



2020/2021 ANNUAL REPORT

www.crpo.ca

1-844-712-1364

The College of Registered Psychotherapists of Ontario (CRPO) regulates its registrants in the public interest. CRPO is established under the *Psychotherapy Act, 2007* and the *Regulated Health Professions Act, 1991*.



**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



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PRESIDENT'S MESSAGE

This year represented a continuation of CRPO's ongoing work to review and modernize its governance practices. Council approved documents describing the competencies of Council and committee members, and the composition of committees. These documents help ensure that people overseeing CRPO's work have the necessary abilities to do their job effectively. Council also began meeting with a consultant to evaluate Council and its meetings. By gathering information and reflecting on the results, Council can continually improve on how it does its work.

Other governance-related initiatives underway include reviewing work plans for Council and committees to keep CRPO's work in line with our Strategic Plan 2020 – 2023, early discussions on succession planning (ensuring Council and committee members can grow and serve in leadership positions), and approving executive limitation policies that codify good practices by setting the limits on what Council, the Registrar and staff do.

As part of early steps to foster equity, diversity and inclusion in the profession, Council appointed committee members following a call to the community of RPs inviting BIPOC (Black, Indigenous, People of Colour) candidates. CRPO also [shared plans](#) to review policies, practice standards and guidelines with an equity lens, and to develop a public and stakeholder engagement plan to receive diverse perspectives on regulatory issues.

Finally, RPs have seen firsthand in their practices the increase in demand for psychotherapy, and the increased challenges our clients face as a result of the pandemic this year. I would like to acknowledge the work done by registrants to continue to provide safe and ethical care during this extraordinary time.

Shelley Briscoe-Dimock, RP

President



“CRPO adjusted several processes in response to the pandemic”.

REGISTRAR'S MESSAGE

As the mental health needs of Ontarians increased over the past year, CRPO also saw the number of applicants and registrants grow significantly. At the same time, registrants shifted rapidly into electronic practice. CRPO hosted a well-attended webinar on e-practice offering practical guidance on the many considerations of providing therapy remotely. Registrants also exercised discretion regarding which services needed to be in person, while observing necessary infection prevention and control measures.

As registrants adapted, CRPO also adjusted several processes in response to the pandemic. Various deadlines were applied flexibly, electronic submissions of academic transcripts were accepted, and CRPO worked with its exam provider to offer the registration examination via remote proctoring, with the first sitting taking place in April 2021. Further, CRPO Council, committees, and staff carried out all meetings online.

CRPO was also able to connect remotely with stakeholders throughout the year, which in some ways increased our reach and accessibility. Events included

meetings with professional associations, education programs, and psychotherapy or counselling regulators in other provinces. Approximately 231 RPs attended a virtual town hall in September.

CRPO also worked hard this year to transition to a new registrant database, offering a streamlined, user-friendly experience. The Quality Assurance Program is beginning an overhaul to increase the number of registrants it can engage, while tailoring feedback to each registrant's level of need. A new online, peer-validated assessment is expected to be launched in late 2022. All Ontario health regulatory colleges also completed their first College Performance Measurement Framework (CPMF) [report](#), as required by the Ministry of Health and Long-Term Care. The CPMF collects statistics over the calendar year to help the public understand how well colleges are doing their job and to help continually improve accountability, transparency, and oversight.

Mark Piore

Acting Registrar (February-August 2021)

REGISTRATION & RECOGNITION*



8180

CRPO Registrants



24%

Increase in applications submitted



3

New recognized programs



88%

Exam pass rate for Qualifying registrants

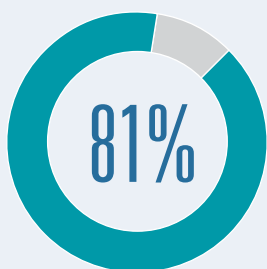
* Regulatory data for calendar year, January 1 – December 31, 2020

