

2019-2020
ANNUAL REPORT
GOVERNANCE



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MISSION, VISION, VALUES

THE COLLEGE OF REGISTERED PSYCHOTHERAPISTS OF ONTARIO (CRPO) REGULATES ITS REGISTRANTS IN THE INTERESTS OF PROTECTING THE PUBLIC, IN ACCORDANCE WITH THE PSYCHOTHERAPY ACT, 2007.

MISSION

To develop standards and procedures to regulate psychotherapists in the public interest, striving to ensure competent and ethical practice within a professional accountability framework.

VISION

Leadership in professional self-regulation, dedicated to the principles of excellence, fairness, openness, responsiveness and respect for diversity.

VALUES

Leadership | Excellence | Accountability | Equity Integrity
Teamwork | Respect | Openness

MESSAGE FROM THE PRESIDENT



Shelley Briscoe-Dimock,
CRPO President

2019 – 2020 was certainly a memorable year—both for CRPO and for me personally. After laying the groundwork the previous year to learn about and embrace the philosophy of right touch regulation, this was the year Council put philosophy into practice.

This was a year that governance came clearly into focus. As you'll read about in these pages, we completed a governance review, developed competency matrices for Council and committee members, and began the implementation of a process for evaluating Council effectiveness.

Last September, we held our very first strategic planning session, a day of digging deep and defining our priorities.

For me personally, 2019 – 2020 will always be memorable as this was my first year of serving in the role of President. I have had the privilege of being on CRPO Council since 2015, allowing me to contribute to the developing culture at CRPO. It is rewarding to see all the efforts we have put in to building strong leadership coming to fruition through the governance capacity-building process.

Although this report is about the fiscal year that ended March 31, 2020, I would like to acknowledge the shift that happened in the final two weeks because of the global pandemic. Staff spent much of that two weeks – and a considerable amount of time since – working to respond to emergency directives and to provide RPs with much needed information and support. I anticipate the work for fiscal 2021 will be influenced by COVID-19 but am optimistic that CRPO will be able to continue the progress that was begun before this unprecedented time.

I hope this Annual Report provides you with a glimpse inside the ways we are working to fulfill our mandate of public protection.

MESSAGE FROM THE REGISTRAR



Deborah Adams,
CRPO Registrar

While the end of fiscal 2020 brought events that impacted CRPO as we marshalled to respond to the emerging pandemic, I'm pleased to be able to report that staff and Council achieved a great deal over the course of the year.

With a tight focus on the oversight role of Council—in particular, as it pertains to competence and accountability—we spent much of 2020 laying the foundation for reporting on key performance indicators related to governance, operations and regulatory functions. These domains shaped the development of our strategic plan **Fostering Excellence, Trustworthiness and Accessibility**, which will guide us for the next three years. This plan was informed by an independent governance review, which Council commissioned and that resulted in the June 2019 report a **Situational Analysis on the State of Governance**. Led by the right touch philosophy Council adopted last year, and with an eye to the work that government has committed to doing to integrate systems, improve guidance for health care providers and improve efficiency, CRPO moved significantly toward modernizing how we work.

A concrete and important step in that modernization was the articulation of a set of **Regulatory Objectives**. Establishing and communicating regulatory objectives allows a regulator to tell registrants and the public both what they do and how they do it. I trust that you will see evidence of our progress towards the “what” and the “why” of each of our objectives in this annual report and look forward to being able to document further progress over the coming year.

REGISTRATION AND RECOGNITION BY THE NUMBERS



9%

7,387 CRPO REGISTRANTS

INCREASE SINCE 2018-2019



6,294

REGISTRANTS IDENTIFY AS WOMEN

1,248



OF RPs OFFER CARE IN A LANGUAGE OTHER THAN FRENCH OR ENGLISH

747



OF RPs OFFER CARE IN NORTHERN ONTARIO

84% EXAM PASS RATE FOR QUALIFYING REGISTRANTS

1 NEW EDUCATION PROGRAM RECOGNIZED

1 ACCEPTED BRIDGING PROGRAM

PRACTICE ADVISORY INQUIRIES (AND WHAT WE DID ABOUT THEM)

CRPO's Practice Advisory Service continued to be well-utilized. The service, which provides information to the public and registrants related to standards and professional practice, responded to close to 1,500 inquiries over the course of the year.

