

College of Registered Psychotherapists of Ontario



Annual Report 2022/2023

The College of Registered Psychotherapists of Ontario (CRPO) regulates its registrants in the interest of protecting the public, in accordance with the [Psychotherapy Act, 2007](#).

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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

Regulatory Objectives

- 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 equity, diversity and inclusion in the provision of psychotherapy services
- 5 Regulate to support the mental health system in being more accessible

President's Message

As I approach the end of my first year as President of the College, I find myself reflecting, not only on the growth and advancements of CRPO over the past year, but on the truly dramatic change that has taken place for the College and the profession since the days of the transitional Council. As a “newbie” on the transitional Council in 2013, I was impressed by the work ethic and stalwart dedication of my Council colleagues, both practitioners and members of the public, and the handful of staff at the time. What first comes to mind is that we were projecting registration of two to three thousand Registered Psychotherapists (RPs) following proclamation. While registration in the first couple of years was around this number, those early registration projections were wildly inaccurate compared with the current complement of RPs approaching 12,000. Now, while the dedication and excellent work of Council continues, we have enlisted the assistance of several non-Council appointees whose valuable contributions span across many different Committees and working groups, not the least of which is the Diversity, Equity and Inclusion (DEI) Working Group. There are currently thirty-seven non-Council appointees of which fifteen are members of the DEI Working Group. Along with the growth in the number of registrants and non-Council appointees, there has been a concomitant increase in College staff, now exceeding thirty. Given the positive, productive working environment supported by the Registrar and her senior staff, the College has been able to recruit exceptional, talented folks.

I recall the tough slogging that the transitional Council and first elected Council had with the complex and demanding work of launching a regulatory college. Staff were helpful and guided Council members effectively, but it was long and arduous work for us all. Now that the initial setup is long complete, the ongoing work falls primarily on staff, with Council and committee direction, to review and update College policy. Case in point is the stellar work done by staff in revising the Professional Practice Standards.

Ontario’s Fairness Commissioner recently pointed out to Council that CRPO is still in its infancy relative to other regulatory colleges but has been able to move forward with innovation. In September 2022, Council and CRPO’s senior management team met for our second strategic planning session (the first was in 2019). One of the key outcomes of the session included developing a mentorship program for both public and professional Council members and non-Council appointees, a process that has been initiated and will continue in its development into the fall of 2023. The strategic planning session also led to reaffirming and underscoring the importance of using right-touch, risk-based, and trauma-informed approaches across all the College’s endeavours.

The College Performance Measurement Framework (CPMF) requires that Council regularly assesses its effectiveness and addresses identified opportunities for improvement. The CPMF specifically requires colleges to adopt a framework that evaluates Council meetings and Council effectiveness including a third-party assessment every three years.

President's Message Continued

In keeping with the requirements of the CPMF, and in line with the spirit of the strategic plan, CRPO's Council adopted a framework that includes meeting evaluation tools, a Council effectiveness survey and an annual committee 'renewal' assessment (through the review of the terms of reference and work plan) and prepared for an external evaluation that took place in early 2023. An annual Council effectiveness survey was developed and piloted in 2021 and then revised and used again in January 2022. It will now be used every year.

An external review included the observation of a Council meeting and an Executive Committee meeting and interviews with a number of individual Council members. The information gathered through these meeting observations and interviews will be used to inform a report that also considers the results of the Annual Council Effectives survey and the results of the Meeting Pulse Evaluation. The report will provide a review of CRPO's governance practices, offer recommendations around opportunities for improvement, and satisfy the CPMF requirement that the College undergo an external evaluation every three years.

In addition to meetings and committee evaluation, the annual evaluation of individual Council members is critical to the College's ongoing development. The individual evaluation process was launched this past year with each Council member completing a self-evaluation using the Council competency matrix. At the same time, individual Council members were assessed by two or three of their colleagues using the same matrix. The results of these evaluations will be used to plan education for Council as a whole and for individual members.

It goes without saying that I am proud of this past year's accomplishments by Council and the College and I'm somewhat in awe of the remarkable growth of CRPO and the profession since proclamation eight short years ago. I wholeheartedly believe that the public interest has been served well by the College over that time and that the College has been sensitive to the needs of its registrants. In that regard, I congratulate our Registrar for her leadership and in building a competent and hardworking complement of staff.

In closing, I want to thank my Council colleagues, past and present, CRPO staff, and our Registrar for making this past year, and all the years prior, enjoyable and very fulfilling!