REGISTRATION & RECOGNITION*

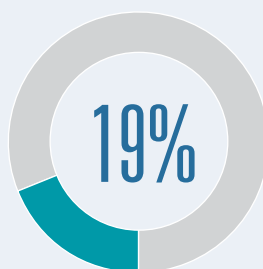


Increase from

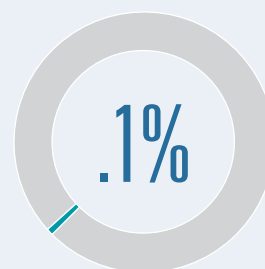
7387 to **8180**



Identify as Female

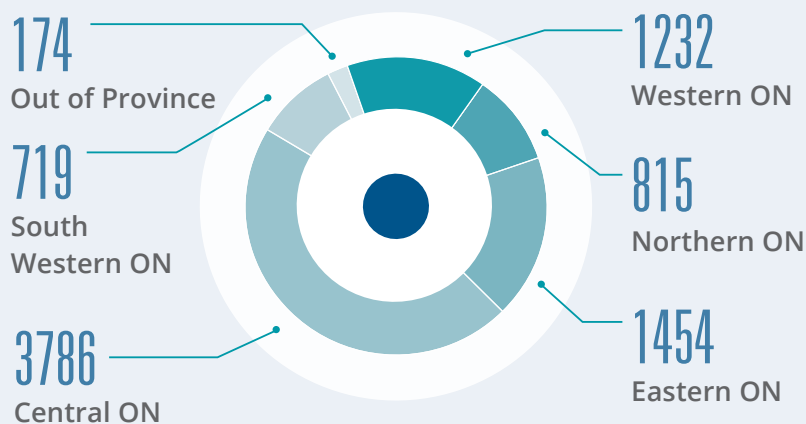


Identify as Male



Identify as Other

RPs by Region



2253

Registrants reporting languages in addition to ENG and/or FR

* Regulatory data for calendar year, January 1- December 31, 2020


STAKEHOLDER ENGAGEMENT BY THE NUMBERS


231 

Virtual town hall participants 


11 

Associations represented at the Association Meeting

442 

Participants, 1.1K YouTube views 

Webinar: How to Expect the Unexpected in Online Practice hosted by Talia Singer

21 

Education programs represented at the Education Program Meeting

10 

Provinces represented at the Pan-Canadian psychotherapy regulator meeting

TOP 10

Website page visits

Home page	261,741
Applying to CRPO	64,750
Find a RP	63,063
Educational Programs	58,992
Supervision	19,523
Registered Psychotherapist (Qualifying)	19,191
Self-Assessment Tool	18,952
COVID FAQs	17,062
9 Steps to CRPO	
Registration	16,227
What is Psychotherapy	14,809

7 

Presentations held for students and program supervisors reaching 138+ audience members

18 

Virtual peer circle sessions with 144 participants



PRACTICE ADVISORY INQUIRIES

The Practice Advisory Service responds to questions from registrants and the public. Topics cover many aspects of what is expected in the practice of psychotherapy.

> 2000



Inquiries answered over the course of the year*

TOP FIVE TOPICS:

- 1 Cross-border psychotherapy practice (client or therapist outside Ontario)
- 2 Record-keeping
- 3 Clinical supervision
- 4 COVID-19 (restrictions, infection prevention protocols, re-opening of in-person services, etc.)
- 5 Electronic practice

* Regulatory data for calendar year, January 1 – December 31, 2020

ADDRESSING UNSAFE PRACTICE



88

Complaints and Reports Received



78

Decisions Issued

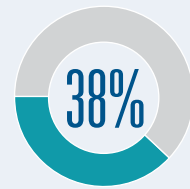


230

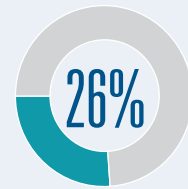
Number of Allegations Contained in 78 Decisions Issued*

* Regulatory data for calendar year, January 1 – December 31, 2020

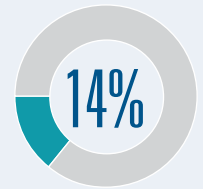
ISSUES IN EACH OF THESE DECISIONS HAVE BEEN CATEGORIZED:



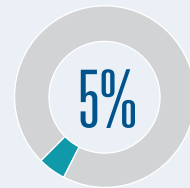
Professional Conduct & Behaviour¹



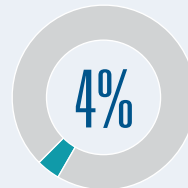
Competence / Patient Care²



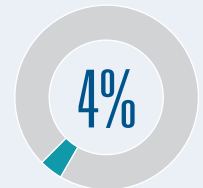
Sexual Abuse / Harassment / Boundary Violations