The Practice Advisory Service is one mechanism that helps CRPO to stay abreast of developments in the field. Higher level themes and trends seen in the advisory service inform the work of Council and its committees, contributing to policy and resource development.

THEMES INCLUDED:

- disclosure of personal health information
- consent of minors in the context of divorce/separation
- clinical supervision
- electronic practice
- record keeping
- controlled act of psychotherapy
- billing practices
- liability insurance coverage

A key resource investment in this fiscal was the commitment to offering interactive, regional professional development to address a theme or issue identified through Practice Advisory inquiries. Accordingly, staff began planning for Peer Circles, a case-based workshop that allows participants the opportunity to work through challenging and relevant practice issues to develop enhanced problem-solving approaches and strategies. Working collaboratively with professional associations and education and training programs to reach as many RPs as possible, CRPO will be offering Peer Circles in the autumn of 2020 as a professional development activity across the province.

FOCUS ON GOVERNANCE

2019 – 2020 was a significant year for governance at CRPO. We were able to build on the efforts made in the previous year to shift to “right touch regulation,” an approach towards regulatory governance, risk-management and operations being embraced across Canada and around the world. Accomplishments include:

■ **GOVERNANCE REVIEW.** A **governance review**, an analysis that provided insights and recommendations to strengthen Council’s processes and areas of focus, which allowed CRPO to get clear on a roadmap of governance work ahead of us. Our consultant, Darrel Pink, made a presentation to Council in June 2019 on transforming regulation that allowed Council to fully grasp the breadth of the challenges and opportunities available to them.

■ **COMPETENCY MATRIX.** Development of a competency matrix, a system by which CRPO can annually identify strengths and gaps in the competencies of current and new Council members, both public and professional.

■ **TRAINING.** Designing and implementing a new Council and committee training plan, with an eye to elevating and amplifying the work we do. Our focus on training began with a session in August 2019 on how to be an effective chair and committee member.

■ **POLICY CHANGES.** Council approved a non-Council appointment policy in October 2019. Appointing RPs to non-Council seats on various committees allows CRPO to populate committees with a greater diversity than current election and appointment mechanisms allow.

It provides regulatory colleges with a way of modernizing governance without undermining current processes.

■ **EVALUATION MECHANISMS.** CRPO worked with the Ministry to explore ways to report on our work through the Key Performance Indicators the Ministry was developing.

■ **STRATEGIC PLAN DEVELOPMENT.** Council held CRPO’s very first strategic planning day in September 2019. Council developed a comprehensive, three-year strategic plan (see page 10) and articulated a set of regulatory objectives (see page 11), another mechanism for CRPO to tell registrants and the public both what we do and how we do it.

■ **FOREGROUNDING THE PUBLIC INTEREST.** In November 2019, a new approach towards creating agendas and briefing notes was adopted, one that foregrounded the public interest in all decision-making.

■ **ESTABLISHING A GOVERNANCE REFORM INITIATIVES GROUP.** Council approved having CRPO’s Executive Committee serve as stewards for the Governance Reform Initiative, allowing them to continue to guide governance reform activities.

CRPO'S STRATEGIC PRIORITIES

2020–2023

Supporting safe, high quality, accessible psychotherapy for Ontarians.



See the full strategic plan here: <https://www.crpo.ca/crpo-strategic-plan/>

REGULATORY OBJECTIVES

Regulatory objectives support accountability within a right touch approach to regulation. If an initiative cannot be measured against one of the objectives, it likely should not be undertaken.

- 1 **SERVE AND PROTECT THE INTEREST OF THE PUBLIC**
- 2 **PROMOTE CONFIDENCE IN PROFESSIONAL REGULATION**
- 3 **REGULATE IN A TRANSPARENT, PRINCIPLED, PROPORTIONATE, UNBIASED, PROACTIVE MANNER.**
- 4 **PROMOTE EQUALITY, DIVERSITY AND INCLUSION IN THE PROVISION OF PSYCHOTHERAPY SERVICES.**
- 5 **PROMOTE ACCESS TO MENTAL HEALTH SERVICES WITHIN THE SYSTEM**

CRPO will measure any proposed initiative against the public interest mandate using a series of test questions.