I encourage you to read this Annual Report and the CPMF report to learn in detail about the College's progress and achievements.

-Kenneth Lamp, RP

Registrar's Message

Ontario's health regulatory colleges are all governed by the [Regulated Health Professions Act, 1991](#) (RHPA). A profession-specific act, the [Psychotherapy Act, 2007](#), provides CRPO with additional individual requirements and definitions, including restricting the title "registered psychotherapist" to registrants, and authorization for registrants to perform the controlled act of psychotherapy.

Together these pieces of legislation articulate the duty of the College — to serve and protect the public — and prescribe much of how this duty is to be achieved. While there is clarity of purpose in having such a singular mandate, there is a need to ensure that CRPO is responsive to changing public expectations in how we regulate. Much of the work of the past year has been in pursuit of 'sustaining innovation' — or looking to improve on what we already do — with changing public expectations very much a driving force in where the College has decided to put its resources.

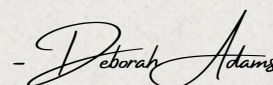
One example of our commitment to change has been a focus on diversity, equity and inclusion with the establishment of a Diversity, Equity and Inclusion Working Group (DEI WG). We know that we must take steps within regulation broadly and at our college specifically to take down barriers that currently exist and to make sure we are not creating new inequities. We are committed to addressing all forms of discrimination, such as racism, including anti-Indigenous racism and anti-Black racism, addressing the rights of 2SLGBTQIA+ communities, the rights of people with disabilities, and discrimination faced by other equity-deserving groups. The DEI WG is a 15-member working group that was created to provide advice and recommendations to Council on matters affecting client members of the public, Registered Psychotherapists, and related practices, protocols, and procedures.

This year CRPO made the decision to take part in an innovative pilot project: the Health Professions Discipline Tribunal Pilot. The pilot will evaluate a model that places experienced adjudicators, appointed as non-Council members to the Discipline Committee, serving as Chairs for hearing panels. The planning work was conducted this year and the pilot will begin in April 2023 with the goal of increasing the separation between Council and the College's Discipline Committee, efficiency of processes, and overall transparency.

Registrar's Message Continued

Work was done this year to begin an external third-party review of the College's complaints and reports processes. The intent of this review is to ensure that CRPO is using a trauma-informed approach to how we manage complaints and reports to mitigate distress from being involved in a complaint or report, either as a complainant or a respondent. I look forward to sharing the results of this review and the work that CRPO undertakes in response in our next annual report.

Finally, I would like to thank everyone for their hard work over the past year. Council members have been enthusiastic participants in a comprehensive evaluation program, on top of conducting governance work. The staff team has supported the initiatives you can read about in this report as well as the core work captured in the [2022 College Performance Measurement Framework Report](#). In addition, staff are working with a growing number of dedicated committee members as Council continues to appoint non-elected professionals so that we have the diversity of perspectives needed to ensure good decision-making in the public interest. We have also added to our Peer Assessor and Practice Advisory team so that we can provide more comprehensive and timely guidance to assist in the provision of safe, effective and ethical practise by Registered Psychotherapists. I am grateful for the collective work of all these individuals, which has allowed CRPO to continue to support the considerable contributions registrants make to the health and well-being of Ontarians.



REGISTRAR & CEO

Registration & Recognition

11,386

CRPO Registrants

(as of Dec. 31, 2022)

Increased by 23.5% from 9,220 in previous year

Increase in applications submitted

(2022 compared to 2021)

43%

05

Number of **new** recognized programs

Number of recognized programs granted **clinical experience recognition**

11

91%

Exam pass rate for Qualifying registrants

Number of registrants by region

- **Western ON** (District 1): **1,735**
- **Northern ON** (District 2): **1,096**
- **Eastern ON** (District 3): **1,989**
- **Central East** (District 4): **1,299**
- **Southwestern ON** (District 5): **1,133**
- **Central West** (District 6): **630**
- **Central** (District 7): **3,122**
- **Out of Province** (Other): **382**

% Percentage of registrants by region

- **Western ON** (District 1): **15.2%**
- **Northern ON** (District 2): **9.6%**
- **Eastern ON** (District 3): **17.5%**
- **Central East** (District 4): **11.4%**
- **Southwestern ON** (District 5): **10%**
- **Central West** (District 6): **5.5%**
- **Central** (District 7): **27.4%**
- **Out of Province** (Other): **3.4%**

Top 10 Languages Spoken by Registrants

(other than English)

1. French – 1226
2. Hindi – 318
3. Spanish – 266
4. Urdu – 246
5. Persian – 240
6. Mandarin – 195
7. Panjabi – 185
8. Arabic – 174
9. Cantonese – 168
10. Russian – 128

System Partner Engagement by the Numbers

836+

Audience members for student and program supervisor presentations.