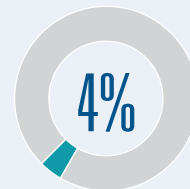
Unauthorized Practice



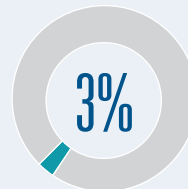
Communication



Fraud



Advertising



Record-keeping



Billing and Fees

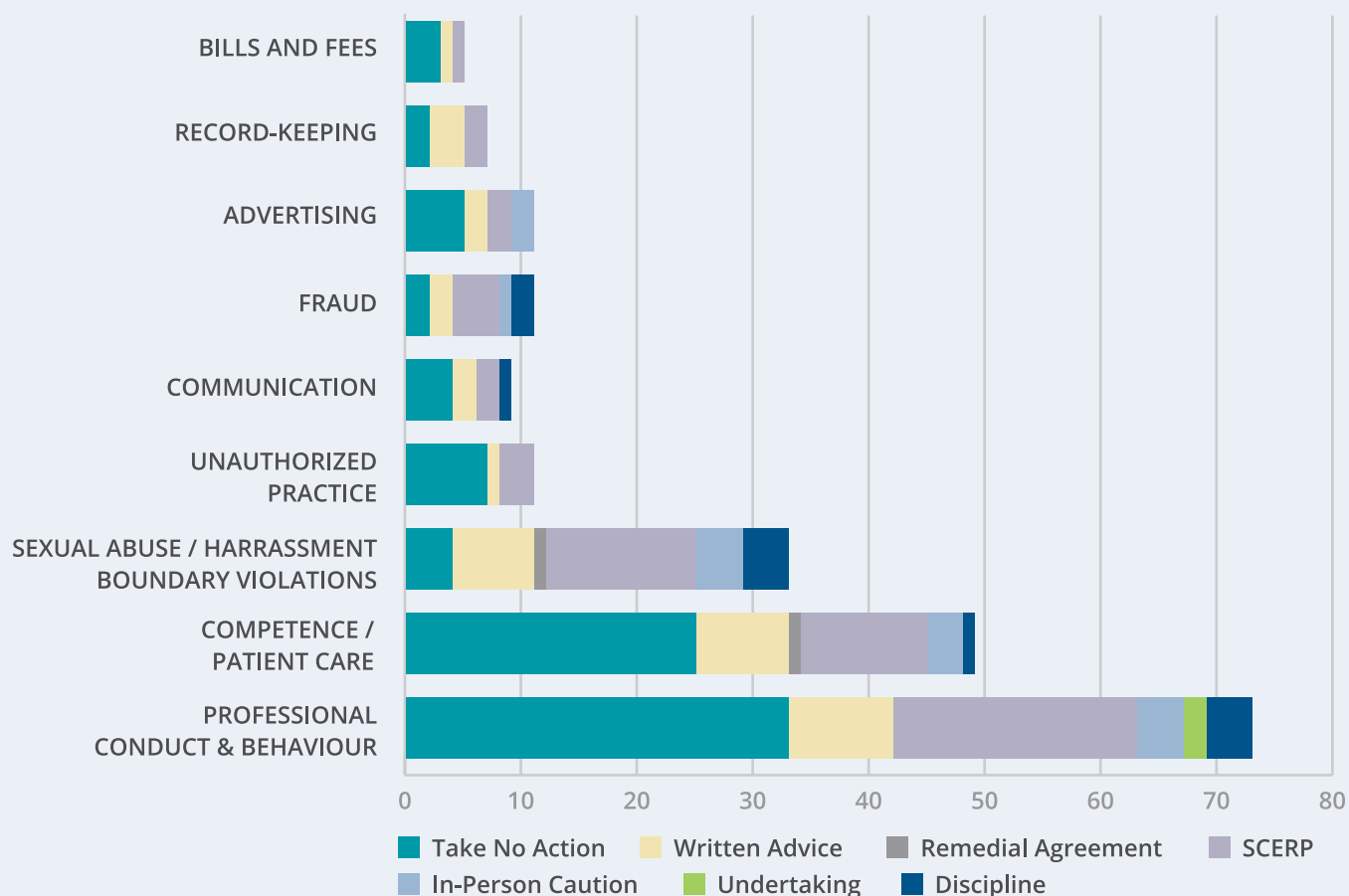
¹ Includes conflict of interest; conduct unbecoming; confidentiality; clinical records; objectivity/bias; and unprofessional conduct with colleagues.

² Includes failure to report; appropriateness of services; issues with establishing contract/role; consent; unnecessary treatment; supervision; and termination of services.

