

COUNCIL AGENDA

Date: Friday, January 24, 2020
Time: 9:30 a.m. to 12:00 p.m.
Location: 375 University Avenue, Suite 803; Boardroom
Chair: Shelley Briscoe-Dimock, President

	Time	Item	Materials	Pg#	Action	Presenter
WELCOME & INTRODUCTIONS						
1.	9:30	Welcome and Opening Remarks			Information	S. Briscoe-Dimock
2.	9:35	Approval of Agenda	1. Draft Agenda	1-3	Decision	S. Briscoe-Dimock
3.	9:37	Conflict of interest declarations				S. Briscoe-Dimock
DISCUSSION & DECISIONS						
4.	9:40	<u>Update: Governance Reform Initiative</u> <i>Council is being asked to review and approve the draft regulatory objectives for adoption.</i>	1. Briefing Note 2. Draft Regulatory Objectives	4-6	Discussion, decision	S. Briscoe-Dimock / D. Adams
5.	10:05	<u>Posting Registration History to the Public Register</u> <i>Council is being asked to review the briefing note and the public consultation feedback and make a decision regarding the proposed by-law changes.</i>	1. Briefing Note 2. Public consultation feedback	7-12	Discussion, decision	S. Briscoe-Dimock / M. Pioro
6.	10:15	<u>Work Plan Development</u> <i>Council will be briefed on the development of workplans for fiscal 2020 – 2021.</i>	1. Briefing Note	13	Information, discussion	S. Briscoe-Dimock

7.	10:25	CRPO Outreach <i>Council will be updated on initial planning for outreach through town hall meetings, public focus groups and registrant Peer Circles.</i>			Discussion	S. Briscoe-Dimock / D. Adams
8.	10:45	Council & Committee Appointments <i>Council is being asked to ratify a decision brought forward by the Executive Committee to appoint two newly elected/appointed members of Council to committees.</i>	1. Briefing Note 2. Updated Council & Committee Composition	14-17	Decision	S. Briscoe-Dimock
9.	10:50	Election of Officers <i>This election of officers by-election is being conducted to fill a public member at large vacancy on the Executive Committee.</i>	1. Briefing Note	18-19	Decision & motion	S. Briscoe-Dimock
BREAK (11:05-11:15)						
INFORMATION ITEMS						
10.	11:15	Registrar's Report	1. Registrar's Report to Council 2. CRPO website performance stats	20-31	Information	D. Adams
11.	11:20	Council Question Period			Information	S. Briscoe-Dimock
Consent Agenda: Consent agenda items are non-controversial or routine items that are discussed at every meeting. Council members seeking clarification or asking questions regarding consent agenda items must be directed to the President prior to the meeting. Consent agenda items can be moved from the consent agenda to regular discussion items if required. The Consent agenda will be approved under one motion.						
12.	11:25	Draft Council Minutes November 21, 2019	1. Draft Council Minutes November 21, 2019	32-38		
13.		Committee Reports	1. Client Relations 2. Discipline 3. Examination	39-49		

			4. Executive 5. Fitness to Practise 6. Inquiries, Complaints & Reports 7. Quality Assurance 8. Registration			
<p>IN CAMERA the Council may exclude the public from any meeting or part of a meeting if it is satisfied that,</p> <p>(a) matters involving public security may be disclosed; (b) financial or personal or other matters may be disclosed of such a nature that the harm created by the disclosure would outweigh the desirability of adhering to the principle that meetings be open to the public; (c) a person involved in a criminal proceeding or civil suit or proceeding may be prejudiced; (d) personnel matters or property acquisitions will be discussed; (e) instructions will be given to or opinions received from the solicitors for the College; or (f) the Council will deliberate whether to exclude the public from a meeting or whether to make an order under subsection (3).</p>						
14.	11:30	2020-2021 Expense Budget	Provided in camera		Motion to move in camera	J. Falkenburger
	12:00	ADJOURNMENT			MOTION	
		Next Meetings: <ul style="list-style-type: none"> • March 27, 2020 • May 28, 2020 • August 20, 2020 • October 1, 2020 • November 20, 2020 				

Briefing Note for Council

Meeting Date:	January 24, 2020
Agenda Item #	4
Issue:	Governance Reform Initiative: Regulatory Objectives
Attachment(s):	Draft Regulatory Objectives
References:	-
Action:	Information <input checked="" type="checkbox"/> Discussion <input checked="" type="checkbox"/> Decision <input checked="" type="checkbox"/>
Staff Contact:	D. Adams
Submitted by:	Executive Committee

Purpose & Public Interest Rationale:

Regulatory objectives are the specific and measurable efforts needed to attain that goal.

Establishing and communicating regulatory objectives allows a regulator to tell registrants and the public both what they do and how they do it. Stated objectives support accountability within a right-touch approach: if an initiative cannot be measured against the one of the objectives, it likely should not be undertaken.

Background:

At its November 2019 meeting, Council reviewed the summary results of an exercise they completed at the September 2019 strategic planning day. This exercise required members to consider the mandate and scope of the work of Council and make a first attempt at the articulation of objectives that would assist in assessing and describing the efficacy of that work. Council directed the Executive Committee to use the summary results to draft regulatory objectives for their review. Once adopted, these objectives will be used across CRPO Council and committee work to ensure alignment with the RHPA mandate and Council-identified strategic priorities.

The Executive Committee reviewed the attached regulatory objectives and is recommending them to Council for adoption.

Next Steps:

Once adopted, the regulatory objectives will be published as part of the governance work being done and will be used by staff in framing Council and committee agenda items.

DRAFT CRPO Regulatory Objectives

1. Serve and protect the interest of the public

The College of Registered Psychotherapists of Ontario's (CRPO) mandate is public protection. This obligation to Ontarians begins with ensuring the safety of individuals receiving care from a Registered Psychotherapist but, in keeping with the client and family-centred¹ approach to care, it extends to the protection of the well-being of family members of those accessing services.

By establishing rigorous entry-to-practice competency requirements and requiring active, ongoing participation in quality assurance and professional development activities, CRPO plays a proactive role in ensuring that RP's have the needed knowledge, skills and clinical judgement to practice safely. By providing barrier-free access to the complaints and reports process for clients, their families and other professionals, CRPO ensures that it can respond in an appropriate and timely manner to concerns about the competence or conduct of an RP.

2. Promote confidence in professional regulation

The authority and mandate of CRPO is drawn from the *Regulated Health Professions Act*, 1991, the *Psychotherapy Act*, 2007 as well as the regulations under it and the ensuing standards, guidelines and policies set by CRPO. Working within this framework to ensure that the College complies with its mandate and the law, Council acts in a manner that embodies and promotes excellence in professional regulation.

By acting in a way that promotes confidence in professional regulation, CRPO upholds the reputation, integrity and independence of the profession. In holding RPs accountable to standards and a code of ethics, CRPO also fosters public trust in the profession.

3. Regulate in a transparent, principled, proportionate, unbiased, proactive manner

Above all else, CRPO will carry out all its core work in a manner that complies with good regulation principles and instils both public and registrant confidence in regulation. CRPO's Council has adopted a right touch/risk-based approach to regulation. This framework is geared toward ensuring both efficacy and efficiency by ensuring that the level of regulation is proportionate to the level of risk to the public.

By promoting standards of competence and conduct, by taking action where these standards are breached, and through quality assuring professional development, CRPO supports professionalism and protects the public interest. CRPO does not seek to address all aspects of risk, rather it works proactively to evaluate and mitigate the potential for harm, using regulatory measures that support positive behaviour change and the exercise of professional judgement among RPs.

¹ https://ontario.cmha.ca/wp-content/uploads/2006/11/caring_together_2006.pdf

4. Promote equality, diversity and inclusion in the provision of psychotherapy services

Discrimination that persists in the provision of health care and social services in Ontario creates barriers to access to mental health care. In particular, these biases can negatively affect individuals from racialized communities, those with low-income, the elderly, members of the LGBTQ community and those with mental illness.

By engaging with the public, registrants and other stakeholders, CRPO works toward freedom from discrimination through the promotion of diversity and inclusivity in psychotherapy education and practice. Holding RPs to standards that respect the diversity and dignity of all persons ensures that they can competently and respectfully serve individuals and families from across the diverse spectrum of age, race, culture, background, sexual orientation and gender identity.

5. Promote access to mental health services within the system

There is an increasing acknowledgement of the difficulties that many Ontarians face in accessing needed mental health services. CRPO is aware that barriers to access to care with RPs exist across the province for a variety of reasons. When considered in relation to ability to receive needed mental health services, the importance of the psychotherapeutic relationship and the benefits of continuity of care, these barriers constitute a risk of harm to the public.

By effectively regulating RPs, CRPO ensures that qualified individuals are authorized and available to practice, that they maintain their competence and that any issues with competence or conduct are addressed promptly and appropriately. This allows stakeholders in the health care system to be confident in the quality of care provided by RPs and supports leveraging the growing number of RPs within the system broadly, resulting in improved access to appropriate continuity of care with providers and in the setting of choice.

Testing initiatives against objectives

As a practical tool, using a series of questions – in conjunction with regulatory objectives - is one way of determining to what degree any initiative measures up against the public interest mandate.

- A. Does it relate to the College's statutory objects?
- B. Does it further one of the regulatory objectives?
 - I. Is it being done transparently?
 - II. Who is the primary beneficiary of the initiative?
 - III. Would this better fit into another's mandate (for example, a professional association)?
 - IV. Who would be unhappy with the initiative? Why?
 - V. How would it look in news or social media?
 - VI. How would our accountability bodies (for example, the Fairness Commissioner) respond?

Briefing Note for Council

Meeting Date:	January 24, 2020
Agenda Item #	5
Issue:	Registration History on Public Register
Attachment(s):	Public consultation results
References:	CRPO by-laws, article 21.08(vi)
For:	Information <input type="checkbox"/> Discussion <input type="checkbox"/> Decision <input checked="" type="checkbox"/>
Staff Contact:	M. Pioro
Submitted by:	Executive Committee

Purpose & Public Interest Rationale:

Publishing registration history on the College’s public register increases transparency. It also promotes access to care by providing the public with up to date information regarding an individual registrant’s history with the College including lapses that have occurred due to non-payment of fees, and the relevant dates of the membership lapses that may affect insurance coverage. This can allow third party payers to verify whether a registrant was in good standing at the time client service was provided.

Background:

At the March 1, 2019 Council meeting, Council approved circulating the following proposed by-law amendments for public consultation, that would publish a registrant’s registration history with the College on the public register (including suspensions for non-payment of fees):

Amending article 21.08(vi) by adding “and membership was terminated on or before [Date of Enactment of By-law]” after “non-payment of fees”; and

Enacting as article 21.08(xxiii), “the classes of certificate of registration held by the member and the date on which each certificate was issued.”

