



**COLLEGE OF TRADITIONAL CHINESE MEDICINE PRACTITIONERS AND
ACUPUNCTURISTS OF ONTARIO**

AGENDA

FOR the **Council Meeting**, to be held on September 25, 2017
from 8:30 a.m. to 4:00 p.m. at
705-55 Commerce Valley Drive West, Thornhill, Ontario.

Item	Open/ In-Camera	Time	Speaker
1. Welcome and Call to Order	Open Session	8:30 a.m.	J. Dunsdon <i>Chair</i>
2. Declarations of Conflicts of Interest	Open Session	8:30 a.m.	J. Dunsdon <i>Chair</i>
3. Briefing on Meeting Procedure	Open Session	8:35 a.m.	J. Dunsdon <i>Chair</i>
4. Adoption of the Agenda	Open Session	8:40 a.m.	J. Dunsdon <i>Chair</i>
5. Consent Agenda a) May 8, 2017 Meeting Minutes b) Executive Committee Report c) Registration Committee Report d) Inquiries, Complaints and Reports Committee Report e) Quality Assurance Committee Report f) Patient Relations Committee Report g) Discipline Committee Report h) Fitness to Practice Committee Report A consent agenda is a single item on an agenda that encompasses all the things the Council would normally approve with little comment. All those items combine to become one item for approval on the agenda to be called the Consent Agenda. As a single item on the agenda, the consent agenda is voted on with a single vote - to approve the consent agenda. This means that there is no discussion on the items, that are listed in the consent agenda.	Open Session	8:45 a.m.	J. Dunsdon <i>Chair</i>
6. President Remarks	Open Session	9:00 a.m.	F. Woolcott <i>President</i>
7. Registrar and CEO Remarks	Open Session	9:10 a.m.	A. Mak <i>Registrar and CEO</i>
8. Elections Update, New Council Members a) Briefing Note b) Election Report	Open Session	9:20 a.m.	A. Mak <i>Registrar and CEO</i>

Item	Open/ In-Camera	Time	Speaker
9. RHPA – Bill 87 a) CTCMPAO Submission b) 2017.05.31 FHRCO News Release c) 2017.06.19 Memo from MOHLTC	Open Session	9:30 a.m.	A Mak Registrar and CEO
10. OFC Assessment a) Final Report June 12, 2017	Open Session	9:45 a.m.	S. Kefalianos <i>Deputy Registrar and Director Statutory Programs</i>
11. Examinations Appeals Committee a) Briefing Note b) Exam Appeals Policy	Open Session	10:00 a.m.	S. Kefalianos <i>Deputy Registrar and Director Statutory Programs</i>
12. Work Plan a) Updated Work Plan	Open Session	10:15 a.m.	A. Mak <i>Registrar and CEO</i>
13. By-Laws a) Briefing Note b) Amended By-Laws	Open Session	10:30 a.m.	S. Kefalianos <i>Deputy Registrar and Director Statutory Programs</i>
14. Annual Report a) Draft Annual Report	Open Session	11:00 a.m.	A. Mak <i>Registrar and CEO</i>
15. Insurance Matter a) Letter to FSCO b) Response from FSCO	Open Session	11:15 a.m.	A. Mak <i>Registrar and CEO</i>
16. Registration Update a) Registration Numbers	Open Session	11:20 a.m.	S. Kefalianos <i>Deputy Registrar and Director Statutory Programs</i>
17. Communication/Outreach a) Briefing Note b) Media Clippings	Open Session	11:30 a.m.	A. Mak <i>Registrar and CEO</i>
18. Manifold Data Mining Survey a) Emails and FB Clips b) Survey	Open Session	11:45 a.m.	A. Mak <i>Registrar and CEO</i>