See the detailed version of the [Regulatory Objectives 2020-2023](#)

RESPONDING TO THE PANDEMIC

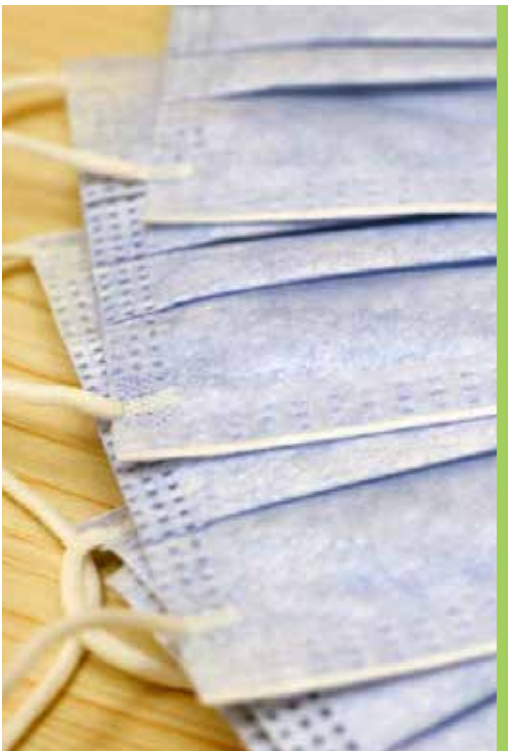
It was mid-March when everything in North America changed. Cases of COVID-19 were on the rise, and we all had to play our part to “flatten the curve.” CRPO swung into action, providing registrants with timely, accurate advice designed to keep clients and RPs safe. As information unfolded rapidly in that early period of coronavirus spread, we published three COVID-specific bulletins between March 20 and 25, ensuring that government messaging about emergency orders was being clearly conveyed and

adhered to. We created advice and resources for RPs who had been directed by the Chief Medical Officer of Health of Ontario to move the majority of their practice online, set up a resource page on our website, and wrote an at-a-glance list of FAQs. We fielded dozens of phone calls with coronavirus concerns by fiscal year end, and many more into fiscal 2020/21. We reviewed and found the best resources we could about infection prevention and control in a variety of care settings.

As part of being responsive to the pandemic, we extended the annual renewal payment deadline from April 1 to June 1. The registrants who were able to make timely payments supported that extension for those RPs who were facing financial difficulty, while allowing CRPO to continue to function and meet our public protection mandate. It also allowed us to continue to process the applications of approximately 100 new graduates a month who are preparing to join the growing ranks of Registered Psychotherapists.

Naturally, as this work continues in 2020, CRPO is keeping registrants up to date with the latest guidelines, recommendations, and requirements from the Ministry of Health, and we are serving as a clearinghouse for RPs on infection prevention and control practices.

As RPs and their clients navigate the coming year, adjusting to changes that will likely be in place for some time to come, CRPO will build on the work to date to ensure that our approach to regulation keeps pace with the evolving situation.



CONTROLLED ACT OF PSYCHOTHERAPY

On January 1, 2020, the controlled act of psychotherapy came fully into effect. This means that, under Ontario law, the controlled act of psychotherapy may only be performed by authorized professionals (Registered Psychotherapists, as well as members of the College of Psychologists of Ontario, Ontario College of Social Workers and Social Service Workers, College of Nurses of Ontario, College of Occupational Therapists of Ontario, and College of Physicians and Surgeons of Ontario).

In some respects, the change was muted. Because of the work that CRPO and other stakeholders had undertaken in the previous two years, a transitional period mandated by government, the psychotherapy community seemed largely ready for the change.

In other ways, of course, the change was deeply significant, and required a great deal of registrant and public education. The change was not lost on registrants; we responded to a considerable number of practice inquiries