11

Associations represented at the Association Meeting on **June 1, 2022.**

18

Education programs represented at the Education Program Meeting on **May 9, 2022.**

10

Provinces represented at the Pan Canadian Psychotherapy Regulators meeting on **April 20, 2022.**

17,650

Inquiries to **info@crpo.ca** from applicants, registrants, and system partners responded to.

Quality Assurance Program & Professional Development

Registrants registered in even-numbered years (i.e., 2016, 2018, 2020) were due to report their professional development (PD) requirements for the 2022 reporting cycle.

- **2853** registrants were monitored
- **2808** registrants (98%) completed their PD development activities as required
- **37** registrants did not complete their PD development activities and are engaged in further monitoring (e.g., PD audit)
- **8** registrants received an administrative suspension for non-compliance

New registrants are encouraged to begin their participation in the QA Program by completing a self-assessment within their first 60 days of registration.

- **2329** new registrants were monitored
- **2274** completed the new registrant requirement
- **55** did not complete the new registrant requirement and are engaged in further monitoring

Peer and Practice Review

A new case-based assessment (CBA) was developed as a peer and practice review (PPR) activity. See the Highlights section for more on this innovative approach to risk-assessment. The CBA was piloted in November and 178 RPs completed the assessment.

Pilot Case Based Assessment Outcomes

- **143** successful
- **28** successful with self-directed review
- **7** peer-assisted review

Practice Advisory Inquiries

The Practice Advisory Service responded to a total of

2852

inquiries from January to December 2022.

Top Inquiries

1

Cross Border Therapy

- Can I treat a client outside of Ontario?
- Can I treat a client in Ontario if I am registered in a different province?
- Do CRPO registrants need to live in Ontario?

2

Confidentiality

- Can I disclose a client's personal health information to third parties (e.g., lawyer/client family member/insurance company)?
- Confidentiality concerns when working with minor clients.

3

Fees

- How much should an RP charge clients?
- Can I offer a discount or sliding scale fees to clients?

4

Competence

- How do I determine competence to work in a specific modality?
- How do I expand my area of competence to work with a new client population?

5

Business Practice

- What do I need to know when opening a private practice?
- Can an RP(Qualifying) open a private practice?

Addressing Unsafe Practice

Complaints and Reports Received:

90

Decisions Issued:

80

No. of Allegations Contained in 80
Decisions Issued:

234

Issues in each of these decisions have been categorized:

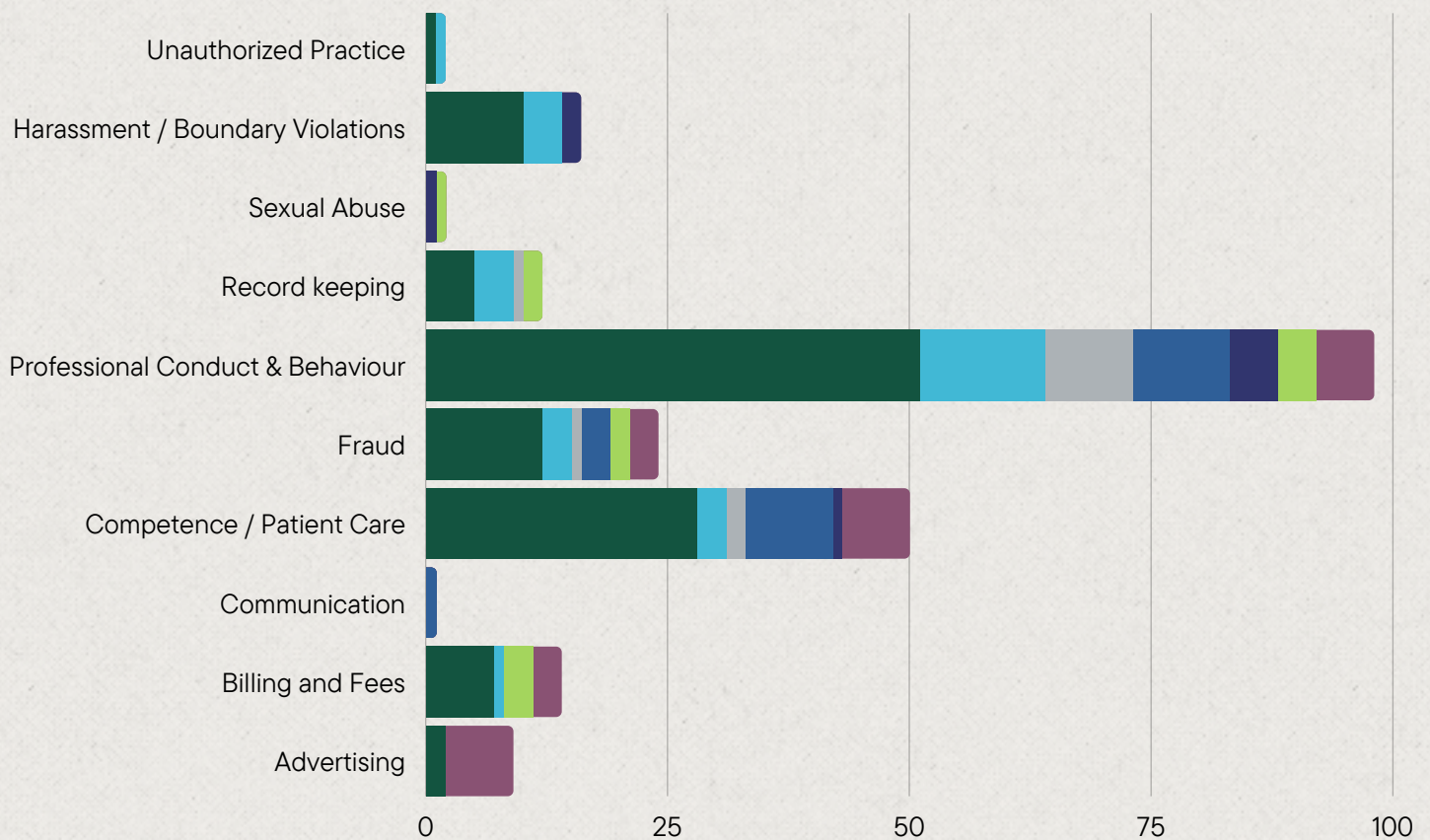
Professional Conduct & Behaviour¹	42%
Competence / Patient Care²	21%
Fraud	10%
Harassment/ Boundary Violations	7%
Billing and Fees	6%
Record-keeping	5%
Advertising	4%
Unauthorized Practice	3%
Communication	1%
Sexual Abuse	1%

The Discipline Committee held two hearings this year. The Health Professions Appeal and Review Board (HPARB) released six complaint review decisions, all of which confirmed ICRC's decisions.

¹ Includes conflict of interest; conduct unbecoming; confidentiality; objectivity/bias; accepting the regulatory responsibility of the College; and disgraceful, dishonourable or unprofessional conduct.

² Includes reporting unsafe practices; referral; consultation, clinical supervision and referral; consent; electronic practice; unnecessary treatment; providing and practising with clinical supervision; and discontinuing services.

