

Fair Registration Practices Report

Registered Psychotherapists (2017)

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

This Fair Registration Practices Report was produced as required by:

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

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1. Qualitative Information

a) Requirements for registration, including acceptable alternatives

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

No changes this year

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

No changes this year

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

No changes this year

b) Assessment of qualifications

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

No changes this year

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

No changes this year

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

No changes this year

c) Provision of timely decisions, responses, and reasons

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

CRPO hired three contract decision and reason writers.

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

Having more decision and reason writers improved the timeline for applicants to receive panel decisions after their application had been referred to panel.

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

The contract decision and reason writers reduced the queue following panel review and contributed to the provision of timely decisions, responses and reasons.

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

No changes this year

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

No changes this year

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

No changes this year

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

1. The grandparenting route to registration ended March 31, 2017. The College of Registered Psychotherapists of Ontario received over 2,400 applications between January 1, 2017 and March 31, 2017.
2. To process applications in a timely and efficient manner, CRPO adopted the following three-step approach:
 - 1) If a staff member has questions after the first review of the application, they will send a detailed message to the applicant through the Member Management System addressing the concerns.
 - 2) If more information is required after receiving the response, a staff member will follow-up for a second and final time.
 - 3) If a substantive response is not received within three months of the date of the second request for clarification, or the two attempts fail to result in satisfactory information, the application may then be referred to a panel of the Registration Committee for further consideration and possible refusal.
3. CRPO increased the number of staff working on the applications that were being referred to a panel of the Registration Committee.
4. Registration Committee: The total number of applications that were referred to a panel of the Registration Committee for review increased from 58 in 2016 to 246 in 2017. To manage this increased volume and reduce the waiting period for applicants, CRPO implemented the following changes:
 - The meeting schedule for panels increased to a frequency of two per month.
 - The panels increased the number of files reviewed at each meeting.
 - Staff conducted a comprehensive review of panel procedures and materials to streamline the workload of panel members.
5. The 2017-18 Registration Renewal form was available to Members in mid-January 2017. In comparison, the form was available one month later (mid-February) in 2016.

6. In December 2017, CRPO began offering the option of an application fee refund to applicants who were referred to a panel of the Registration Committee.

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

1. Grandparenting was a time-limited, alternate route to registration that allowed established practitioners in Canada with appropriate education, training and clinical experience to apply for membership as a Registered Psychotherapist (RP), without having to write the Entry-to-Practice Registration Examination.

As of April 1, 2017, the main route for registration with CRPO is through the regular route.

The increased volume of applications between January 1, 2017 and March 31, 2017 increased application processing times. Therefore, the waiting period for applicants to receive a result increased.

2. Applicants had defined timelines for responding to inquiries. With this change, an increase in the waiting period for applicants was avoided.

3. The increase in staff decreased the queue of applications waiting for review. With this change, an increase in the waiting period for applicants was avoided.

4. The increased frequency of Registration Committee Panel meetings and number of files reviewed at each meeting reduced the queue of applications that had been referred to panel. With this change, an increase in the waiting period for applicants was avoided.

5. Having the 2017-18 Registration Renewal form available to Members one month earlier gave Members more time to submit their renewal forms and avoid late penalties.

6. In 2017, 11 applicants withdrew their application and received a refund.

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

1. The substantial number of applications received between January 1, 2017 and March 31, 2017 added to the workload of College staff and increased the queue of applications awaiting review. Those increases added to the time required for processing applications.

With the end of the grandparenting route to entry, applications are submitted through the regular route. The volume of applications has lessened and become more predictable. This allows staff to better manage workflow and provide more timely decisions.

2. Delays caused by non-responsive applicants were reduced.

3. Having more staff working on doubtful applications increased the number of applications being processed and reduced the queue of files waiting for review.

4. Registration Committee changes

- Staff and panel members had increased workloads to prepare/review materials for two meetings per month.
- Staff and panel members had increased workloads to prepare/review the increased number of files reviewed at each meeting.
- Panel materials were streamlined/improved in an effort to reduce the amount of time spent preparing for meetings and to focus panel discussions.

Overall, the three changes listed above resulted in an increase in the number of applications being reviewed and reduced the queue of files referred to panel.