The public consultation concluded on May 7, 2019 and 29 responses were received. The survey [results can be found here](#).

The consultation results were brought forward to Council at their June 20, 2019 meeting; however, the item provoked further discussion and the proposed changes were not approved or voted on. The item was deferred to the September Council meeting for further discussion. At the August 22, 2019 Executive Committee meeting, M. Pioro, Deputy Registrar and General Counsel, presented the Committee with more detailed background information relating to the proposed change. This background information included:

- The public interest rationale for the proposed change (transparency, access to care e.g. insurance coverage, and disincentive to allow registration to lapse).
- Description of multiple communications sent by staff to prevent suspension for non-renewal (several Communiques and messages, at least one phone call).
- The small number of registrants who would be affected by posting of past suspensions for non-renewal (in 2019-20, approximately 15 registrants had their suspension lifted).
- Whether and how other regulatory colleges post registration history on the public register (3 of 5 colleges surveyed post previous suspensions for non-payment; 4 of 5 post past registration classes; 2 of 5 post both; 0 of 5 post neither).

M. Piore suggested an alternate approach to the proposed by-law amendments. The alternate approach aims to address stakeholder perception that posting past suspensions indefinitely is punitive of registrants suspended for reasons beyond their control. He described the option of keeping the registration history regarding non-payment of fees on the public register for a period of twelve months. After this period has passed and the registrant has remained in good standing, the registrant could file a request with CRPO to remove the past suspension notation from the public register. The Executive Committee agreed with this as a potential approach.

At the September 13, 2019 Council meeting, Council approved the proposed approach to the by-law changes for 60-day public consultation. The consultation closed on December 9, 2019. Thirteen responses were received and are included here for information.

Recommendation:

The Executive Committee reviewed the feedback at their December 13, 2019 meeting and recommends that Council approve the proposed by-law amendments as presented.

Implementation:

If approved, the proposed by-law amendments will take effect immediately.

Proposed Motion:

[Be it moved] that Council approve the proposed by-law amendments:

Enacting as article 21.08(xxiii), “any past classes of registration held by the member and the date on which each certificate was issued;”

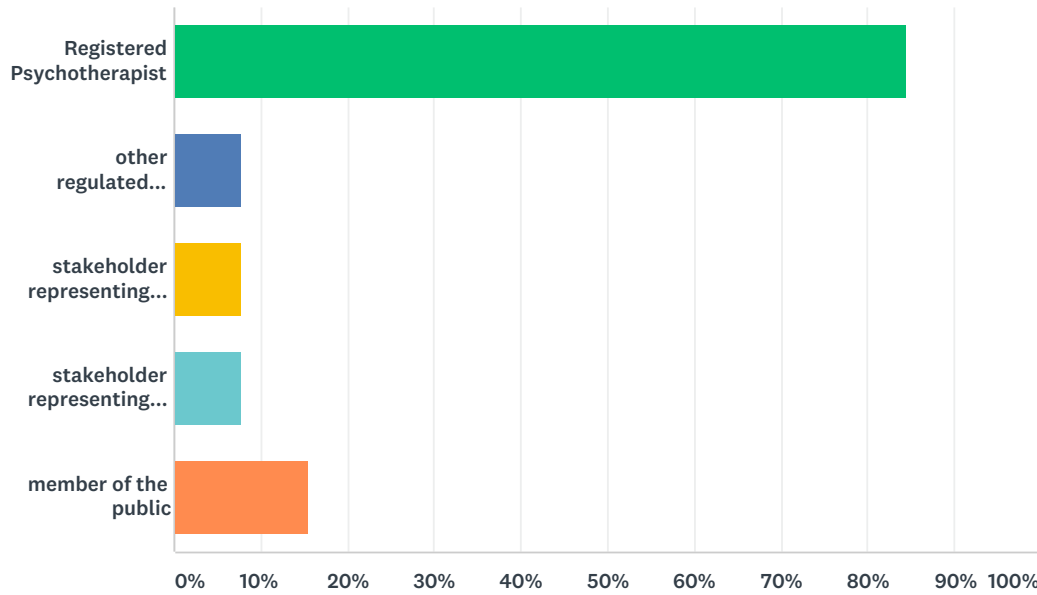
Amending article 21.08(vi) after the words “non-payment of fees” by adding “and reinstatement occurred on or before [by-law enactment date]”; and

Enacting as article 21.12 – Removal of Suspension Notation, “Notwithstanding article 21.08(vi), the Registrar shall remove from the register notation of termination of membership if all of the following conditions are met: a. the suspension or revocation was only for non-provision of information required for annual registration renewal or for non-payment of fees, b. the Member submits a request in the form provided by the Registrar, and c. as of the date of

the request, the Member has held continuous College membership for the immediate past 12 months.”

Q1 Are you a:

Answered: 13 Skipped: 0

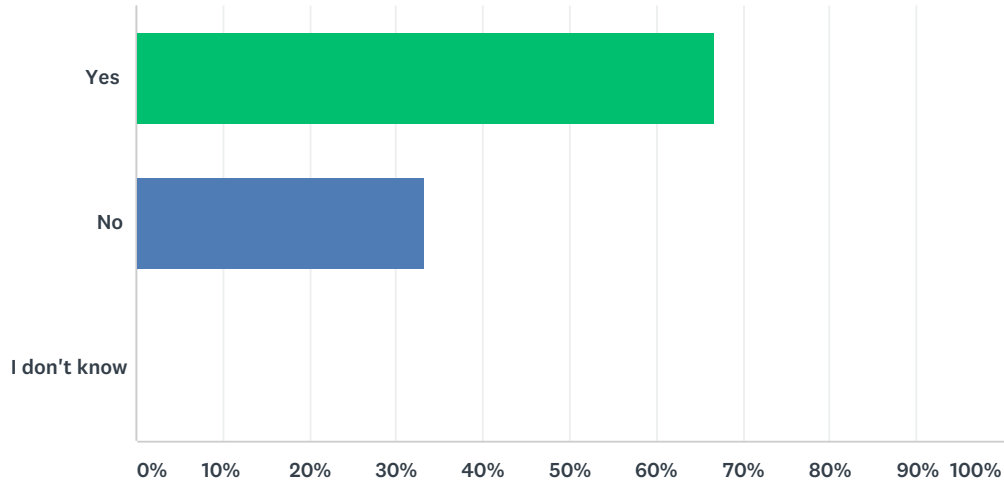


ANSWER CHOICES	RESPONSES	
Registered Psychotherapist	84.62%	11
other regulated professional	7.69%	1
stakeholder representing a professional organization	7.69%	1
stakeholder representing a service-providing organization	7.69%	1
member of the public	15.38%	2
Total Respondents: 13		

#	OTHER (PLEASE SPECIFY):	DATE
	There are no responses.	

Q2 Do you support the proposed by-law amendments?

Answered: 12 Skipped: 1



ANSWER CHOICES	RESPONSES
Yes	66.67% 8
No	33.33% 4
I don't know	0.00% 0
TOTAL	12

Q3 Please provide your comments here (optional):

Answered: 8 Skipped: 5

#	RESPONSES	DATE
1	-	11/18/2019 9:16 PM
2	An indefinite term seems unreasonably punitive.	11/13/2019 9:07 PM
3	I would prefer it to be shorter than 1 year past reinstatement of the license. I think 6 months is long enough, but support this change when compared to the information being on the public registry indefinitely.	10/31/2019 1:13 PM
4	Instead of one year listing, it should be for 2 years.	10/26/2019 6:57 PM
5	I fully support this. In the same way we invite our clients to hold self-compassion, and to not be defined by their past mistakes, so too should we abide by those same standards as psychotherapists.	10/8/2019 9:46 PM
6	I disagree than any administrative issues such as late payment of fees be included in the register. This is an issue between the member and CRPO. It doesn't reflect their abilities or competence as an RP. This feels like public shaming, pure and simple. Especially if the infraction remains for a full year rather than be taken down immediately after the problem has been rectified. Charge late penalties for sure, but this oversteps your authority in my opinion. It disadvantages the practitioner for reasons that are inappropriate to air on a public register. The public register is where people should be able to go to make an informed choice about the quality of therapy they will receive, not check up on whether or not their therapist has paid their dues.	10/8/2019 8:43 PM
7	I fully support the ability to request the removal of admin infractions after a 1 year period of having none. What I wonder about is whether such a policy mightn't be extended to other complaints and issues that are unrelated to the practice of therapy?	10/8/2019 7:03 PM
8	I think it is wholly inappropriate to be posting non-payment of fees information on one's registration history. To do so puts registrants in a position where they may lose potential clients and therefore, the opportunity to earn an income, for not paying their registration fees. What about the person whose cheque bounces because of insufficient funds? You're creating an elitist system, whereby those who are in more financially precarious circumstances fall lower on the hierarchy in terms of appeal to potential clients, a hierarchy which need not exist. Naming and shaming people for having insufficient funds is completely inconsistent with the values that guide the ethical practice of psychotherapy.	10/4/2019 4:14 PM

Briefing Note for Council

Meeting Date:	January 24, 2020
Agenda Item #	6
Issue:	Work Plan Development
Attachment(s):	-
References:	-
Action:	Information <input checked="" type="checkbox"/> Discussion <input checked="" type="checkbox"/> Decision <input type="checkbox"/>
Staff Contact:	D. Adams
Submitted by:	Staff

Purpose & Public Interest Rationale:

A comprehensive work plan, linked to regulatory objectives and strategic priorities supports Council and staff in responsible planning to ensure adequate resources are available (financial, human, information) to achieve its desired results in fulfillment of its regulatory mandate. The presence of a work plan also allows CRPO to effectively assesses and mitigate risks and regularly evaluates progress on strategic objectives and the outcome of regulatory activities.

Background:

CRPO's work plan needs to incorporate core regulatory functions and serve the strategic priorities identified by Council in September. These include the significant work that is required to respond to the governance review report completed last year. It must also address the need to prepare to be accountable to government through the key performance indicators of the College Performance Management Framework

Next Steps:

Staff will work under Executive Committee direction to finalise a comprehensive work plan. The work plan will be presented to Council at its March 2020 for approval.