Complaint & Report Outcomes

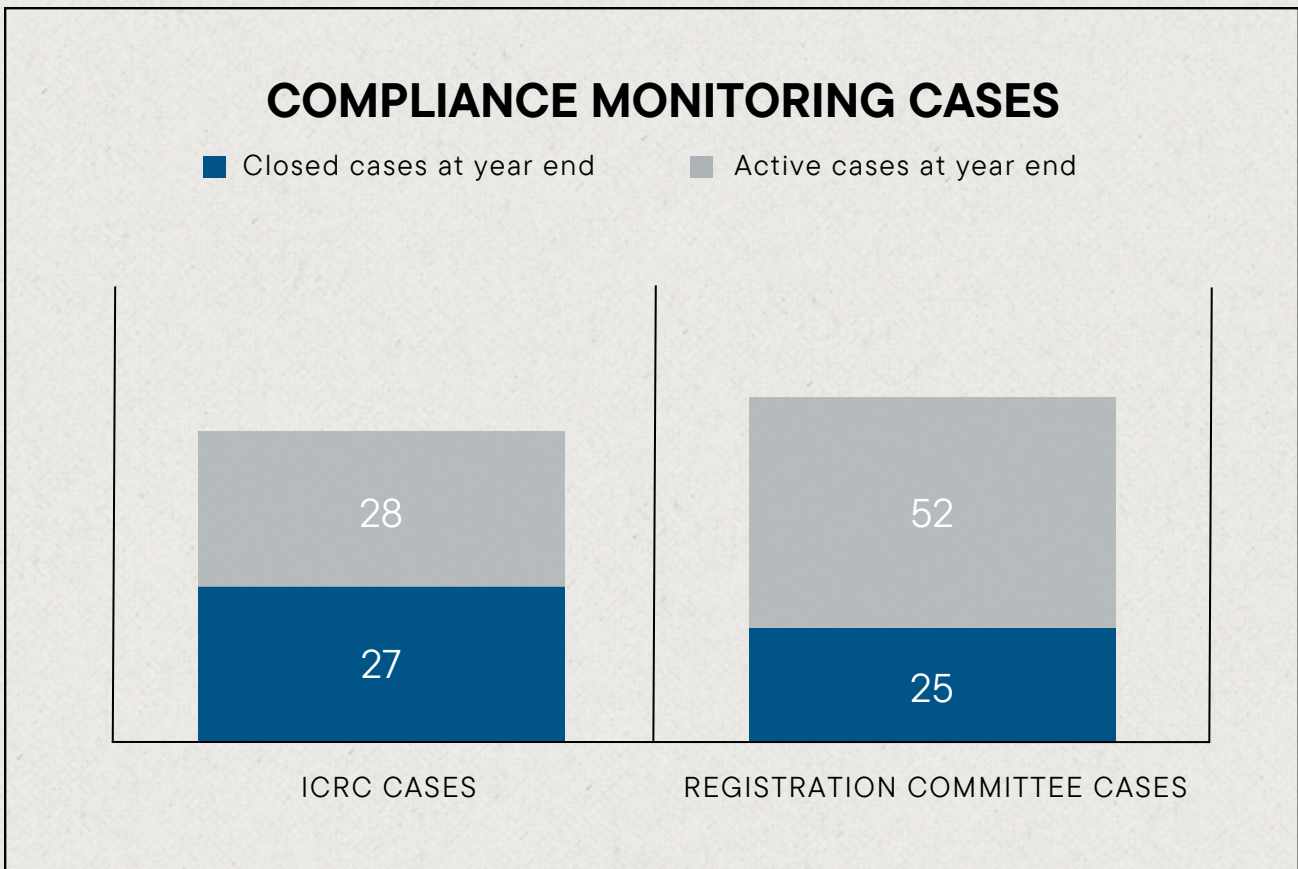


- Take no action
- Provides advice or recommendations
- Issues an oral caution
- Orders a specified continuing education or remediation program
- Agrees to undertaking
- Refers specified allegations to the Discipline Committee
- Takes any other action it considers appropriate that is not inconsistent with its governing legislation, regulations or by-laws.

Compliance Monitoring

In this reporting period, staff monitored:

- **55 ICRC cases** (28 remained active at year end and 27 were closed)
- **77 Registration Committee cases** (52 remained active at year end and 25 were closed)



The ICRC uses reflection papers to promote self-awareness in practice by asking registrants to reflect on the issues that led to them being involved in the complaints / reports process, and to think critically about how to address gaps in their practice. [Reflection Paper Instructions](#) were developed in 2022 to support registrants in demonstrating that they are competent to practice safely and ethically.

Highlight:

Quality Assurance Enhancement Project

In 2022, CRPO continued the Quality Assurance Enhancement Project to ensure all elements of the Quality Assurance Program are implemented using a right-touch, risk-based approach. The project ensures that the mandatory Quality Assurance Program is administered in a way that is most likely to mitigate the risk of harm to the public, while making responsible use of the College's resources and without creating an undue burden on the profession.

This approach resulted in the development of a case-based assessment (CBA) which incorporated:

- the use of a risk frequency / severity matrix to determine which Professional Practice Standards should be the focus of continuing competence assessment
- best practices in quality assurance assessment and professional development
- the perspective of ~ 50 RPs in case development and standard setting to include the perspectives of a diverse group of professionals representing a variety of psychotherapy modalities, communities of practice, and lived experiences.