5. As a result of making the 2017-18 Registration Renewal form available one month earlier, more members met the renewal deadline.

6. In 2017, 11 applicants withdrew their application and received a refund of their application fees. As more applicants choose to receive a refund, processing times and the queue of applications going to panel will likely be reduced.

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

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

No changes this year

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

No changes this year

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

No changes this year

g) Resources for applicants

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

1. A new website was launched in November 2017.
2. A new document, *Regular Route Registration Guide: General Information and Guidelines for Completing Your Application for Regular Route Registration*, was developed merging registration guidelines and instructions on completing applications.

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

1. New website

- The new website is more accessible and user-friendly.
- Information for applicants is easier to find and has been reviewed so it is current and up-to-date.
- Resources for new applicants provide clarity and answer common questions.

2. The new *Regular Route Registration Guide* provides information on the requirements and process for becoming a Registered Psychotherapist as well as detailed instructions on how to complete an application. It merges information from multiple documents and website content into one comprehensive guide, making it easier for applicants to find the information they need and follow a step-by-step guideline for completing the application.

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

College staff was able to more efficiently address registration-related inquiries and could refer potential applicants to the new website in order to reduce further inquiries. This allowed for a greater proportion of staff time and resources to be allocated towards application processing and membership services.

h) Review or appeal processes

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

No changes this year

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

No changes this year

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

No changes this year

i) Access to applicant records**i. Describe any improvements / changes implemented in the last year.**

No changes this year

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

No changes this year

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

No changes this year

j) Training and resources for registration staff, Council, and committee members**i. Describe any improvements / changes implemented in the last year.**

In 2017, registration staff members attended the following training sessions:

- 1) Effective Decision Writing for Administrative Adjudicators, The Society of Ontario Adjudicators and Regulators (SOAR) - attended by three registration staff members.
- 2) Cultural Differences Workshop Part 1, Ontario Regulators for Access Consortium (ORAC) - attended by the Registrar plus four registration staff members.
- 3) Business Writing, Online-learning.com - online course completed by four registration staff members.

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

- 1) The registration staff members who completed the Effective Decision Writing for Administrative Adjudicators training revised the template used for decision and reasons documents to make them less repetitive and easier to read for the applicants. Staff has also been able to assist with drafting decision and reasons documents to apply other concepts learned from this training. Applicants are positively impacted because the decision and reasons documents they receive focus on using plain language, are more concise, and provide more detail about the reasons for the panel's decision.
- 2) Through the completion of the Cultural Differences Workshop Part 1, registration staff members are able to ensure open, transparent and fair registration practices for all applicants.
- 3) Registration staff member's completion of the Business Writing course positively impacts applicants by ensuring written communication is clear and professional.

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

- 1) The registration staff members who completed the Effective Decision Writing for Administrative Adjudicators training are able to confidently oversee the decision writing process and assist the panel with providing clear decision and reason documents to applicants. Clearer decision and reason documents may, in some cases, reduce the likelihood of an appeal and prevent additional work for staff.

2) The completion of the Cultural Differences Workshop Part 1 ensures better oversight and that best practices are followed.

3) Through the completion of the Business Writing course, registration staff members are apply their learning to assist with preparing various types of written material for meetings and review processes.

k) Mutual recognition agreements

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

No changes this year

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

No changes this year

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

No changes this year

l) Other (include as many items as applicable)

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

No changes this year

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

No changes this year

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

No changes this year

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

No changes this year

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2. Quantitative Information

a) Languages

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

Language	Yes/No
English	Yes
French	Yes

Other (please specify)

Additional comments:

b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	537
Female	2234
None of the above	0

Additional comments:

c) Gender of members

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

Gender	Number of Members
Male	1162
Female	4635
None of the above	0

Additional comments:

d) Jurisdiction where applicants obtained their initial education

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

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			U.K. 13 Iran 12 India 11 Argentina 1 Australia 5 Bangladesh 1 Brazil 3 China 3 Colombia 2 Egypt 1 Ireland 1 France 1 Germany 2 Israel 1 Italy 2 Jordan 1 Korea, Republic Of 1 Moldova, Republic Of 1 Mexico 3 Pakistan 5 Poland 1 Serbia 2 Romania 2 Philippines 3 Russia 8 S. Africa 6 Somalia 1 Spain 3 Switzerland 4 Trinidad 1 Turkey 1 Venezuela 1 Total 103		
1076	264	141		1187	2771