Briefing Note for Council

Meeting Date:	January 24, 2020
Agenda Item #	8
Issue:	Council & Committee Appointments
Attachment(s):	Council & Committee Composition – January 2020
References:	-
Action:	Information <input checked="" type="checkbox"/> Discussion <input checked="" type="checkbox"/> Decision <input checked="" type="checkbox"/>
Staff Contact:	D. Adams
Submitted by:	Executive Committee

Purpose & Public Interest Rationale:

When considering appointing council members to committees, staff considers the needs of the College and committees to ensure that meetings and panels are properly constituted in order to carry out their statutory mandates. Currently, this is accomplished by consulting committee chairs and staff leads and considering the noted expertise of individual Council members.

Background:

Kali Hewitt-Blackie was elected to CRPO Council in the District 7 – Central by-election that closed on December 16, 2019. K. Hewitt-Blackie has served as a non-council committee appointment since 2015 on the Inquiries, Complaints and Reports Committee and began chairing panels in 2019. The Executive Committee recommended appointing K. Hewitt-Blackie to the following committees:

- Examination
- Inquiries, Complaints and Reports
- Quality Assurance

The Executive Committee approved the appointment of Judy Mord to fill the vacancy in District 2 – North on December 18, 2019. J. Mord submitted her resume, completed competency framework tool and participated in an interview with the Registrar and President. The Executive approved of J. Mord's appointment to Council based on the recommendation from the Registrar and President. The Executive Committee recommended appointing J. Mord to the following committees:

- Client Relations
- Inquiries, Complaints and Reports
- Nominations and Elections

Note that all Council members sit on the Discipline and Fitness to Practise Committees.

Recommendation:

After discussion with staff and committee chairs, it is recommended that Council ratify the direction provided by the Executive Committee to appoint K. Hewitt-Blackie to the Examination, Inquiries, Complaints and Reports and Quality Assurance committees, and J. Mord to the Client Relations, Inquiries, Complaints and Reports, and Nominations and Elections committees.

Proposed Motion:

[Be it moved] that Council ratify the Executive Committee's decision to appoint:

- K. Hewitt-Blackie to the Examination Committee, Inquiries, Complaints & Reports Committee and Quality Assurance Committee**
- J. Mord to the Client Relations Committee, Inquiries, Complaints and Reports Committee and Nominations and Elections Committee**

Council Members 2020	Executive	Client Relations	Discipline	Examination
<p>Professional</p> <ol style="list-style-type: none"> Andrew Benedetto Heidi Ahonen Shelley Briscoe-Dimock (President) Kali Hewitt-Blackie Kenneth Lomp (VP) Michael Machan Miranda Monastero Judy Mord Radhika Sundar <p>Public</p> <ol style="list-style-type: none"> Steven Boychyn Gary Cockman David Keast Keri Selkirk Jane Snyder 	<p>Professional</p> <p>Andrew Benedetto Shelley Briscoe-Dimock © Kenneth Lomp</p> <p>Public</p> <p>Gary Cockman</p>	<p>Professional</p> <p>Shelley Briscoe-Dimock Judy Mord Radhika Sundar</p> <p>Public</p> <p>Steven Boychyn Keri Selkirk Jane Snyder</p> <p>Non-Council</p> <p>Sue Lymburner ©</p>	<p>Professional</p> <p>Heidi Ahonen Andrew Benedetto Shelley Briscoe-Dimock Kali Hewitt-Blackie Kenneth Lomp Miranda Monastero Judy Mord Radhika Sundar</p> <p>Public</p> <p>Steven Boychyn Gary Cockman © David Keast Keri Selkirk Jane Snyder</p>	<p>Professional</p> <p>Heidi Ahonen © Andrew Benedetto Kali Hewitt-Blackie Michael Machan Miranda Monastero</p> <p>Public</p> <p>Steven Boychyn Gary Cockman Keri Selkirk</p>
Registration	Fitness to Practise	ICRC	Nominations & Elections	Quality Assurance
<p>Professional</p> <p>Heidi Ahonen Andrew Benedetto © Michael Machan Radhika Sundar</p> <p>Public</p> <p>Gary Cockman David Keast</p> <p>Non-Council</p> <p>Muriel McMahon Carol Cowan-Levine Malcolm MacFarlane</p>	<p>Professional</p> <p>Andrew Benedetto Shelley Briscoe-Dimock Kali Hewitt-Blackie Kenneth Lomp Michael Machan Miranda Monastero Judy Mord Radhika Sundar</p> <p>Public</p> <p>Steven Boychyn Gary Cockman © David Keast Keri Selkirk Jane Snyder</p>	<p>Professional</p> <p>Shelley Briscoe-Dimock © Kali Hewitt-Blackie Kenneth Lomp Miranda Monastero Judy Mord</p> <p>Public</p> <p>Steven Boychyn Keri Selkirk Jane Snyder</p> <p>Non-Council</p> <p>Kevin VanDerZwet Stafford</p>	<p>Professional</p> <p>Michael Machan Judy Mord Radhika Sundar</p> <p>Public</p> <p>Jane Snyder David Keast</p>	<p>Professional</p> <p>Heidi Ahonen Andrew Benedetto Kali Hewitt-Blackie Kenneth Lomp © Miranda Monastero</p> <p>Public</p> <p>David Keast Jane Snyder</p> <p>Non-Council</p> <p>Kayleen Edwards</p>

Council Member	CRC	Discipline	Exam	Executive	FTP	ICRC	N&E	QA	Reg
PROFESSIONAL									
Heidi Ahonen		X	©		X			X	X
Andrew Benedetto		X	X	X	X			X	©
Shelley Briscoe-Dimock	X	X		©	X	©			
Kali Hewitt-Blackie		X	X		X	X		X	
Kenneth Lomp		X		X	X	X		©	
Michael Machan		X	X		X		X		X
Miranda Monastero		X	X		X	X	X	X	
Judy Mord	X	X			X	X	X		
Radhika Sundar	X	X			X				X
Total Professional:	3	9	6	3	9	5	3	5	4
PUBLIC									
Steven Boychyn	X	X	X		X	X			
Gary Cockman		©	X	X	©				X
David Keast		X			X		X	X	X
Keri Selkirk	X	X	X		X	X			
Jane Snyder	X	X			X	X	X	X	
Total Public:	3	5	3	1	5	3	2	2	2
NON-COUNCIL									
Sue Lymburner	©								
Kayleen Edwards								X	
Muriel McMahan									○
Carol Cowan-Levine									●
Malcolm MacFarlane									●
Kevin VanDerZwet Stafford						●			
Total Non-Council:	1					1		1	3

- © Committee chair
- IRTG panel appointment only
- D&R term appointment only

Briefing Note for Council

Meeting Date:	January 24, 2020		
Agenda Item #	9		
Issue:	Election of Officers (by-election)		
Attachment(s):	n/a		
References:	CRPO By-laws		
For:	Information <input checked="" type="checkbox"/>	Discussion <input type="checkbox"/>	Decision <input checked="" type="checkbox"/>
Staff Contact:	D. Adams		
Submitted by:	Staff		

Purpose & Public Interest Rationale:

The Executive Committee is a statutory committee as set out in the Health Professions Procedural Code (Code), which is Schedule 2 of the Regulated Health Professions Act, 1991 (RHPA). Reflecting an active commitment to public protection within the framework of a progressive, self-regulating profession, the Executive Committee oversees the functioning of Council, its priorities, agendas, goals and objectives. It is empowered to make decisions on behalf of Council under specified circumstances, and to act as a default Committee for matters outside of the scope of the other established Committees.

Background:

CRPO by-laws specify the number of professional and public Council members that sit on certain committees. In accordance with the by-laws (13.01):

The Executive Committee shall be composed of the President, the Vice-President and three (3) members of Council. Three (3) members of the Executive Committee shall be Members and two (2) members of the Executive Committee shall be Public Members.

At the November 21, 2019 Council meeting, Council was informed that the Public Appointments Secretariat (PAS) would not be reappointing S. Kawarsky to CRPO Council and his term would expire on December 11, 2019. As such, the Executive Committee was left with a public member at large vacancy. To fill the vacancy, Council directed the Registrar to host a by-election to fill the vacancy on the Executive Committee. The by-election invited all public members of Council to consider putting their name forward.

The required forms were uploaded to the CRPO Council member board portal on November 22, 2019 with a deadline to submit nominations by January 10, 2020, in accordance with Schedule 1 of the by-laws.

The following Council members were nominated for a position as members of the Executive Committee:

- Steven Boychyn

Since the submitted nomination fulfills the requirement to fill the vacancy of one (1) public member, S. Boychyn will be acclaimed as Executive Committee member at large.

Proposed Motion:

[Be it moved] that Council accepts the acclamation of Steven Boychyn as Member (Public) of the Executive Committee.

Registrar's Report to Council

January 24, 2020

Respectfully submitted by: Deborah Adams

Public Interest Rationale: *The Registrar is responsible for reviewing CRPO's effectiveness in achieving its public interest mandate and the implementation of the Council's strategic plan and directional policies. This report provides Council with a summary update on work that was done in between meetings.*

Finance

The fiscal 2021 (April 1, 2020 – March 31, 2021) budget will be presented at this meeting for Council's approval. Executive Committee will be provided with Q 3 (October 1 – December 31, 2019) statements for review at their February meeting.

Elections and Appointments

The by-election for District 7 (Central) closed on December 16, 2019. Kali Hewitt-Blackie was the winning candidate in this election.

At Council's direction, using the newly developed competency matrix as a framework for evaluating applicants, the Executive Committee appointed Judy Mord to the District 2 (north) position for the remainder of the term that ends in June 2020.

Executive Committee made committee appointments for both new Council members on January 7, 2020; these will be brought forward for Council to ratify at this meeting.

Public Appointments

Letters of appreciation were sent on behalf of Council from the Registrar and President to Sheldon Kawarsky and Barbara Billingsley, whose terms ended in December.

D. Adams has been in touch with the Public Appointment Secretariat (PAS) to enquire about the possibility of further public appointments to Council. PAS staff indicated that this enquiry would be forwarded to the Minister's office; there was no response at the time of writing.

UPDATES

Practice Advisory Service

In December, we received 108 inquiries, which brought us up to 432 for the 3rd quarter.

		2018/19	2019/2020
Q1	Apr - Jun	98	325
Q2	Jul - Sep	216	352
Q3	Oct - Dec	243	432
Q4	Jan - Mar	357	

Recently, the highest volume of inquiries has been related to:

- Disclosure of personal health information

- Sharing records in specific situations (e.g., court proceedings, within a circle of care)
- Duty to report
- Clinical supervision
 - Who can supervise whom
 - Charging HST on supervisory fees
 - Supervision of the controlled act
- Electronic practice
 - Including out of province / country practitioners serving clients in Ontario

Registration

The Registration Committee report will include information about the work happening at committee and panels. I am including this item to highlight the ongoing increase in applications.