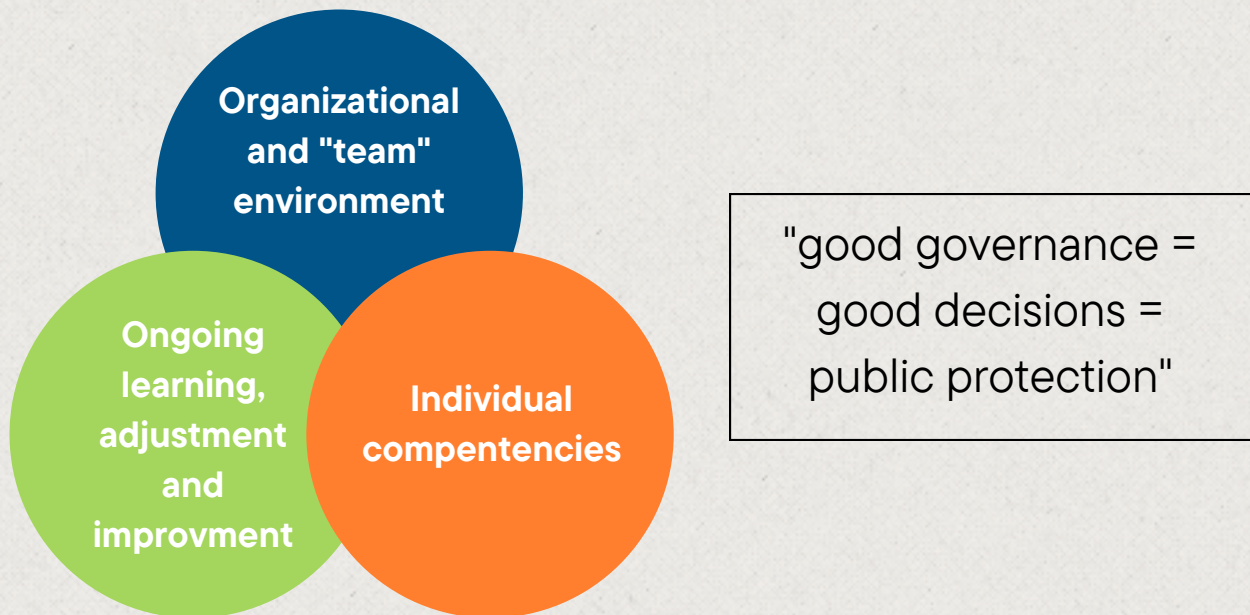
The CBA was created to:

- serve as an educational activity by engaging registrants with the Professional Practice Standards;
- support professional growth, reflective practice and life-long learning;
- provide registrants with feedback to inform their professional development activities;
- assess a registrant's knowledge and understanding of the Professional Practice Standards; and
- determine which registrants would benefit the most from further support with a peer coach.

Highlight:

Council Effectiveness Evaluation Framework

A holistic approach was developed for the evaluation process based on a framework that ties individual competencies and feedback to ongoing learning.



The annual Council effectiveness survey developed and piloted in 2021 and then revised and used again in January 2022, provided a supportive environment to promote board effectiveness.

In 2022, Council implemented the final components of the College's evaluation framework to include:

- an annual competence self-reflection to be completed by every Council member; and
- an annual competence evaluation to be completed by a committee Chair and a senior staff member.

These components of the framework were developed with the goal of providing a useful evaluation and individual competence development plan without requiring multiple evaluations of each Council member. The result of the assessment is used to:

- affirm positive attributes;
- encourage reflection on where professional development is indicated; and
- direct staff and Chairs in providing ongoing education to individual Council members and Council as a whole.

Highlight:

Diversity, Equity, and Inclusion Working Group

CRPO's [Regulatory Objectives](#) include promoting equity, diversity and inclusion in the provision of psychotherapy services. In support of this objective, Council approved the creation of a Diversity Equity and Inclusion Working Group (DEI WG) to create a forum for CRPO to effectively engage with and be informed by registrants with lived experience of barriers that exist for racialized or members of other equity-deserving communities seeking to enter the profession, working in mental health and for clients receiving care.

To ensure that the group was established in a way that did not replicate the very issues it was intended to address, CRPO retained a consultant to support an objective and DEI-informed approach, working with interested RP registrants who were representative of the diversity of the profession and the public to create a 'proto group'. This group was charged with developing the terms of reference and the recruitment strategy.