COMPLAINT AND REPORT OUTCOMES

The outcomes for all 78 decisions issued in the 2020 calendar year are displayed below. Please note, some investigations received two or more outcomes, e.g., specified continuing education or remediation program (SCERP) and in-person caution.

ISSUES AND OUTCOMES: DECISIONS ISSUED 2020



The [Discipline Committee](#) held five hearings this year.

The Health Professions Appeal and Review Board (HPARB) released four decisions. Three decisions were confirmed. In one complaint, the College was ordered to change its decision.

HIGHLIGHT: COVID-19 RESPONSE



- 12 COVID bulletins sent
- Vaccination news for RPs published to website
- Flexibility with minimum education substantial completion requirement to apply to CRPO
- Transcripts accepted electronically
- Mass exam extensions granted for RP (Qualifying) deadlines to make first and third exam attempt
- October 2020 exam offered over three days
- Announcement of Registration Exam being offered via remote proctoring for 2021
- Supervision expectations clarified for RP (Qualifying) registrants who were unable to secure an exam seat
- Fee increases delayed to June 2022
- Live-streamed Council meetings

HIGHLIGHT: COUNCIL COMPETENCIES

As the body charged with ensuring Registered Psychotherapists provide safe, ethical and competent care to Ontarians, it is imperative that individuals who serve on Council and committees possess the appropriate balance of knowledge, skills and experience to perform their duties effectively.

In November 2019, Council approved the adoption of a [Council Competency Matrix](#) with the expectation that all members of Council and non-Council committee appointments demonstrate the attributes and competencies required of all Council members. These attributes and competencies range from governance knowledge and financial literacy to diversity and inclusion and health systems knowledge. This matrix established the framework to begin electing, appointing and recruiting registrants with considerable knowledge

and expertise from a diverse population.

Building on these competencies, Council approved the adoption of three additional competency matrices to establish committee-specific attributes, competencies and composition. The [Committee Competency Matrix](#), [Committee Composition Matrix](#) and the [Discipline and Fitness to Practise Hearing Competency Matrix](#) allow the College to ensure that appropriate training and professional development are provided across all regulatory and governance functions.

Through the adoption of competency frameworks, the College can continue to cultivate excellence, accountability and responsiveness among its Council and committee members.



COMMITTEE MEMBERSHIP

CLIENT RELATIONS

Steven Boychyn
 Shelley Briscoe-Dimock, RP
 Sue Lymburner, RP
 (Chair & Non-Council member)
 Judy Mord, RP
 Keri Selkirk
 Jane Snyder
 Radhika Sundar, RP

DISCIPLINE AND FITNESS TO PRACTISE COMMITTEES*

Gary Cockman
 (Chair, April 2020-January 2021)
 Andrew Benedetto, RP
 (interim Chair, January-March 2021)
 Carol Cowan-Levine, RP
 (Non-Council member, appointed as member October 2020, appointed as Chair March 2021)

*all members of Council sit on these committees

EXAMINATION

Heidi Ahonen, RP (Chair)
 Andrew Benedetto, RP
 Steven Boychyn
 Felipe Cepeda, RP (Qualifying)
 (Non-Council member appointed October 2020)
 Kali Hewitt-Blackie, RP
 Michael Machan, RP
 Miranda Monastero, RP
 Keri Selkirk

EXECUTIVE COMMITTEE

Andrew Benedetto, RP
 Steven Boychyn
 Shelley Briscoe-Dimock, RP
 (Chair & President)
 Gary Cockman
 Kenneth Lomp, RP (Vice-President)

INQUIRIES, COMPLAINTS AND REPORTS

Steven Boychyn
 Shelley Briscoe-Dimock, RP (Chair)
 David Bruce, RP
 (Non-Council member appointed October 2020)
 Kimberly Cato, RP
 (Non-Council member appointed October 2020)
 Kali Hewitt-Blackie, RP
 Kenneth Lomp, RP
 Miranda Monastero, RP
 Judy Mord, RP
 Carla Ribeiro, RP
 (Non-Council member appointed October 2020)
 Kafui Sawyer, RP
 (Non-Council member appointed October 2020)
 Keri Selkirk
 Jane Snyder
 Kathy-Ying Zhao

NOMINATIONS AND ELECTIONS

David Keast
 Michael Machan, RP (Chair)
 Judy Mord, RP

Jane Snyder
 Radhika Sundar, RP
 Kathy-Ying Zhao

QUALITY ASSURANCE

Heidi Ahonen, RP
 Andrew Benedetto, RP
 Sherine Fahmy
 Kayleen Edwards, RP
 (Non-Council member)
 Kali Hewitt-Blackie, RP
 David Keast
 Kenneth Lomp, RP (Chair)
 Miranda Monastero, RP
 Brenda Sedgwick, RP
 (Non-Council member appointed October 2020)
 Kathy-Ying Zhao