Item	Open/ In-Camera	Time	Speaker
19. Canada Free Trade Agreement a) Briefing Note	Open Session	11:55 a.m.	A. Mak <i>Registrar and CEO</i>
LUNCH and Executive Committee Meeting (the meeting room will be closed to guests)			
20. Appointment of Committee Members	Open Session	1:00 p.m.	J. Dunsdon <i>Chair</i>
21. Financial Training Session a) Financial Checks & Balances b) Understanding Financial Statements	Open Session	1:00 p.m.	F. Ortale <i>Director IT, Finance & Corp Services</i> Liana Bell <i>Hilborn LLP</i>
IN-CAMERA – BREAK The remainder of the agenda items will be held In-Camera in accordance with Section 7.(2)b and 7.(2)d of the <i>Health Professions Procedural Code</i> , [7. (2) Despite subsection (1), the Council may exclude the public from any meeting or part of a meeting if it is satisfied that, (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; (d) personnel matters or property acquisitions will be discussed;]			
22. Audited Statements	In-Camera Section 7.(2)b Contains financial information	1:25 p.m.	Liana Bell <i>Hilborn LLP</i>
23. Minutes of the May 8, 2017 meeting	In-Camera – Section 7.(2) b Contains financial information	1:45 p.m.	J. Dunsdon <i>Chair</i>
24. Financial Update a) Balance Sheet b) Profit & Loss Statement c) TCMPAO Statement 4 th Quarter	In-Camera – Section 7.(2) b Contains financial information	2:00 p.m.	F. Ortale <i>Director IT, Finance & Corp Services</i>
25. Dr. Title a) Summary-Consultant Selection Process	In-Camera – Section 7.(2) b Contains financial information	2:15 p.m.	A. Mak <i>Registrar and CEO</i>

Item	Open/ In-Camera	Time	Speaker
25. Pan-Canadian Examination a) Briefing Note b) Proposed Update Occupational Competencies c) Yardstick & ASI Press Release d) YS-ASI rational e) Pan-Can Exam Contract Highlights f) YASI Contract	In-Camera – Section 7. (2) b Contains financial information	2:30 p.m.	A. Mak <i>Registrar and CEO</i>
27. FHRCO a) 2017.07.19 FRHCO Memo re: Requests to Seek Leave to Intervene b) 2017.08.24 Opinion letter to FRHCO	In-Camera – Section 7. (2) Contains financial or other matters	2:45 p.m.	A. Mak <i>Registrar and CEO</i>
28. Business Arising from In-Camera Session	In-Camera – Section 7. (2) b Contains financial	3:00 p.m.	J. Dunsdon <i>Chair</i>
29. Risk Management a) Briefing Note b) Risk Management Plan – Vs 2 April 2017	Open Session	3:15 p.m.	S. Kefalianos <i>Deputy Registrar and Director Statutory Programs</i>
28. Other Business	Open Session	3:30 p.m.	J. Dunsdon <i>Chair</i>
29. Meeting Self-Assessment Form	Open Session	3:40 p.m.	J. Dunsdon <i>Chair</i>
30. Next Meeting a) Wednesday, December 13, 2017	Open Session	3:50 p.m.	J. Dunsdon <i>Chair</i>
31. Adjournment	Open Session	4:00 p.m.	J. Dunsdon <i>Chair</i>



**COLLEGE OF TRADITIONAL CHINESE MEDICINE PRACTITIONERS AND
ACUPUNCTURISTS OF ONTARIO**

**MEETING OF COUNCIL
MINUTES**

May 8, 2017 from 8:30 a.m. to 2:17 p.m.
705-55 Commerce Valley Drive West, Thornhill, ON L3T 7V9

IN ATTENDANCE

Chair

Jim Dunsdon

Council

Ferne Woolcott	President
Terry Hui	Vice-President
Ming C. Cha	Professional Member
Christine Fung	Professional Member
Maureen Hopman	Public Member
Christine Lang	Professional Member
Henry Maeots	Public Member
Cal McDonald	Public Member (via phone until 12:04 p.m.)
Martial Moreau	Public Member
Yuqi Yang	Professional Member
Xianmin Yu	Professional Member (from 8:45 a.m. onwards)

Regrets

Feng Li Huang	Professional Member
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Staff

Allan Mak	Registrar and CEO
Stamatis Kefalianos	Deputy Registrar and Director Statutory Programs
Francesco Ortale	Director, IT, Finance and Corporate Services
Michele Pieragostini	Manager, Quality Assurance & Professional Practice
Ann Zeng	Manager, Registration and Exams
Dianne Cook	Executive Assistant
Temi Adewumi	Recorder

Legal Counsel

Rebecca Durcan	Steinecke Maciura LeBlanc LLP
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Guests

Brenda Kritzer	Registrar and CEO, College of Kinesiologists of Ontario (1.00-1:45 p.m.)
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Meeting of the Council

***College of Traditional Chinese Medicine Practitioners and Acupuncturists of
Ontario***

May 8, 2017

Steve Anderson

Vice-President, College of Kinesiologists of Ontario
(1.00-1:45 p.m.)

Observer:

Nathalie Xian Yi Yan

1. Welcome and Call to Order

After calling the meeting to order at 8:30 a.m., the Chair welcomed Council, staff and observers to the May 8, 2017 meeting of the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario.