Members of the proto group included: Elda Almario, Lawrence Beech, Felipe Cepeda, Kevin Chaio, Nicolas El Kada, Ahil Nageswaran, Glenn Walsh, Carla Ribeiro, and Kafui Sawyer. Working with the Nominations and Elections Committee, these RPs reviewed expressions of interest from 63 RPs, and interviewed or reviewed submissions by 41. Ultimately, the proto group recommended 15 RPs who were appointed as the first members of the standing Working Group for one-year terms in December 2022.

Committee Membership

CLIENT RELATIONS

Professional

Shelley Briscoe-Dimock, RP
Judy Mord, RP (Chair)
Radhika Sundar, RP

Public

Steven Boychyn
Keri Selkirk

DISCIPLINE

Professional

Heidi Ahonen, RP
Shelley Briscoe-Dimock, RP
Kathleen (Kali) Hewitt-Blackie, RP
Avni Jain, RP
Kenneth Lomp, RP
Michael Machan, RP
Miranda Monastero, RP
Judy Mord, RP
Radhika Sundar, RP

Public

Steven Boychyn
Sherine Fahmy
David Keast
Henry Pateman
Keri Selkirk
Jeffrey Vincent

Non-Council

Carol Cowan-Levine, RP (Chair)

DIVERSITY, EQUITY, & INCLUSION WORKING GROUP

Professional

Ronnie Ali, RP
Rose Marie Anthony, RP
Jessica Cashmore, RP (Qualifying) (co-chair)
Laurinda Cheng, RP (co-chair)
Jamie Consoli, RP
Darlene Denis-Friske, RP
Joyeuse Nereah Felix, RP (Qualifying)
Enrique Garcia, RP
Linah Hashimi, RP
Hina Islam, RP (Qualifying)
Laura McNeilly, RP
Erefaa Ogbuaku Jnr, RP
Gabrielle Ondrade, RP (Qualifying)
Malini Ondrovcik, RP
Carla Ribeiro, RP

***DEIWG members appointed December 2022**

EXAMINATION

Professional

Heidi Ahonen, RP (Chair)
Kathleen (Kali) Hewitt-Blackie, RP
Michael Machan, RP
Miranda Monastero, RP

Public

Steven Boychyn
Keri Selkirk

Non-Council

Felipe Cepeda, RP (until December 2022)

EXECUTIVE

Professional

Kathleen (Kali) Hewitt-Blackie, RP
Kenneth Lomp, RP (Chair)
Michael Machan, RP

Public

David Keast
Keri Selkirk

FITNESS TO PRACTICE

Professional

Heidi Ahonen, RP
Shelley Briscoe-Dimock, RP
Kathleen (Kali) Hewitt-Blackie, RP
Avni Jain, RP
Kenneth Lomp, RP
Michael Machan, RP
Miranda Monastero, RP
Judy Mord, RP
Radhika Sundar, RP

Public

Steven Boychyn
Sherine Fahmy
David Keast
Henry Pateman
Keri Selkirk
Jeffrey Vincent

Non-Council

Carol Cowan-Levine, RP

Committee Membership Continued

INQUIRIES, COMPLAINTS, & REPORTS

Professional

Shelley Briscoe-Dimock, RP
(Chair)
Kathleen (Kali) Hewitt-Blackie, RP
Kenneth Lomp, RP
Miranda Monastero, RP
Judy Mord, RP

Public

Steven Boychyn
Sherine Fahmy
David Keast
Keri Selkirk
Jeffrey Vincent

Non-Council

Abimbola (Abi) Ajibolade, RP
David Bruce, RP
Nicolas El-Kada, RP
Carla Ribeiro, RP (until October 2022)
Kafui Sawyer, RP

NOMINATIONS & ELECTIONS

Professional

Avni Jain, RP
Michael Machan, RP
Judy Mord, RP
Radhika Sundar, RP

Public

Sherine Fahmy (Chair)
David Keast
Henry Pateman

PROFESSIONAL PRACTICE WORKING GROUP

Professional

Shelley Briscoe-Dimock, RP

Kenneth Lomp, RP
Michael Machan, RP
Judy Mord, RP

Public

David Keast
Keri Selkirk

QUALITY ASSURANCE

Professional

Heidi Ahonen, RP
Kathleen (Kali) Hewitt-Blackie, RP
Avni Jain, RP
Kenneth Lomp, RP (Chair)
Miranda Monastero, RP