	October	November	December
Applications started	92	103	116
Total applications submitted	77	87	108
Applications from recognized programs submitted	56	41	62
Applications from non-recognized programs submitted	21	46	46

As of writing, total registrants numbered 7,273

- RP 6,138
- Qualifying 1,015
- Inactive 120

Quality Assurance

November 30, 2019 was the deadline for 2015 and 2017 registrants to complete their professional development requirement submissions (a self-assessment, a learning plan with at least one goal and a learning record documenting a minimum of 40 hours of learning activities per full year of registration).

This requirement applied to 4,287 registrants. In order to support compliance, the following activities were undertaken by staff:

- 3 MMS messages
 - September 2019 - reminder of deadline to all 2015 and 2017 registrants
 - early and late November 2019 - separate detailed messages to 2015 and 2017 registrants
- Communiqué
 - October and November issues contained reminders
- Website
 - Made changes to QA Page to provide more information on technical support and enhanced FAQ's
- One to one Interactions initiated by registrants:

- ~ 2000 unique phone calls, emails and 20-minute 'support call' sessions to assist Registrants. Note: does not include the response to questions posed during the webinars.
- Webinars
 - Four offered during October and November, total of 184 registrants attended
- Follow up phone calls
 - 30 registrants selected from those who did not report any Learning Activities on a Learning Record for phone calls
 - Note this number went from 476 at the end of October to 30 on December 1, 2019

Following this, a random sample of 139 submissions will be subject to an in-depth review to ensure compliance. Approximately 50 from this group will be subject to a follow up [peer and practice review](#).

Social Media

Please see the attached Website Analytics report.

Professional Development

For staff

4 staff: *Trauma-Informed Care: Building a Culture of Strength* through the Crisis and Trauma Resources Institute

Stakeholder Engagement

Staff met with senior the [Canadian Life and Health Insurance Association's](#) Director of Health and Disability Policy to discuss growing number of enquiries that staff are fielding from insurance professionals about RP services and, in particular, billing. As a result, staff will be conducting a webinar for CLHIA members in February. The goals of the webinar are to:

- Establish communication so that CHLIA members can appropriately access CRPO as a trusted authority on the practice of RPs
- Provide answers to frequent questions posed by insurers
- Support appropriate access to needed mental health services by people in Ontario

We will report back at the next meeting as to the response to the webinar.

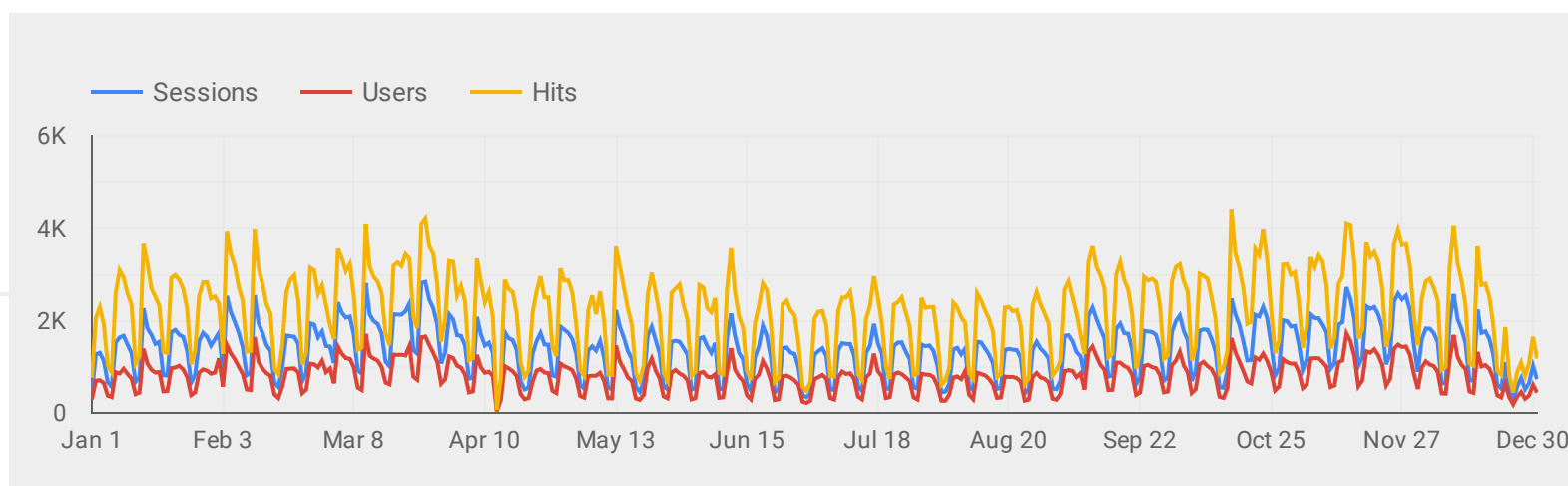
Regularity Developments

An all-party steering committee in British Columbia, which was struck in response to the formed publication of Harry Cayton's report [An Inquiry into the performance of the College of Dental Surgeons of British Columbia and the Health Professions Act](#), released a consultation paper in November. The paper includes recommendations for the modernization of the *Health Professions Act, RSBC 1996*. The report, [Modernizing the provincial health profession regulatory framework: A paper for consultation governance reform](#), recommends a reduction in the number of Colleges, and the creation of an oversight body whose responsibilities would include conducting discipline hearings.

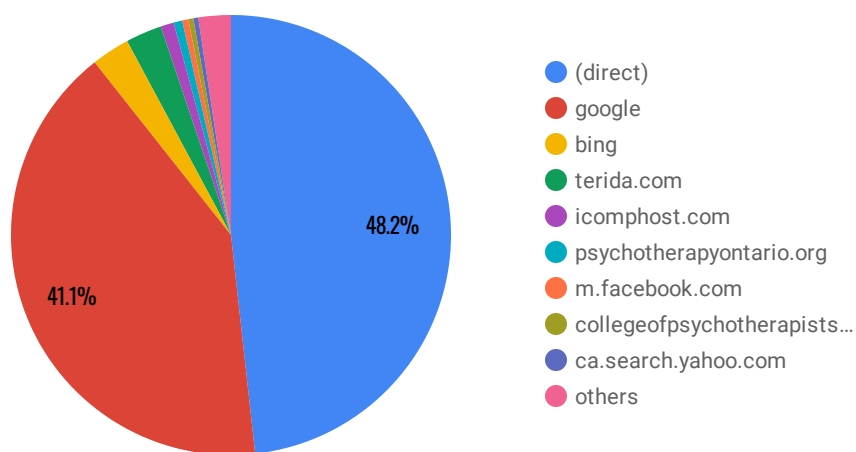


1 Overview

Hits vs sessions vs users



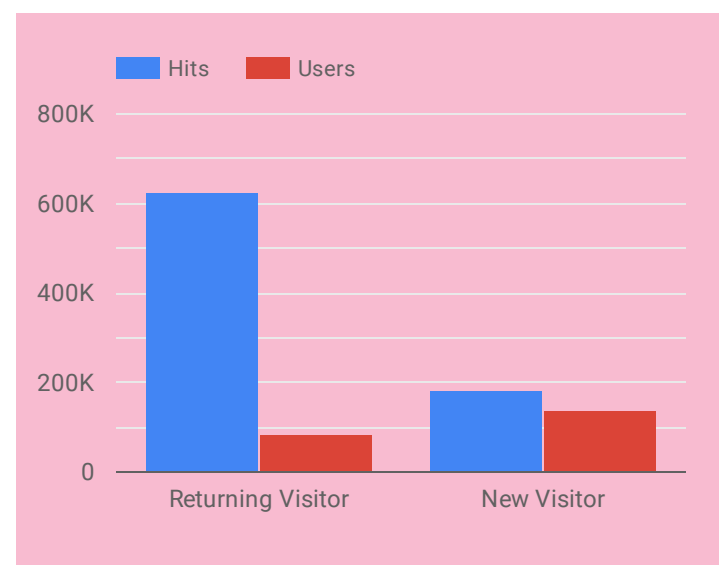
2 Referral sources
Half of our users are going directly to the site; more than a third are finding us through searches; the other 13% are coming in from a variety of sources.



3 Total Users & Hits in 2019

Users
147,462

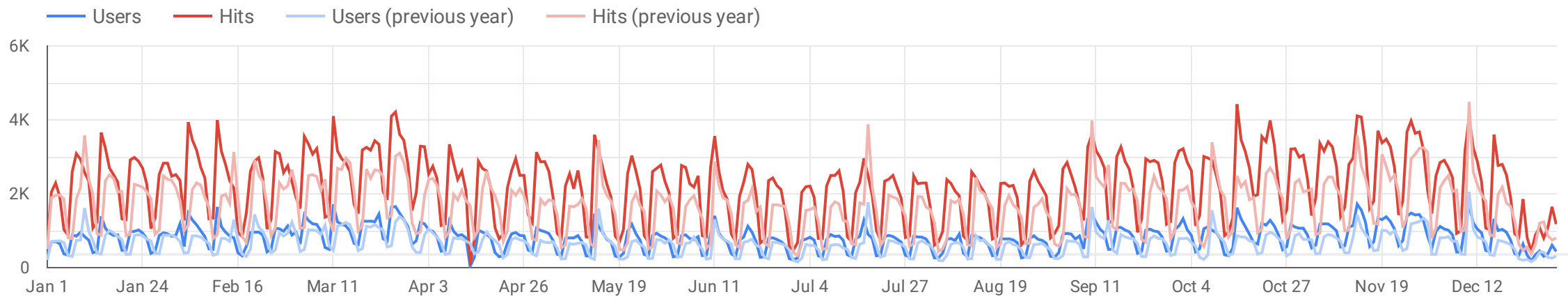
Hits
809,018



4

Comparisons to previous website

In 2019, there was small but consistent growth in the number of users and hits over 2018. This is important because we want to keep directing members to the website as the prime source of information for them.



5

Sessions & Users During Member Renewal

Mar 1, 2018 - Apr 3, 2018		March 1, 2019 - April 3, 2019	
Sessions	50,594	Sessions	62,905
Users	17,835	Users	22,078



What Are Users Accessing?

What value are we providing to the public, registrants and prospective registrants?

7

So what are users accessing?

A few notable findings here.

–The "applying to CRPO" sessions is still going strong, even at this stage in CRPO's existence.

–It's excellent that the public register is well-used, but we don't have a sense of how much it's used by public vs registrants

–Also notable that complaints and discipline pages don't crack the top 20. Discipline comes in at #20 (two spots higher than last year), and File A Complaint About a Member comes in at #33 (down two spots from last year), with 1,941 sessions (up from last year, with 1,253 sessions).