REGISTRATION

Heidi Ahonen, RP
 Elda Almario, RP
 (Non-Council member appointed October 2020)
 Andrew Benedetto, RP (Chair)
 David Keast
 Michael Machan, RP
 Muriel McMahan, RP
 (Non-Council member)
 Ahilaruban Nageswaran, RP
 (Non-Council member appointed October 2020)
 Jane Snyder
 Radhika Sundar, RP

FINANCIAL STATEMENTS

FOR

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

**FOR YEAR ENDED
MARCH 31, 2021**

STATEMENT OF FINANCIAL POSITION
MARCH 31, 2021

	2021	2020
ASSETS		
CURRENT ASSETS		
Cash	\$ 9,740,946	\$ 7,848,251
Prepaid expenses	91,015	86,527
	<u>9,831,961</u>	<u>7,934,778</u>
TANGIBLE CAPITAL ASSETS	<u>358,596</u>	<u>451,766</u>
	<u>\$10,190,557</u>	<u>\$ 8,386,544</u>
LIABILITIES AND NET ASSETS		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$ 874,087	\$ 630,715
Government remittances payable	516,547	454,044
Deferred revenue	4,182,939	3,610,000
	<u>5,573,573</u>	<u>4,694,759</u>
DEFERRED RENT PAYABLE	<u>210,416</u>	<u>227,369</u>
	<u>5,783,989</u>	<u>4,922,128</u>
NET ASSETS		
Unrestricted	3,943,339	2,990,802
Invested in tangible capital assets	358,596	451,766
Internally restricted - sexual abuse therapy fund	104,633	21,848
	<u>4,406,568</u>	<u>3,464,416</u>
	<u>\$10,190,557</u>	<u>\$ 8,386,544</u>

On behalf of the Board:

Shelley Briscoe-Dimock
 Director

K.G.E. Lomp
 Director

STATEMENT OF OPERATIONS
YEAR ENDED MARCH 31, 2021

	2021	2020
Revenue		
Membership	\$ 4,268,000	\$ 3,952,582
Jurisprudence	217,792	177,109
Application	231,100	208,298
Administration	59,793	140,047
Interest income	27,034	92,421
	<u>4,803,719</u>	<u>4,570,457</u>
Expenses		
Salaries and benefits	2,066,353	1,865,079
Complaints and discipline	522,143	503,512
Occupancy	255,737	257,424
Database and e-learning	313,926	231,746
Council and committees	123,294	120,053
Office	213,148	102,767
Registration	48,187	62,996
Professional services	65,490	44,990
Quality assurance	131,102	66,887
Communications	12,268	6,926
Insurance	7,631	7,848
Sexual abuse therapy fund	7,715	5,287
Amortization of tangible capital assets	94,573	95,580
	<u>3,861,567</u>	<u>3,371,095</u>
Excess of revenue over expenses	<u>\$ 942,152</u>	<u>\$ 1,199,362</u>

STATEMENT OF CASH FLOWS
YEAR ENDED MARCH 31, 2021

	2021	2020
CASH PROVIDED FROM (USED IN)		
OPERATING ACTIVITIES		
Excess of revenues over expenses	\$ 942,152	\$ 1,199,362
Items not involving cash:		
Amortization of tangible capital assets	94,573	95,580
Amortization of deferred rent payable	<u>(16,953)</u>	<u>(11,589)</u>
	1,019,772	1,283,353
Changes in non-cash working capital items:		
Prepaid expenses	(4,488)	(9,966)
Accounts payable and accrued liabilities	243,372	321,035
Government remittances payable	62,503	(23)
Deferred revenue	<u>572,939</u>	<u>8,186</u>
	<u>1,894,098</u>	<u>1,602,585</u>
INVESTING ACTIVITIES		
Purchase of tangible capital assets	<u>(1,403)</u>	<u>(46,792)</u>
INCREASE IN CASH	1,892,695	1,555,793
CASH, BEGINNING OF YEAR	<u>7,848,251</u>	<u>6,292,458</u>
CASH, END OF YEAR	<u>\$ 9,740,946</u>	<u>\$ 7,848,251</u>



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