Public

Sherine Fahmy
David Keast
Jeffrey Vincent

Non-Council

Kayleen Edwards, RP (Vice-Chair)
Felipe Cepeda, RP

REGISTRATION

Professional

Heidi Ahonen, RP
Avni Jain, RP
Michael Machan, RP (Chair)
Radhika Sundar, RP

Public

David Keast
Henry Pateman

Non-Council

Elda Almario, RP
Jamie Consoli, RP
Muriel McMahan, RP
Ahilaruban (Ahil) Nageswaran, RP
Sasha Sky, RP
Glenn Walsh, RP

FINANCIAL STATEMENTS
FOR
COLLEGE OF REGISTERED PSYCHOTHERAPISTS AND
REGISTERED MENTAL HEALTH THERAPISTS OF ONTARIO
FOR YEAR ENDED MARCH 31, 2023

STATEMENT OF FINANCIAL POSITION
March 31, 2023

	2023	2022
<u>ASSETS</u>		
CURRENT ASSETS		
Cash	\$13,845,806	\$11,852,293
Accounts receivable	17,663	6,476
Prepaid expenses	187,514	174,983
	<u>14,050,983</u>	<u>12,033,752</u>
TANGIBLE CAPITAL ASSETS	<u>399,882</u>	<u>297,108</u>
	<u>\$14,450,865</u>	<u>\$12,330,860</u>
<u>LIABILITIES AND NET ASSETS</u>		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	\$1,138,486	\$750,481
Government remittances payable	420,789	631,456
Deferred revenue	5,888,995	4,896,718
	<u>7,448,270</u>	<u>6,278,655</u>
DEFERRED RENT PAYABLE	<u>161,488</u>	<u>185,952</u>
	<u>7,609,758</u>	<u>6,464,607</u>
NET ASSETS		
Unrestricted	6,329,272	5,463,050
Invested in tangible capital assets	399,882	297,108
Internally restricted - sexual abuse therapy fund	111,953	106,095
	<u>6,841,107</u>	<u>5,866,253</u>
	<u>\$14,450,865</u>	<u>\$12,330,860</u>

On behalf of the Board:

Kenneth Lomp

Director

Michael Machan

Director

STATEMENT OF FINANCIAL POSITION
March 31, 2023

	2023	2022
REVENUE		
Registrant fees	\$5,594,837	\$4,721,331
Jurisprudence	366,705	314,940
Application	386,480	307,790
Administration	148,404	150,828
Interest income	156,415	23,484
Sublet rental income	204,374	21,460
	<u>6,857,215</u>	<u>5,539,833</u>
EXPENSES		
Salaries and benefits	3,308,569	2,493,349
Complaints and discipline	951,036	384,101
Occupancy	270,798	263,011
Database and e-learning	156,542	81,846
Council and committees	296,298	201,894
Office	329,656	268,046
Registration	75,076	42,677
Professional services	66,430	56,440
Quality assurance	243,643	144,149
Communications	64,831	11,064
Insurance	8,389	6,639
Sexual abuse therapy fund	28,882	33,538
Amortization of tangible capital assets	82,211	93,394
	<u>5,882,361</u>	<u>4,080,148</u>
EXCESS OF REVENUE OVER EXPENSES	<u>\$974,854</u>	<u>\$1,459,685</u>

**STATEMENT OF CASH FLOWS
YEAR ENDED MARCH 31, 2023**

	2023	2022
CASH PROVIDED FROM (USED IN) OPERATING ACTIVITIES		
Excess of revenues over expenses	\$974,854	\$1,459,685
Items not involving cash:		
Amortization of tangible capital assets	82,211	93,394
Amortization of deferred rent payable	<u>(24,464)</u>	<u>(24,464)</u>
	1,032,601	1,528,615
Changes in non-cash working capital items:		
Accounts receivable	(11,187)	(6,476)
Prepaid expenses	(12,531)	(83,968)
Accounts payable and accrued liabilities	388,005	(123,606)
Government remittances payable	(210,667)	114,909
Deferred revenue	<u>992,277</u>	<u>713,779</u>
	<u>2,178,498</u>	<u>2,143,253</u>
INVESTING ACTIVITIES		
Purchase of tangible capital assets	<u>(184,985)</u>	<u>(31,906)</u>
INCREASE IN CASH	1,993,513	2,111,347
CASH, BEGINNING OF YEAR	<u>11,852,293</u>	<u>9,740,946</u>
CASH, END OF YEAR	<u>\$13,845,806</u>	<u>\$11,852,293</u>

**College of Registered
Psychotherapists of Ontario**



Annual Report 2022/2023

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