	Landing Screen	Sessions ▾	Avg. Time...
1.	www.crpo.ca/	210,338	00:02:07
2.	www.crpo.ca/find-a-registered-psychotherapist/	38,635	00:02:47
3.	www.crpo.ca/applying-to-crpo/	37,555	00:01:44
4.	www.crpo.ca/education-programs/	30,219	00:02:28
5.	www.crpo.ca/quality-assurance-program/	11,106	00:02:29
6.	www.crpo.ca/supervision/	10,777	00:02:37
7.	www.crpo.ca/?s=login	9,642	00:02:10
8.	www.crpo.ca/contact-us/	8,076	00:02:28
9.	www.crpo.ca/what-is-psychotherapy/	7,902	00:02:02
10.	www.crpo.ca/new-members-registered-psychotherapist-q...	7,362	00:01:59
11.	www.crpo.ca/registration-exam/	6,710	00:02:30
12.	www.crpo.ca/definitions/	6,376	00:02:36
13.	www.crpo.ca/9-steps-to-crpo-registration/	6,237	00:01:22
14.	www.crpo.ca/who-can-supervise-who/	4,955	00:02:17
15.	www.crpo.ca/renewal/	4,724	00:02:57
16.	www.crpo.ca/self-assessment-tool/	4,536	00:01:43
17.	www.crpo.ca/professional-liability-insurance/	4,247	00:02:48
18.	www.crpo.ca/all-resources/	4,091	00:02:14
19.	www.crpo.ca/clinical-supervision-faq/	3,408	00:02:11
20.	www.crpo.ca/discipline/	2,844	00:03:07
21.	www.crpo.ca/crpo-fees/	2,798	00:01:52
22.	www.crpo.ca/about-crpo/	2,746	00:01:32
23.	www.crpo.ca/crpo-mapping-tool-for-individual-applicants/	2,530	00:02:22
24.	www.crpo.ca/pd-faq/	2,489	00:03:00
25.	www.crpo.ca/practice-matters/	2,420	00:02:51
26.	www.crpo.ca/your-practice/	2,379	00:02:17
27.	www.crpo.ca/registration-categories/	2,264	00:01:48
28.	www.crpo.ca/about-psychotherapists-professional-regul...	2,221	00:01:37
29.	www.crpo.ca/council-elections/election-2019-candidates/	2,085	00:02:45
30.	www.crpo.ca/for-members/	2,064	00:01:39
31.	www.crpo.ca/assessment-of-applications/	1,991	00:01:32
32.	www.crpo.ca/standards-regulations/	1,960	00:01:40
33.	www.crpo.ca/filing-a-complaint-about-a-member/	1,941	00:02:11
34.	www.crpo.ca/standard-3-1-confidentiality/	1,875	00:03:02
35.	www.crpo.ca/public-consultations/	1,826	00:03:19
36.	www.crpo.ca/independent-practice/	1,691	00:02:24
37.	www.crpo.ca/code-of-ethics/	1,633	00:01:22
38.	www.crpo.ca/controlled-act-of-psychotherapy-goes-into-...	1,612	00:02:15
39.	www.crpo.ca/concerns-about-unregulated-individuals/	1,466	00:01:58
40.	www.crpo.ca/new-members/	1,226	00:01:33

1 - 100 / 4662 < >

8

Obviously, the people who come directly to the site have a much lower bounce rate than those who come through search engines or other means. So this is another reason to look at our SEO and what users are looking for before they land on the site.

	Source	Sessions ▾	Bounce Rate
1.	(direct)	244,507	59.99%
2.	google	208,392	99.53%
3.	bing	14,236	99.7%
4.	terida.com	13,451	99.62%
5.	icomphost.com	4,944	99.53%
6.	psychotherapyontario.org	3,206	98.25%
7.	m.facebook.com	2,299	99.61%
8.	collegeofpsychotherapists.dua...	1,880	99.41%
9.	ca.search.yahoo.com	1,816	99.45%
10.	yahoo	1,793	99.33%
11.	duckduckgo	649	100%
12.	health.gov.on.ca	646	99.69%
13.	facebook.com	606	99.83%
14.	ocswssw.org	431	99.54%
15.	fairnesscommissioner.ca	430	99.77%
16.	regulatedhealthprofessions.on...	384	99.48%
17.	l.facebook.com	303	100%
18.	mail.google.com	291	98.63%
19.	ask	279	100%

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Mobile vs Desktop: How are users accessing the site?

A key website objective was supporting mobile usage.

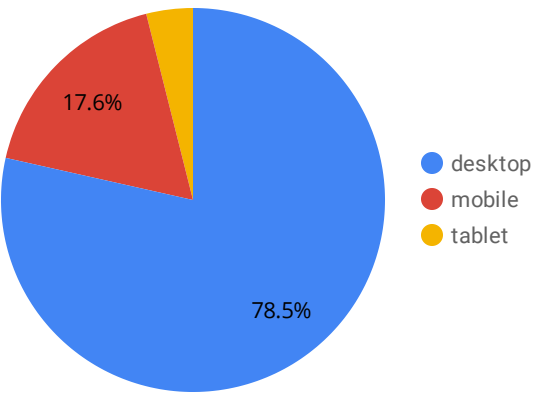
7

Mobile users & devices

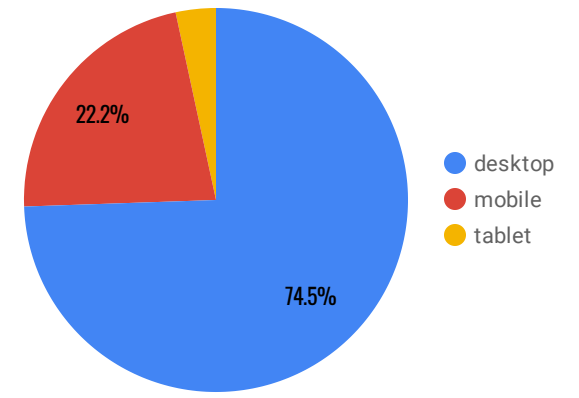
Most users are still accessing the website on a desktop (78.5%) versus a smartphone (17.6%) or tablet (3%).

Although the change is small, the website does now have greater numbers of mobile users than it did in the same period a year ago.

Jan. 1 - Dec. 31, 2018



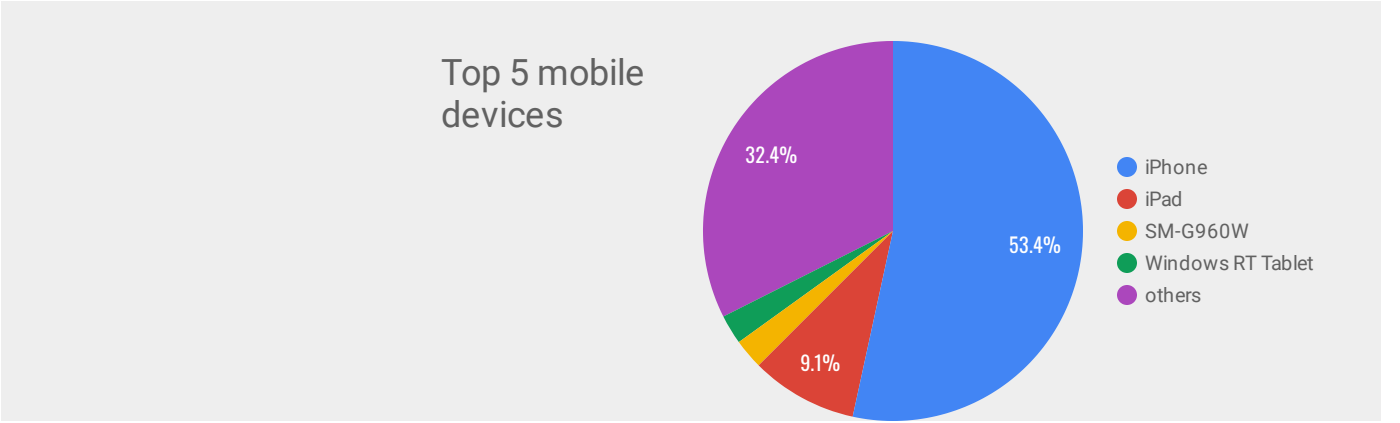
Jan. 1 - Dec. 31, 2019



8

Device & Usage

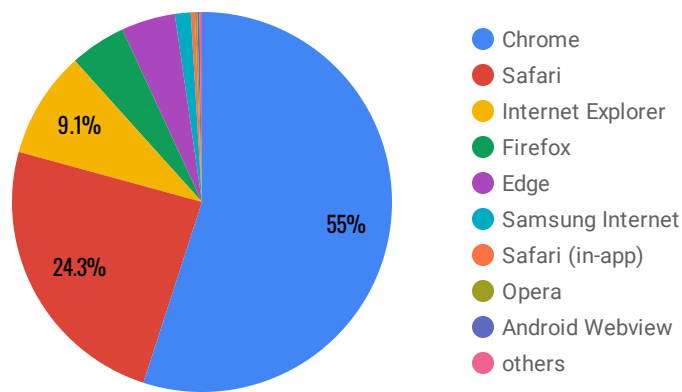
Half of all mobile users are on iPhones.



9

Browsers

Fortunately, the number of IE users is lower than ever.





User Profiles

What do we know about members and others who are using our site?

11

Demographics

A little demographic snapshot: most users are from Ontario's biggest communities (no surprise), though Montreal ranks up there with the 7th biggest number of users.

The VAST majority of users speak English.