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

Additional comments:

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

Indicate the number of applicants who became registered members in the reporting year by the jurisdiction where they obtained their initial education¹ in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
1001	229	131	Argentina 1 Australia 5 Bangladesh 1 Brazil 3 China 3 Colombia 1 Egypt 1 Ireland 1 France 1 India 11 Iran 11 Italy 2 Korea, Republic Of 1 Moldova, Republic Of 1 Mexico 3 Pakistan 3 Poland 1 Serbia 2 Romania 2 Philippines 3 Russia 8 S. Africa 4 Somalia 1 Spain 2 Switzerland 4 Trinidad 1 U.K. 9 Venezuela 1 Total 87	22	1470

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

Additional comments:

f) Jurisdiction where members were initially trained

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

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
3871	850	629	Afghanistan 1 Albania 1 Argentina 6 Australia 16 Barbados 1	88	5797

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Belgium 1		
			Bangladesh 2		
			Belarus 1		
			Brazil 7		
			Sri Lanka 1		
			China 10		
			Chile 1		
			Colombia 3		
			Dominican Republic 3		
			Egypt 1		
			Ireland 5		
			El Salvador 1		
			France 7		
			Georgia 1		
			Germany 3		
			India 34		
			Iran 37		
			Israel 8		
			Italy 2		
			Iraq 1		
			Japan 1		
			Jamaica 5		
			Jordan 2		
			Kenya 1		
			Korea, Republic Of 4		
			Lebanon 2		
			Moldova, Republic Of 1		
			Mexico 12		
			Malaysia 1		
			Netherlands 2		
			New Zealand 2		
			Peru 1		
			Pakistan 13		
			Poland 8		
			Portugal 1		
			Serbia 3		
			Romania 7		
			Philippines 10		
			Russia 17		
			S. Africa 9		
			Senegal 1		
			Singapore 1		
			Somalia 1		
			Spain 8		
			Switzerland 24		
			Trinidad 1		
			Turkey 3		
			U.K. 56		
			Ukraine 5		
			Uruguay 1		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Venezuela 2		
			Total 359		

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

Additional comments:

g) Applications processed

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

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

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	1076	264	141	103	1187	2771
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	0	0	0	0	0	0
Inactive applicants (applicants who had no contact with your organization in the reporting year)	0	0	0	0	0	0
Applicants who met all requirements and were authorized to become members but did not become members	2	0	0	3	0	5
Applicants who became FULLY registered members	1568	340	183	206	0	2297
Applicants who were authorized to receive an alternative class of licence ³ but were not issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence ³	260	101	41	11	4	417

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

Additional comments:

h) Classes of certificate/license

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

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

#	Certification	Description
a)	Registered Psychotherapist	Description (a)
		Full Member who has met all registration requirements
b)	Registered Psychotherapist (Qualifying)	Description (b)
		Member who has met minimum requirements for registration. Must practise with Clinical Supervision and pass the Registration Examination.
c)	Registered Psychotherapist (Inactive)	Description (c)
		A Member who intends to take an extended period of leave from his/her psychotherapy practice but wishes to maintain membership with the College.
d)	Registered Psychotherapist (Temporary)	Description (d)
		Members of a statutory regulatory body that regulates psychotherapy in another jurisdiction, who have a temporary offer of employment as a psychotherapist in Ontario.

Additional comments:

i) Reviews and appeals processed

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

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

from January 1 st to December 31 st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	175	29	23	15	4	246
Applicants who initiated an appeal of a registration decision	14	0	2	0	0	16
Appeals heard	4	1	1	0	0	6
Registration decisions changed following an appeal	0	0	0	0	0	0

Additional comments:

j) Paid staff

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

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

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

Category	Staff
Total staff employed by the regulatory body	21
Staff involved in appeals process	4
Staff involved in registration process	12

Additional comments:

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3. Submission

I hereby certify that:

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

Deborah Adams

Title:

Registrar

Date:

2018/02/28

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