

DOMAIN	PRIORITY	GOAL	OBJECTIVE	DELIVERABLE	BACKGROUND (for Council)
Trusted authority	build CRPO's presence as a trusted authority for issues related to safe, ethical and competent psychotherapy care	<ul style="list-style-type: none"> <li>- recognized as a leader</li> <li>- the first source for all issues related to Registered Psychotherapists among health professions, the public, government, the media and other stakeholders</li> <li>- an exemplar of fostering professional competency and standards of practice</li> </ul>	1. continue to strengthen the practice of psychotherapy through clearly defined standards, continuing competence requirements and support for excellence in practice	<ul style="list-style-type: none"> <li>-8 Peer Circles program sessions offered across province</li> <li>-Comprehensive review of Professional Practice Standards cycle started</li> </ul>	Peer circles program will be developed and, working in cooperation with professional associations and education and training programs, rolled out to a minimum of six sites across the province, providing support and skills-building for RPs in the areas of ethical decision-making and familiarity with CRPO's standards. The QA committee will be developing a
			2. Create public outreach to build understanding about psychotherapy and make CRPO more visible and accessible	<ul style="list-style-type: none"> <li>-4 Public consultation focus groups held across province</li> </ul>	Public consultations, held in the form of focus groups, will be held in four sites across the province. Focus group participants will be comprised of clients of RPs and other engaged members of the public (such as public ombudspersons or psychiatric advocates). Focus groups will be an information exchange, bringing forward questions in order for CRPO to learn more
			3. Cooperate with other stakeholders to build knowledge about and access to psychotherapy as a regulated profession	<ul style="list-style-type: none"> <li>-Pan Canadian Regulatory group meeting hosted</li> <li>- Joint presentations made with mental health provider associations for their members and for CRPO council</li> </ul>	Ongoing dialogue with mental health provider associations and education programs about areas of shared interest; continuing the ongoing dialogue with the psychotherapy regulators in other Canadian provinces; consultation with RPs across the sector in
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Clear communications	further develop communications to support clear, transparent and dynamic interaction with stakeholders	<ul style="list-style-type: none"> <li>-active communication with public, registrants, government and other stakeholders</li> <li>- focus on ensuring communications with public and registrants support their experience of CRPO as open, transparent and accessible</li> <li>- public will know where to locate information about RPs and how to access CRPO</li> <li>- registrants will report clarity about the role and purpose of CRPO, will feel their modality of</li> </ul>	1. Develop effective communication initiatives based on assessment of public need for information	<ul style="list-style-type: none"> <li>- Communications plan launched using social media, earned media, Facebook ads, and targeted website revisions</li> <li>- Complaints form revised to enhance accessibility for public</li> </ul>	Developing a communications plan for 2020 - 2021 involving outreach to the public, registrants and stakeholders. Components will include social media, earned media, Facebook ads, and the website using a combination of videos, graphics and short and effective messaging. Revising the complaints form to make it more accessible based on the recommendations of
			2. Strengthen communications with registrants to ensure clarity and transparency to build trust and a better understanding of regulatory requirements	<ul style="list-style-type: none"> <li>- 6 Town Hall meetings held across province</li> </ul>	Holding six town halls across Ontario to meet with registrants and provide updates on the latest in policy developments and workplans, including our move to right-touch based regulation. One town hall will be video