	City	Users ▼
1.	Toronto	51,766
2.	Ottawa	11,215
3.	Hamilton	5,477
4.	Mississauga	5,141
5.	London	4,730
6.	(not set)	4,414
7.	Montreal	4,128
8.	Brampton	3,152
9.	Waterloo	2,719
10.	Markham	2,664
11.	Kitchener	2,647
12.	Guelph	2,569
13.	Richmond Hill	2,518
14.	Vaughan	2,226
15.	Kingston	2,137
16.	Barrie	1,824
17.	Oakville	1,714
18.	St. Catharines	1,708
19.	Greater Sudbury	1,695
20.	Oshawa	1,688

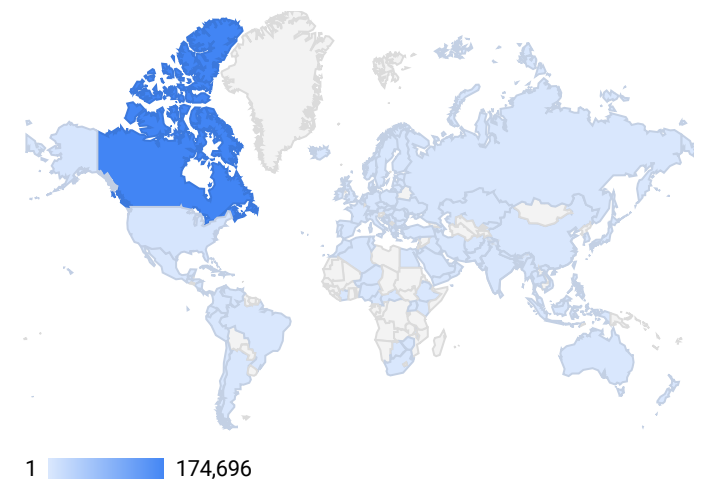
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	Language	Users ▼
1.	en-us	70,710
2.	en-ca	54,114
3.	en-gb	9,044
4.	fr-ca	922
5.	fr-fr	715
6.	en	393

1 - 10 / 127 < >

Sessions
506,813

Pageviews
800,319



**Communiqué 2017:**

62.38% open rate
15.63% click through rate

Communiqué 2018:

63.68% open rate
19.51% click through rate

Communiqué 2019:

65.1% open rate
15.39% click through rate

Top Performers of 2019:

December: Controlled Act FAQ. 32% of December Communiqué clicks (273 clicks)

November: QA program. 10% of November Communiqué clicks (153 clicks)

October: Link to activities that don't fall under controlled act. 32% of October Communiqués clicks (427 clicks)

September: Use of Title Standard. 15% of all September Communiqué clicks. (151 clicks)

July: Clinical Supervision Records Checklist article. 28% of July Communiqué clicks (424 clicks)

June: Who Can Supervise Who? 40% of June Communiqué clicks. (489 clicks)

May: Link to Discipline web page. 41% of May Communiqué clicks. (517 clicks)

April: Guideline on Disclosing Information to Prevent Harm 22% of April Communiqué clicks (328 clicks)

March: Electronic Practice Guideline. 37% of March Communiqué clicks (399 clicks)

February: Article pointing to Discipline web page. 28% of February Communiqué clicks (405 clicks)

January: Renewal message. 20% of January Communiqué clicks (282 unique clicks)



It's been a full year that we've been on Twitter. We have 252 Twitter followers. 70% of them are women, and 85% are in Ontario.

There is room to put more energy into building our following on Twitter. What we know from our top-performing tweets is that Twitter users respond most to tweets in which CRPO comes across as warm, human and an entity people can connect with, rather than the tweets where we sound more authoritative.

December's top tweet:

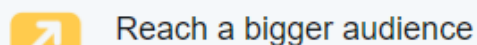
College of Registered Psychotherapists of Ontario
 @crpontoario
 This is an important story that demonstrates the critical work regulators do to protect the public. Psychotherapists who form "relationships" with their clients are committing sexual abuse. Small correction: Registered Psychotherapists have been regulated in Ontario since 2015.
[https://twitter.com/CBCHealth/status/1206505574147543040 ...](https://twitter.com/CBCHealth/status/1206505574147543040)



Impressions	1,599
Total engagements	19
Profile clicks	8
Retweets	4
Likes	4
Detail expands	2
Replies	1

November's top tweet:

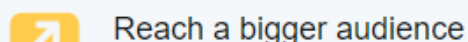
College of Registered Psychotherapists of Ontario
 @crpontoario
 On January 1, the controlled act of psychotherapy will be fully in effect in Ontario. What does this mean for psychotherapy students, Registered Psychotherapists, and the public? Find out: [https://www.crho.ca/controlled-act-of-psychotherapy/ ...](https://www.crho.ca/controlled-act-of-psychotherapy/)
 #onhealth #psychotherapy



Impressions	1,141
Total engagements	20
Link clicks	10
Profile clicks	5
Retweets	3
Hashtag clicks	1
Detail expands	1

October's top tweet:

College of Registered Psychotherapists of Ontario
 @crpontoario
 Today is #WorldMentalHealthDay CRPO exists because all Ontarians who seek mental health services from a Registered Psychotherapist should feel confident about the safety and quality of care they receive. #EndTheStigma



Impressions	672
Total engagements	7
Likes	3
Retweets	2
Replies	1
Detail expands	1

September's top tweet:

College of Registered Psychotherapists of Ontario
 @crpontoario
 How was the first week of classes? Hope it went well for future Registered Psychotherapists studying at @LutherWaterloo @YorkvilleU @EmmanuelColleg2 @TyndaleU @WesternU and elsewhere.



Impressions	730
Total engagements	17
Likes	8
Profile clicks	5
Retweets	2
Replies	1
Detail expands	1



We have also been on Facebook for a year now.

We have 478 users liking our page and 524 users following our page.

When someone likes a Page, they're showing support for the Page and that they want to see content from it. The Page will show up as being liked in the About section of that person's profile. When someone follows a Page, it means they may receive updates about the Page in their News Feed. People who like a Page will automatically follow it.

The data for our Facebook post performance is incomplete. However, we do have analytics for Nov 7 to Dec 31. Our top performing posts in that time were:

Link to an article about Jamie Lee Curtis' sobriety	340 People Reached	175 Engagements	Boost Post
	18		22 Shares
Link to an FAQ on the controlled act	324 People Reached	129 Engagements	Boost Post
	13		2 Shares
Election 2019 candidates	174 People Reached	43 Engagements	Boost Post
			6 Shares
An article about regulating psychotherapy in BC that illustrates the importance of regulation.	310 People Reached	81 Engagements	Boost Post
	10		

COUNCIL MINUTES

Thursday, November 21, 2019

9:30 a.m. to 3:30 p.m.

375 University Avenue, Suite 803

Council Members:

Heidi Ahonen
Andrew Benedetto, RP
Steven Boychyn
Shelley Briscoe-Dimock, RP (President)
Gary Cockman
Sheldon Kawarsky
David Keast
Barbara Locke Billingsley
Kenneth Lomp, RP (Vice-President)
Michael Machan, RP
Miranda Monastero, RP
Keri Selkirk
Jane Snyder
Radhika Sundar, RP

Staff Members:

Deborah Adams, Registrar
Jo Anne Falkenburger, Director of Operations & HR
Amy Fournier, Executive Coordinator (Recorder)
Mark Pioro, Director, Professional Conduct & Deputy Registrar
Alexandra Brennan, Coordinator, Registration
Naela Syed, Coordinator, Registration
Janice D'Souza, Assistant, Registration
Kelly Roberts, Manager, Operations
Lene Marttinen, Manager, Practice Advisory
Sabina Hikel, Manager, Policy & Strategy
Monica Zeballos-Quiben, Coordinator, Registration Services
Sarah Fraser, Manager, Registration (via Zoom)
Sue Behari-McGinty, Manager, Quality Assurance

1. Welcome and Opening Remarks

S. Briscoe-Dimock, President & Chair, called the meeting to order at 9:30 a.m. and welcomed all present. The Chair noted that CRPO received news from the Public Appointments Secretariat that public members, Barbara Locke Billingsley and Sheldon Kawarsky had terms expiring December 11, 2019, and would not be reappointed. B. Locke Billingsley and S. Kawarsky were thanked for their years of service as Council members.

2. Approval of Draft Agenda

The Chair introduced the draft agenda. S. Briscoe-Dimock noted that an item regarding an Executive Committee By-election would be added as item #16.

MOTION C-21NOV2019 – M01

That the agenda of the November 21, 2019 meeting of Council be approved as amended.

Moved: A. Benedetto

Seconded: M. Machan

CARRIED

3. Conflict of Interest Declarations

None declared.

4. Education: Conflict of Interest

M. Piore, Deputy Registrar & General Counsel, presented to Council on the newly developed conflict of interest worksheet. He noted that the QA committee had already had a chance to look at the worksheet at a plenary meeting and that the members seemed to find it clear and useful. Council discussed the fact that all could benefit from education on the issue, as it is not always straightforward. The Conflict of Interest worksheet will be added to Aprio as a resource for council members.

5. Competency Framework

S. Briscoe-Dimock introduced the item, noting that the Executive Committee reviewed the proposed council competency framework and directed staff to begin using the tool to evaluate the competencies of applicants for the District 2 appointment.

D. Adams, Registrar, reminded Council that several regulators across the sector are beginning to build and define desired council competencies and many resources were reviewed when drafting the proposed framework. As such, Council was asked to consider using the tool to evaluate the skills that currently exist on Council to determine any personal deficits and plan for Council education in 2020.

ACTION: Staff to circulate competency framework matrix via online anonymous survey for Council to complete by December 6.

Committee-specific competencies will be defined in 2020 with input from staff leads and committee chairs and will be built into the committee terms of reference.

6. Non-Council Member Appointments Policy

S. Briscoe-Dimock introduced the policy noting that the Executive Committee has reviewed two versions of the policy. She noted that staff has been given direction to begin using the policy to recruit non-council members.

Staff will meet with staff leads and committee chairs to determine the number of non-council members required for upcoming panel work.

ACTION: Staff to present Council with a roster of non-council member recommendations for the March 2020 Council meeting.

7. Governance Reform Initiative

S. Briscoe-Dimock introduced the item and informed Council that the Executive Committee had discussed the feasibility of continuing governance reform work as they have been stewarding this project since Darrel Pink's review and report *Situation Analysis on the State of Governance* in June 2019. She asked Council to consider this approach. Council discussed the issued and agreed that it was appropriate; given this, the Executive Committee will be tasked with leading the College's governance reform initiative (GRI).

D. Adams noted that the Executive Committee and staff have already begun work on the planning and addressing the issues identified in D. Pink's review. Council was informed that the Executive will not act as decision-makers regarding the governance reform initiative; all decisions will come forward to Council for review, discussion and approval. An update from the GRI will be provided at the January 2020 Council meeting.

8. Ministry of Health's College Performance Measurement Framework (CPMF)

D. Adams spoke to this topic, noting that the slides provided in the Council member materials are embargoed by the Ministry of Health since they are still in draft and cannot be shared or circulated. D. Adams summarized that the intention of the working group is to develop standard measures that Colleges will be asked to report on to the Minister of Health. The initiative is an opportunity for Colleges to describe what they do and provides an opportunity to speak to accountability in a more standardized way. Updates will be provided at the next Council meeting.

9. Strategic Planning Report

S. Briscoe-Dimock introduced the draft strategic planning report and asked Council if the document captured the discussion of strategic planning day that took place in September 2019.

Council discussed the wording of the report and suggested that the list included in the graphic be revised, as the current list order was not highlighting the most significant goals. Council agreed that this version of the strategic planning report could be used by staff to develop work plans.

