

**Fostering Excellence, Trustworthiness and Accessibility:
CRPO Strategic Plan 2023 – 2026**



Priority: Build CRPO’s presence as a trusted authority for psychotherapy

Goal: CRPO will be recognized as a leader in ensuring the value of psychotherapy, its role in the mental health system, and what constitutes safety, competence and quality in psychotherapeutic practice and excellence in regulatory oversight. CRPO will be the first source for all issues related to Registered Psychotherapists among health professions, the public, government, the media and other stakeholders, and will be recognized as an exemplar of fostering professional competency and standards of practice.

Objectives:

- Continue to strengthen the practice of psychotherapy through clearly defined standards, continuing competence requirements and support for excellence in practice
- Create public outreach to build understanding about psychotherapy and make CRPO more visible and accessible
- Cooperate with other stakeholders to build knowledge about and access to psychotherapy as a regulated profession

Priority: Further develop communications to support clear, transparent and dynamic interaction with stakeholders

Goal: CRPO will be in active dialogue and communication with the public, registrants, government and other stakeholders. A focus on ensuring communications with the public and registrants will support their experience of CRPO as open, transparent and accessible. The public will know where to locate information about Regulated Psychotherapists and how to access CRPO to respond to questions and address concerns about care. Registrants will report clarity about the role and purpose of CRPO, will feel their modality of 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.

Objectives:

- Develop effective, proactive communication initiatives based on assessment of public need for information
- Strengthen communications with registrants, with a focus on the College's commitment to fairness, due process and a trauma informed approach, to ensure clarity and transparency and to build trust and a better understanding of regulatory requirements
- Actively participate in efforts to create useful dialogue with stakeholders across Ontario's mental health sector

Priority: Strengthen operational and governance infrastructure

Goal: CRPO will have 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.

Objectives:

- Continue to cultivate excellence, accountability and responsiveness among Council and committee members through professional development and policy guidance
- Foster diversity and inclusion among staff, Council and registered psychotherapists
- Implement effective governance and risk-management frameworks across all operational and regulatory functions
- Measure progress through strategic planning, risk assessment and key performance indicators

Priority: Collaborate with other system partners to contribute to better access to mental health services

Goal: Through collaboration with other system partners, we will build collective best practices, and advocate for changes that will strengthen regulated health professions and improve public access and experience with mental health services.

Objectives:

- Build on existing relationships among the Colleges whose members have the authority to perform the controlled act of psychotherapy, the Health Professions Regulators of Ontario network and other Canadian psychotherapy regulators to:
 - define and foster leadership in regulatory excellence
 - create collective solutions to allow alignment in addressing concerns with mental health service provision
- Engage with the Ministry of Health to provide useful and timely information and advice about Registered Psychotherapy and the mental health system
- Formalize work of recognizing, reporting on and adapting to changes in the practice environment to support health system improvement