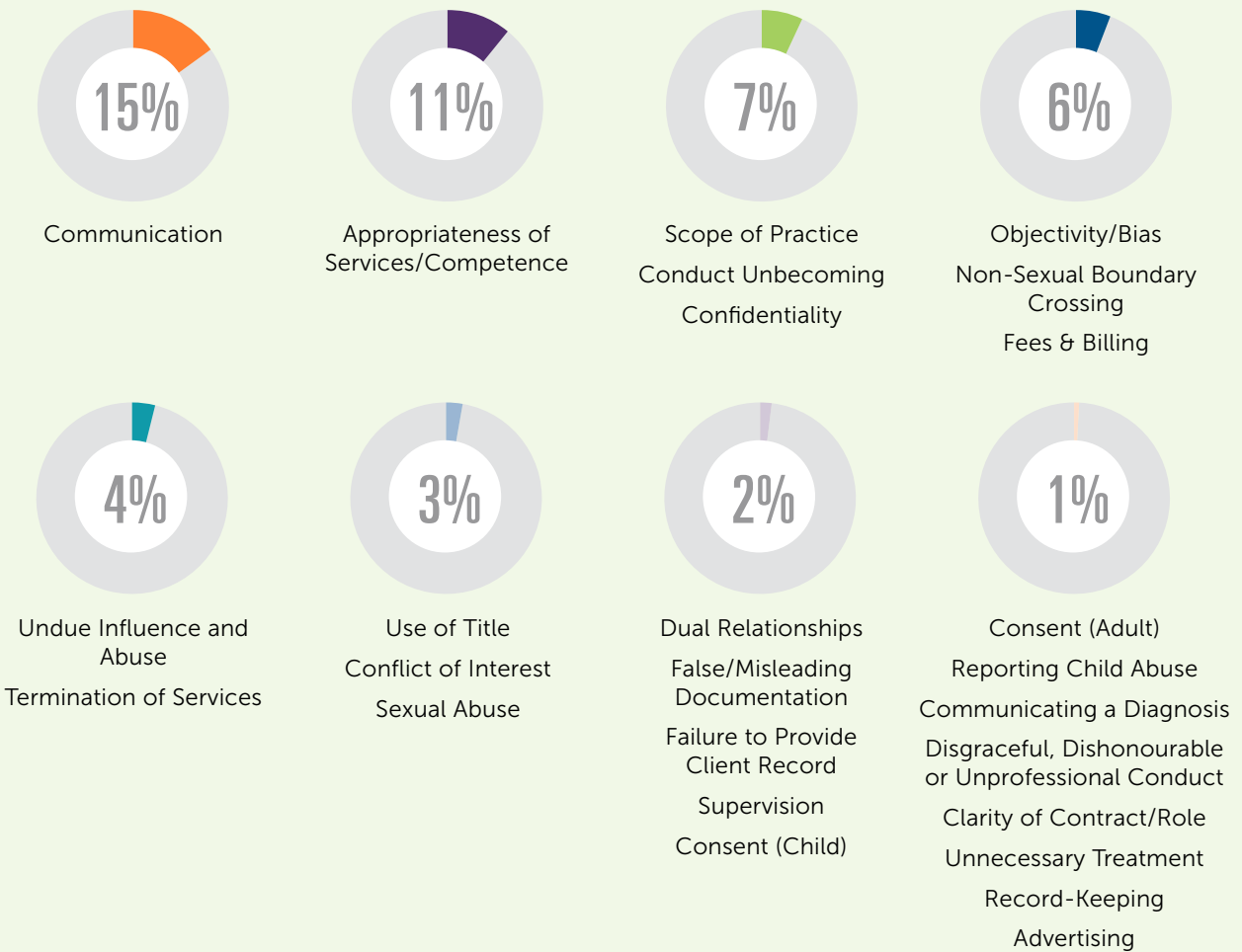
about the controlled act every month. In support of the efforts of registrants, clinical supervisors, employers and education programs, we added a controlled act resources section to the website, met with education and professional association program stakeholders and made staff available for presentations to help ease the transition.