10. Work Planning

D. Adams introduced the topic and noted that the work plans will consider the College's governance reform initiatives, the strategic planning report and the Ministry's key performance indicators. Council was also informed that the revised committee terms of reference will be drafted in 2020 and will connect to work plans and will also include committee-specific competencies. Following discussion at staff level regarding budget and work plans, an update will be provided to Council.

11. Reappointment of current non-council members

S. Briscoe-Dimock introduced the topic and informed Council that three current non-council members have terms expiring in November 2019 and the Executive Committee recommends that they be reappointed to their current committees for a one-year term. Council ratified this decision.

MOTION C-21NOV2019 – M02

That Council ratify the decision of the Executive Committee to reappoint K. Edwards to the Quality Assurance Committee; S. Lymburner to the Client Relations Committee; and K. Hewitt-Blackie to the Inquiries, Complaints & Reports Committee as non-council committee members for one-year terms.

Moved: G. Cockman
Second: M. Monastero
CARRIED

12. Committee Composition and Council Slate

S. Briscoe-Dimock introduced the proposed committee composition and Council member slate for 2019-2020, noting that the composition of committees takes into consideration the current workload of committees. The item has been brought forward by the Executive Committee for approval.

MOTION C-21NOV2019 – M03

That Council approve the Council committee composition for 2019-2020 period as presented.

Moved: B. Locke Billingsley
Second: H. Ahonen
CARRIED

13. **Controlled Act Standard**

D. Adams introduced the topic and explained that the Controlled Act standard was written before CRPO registrants could perform the controlled act of psychotherapy. There is nothing controversial in the updated standard, as the changes stem from changes to the legislation and are a straightforward interpretation of what is required of registrants.

D. Adams highlighted where the controlled act implications may be problematic in terms of delivery of service and supervision. Council and staff acknowledged that more information gathering needs to take place before a more thorough discussion can take place at the January 2020 Council meeting.

MOTION C-21NOV2019 – M04

That Council approve the revised *Standard 1.4 Controlled Acts* for adoption and dissemination to registrants.

Moved: G. Cockman
Second: S. Boychyn
CARRIED

14. **Public Consultation: By-law redundancies**

M. Piore, introduced the topic and provided background information on the proposed changes to the by-laws. Council reviewed the results of the public consultation regarding proposed changes to the by-laws dictating what information is posted to the public register. With several sources of authority legislating what information is posted on the public register (e.g., sections of the Health Professions Procedural Code, College by-laws), the likelihood of redundancies is possible. Council approved the by-law changes to eliminate these redundancies and to ensure that CRPO by-laws are clear.

MOTION C-21NOV2019 – M05

That Council approve the proposed by-law amendments: Repealing paragraphs (xvii) and (xxii) of article 21.08 of the by-laws.

Moved: S. Boychyn
Second: M. Monastero
CARRIED

The approval of the noted by-law changes means that the Suitability to Practise policy approved in 2017 would be out of date. Council approved the revised Suitability to Practise policy. The substance of the revised policy is the same as the 2017 policy; however, it no longer refers to bail conditions or criminal charges.

MOTION C-21NOV2019 – M06

That Council approve the revised policy, Suitability to Practise.

Moved: M. Machan

Second: M. Monastero

CARRIED

Council also approved separating the suitability to practise policy from the *process* staff follows to post information on the public register. This is because the two issues (suitability to practise and posting information on the public register) may not occur in the same situation.

MOTION C-21NOV2019 – M07

That Council approve the revised process, Posting Non-College Conduct on the Public Register.

Moved: D. Keast

Second: J. Snyder

CARRIED

15. Criminal Record Checks

D. Adams introduced the topic. She noted that this issue had been taken to the Registration Committee for thorough deliberations before coming before Council. She explained that the committee's discussion included the fact that many employers and education programs already require psychotherapists and psychotherapy students to complete a criminal record check prior to employment or admission. At this time, the Registration Committee is recommending that the College should not implement a requirement for CRPO applicants to submit a criminal record check. The issue will be revisited in twelve months' time and will be monitored at staff level.

Council noted that at present, prior convictions are reviewed on a case-by-case basis by the Registrar and the Registration Committee in accordance with the Good Character policy. Prior convictions are not automatically grounds for refusal.

MOTION C-21NOV2019 – M08

That Council accept the Registration Committee's recommendation not to implement a criminal record check.

Moved: M. Machan

Second: D. Keast

CARRIED

16. Executive Committee By-election

D. Adams informed Council that in light of the recent news from the Public Appointments Secretariat (PAS) that S. Kawarsky would not be reappointed to CRPO Council, the Executive Committee is left with a public member at large vacancy. An Executive by-election is required to fill this vacancy. All public council members are eligible to put their name forward for nomination.

MOTION C-21NOV2019 – M09

That a by-election be held in accordance with CRPO by-laws to elect a public member at large to the Executive Committee.

Moved: G. Cockman
Second: B. Locke Billingsley
CARRIED

17. Registrar's Report

D. Adams invited questions related to the written report included in the package. She noted that the items that followed in the information portion of the agenda would be prefaced with brief remarks about their use or history but that they were being provided purely for information.

18. French Language

This item was provided for information. The [French Language Services policy](#) can be found on the CRPO website.

19. Questions to Ask a Registered Psychotherapist

This item was provided for information. [Questions to Ask a Registered Psychotherapist](#) can be found on the CRPO website.

20. Inactive Policy

This item was provided for information. Information on the [inactive category](#) can be found on the CRPO website.

21. Consent Agenda: Draft minutes & Committee Reports

S. Briscoe-Dimock introduced the consent agenda, noting that items could be removed from this section should any Council member feel that further information or deliberation was needed. She stated that the expectation going forward was that Council members would raise issues before the meeting and she encouraged everyone to use the two-week period before the meeting to review materials and raise questions or concerns to her or to staff.

MOTION C-21NOV2019 – M10

That the consent agenda of the November 21, 2019 Council meeting be approved as presented.

Moved: S. Kawarsky
Second: S. Boychyn

22. Question Period

One question was asked regarding public member per diems: B Locke Billingsley asked if there was any update on whether or not government would raise public member per diems. D Adams noted that she was not aware of any discussion on this issue at this time.

23. Adjournment

MOTION C-21NOV2019 – M11

That the meeting be adjourned at 1:55 p.m.

Moved: B. Locke Billingsley

Seconded: S. Kawarsky

CARRIED

DRAFT

Client Relations Committee Report to Council

January 24, 2020

Committee Members

- Shelley Briscoe-Dimock, RP
- Steven Boychyn
- Barbara Locke Billingsley (term ended December 11, 2019)
- Sue Lymburner, RP, Chair, (Non-Council Committee Member)
- Jane Snyder

Committee meetings:

- n/a

Panel meetings:

- n/a

Since the last Council meeting, no Client Relations Committee meetings have taken place. Staff are continuing their work on the Sexual Abuse Council and Committee Training Program, as per a project plan presented to the Committee.

Funding for Therapy and Counselling

Since the last Council meeting, the Committee has not received an application for [funding for therapy and counselling for sexual abuse by members of CRPO](#) in accordance with O. Reg. 59/94: Funding for Therapy or Counselling for Patients Sexually Abused by Members Under the *Regulated Health Professions Act*, 1991, S.O. 1991, c. 18.

Formal Motions to Council

- n/a

The Committee Recommends:

- That the Client Relations Committee's Report to Council be accepted as presented.

Respectfully submitted,

Sue Lymburner, RP
Chair, Client Relations Committee

Discipline Committee Report to Council

January 24, 2020

Committee Members

- Gary Cockman, Chair
- Heidi Ahonen, RP
- Andrew Benedetto, RP
- Steven Boychyn
- Shelley Briscoe-Dimock, RP
- David Keast
- Kenneth Lomp, RP
- Michael Machan, RP
- Miranda Monastero, RP
- Keri Selkirk
- Jane Snyder
- Radhika Sundar, RP

Committee meetings:

- n/a

Panel meetings:

n/a

Referrals, Hearings & Motions

Referrals: Since the last Council meeting, we have received one new referral to Discipline ([CRPO v. Moir](#)).

Hearings: Since the last Council meeting, one hearing occurred on January 7, 2020 ([CRPO v. Holan](#)). We have been requested to proceed with a matter in writing as they are looking to withdraw the allegations in light of a signed undertaking ([CRPO v. Alves](#)) and a request to schedule a pre-hearing conference ([CRPO v. Parker](#)). Four additional hearings are awaiting scheduling.

Motions: No Motions have been submitted to the Discipline Committee.

Training

Since the last Council meeting, no training has been scheduled.

Formal Motions to Council

n/a

The Committee Recommends:

- That the Discipline Committee's Report to Council be accepted as presented.

Respectfully submitted,

Gary Cockman
Chair, Discipline Committee

Examination Committee Report to Council

January 24, 2020

Committee Members

- Heidi Ahonen, RP (Chair)
- Andrew Benedetto, RP
- Steven Boychyn
- Gary Cockman
- Barbara Locke Billingsley (term ended December 11, 2019)
- Michael Machan, RP
- Miranda Monastero, RP
- Keri Selkirk

Committee meetings:

- n/a

Panel meetings:

- December 3, 2019

Panel Meetings:

There was one half-hour meeting on December 3, 2019. Below is the outcome of that meeting:

Total Learning Plans Reviewed	1
Learning Plan Approved	1

Formal Motions to Council:

n/a

The Committee Recommends:

That the Examination Committee's Report to Council be accepted as presented.

Attachments:

n/a

Respectfully submitted,

Heidi Ahonen
Chair, Examination Committee

Executive Committee Report to Council

January 24, 2020

Committee Members

- Andrew Benedetto, RP
- Shelley Briscoe-Dimock, RP (Chair)
- Gary Cockman
- Sheldon Kawarsky (term ended December 11, 2019)
- Kenneth Lomp, RP

Committee meetings:

- December 13, 2019
- January 7, 2020

The Executive Committee considered the following matters at the December 13, 2019 and January 7, 2020 meetings:

Governance Reform Initiative

a. Regulatory Objectives

As noted at the November 21, 2019 CRPO Council meeting, the Executive Committee will be leading the GRI. As such, a portion of all scheduled Executive Committee meetings in 2020 will have time dedicated to the GRI as well as regular committee business. The first GRI item that the Executive Committee is bringing forward to Council for approval and adoption is the Regulatory Objectives document. Council will be given the opportunity to discuss this topic under agenda item #4: Governance Reform Initiative Update.