2. Declarations of Conflict of Interest and Reminder of Confidentiality

The Chair asked if any Council members had any conflicts of interest with regard to the matters being considered by Council at the day's meeting and reminded Council that in-camera discussions are not to be shared outside of the meeting.

No conflicts of interest were declared.

3. Briefing on Meeting Procedure

The Chair provided an overview of the meeting procedure to both Council members and observer.

4. Adoption of the Agenda

The agenda was adopted as presented.

MOTION: C. Lang – H. Maeots

THAT the Agenda of the May 8, 2017 Meeting of the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario be adopted as presented.

CARRIED

5. Consent Agenda

- a) February 6, 2017 Council Meeting Minutes
- b) Executive Committee Report
- c) Registration Committee Report
- d) Inquiries, Complaints and Reports Committee Report
- e) Quality Assurance Committee Report
- f) Patient Relations Committee Report
- g) Discipline Committee Report
- h) Fitness to Practice Committee Report

Meeting of the Council

College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario
May 8, 2017

The Chair outlined the contents of the consent agenda. The following are the amendments to the February 6, 2017 Council minutes.

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Amendment to motion:

MOTION: H. Maeots – T. Hui

THAT ~~be~~ Christine Lang ~~be~~ confirmed as Chair of the Inquiries, Complaints, Reports Committee for the 2017-2018 Council year.

CARRIED

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Further explanations of when discounts and lump sum payments can be applied will be demonstrated in the Advertising Guidelines and the minutes will be amended to provide more clarification.

MOTION: T. Hui – M. Moreau

THAT the Consent Agenda of the May 8, 2017 Meeting of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario, be approved as amended.

CARRIED

6. President's Remarks

The President welcomed all the meeting's participants. Note was taken of the effective communications from the College, which ensures the members are informed. The various College activities which include the deadline to transfer from the Grandparented to General class, and membership renewal were mentioned, including the commencement of work on the Doctor title regulation. Policies and guidelines are being developed, with public interest as their focus. The President also expressed appreciation for the work and commitment of Council members and staff, which ensures that the mandate of the College is being fulfilled.

7. Registrar and CEO Remarks

The Registrar outlined the various College activities:

PLAR: The deadline to take PLAR is July 1, 2017. 1,700 members have registered, with 900 yet to take the assessment. Members are encouraged to register as there are still spaces available.

Communications about PLAR have been sent out frequently, and workshops about the process have been conducted. Information about the PLAR process has been translated into nine languages.

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Renewal: Membership renewal opened on April 1, and 800 of 2,700 members have renewed. This number is higher in comparison to this time in 2016, and it is expected that more members will renew in the weeks leading up to the June 1, 2017 deadline. The renewal process is more streamlined this year due to the use of the CRM system. Staff were commended for their role in this process.

The Pan-Canadian examination: Five provinces are now actively involved, as are the examination consultants. A plan has been developed that outlines additional examination dates, a competency review and how the examination will be delivered.

Committees: Three discipline hearings have been held, among them a sexual abuse case. Staff were commended for their sensitivity in handling of the cases and consideration of the terms of Bill 87.

Quality assurance: Record keeping policies and guidelines have been published. An information session on record keeping will be held to enable members to further understand their responsibilities.

10% of members were selected for self-assessment, and only a few members needed additional follow up.

Risk management: A risk management plan has been developed, which assesses areas of improvement for the College, as well as potential challenges.

Financial audit: This will occur in June, and a pre-audit was held in April.

Elections: The date of elections for Districts 1 and 2 will be determined at the day's meeting. It is expected that new Council members will be in place by September.

Council and staff were thanked for their dedication and commitment. It was remarked that the amount of work accomplished is amazing, given the size of the team. All were thanked for their time and efforts.

8. RHPA - Bill 87

- a) Briefing Note
- b) 2017.02.27 FHRCO Letter to MOHLTC

Mr. Mak reported that the Bill has undergone two readings, with another public hearing due to be held on May 10. The College will provide written submissions in support of the Bill and provide suggestions of what further detail should be provided. FHRCO has also provided a collaborative letter from all 26 health regulatory colleges. Support for the Bill has been indicated, with requests made for flexibility regarding powers granted to the colleges, treatment and care, as well as mandatory revocation. The colleges have also asked that a definition of "patient" be provided.