ADDRESSING UNSAFE PRACTICE



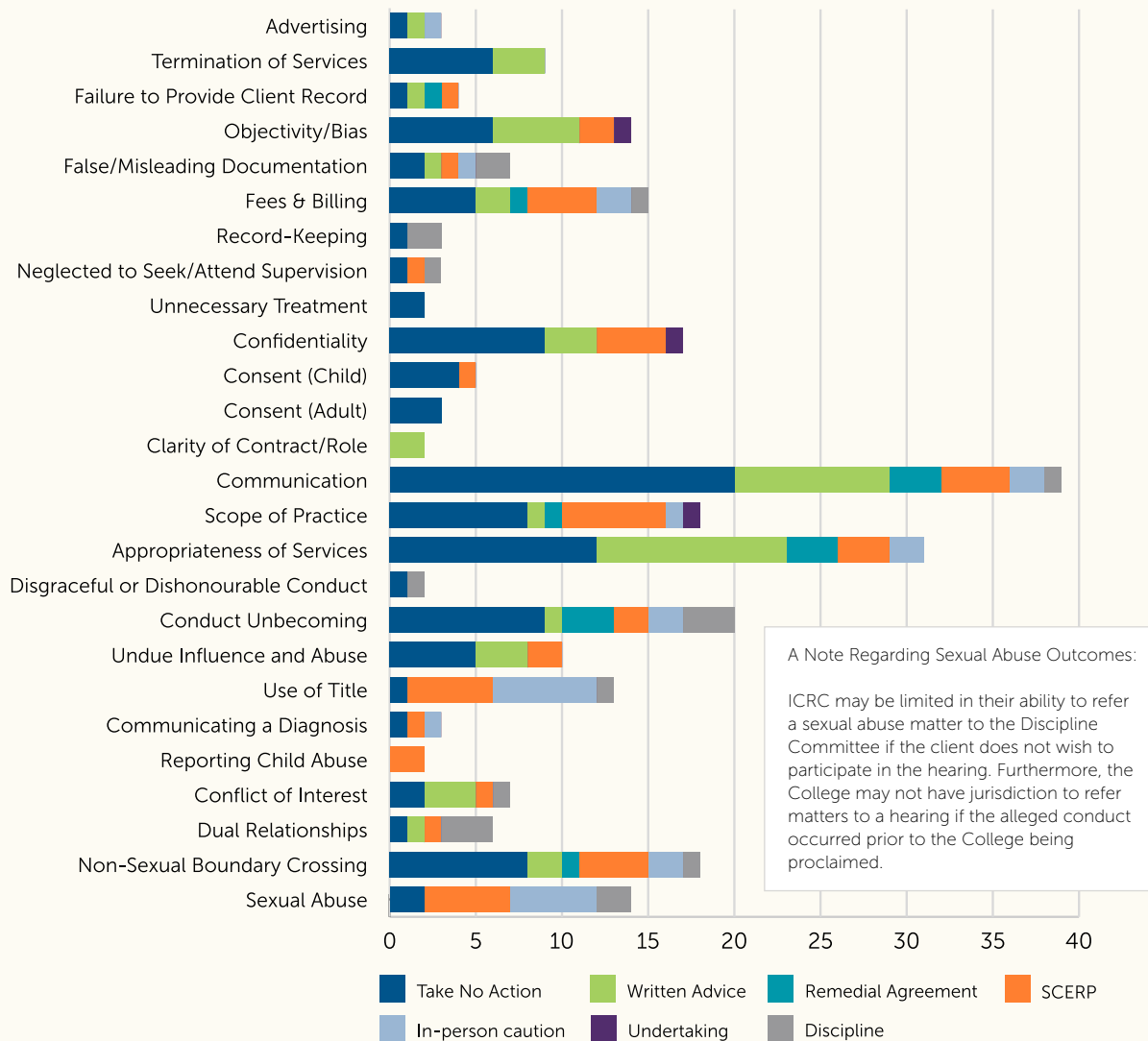
THE ISSUES ADDRESSED IN EACH OF THESE DECISIONS ARE:



COMPLAINT AND REPORT OUTCOMES

The dispositions for the 60 decisions ICRC made are displayed below. Please note, some allegations received two outcomes (e.g. SCERP and in-person caution).

ISSUES AND OUTCOMES: DECISIONS ISSUED 2019-2020



The Discipline Committee held two hearings and released a decision in one case this year.

The Health Professions Appeal and Review Board (HPARB) reviewed five decisions. Three decisions were confirmed, one was returned and one was reversed.

SUPPORT FOR SAFE PRACTICE

Registered Psychotherapists are required to complete 40 hours of professional development activities every two years. In 2019, 4,287 registrants completed professional development tools reflecting those 40 hours as well as a self-assessment exercise and a reflective learning plan. These exercises help registrants to reflect on their professional practice and any opportunities for growth and development.



Each year, a random selection of professional development tools is reviewed for quality of submission, including quality of reflection and evidence of 40 hours of learning activities. In 2019, 135 submissions were randomly reviewed.

CRPO also randomly selects 50 registrants each year for a Peer and Practice review, in which trained peer assessors conduct interviews with chosen RPs, review client charts and provide support identifying skills gaps and improvements.

Peer and Practice review has proven to be a useful way for CRPO to understand trends and issues that emerge for RPs around matters such as

- Confusion regarding credentials
- Identifying requirements for electronic record keeping
- Retaining records for children
- Safe and effective use of self
- Boundary crossing

These themes will inform the work that is undertaken in evaluating the efficacy of QA tools and developing resources for registrants.