Public protection rationale: articulating regulatory objectives allows a regulator to tell registrants and the public both what they do and what they don't do. Stated objectives support a right-touch approach: if an initiative cannot be measured against the one of the objectives, it likely should not be undertaken.

b. Evaluation Development Proposal

The Committee was updated on the College's ongoing work with Darrell Pink, who is currently acting as consultant for the GRI. D. Pink has proposed working with CRPO to develop a series of Council evaluations that is robust and meaningful.

Public protection rationale: regular assessment of effectiveness and subsequent follow up to areas for development or improvement through evaluation of Council and Statutory Committee members ensures that CRPO's Council is receiving appropriate orientation and ongoing training as needed with respect to their roles and responsibilities pertaining to protecting and serving the public interest.

Public Consultation: Posting Registration History on the Public Register

The Executive Committee reviewed the feedback from the public consultation and agreed that the proposed by-law change should move forward to Council as presented for approval and adoption. The item will be addressed in more detail under agenda item 5.

Public protection rationale: the public register is a practical tool that allows the public to determine that the therapist they are seeing or considering seeing has met the standards for providing safe, competent, and ethical care; if they are in good standing with their regulator; and if they have are the subject of terms, conditions or limitations or any disciplinary proceedings. Including real-time registration status on the register supports public trust by ensuring that they can confirm that their RP was in good standing at the time services were provided.

Competency Evaluation

The Executive Committee was informed of the responses received from Council members regarding competency evaluations. Overall, the tool showed that Council members felt that they could benefit from more education and development in two main areas: stakeholder relations and health systems knowledge. Educational components will be included in many of the scheduled Council meetings in 2020.

Public protection rationale: the use of a competency framework for Council members allows CRPO to determine that the needed knowledge and skill set are present for responsible and effective decision-making and that Council is receiving appropriate orientation and ongoing training as needed with respect to their roles and responsibilities pertaining to protecting and serving the public interest.

Town Hall Meetings

The Executive Committee endorsed staff's work on hosting a series of town hall meetings throughout the province in 2020. This comes from Council's direction in 2018 that CRPO should endeavour to do this outreach work on a bi-annual basis. The Committee discussed adding more cities to be included in the town halls to reach more registrants and stakeholders as well as a proposal from staff to include a public focus group in some of the cities where town halls will be held.

Public interest rationale: direct outreach and contact with registrants allows CRPO to better gauge issues of importance, and to ensure that regulatory tools are up-to-date and relevant to the current practice environment. It also provides an opportunity to seek feedback from registrants on whether they receive the appropriate support to implement the standards of practice or practice guidelines effectively.

Adding public focus groups will allow Council to ensure that the public has access to information to engender trust that CRPO protects and serves the public interest.

2020-2021 CRPO Expense Budget

The item will be addressed during the in-camera portion of the January 24, 2020 council meeting. See agenda item 14.

Public interest rationale: the presentation of an annual budget demonstrates responsible planning to ensure adequate resources are available (financial, human, information) to achieve CRPO's desired results in fulfillment of its regulatory mandate.

Registrar's Performance Evaluation

The Executive Committee began working on the annual Registrar's Performance Evaluation.

Public interest rationale: an annual review by the Executive Committee ensures that the Registrar is accountable to Council for the performance and implementation of the CRPO's regulatory programs and activities.

ACTION TAKEN IN-BETWEEN COUNCIL MEETINGS

Committee Appointments

In accordance with the Regulated Health Professions Act (12(1)), "[b]etween the meetings of the Council, the Executive Committee has all the powers of the Council with respect to any matter that, in the Committee's opinion, requires immediate attention, other than the power to make, amend or revoke a regulation or by-law." As such, the Executive Committee made the following committee and appointments in order to begin appropriate orientation.

- Kali Hewitt-Blackie, professional member, was elected in the District 7 – Central by-election on December 16, 2019 and was appointed to the Inquiries, Complaints & Reports, Examination and Quality Assurance Committees.
- Judy Mord, professional member, was appointed to CRPO Council on December 18, 2019 to fill the vacancy in District 2 – North for a period of approximately six months. J. Mord was appointed to the Client Relations, Inquiries, Complaints & Reports and Nomination & Elections Committees.

All council members are appointed to the Discipline and Fitness to Practise committees.

Formal Motions to Council

Noted in briefing notes.

The Committee Recommends:

That the Executive Committee's Report to Council be accepted as presented.

Respectfully submitted,

Shelley Briscoe-Dimock
Chair, Executive Committee

Fitness to Practise Committee Report to Council

January 24, 2020

Committee Members

- Heidi Ahonen, RP
- Andrew Benedetto, RP
- Steven Boychyn
- Shelley Briscoe-Dimock, RP
- Gary Cockman, Chair
- David Keast
- Kenneth Lomp, RP
- Michael Machan, RP
- Miranda Monastero, RP
- Keri Selkirk
- Jane Snyder
- Radhika Sundar, RP

Committee meetings:

- n/a

Panel meetings:

n/a

Referrals, Hearings & Motions

Since the last Council meeting, no hearings have been scheduled.

Training

Since the last Council meeting, no training has been scheduled.

Formal Motions to Council

n/a

The Committee Recommends:

- That the Fitness to Practise Committee's Report to Council be accepted as presented.

Respectfully submitted,

Gary Cockman
Chair, Fitness to Practise Committee

Inquiries, Complaints and Reports Committee Report to Council

January 24, 2020

Committee Members
<ul style="list-style-type: none"> • Steven Boychyn • Shelley Briscoe-Dimock, RP (Chair) • Kathleen (Kali) Hewitt-Blackie, RP (Non-Council Committee Member) • Kenneth Lomp, RP • Miranda Monastero, RP • Keri Selkirk • Jane Snyder • Kevin VanDerZwet Stafford, RP (Non-Council Committee Member)

Plenary meetings:

- November 28, 2019

Panel meetings:

- November 27, 2019
- November 28, 2019
- November 8, 2019
- December 12, 2019

Complaints & Reports Summary

Current fiscal (to date)	April 1, 2019-Present
Formal Complaints¹	38
Registrar's Investigations²	3
Decisions Released	28
Discipline Referrals	7

On November 28, 2019, the Inquiries, Complaints and Reports Committee (ICRC) held a full day plenary meeting. The committee discussed new processes for reviewing complaints and reports, including resources for tackling complicated files. The committee took part in refresher training and participated in relevant case studies.

Staff updated the committee on new decisions released by HPARB and shared feedback from complainants and registrants.

Respectfully submitted,

Shelley Briscoe-Dimock
Chair, Inquiries, Complaints & Reports Committee

¹ Does not include ongoing complaints opened in previous fiscal years.

² Does not include ongoing reports opened in previous fiscal years.

Quality Assurance Committee Report to Council

January 24, 2020

Committee Members

- Kenneth Lomp, RP (Chair)
- Heidi Ahonen, RP
- Andrew Benedetto, RP
- Miranda Monastero, RP
- Kayleen Edwards, RP (Non-Council Committee Member)
- David Keast
- Jane Snyder

Committee meetings:

- n/a

Panel meetings:

- December 6, 2019

A panel of the Quality Assurance Committee (QAC) met on December 6, 2019.

Panel Decisions

The table below summarizes the cases that have been reviewed by panel since the beginning of the 2019-2020 fiscal year:

Case Type	Number Reviewed
Deferral requests	5
Incomplete Professional Development (PD) Requirements	4
Peer and Practice Review (PPR) Step 1 Cases	1
Peer and Practice Review (PPR) Step 2 New Cases	1
Peer and Practice Review (PPR) Step 2 Returning Cases	10
Peer and Practice Review (PPR) Step 2 Cases Closed	6

The Committee Recommends:

- That the Quality Assurance Committee's Report to Council be accepted as presented.

Respectfully submitted,

Kenneth Lomp RP
Chair, Quality Assurance Committee

Registration Committee Report to Council

January 24, 2020

Committee Members

- Andrew Benedetto, RP (Chair)
- Heidi Ahonen, RP
- Gary Cockman
- Carol Cowan-Levine, RP (Non-Council Committee Member; D&R Term Appointment)
- Sheldon Kawarsky (term ended December 11, 2019)
- David Keast
- Barbara Locke Billingsley (term ended December 11, 2019)
- Malcolm MacFarlane, RP (Non-Council Committee Member; D&R Term Appointment)
- Michael Machan, RP
- Muriel McMahon, RP (Non-Council Committee Member; IRTG Appointment)
- Radhika Sundar, RP

Committee meetings:

- November 7, 2019

Panel meetings:

- November 5, 2019
- November 15, 2019
- November 18, 2019

At the November 7, 2019 plenary meeting, Registration Committee participated in committee training and considered the following matters:

Criminal Record Checks

The Committee recommended to Council that applicants not be required at this time to submit a criminal record check as part of the application for registration. The topic will be revisited in one year.

Supervision Group Size

The Committee decided to limit group supervision to eight or fewer supervisees, effective April 1, 2022.

Resigned Members Re-Entry to Practice

The Committee considered the question of registrants who resign and then wish to return to registration. These requests will continue to be reviewed on a case-by-case basis and will be brought before the Registration Committee as needed.

Renewal Extension Policy

The Committee rescinded the previous Renewal Extension Policy. Updates to the renewal process since the policy was originally introduced have made the policy unnecessary.

Gestalt Institute Program Recognition Renewal

The Committee approved the renewal of the Gestalt Institute of Toronto Five Year-Training Program's recognition for another five years.

Panel Meetings

The November 5 and 18 meetings were each one hour in length. The November 15 meeting was a half-day meeting. All meetings took place via videoconference. Below are the statistics for these meetings.

Total applications reviewed between November 5 and 18	11
Approved	4
Refused	6
Terms, Conditions & Limitations	1

Health Professions Appeal and Review Board Update

Since the November 21, 2019 Council meeting update, the Health Professions Appeal and Review Board (HPARB) has returned two decisions. One decision was returned to the Registration Committee for reconsideration. The reconsideration is currently in-progress. The other decision was confirmed. This is the second Regular Route application reviewed by HPARB. Both Regular Route decisions have been confirmed so far.

HPARB orders and reasons are posted on CanLii. These are linked below:

- [K.B. v. College of Registered Psychotherapists of Ontario](#)
- [C.F. v. College of Registered Psychotherapists of Ontario](#)

Committee Membership Changes

Sheldon Kawarsky and Barbara Locke Billingsley's public appointment terms ended on December 11, 2019. The Chair would like to express appreciation for their valuable contributions to the Registration Committee and wish both of them the best in their future endeavours.

Formal Motions to Council

- n/a

The Committee Recommends:

- That the Registration Committee's Report to Council be accepted as presented.

Respectfully submitted,

Andrew Benedetto
Chair, Registration Committee