		work is respected and valued, and will recognize CRPO as a supportive resource for good practice - CRPO and registrants will both recognize their shared goal of maintaining excellent practice to build public trust	3. Actively participate in efforts to create useful dialogue with stakeholders across Ontario's mental health sector	-Annual meetings hosted: - Education and training programs - Professional associations - Mental health provider associations	Relationship built with system stakeholders (e.g., CMHA, AMHO, CMHO, CHLIA) with presentations to CRPO Council about the current state of the mental health sector in Ontario and to stakeholders (education and training programs, professional associations) on the regulatory landscape for RPs; reaching out to mental health organizations to find
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Effective infrastructure	strengthen operational and governance infrastructure	- governance practices, technology and information resources that will foster a culture of growth, continual improvement, adaptability and responsiveness to the public, registrants and other stakeholders, while meeting all legislative accountability requirements	1. Continue to cultivate excellence, accountability and responsiveness among Council and committee members through professional development and policy guidance	- Council governance reform initiative completed - Enhanced Council onboarding and ongoing professional development program in place	Completing the Governance Reform Initiative started in 2019, under the Executive Committee's stewardship, to include internal risk management and regulator risk management frameworks Implementation of an enhanced training program for Council and committee members, including presenting a mix of learning methods (self-study, one-on-one, video presentations, readings) in order to
			2. Foster diversity and inclusion among staff, Council and registered psychotherapists	-Council, Committee and Panel competency matrices developed and in use for committee and non-elected appointments processes - focus on Indigenous practitioners and communities serving high proportion of immigrant clients	Competency matrix developed and used to recruit non-elected Council appointees; continue outreach to District 6, where a high concentration of South Asian members of the public live with relatively few RPs; attendance at the Indigenous Health Conference. CRPO has a policy in place to ensure hiring processes are free from discrimination.
			3. Implement effective governance and risk-management frameworks across all operational and regulatory functions	-Internal risk management framework in place - Regulatory risk management framework in place and tools shared with stakeholders	Internal enterprise risk management framework in place for operational matters, including HR policy review, etc. and Executive Committee educated about its use to support them in their oversight role of College operations. Regulatory risk management framework under development for regulatory functions, using the newly-developed regulatory objectives as vision for the framework, allowing all Council materials to articulate

4. Measure progress through strategic planning, risk assessment and key performance indicators	- Annual report published using Key Performance Indicator framework to report on strategic priorities and broader regulatory mandate -Council and Committee evaluation program developed	Key performance indicators identified and incorporated into reporting to stakeholders on operational and regulatory progress. Council and committee evaluation framework developed and in place to support improvement of regulatory outcomes and ensure transparency in reporting to public and
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Strong system partnerships	collaborate with other system partners to contribute to better access to mental health services	- build collective best practices - advocate for changes that will strengthen regulated health professions and improve public access and experience with mental health services	<p>1. Build on existing stakeholder relationships to:</p> <ul style="list-style-type: none"> <li>- define and foster leadership in regulatory excellence</li> <li>- create collective solutions to allow alignment in addressing concerns with mental health service provision</li> </ul> <p>2. Engage with the Ministry of Health to provide useful and timely information and advice about Registered Psychotherapy and the mental health system</p> <p>3. Formalize work of recognizing, reporting on and adapting to changes in the practice environment to support health system improvement</p>	<ul style="list-style-type: none"> <li>- Continued collaboration with the Colleges whose members have the authority to perform the controlled act of psychotherapy</li> <li>- Active participation with Health Professions Regulators of Ontario network</li> <li>- Support for development of Pan Canadian Psychotherapy Regulator group</li> </ul> <ul style="list-style-type: none"> <li>-Annual completion of Health Professions Database Submission (with continuing emphasis on need for revised gender reporting)</li> </ul> <ul style="list-style-type: none"> <li>-Regulatory risk framework results used to identify and report potential harm to RP clients and the wider public.</li> </ul>	<p>Ongoing work to clarify requirements and restrictions to clinical supervision of the controlled act with relevant controlled act colleges, leading to effective communication with registrants, clinical supervisors and education and training programs. Work with HPRO on shared issues of public appointee competency, the Ministry's College Performance Management Framework and RHPA modernization. Support for other regulated provinces and provinces seeking to regulate through</p> <p>Completion of the HPDB allows CRPO to report on the RP workforce. Efforts to see revisions to allow a third gender option will continue since this change has not been implemented. Other ad hoc opportunities will be taken to communicate around specific</p> <p>Recognizing this is a period of heightened response to sexual abuse, adapting to this by working with HPRO and other health colleges around building excellent Council, committee and staff training into receiving, investigating and holding trauma-informed hearings into sexual abuse that minimize the risk of re-</p>