STAKEHOLDER ENGAGEMENT BY THE NUMBERS

4	formal public consultations held
496	total responses received
10	other psychotherapy regulators from across Canada convened for two days of meetings
5	presentations held for students reaching 370+ audience members
1	presentation for insurance companies reaching 67+ audience members
3	focus groups held to increase representation from District 2 on Council
13	associations in attendance at stakeholder meeting
+29%	Website pageviews: 854,840
+24%	Find an RP accessed 60,823 times
360+	Twitter followers
900+	Facebook followers



- Applying to CRPO (62,126)
- Find an RP (60,823)
- Education Programs (47,156)
- Supervision (19,494)
- Self-Assessment Tool (19,328)
- 9 Steps to CRPO Registration (15,675)
- New Members: RP Qualifying (15,224)
- Quality Assurance Program (14,966)
- Contact Us (14,223)
- Registration Exam (13,738)

POPULAR VIDEOS:

- **New Registrant Orientation**
- **Filing a Complaint**
- **COMPASS Registration Exam Overview**

COMMITTEE MEMBERSHIP

CLIENT RELATIONS COMMITTEE

Susan (Sue) Lymburner, RP (Chair)
(non-council appointment)

Carol Cowan-Levine, RP
(ending June 2019)

Steven Boychyn

Shelley Briscoe-Dimock, RP

Mary Kardos Burton (ending June 2019)

Barbara Locke Billingsley
(ending December 2019)

Judy Mord, RP

Paula (Pat) Rayman, RP
(ending August 2019)

Keri Selkirk

Jane Snyder

Steven Stijacic (ending August 2019)

Radhika Sundar, RP

DISCIPLINE COMMITTEE

Gary Cockman (Chair)

All Council members serve on the Discipline Committee. Hearing panels are composed of three to five Committee members.

EXAMINATION COMMITTEE

Heidi Ahonen, RP (Chair)

Andrew Benedetto, RP

Steven Boychyn

Gary Cockman

Kathleen (Kali) Hewitt-Blackie, RP

Michael Machan, RP

Miranda Goode Monastero, RP

Keri Selkirk

EXECUTIVE COMMITTEE

Shelley Briscoe-Dimock, RP (President)

Kenneth Lomp, RP (Vice-President)

Andrew Benedetto, RP
(President until September 2019)

Steven Boychyn

Gary Cockman

Carol Cowan-Levine (ending June 2019)

Sheldon Kawarsky
(ending December 2019)

FITNESS TO PRACTICE COMMITTEE

Gary Cockman (Chair)

Barbara Locke Billingsley
(Chair until December 2019)

All Council members serve on the Fitness to Practise Committee. Hearing panels are composed of at least three Committee members.

INQUIRIES, COMPLAINTS, REPORTS COMMITTEE

Shelley Briscoe-Dimock, RP
(Chair since July 2019)

Kevin VanDerZwet Stafford, RP
(Chair until June 2019)

Steven Boychyn

COMMITTEE MEMBERSHIP

Carol Cowan-Levine, RP
(ending June 2019)

Miranda Goode Monastero, RP

Kathleen (Kali) Hewitt-Blackie, RP

Mary Kardos Burton (ending June 2019)

Sheldon Kawarsky
(ending December 2019)

Kenneth Lomp, RP

Judy Mord, RP

Paula (Pat) Rayman, RP
(ending August 2019)

Keri Selkirk

Jane Snyder

Steven Stijacic (ending August 2019)

NOMINATIONS & ELECTIONS COMMITTEE

Michael Machan, RP (Chair)

David Keast

Judy Mord, RP

Jane Snyder

Radhika Sundar, RP

QUALITY ASSURANCE COMMITTEE

Kenneth Lomp, RP (Chair)

Heidi Ahonen

Andrew Benedetto, RP

Mary Kardos Burton
(Chair until June 2019)

Kayleen Edwards, RP
(non-council appointment)

Kathleen (Kali) Hewitt-Blackie, RP

Sheldon Kawarsky
(ending December 2019)

David Keast

Malcolm MacFarlane, RP
(ending September 2019)

Miranda Goode Monastero, RP

Paula (Pat) Rayman, RP
(ending August 2019)

Jane Snyder

REGISTRATION COMMITTEE

Andrew Benedetto, RP
(Chair since September 2019)

Heidi Ahonen, RP

Malcolm MacFarlane
(Chair until September 2019)