Ms. Williams has been hired by the MOHLTC to provide an overview of sexual abuse

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matters and the College will also provide information for the report.

9. OFC Assessment

- a) OFC Fair Registration Practices Report Cover
- b) OFC Annual Fair Registration Report

Mr. Kefalianos provided an overview of the report, outlining updates from 2016. New policies were created, a new class (Student) was enacted, and steps to define how currency requirements should be met were established. The website was also revamped, and registration processes have been improved, with more resources added.

The annual report has been added to the website, as it is mandatory that it be made public. The report is in addition to the required audit that occurs every three years.

10. Registration Regulation

- a) Briefing Note
- b) Regulation
- c) Revised Regulation – Draft
- d) Summary of Student Class Research

Mr. Mak reported that the Ministry of Health and Long Term Care (MOHTLC) is currently conducting a widespread review to ensure the legislation is AODA compliant. The College's registration regulation was flagged as not being compliant as the table under section 5 (1) has blanks under column 3 for the Student classes. The Ministry requested that an amendment be made to the regulation to insert an "N/A" into the blank spaces.

This item had been brought to the Executive Committee, and Council was advised the usual consultation period of 60 days would be waived. Research has been conducted into the practices of other colleges, and all the colleges, including that of British Columbia, do not have designations for their student classes.

The Executive Committee has recommended to Council that the Student class not have a designation, and that Student TCMP and Student acupuncturist be spelled out. N/A is to be added to the space that indicates a designation.

A vote was held and all Council members approved the revised registration regulation.

MOTION: H. Maeots – C. Lang

THAT the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario approve the Revised Registration Regulation.

CARRIED (unanimous)

11. Dr. Title

- a) Briefing Note

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Mr. Mak reported that the Working Group has held meetings, in which the Terms of Reference have been reviewed. An RFP to hire a consultant is being amended, with a potential completion date of June.

It has been proposed that the project be divided into segments, with the initial part being an environmental scan, and consultation with various stakeholders such as the OFC, other regulatory health colleges, jurisdictions such as British Columbia, TCM associations and schools, and finally, the public. This initial stage is expected to last approximately two years, and the second stage would feature the development of requirements for the class. The proposed start of the project would be summer 2017.

12. Work Plan

a) Updated Work Plan

Mr. Mak outlined the projects that have been completed under the strategic plan, as well as additions from the risk management framework. Future plans include QA self-assessments that can be completed online, new standards for acupuncture and hiring of new staff to fill in vacancies and manage the influx of transfer applications.

The use of such tools as briefing notes was commended as being very helpful in decision making.

13. Elections

a) Briefing Note Districts 1 & 2

There are two positions available in District 1 and one position available in District 2. The proposed election date is August 14, 2017. Council members were referred to the election timeline, and informed that an auditor will be brought in. Ballots will be counted by hand.

MOTION: C. Fung – M. Cha

THAT the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario approve the Election of Districts 1 and 2 to be held on August 14, 2017.

CARRIED

It was recommended that the Bylaws be reviewed to consider electronic voting as District 3, the largest district, will hold elections next year.

14. Proposed Amendments to Ont. Reg 329-04

- a) 2017.03.14 MOHLTC Email
- b) Amendments to O. Reg 329-04 Notice
- c) Appendix A – Amendments

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Mr. Mak reported that the MOHLTC is proposing amendments to the *Personal Health Protection Act* in which it will be mandatory for custodians of health information to report any losses, theft or unauthorized disclosure of personal health information to the Privacy Commissioner.

Members of this College will need to be informed and the Record keeping policy will be updated.

15. CTCMPAO Record Keeping Guidelines

a) Guidelines

Ms. Pieragostini thanked the QA Committee for their work in overseeing the development of the record keeping templates. These have now been added to the record keeping guidelines, which includes descriptions of how to use the templates.

16. Insurance Matter

a) Letter to FSCO

Mr. Mak reported that a letter had been sent to the Financial Services Commission of Ontario (FSCO), the regulator of insurance companies, regarding patients' and members' statements that insurance companies are not accepting claims for acupuncture performed by traditional Chinese Medicine practitioners, but are instead accepting claims for treatment performed by allied professions. A follow up letter will be sent to the FSCO as a response has not yet been received.

17. Student Class

Ms. Zeng informed the Council that information about the Student Class has been provided to stakeholders during in-person meetings, and information sessions have been held with community colleges and TCM schools. The College has received positive feedback and suggestions on the registration process. Two other workshops are scheduled for May, and one application has been received.

