

Type of policy: Regulatory	Approved by: Registrar, Executive Committee
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Amendment dates:	

Policy on Removal of Information from the Public Register

Purpose

To establish criteria for decisions by the Registrar of whether to remove Inquiries, Complaints and Reports Committee (ICRC) outcomes from the public register.

Relevant Legislation

[Health Professionals Procedural Code, Section 23\(7\)](#)

Scope

Notations on the public register resulting from ICRC decisions requiring a registrant to attend a caution or to complete a specified continuing education or remediation programs (SCERP), or where the registrant has entered into an undertaking.

Policy

In accordance with section 23(7) of the Health Professionals Procedural Code, the Registrar may remove content from, or decline to post information on the public register if they believe that the information is “obsolete” and “no longer relevant to the [registrant’s] suitability to practice.”

Registrants are responsible for presenting a compelling case to the Registrar that information included on the public register is obsolete and no longer relevant to their suitability to practice.

Decisions will be made on a case-by-case basis, weighing the unique factors and context of each request.

Exclusions

The Registrar will not remove a public ICRC decision if the registrant is subject to any subsequent public ICRC or discipline decisions of a similar nature, or has any pending complaints, investigations, or hearings.

Criteria for Removal

CRPO requires that a period of at least seven years has passed between the release of the ICRC decision and an application to remove the information from the Public Register.

CRPO will consider an application filed before seven years has elapsed if the registrant can establish the events leading to the public ICRC decision occurred under extraordinary circumstances and that public access to the information actively causes hardship to the registrant.

The following factors based on CRPO's [Suitability to Practice Policy](#) will be taken into consideration:

- Whether the conduct in question occurred while practising the profession of psychotherapy, or in an analogous field.
- Whether the conduct would undermine public trust in the profession.
- Whether the conduct resulted in harm or a risk of harm.
- Whether the conduct is part of a pattern of behaviour or an isolated event.
- The intent behind the conduct, e.g., accident, negligence, purposeful.
- Passage of time since the conduct occurred and the absence of more recent concerns about the applicant's or registrant's conduct.
- Any remorse, insight, and remediation demonstrated since the conduct occurred.
- Whether any safeguards, e.g., additional training or clinical supervision, were pursued outside of those recommended by the ICRC.

Additional factors for consideration include:

- Whether the registrant in question has remained in good standing with the College.

Applications will be pre-screened for eligibility by a CRPO staff member and referred to the Registrar & CEO for a final decision. CRPO staff may attach supplemental information, including any reports or notes made throughout the investigation and decision process and information held by the College in relation to the registrant's standing.

The Registrar & CEO will review the application and any supporting material provided by the registrant, as well as any supplemental information collected by College staff.

Additionally, the Registrar & CEO, or a staff member on their behalf, may contact any named individuals in the application for further information or verification of claims made.

Application Process

Registrants must complete and submit the CRPO Application for Removal of Information from the Public Register and submit the file and any supporting materials to complaints@crpo.ca.

Reapplying After Denial

Should a registrant's request for information to be removed from the public register be denied, the registrant may file another application one year following the date of the first application's refusal unless the Registrar returns a decision with a longer prescribed period before reapplication.

Subsequent applications must demonstrate additional steps taken after the initial application was refused and will not be approved solely on the basis of additional passage of time.

Republication on the Public Register

The Registrar retains the right to republish information that has previously been removed from the public register, should the information in question be deemed no longer "obsolete" or again becomes "relevant to the [registrant's] suitability to practice."

This option may be pursued should new information about the case in question become available to the Registrar, a registrant was found to have made false or misleading statements



on their application for removal, or due to subsequent committee decisions regarding the registrant's conduct.