Gary Cockman

Carol Cowan-Levine, RP
(ending June 2019)

Sheldon Kawarsky
(ending December 2019)

David Keast

Barbara Locke Billingsley
(ending December 2019)

Michael Machan, RP

Muriel McMahan, RP
(non-council appointment)

Radhika Sundar, RP

FINANCIAL STATEMENTS

For

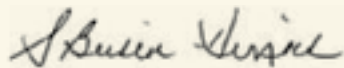
**COLLEGE OF REGISTERED PSYCHOTHERAPISTS AND REGISTERED
MENTAL HEALTH THERAPISTS OF ONTARIO**

For year ended
MARCH 31, 2020

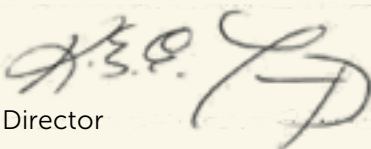
STATEMENT OF FINANCIAL POSITION
MARCH 31, 2020

	<u>2020</u>	<u>2019</u>
<u>ASSETS</u>		
CURRENT ASSETS		
Cash	\$ 7,848,251	\$ 6,292,458
Prepaid expenses	86,527	76,561
	<u>7,934,778</u>	<u>6,369,019</u>
CAPITAL ASSETS	451,766	500,554
	<u>\$ 8,386,544</u>	<u>\$ 6,869,573</u>
<u>LIABILITIES AND NET ASSETS</u>		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 630,715	\$ 309,680
Government remittances payable	454,044	454,067
Deferred revenue	3,610,000	3,601,814
	<u>4,694,759</u>	<u>4,365,561</u>
DEFERRED RENT PAYABLE	227,369	238,958
	<u>4,922,128</u>	<u>4,604,519</u>
NET ASSETS		
Unrestricted	2,990,802	1,737,365
Invested in capital assets	451,766	500,554
Internally restricted – sexual abuse therapy fund	21,848	27,135
	<u>3,464,416</u>	<u>2,265,054</u>
	<u>\$ 8,386,544</u>	<u>\$ 6,869,573</u>

On behalf of the Board:



Director



Director

**STATEMENT OF OPERATIONS
YEAR ENDED MARCH 31, 2020**

	<u>2020</u>	<u>2019</u>
REVENUE		
Membership	\$ 3,952,582	\$ 3,524,777
Jurisprudence	177,109	107,099
Application	208,298	96,095
Administration	140,047	62,096
Interest income	92,421	51,948
	<u>4,570,457</u>	<u>3,842,015</u>
EXPENSES		
Salaries and benefits	1,865,079	1,727,046
Complaints and discipline	503,512	278,682
Occupancy	257,424	258,886
Database and e-learning	231,746	215,000
Council and committees	105,776	113,302
Office	117,044	94,687
Registration	62,996	66,221
Professional services	44,990	44,165
Quality assurance	66,887	41,387
Communications	6,926	9,686
Insurance	7,848	6,975
Sexual abuse therapy fund	5,287	4,985
Amortization of capital assets	95,580	91,086
	<u>3,371,095</u>	<u>2,952,108</u>
EXCESS OF REVENUE OVER EXPENSES	<u>\$ 1,199,362</u>	<u>\$ 889,907</u>

STATEMENT OF CASH FLOWS
YEAR ENDED MARCH 31, 2020

	<u>2020</u>	<u>2019</u>
CASH PROVIDED FROM OPERATING ACTIVITIES		
Excess of revenues over expenses	\$ 1,199,362	\$ 889,907
Items not involving cash:		
Amortization of capital assets	95,580	91,086
Amortization of deferred rent payable	(11,589)	(11,588)
	<u>1,283,353</u>	<u>969,405</u>
Changes in non-cash working capital items:		
Prepaid expenses	(9,966)	(30,964)
Accounts payable and accrued liabilities	321,035	161,217
Government remittances payable	(23)	70,576
Deferred revenue	8,186	431,117
	<u>1,602,585</u>	<u>1,601,351</u>
CASH USED IN INVESTING ACTIVITIES		
Purchase of capital assets	<u>(46,792)</u>	<u>(13,236)</u>
INCREASE IN CASH	1,555,793	1,588,115
CASH, BEGINNING OF YEAR	<u>6,292,458</u>	<u>4,704,343</u>
CASH, END OF YEAR	<u>\$ 7,848,251</u>	<u>\$ 6,292,458</u>



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