Brochures on the Student Class were distributed to Council members.

18. FHRCO Public Website

Council members were shown the test version of FHRCO's website and have been asked to provide feedback. Staff at the College will also review the Chinese language version of the site. The launch of the site is planned for June 2017.

The site address is: www.ontariohealthregulators.ca.

19. Council Self-Assessment

- a) Presentation
- b) Briefing Note

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- c) Self-Assessment Form Annual
- d) Assessment Form each meeting

Mr. Anderson and Ms. Kritzer joined the meeting at 1 p.m.

Mr. Anderson and Ms. Kritzer delivered a presentation on Council effectiveness, and shared their experience of how Councils can evaluate themselves. Council effectiveness is needed as colleges must demonstrate accountability to members, the public, the government and other stakeholders. Self-evaluation ensures that the Council's goals are being met, that Council understands its legislated role and responsibilities and is committed to continuous performance improvement.

Mr. Anderson and Ms. Kritzer were thanked for attending the meeting, and left at 1:43 p.m.

The Registrar proposed two surveys – one for annual self-evaluation, and another for after each meeting.

MOTION: H. Maeots - M. Hopman

THAT the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario engage in the practice of regular Self-Assessment.

CARRIED (unanimous)

27. Business arising from In-Camera session

MOTION: T. Hui – H. Maeots

THAT the In-Camera Minutes of the Meeting of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario, held on February 6, 2017 be approved as amended.

CARRIED

Abstained: C. McDonald, Y. Yang, X. Yu

MOTION: M. Cha – C. Lang

THAT the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario approves the extension of the PLAR deadline to November 1, 2017 for Grandparented members who have attempted PLAR and were unsuccessful prior to the July 1, 2017 deadline.

- a) *These Grandparented members who were unsuccessful with PLAR will be provided additional time to complete the PLAR process by November 1, 2017;*
- b) *These Grandparented members will be required to submit their Transfer Applications by November 1, 2017, which will be held pending their successful completion of PLAR.*

CARRIED (unanimous)

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MOTION: H. Maeots – Y. Yang

That the Council of CTCMPAO approves the PLAR communication plan as presented.

CARRIED

Opposed: C. Lang, M. Cha

Abstained: M. Hopman

MOTION: M. Moreau – H. Maeots

THAT the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario approve the Human Resources Manual as presented.

CARRIED

28. Other Business

There was no other business discussed.

29. Adjournment

The meeting was adjourned at 2:17 p.m.

MOTION: T. Hui – C. Lang

THAT the meeting of the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario of May 8, 2017 be adjourned until the next meeting or at the call of the President.

CARRIED



FOR: Information

SUBJECT: Executive Committee Report

The Executive Committee met once in person on August 23, 2017 since the previous Council meeting held May 8, 2017 at which the last Executive Committee report was given.

FOR INFORMATION

1. New Council Members & Committee Appointments

On July 11, 2017, the Ministry of Health and Long-Term Care appointed two new members to Council, Ms. Yvonne Blackwood and Mr. Barrie Haywood.

The closing of the election for Districts 1 and 2 was moved from August 15, 2017 to August 18, 2017 to accommodate an issue with Canada Post and the ballot return envelopes. The counting of the ballots was completed on August 21, 2017. Ms. Jin Qi Zeng and Mr. Martin Perras were elected to District 1, and Ms. Christine Lang was re-elected to District 2.

Orientation and training for the newly appointed and elected Council members took place on September 20, 2017. The committee appointments of the new Council members will take place with a special meeting of the Executive Committee on September 25, 2017.

1. By-Law Amendments

The Executive Committee was made aware of the proposed By-Law amendments to bring our current By-Laws in line with the changes from the implementation of Bill 87 as well as to bring them up-to-date in other areas as well.

The proposed changes will be drafted by legal counsel for review by Council at the December 13, 2017 meeting prior to being submitted to the members for a 60-day consultation period. Following feedback from stakeholders and subsequent changes, it is expected the By-Laws will take effect as of April 1, 2018.

2. Finance Committee

The Executive Committee was introduced to the possibility of adding a non-statutory Finance Committee to oversee budget, investments, and to assist other Council members who are not as well versed in finances. Given the College has strong checks and balances in place financially with the Executive Committee, the budget and financial statements are reviewed and approved by Council, an additional committee is not required at this time.



