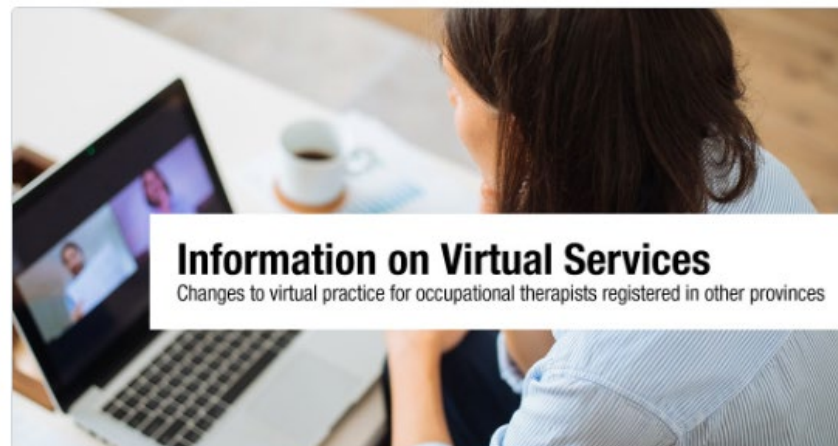
Virtual Services:
- enable continuity of care when a client or occupational therapist is not in the same province

- ensure access to occupational therapy services for clients in Ontario

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In case you missed it: Effective June 1st, occupational therapists registered in other provinces can now provide virtual services to clients in Ontario based on the registration in the province where the therapist is located.

Learn more: coto.org/news/new-infor...
#VirtualPractice

Information on Virtual Services
Changes to virtual practice for occupational therapists registered in other provinces

Launching National Competencies

Competencies for Occupational Therapists in Canada
- Released December 1, 2021 and in effect November 2022

- Resources to support the new *Competencies* will continue to roll out over the coming months
  - Culture Equity & Justice (web content, webinar, Q & A)
  - New Standards for Practice consultation
  - PREP (topic of national eLearning module is new *Competencies*)

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