3. Examinations Appeals Committee

The Executive Committee was made aware that the Office of the Fairness Commissioner(OFC) in its recent report, made reference to adding a non-statutory Examinations Appeals Committee for candidates who fail the registration examinations. To avoid conflict of interest, and maintain governance, members of the Examinations Appeals Committee cannot be members of the Registration Committee. The Executive Committee agrees there is a place for an Examinations Appeals Committee and recommends Council approve this non-statutory committee.

4. Communications and Outreach

The Executive Committee was updated on the efforts of the communications firm that was hired to bring messages to the public, including politicians and community leaders in the primarily Chinese community explaining the PLAR process and accommodations for language fluency. Written articles, media interviews, and one-on-one conversations helped to clarify misconceptions and build long-term connections with the community.

5. Risk Management

The Executive Committee was updated on the Risk Management Report identifying areas where risk has been reduced and the proposed on-going plan for risk management.

6. Council Self-Assessment

The Executive Committee was brought up to date on Council Self-Assessment to be implemented at the September Council meeting.

7. Annual Report

The Executive Committee was updated on the Annual Report for 2016-2017 which will be available for review by Council at the September meeting. It is expected the report will be available to the public in early October.

8. Pan-Canadian Examination

The Executive Committee was updated on the 3-day meetings, hosted by the College, with the Project Manager and the involved Provinces. Discussions were held on how to proceed with the examination, the involvement of the other provinces, a work plan, and the further development of the examination including a review of the entry-level competencies. Discussions and exam development will be on-going.



9. RHPA - Bill 87

Bill 87 introduced by the Ministry of Health and Long-Term Care (MOHLTC) to Cabinet was passed on May 30, with 12 provisions that are immediately enforceable. Other provisions include additional strengthening of sexual abuse provisions, enhancing patient supports through discipline processes, investigations and complaints.

The College will be working to implement the changes and will bring all policy and procedures into line with the new regulations.

10. Manifold Data Mining Survey

The Executive Committee was made aware of a survey that was distributed to members asking them to evaluate the work of the College, the CEO and the PLAR process. The College advised the membership that it had not authorized this survey and has investigated with the survey company to try and ascertain its origin.

11. Insurance Matter

The Executive Committee continues to be aware of the growing concern of insurance providers not accepting acupuncture claims for services provided by registered members of the College. Instead, insurance providers are accepting acupuncture claims from a physician or other health care practitioners i.e. RMT's and Chiropractors.

Mr. Mak sent a letter to the Financial Services Commission of Ontario (FSCO) to provide information regarding the inconsistent practice of Insurance Providers coverage regarding;

- Coverage for TCM Acupuncture,
- Lack of awareness regarding this Regulated Profession,
- Public safety issues and
- Access to qualified TCM practitioners.

The Financial Services Commission of Ontario advised the College to contact the Canadian Life and Health Insurance Association (CLHIA). The College had contacted CLHIA in December 2016.

12. Canadian Trade Agreement (CFTA)

The Executive Committee was made aware that on July 1, 2017, the Agreement on Internal Trade (AIT) was replaced with the Canadian Free Trade Agreement (CFTA). This change will not affect the terms of labour mobility.



FOR: Information

SUBJECT: Registration Committee Report

Registration Committee Members

Terry Wai Tin Hui (Chair)

Ferne Woolcott

Martial Moreau

Ming C. Cha

Feng Li Huang

Maureen Hopman

Since the last Council meeting held on May 8, 2017, the Registration Committee met once, on May 31, 2017 to address matters that required immediate attention. The Registration Committee held three additional panel meetings on June 15, 2017, July 19, 2017 and September 7, 2017.

FOR INFORMATION

1. UPDATE ON PLAR COMMUNICATIONS

To ensure Grandparented members have access to required information and be able to fulfil their obligation to transfer to General Class in due time, the Committee undertook the following communication plan:

- The College posted a PLAR notice on the website translated from English into 9 other languages. The intent on this message was to help members understand the PLAR process better, by providing them information in their first language.
- The College continued to send out weekly PLAR reminders to all Grandparented members until the PLAR deadline of July 1, 2017.
- The college informed members that those who attempted PLAR before July 1, 2017, but were unsuccessful, would have until October 31, 2017 to complete additional attempts.



- The College also delivered a PLAR messaging to its members via an automated phone message to provide information to members who may not check their emails on a consistent basis.

2. PLAR WORKSHOPS

As directed by the Registration Committee, the College continued to hold the PLAR Workshops for members. The College held 2 workshops where members were provided with instructions on registering with Professional Testing's website, the Case Study Assessment, and the Academic Document review. Members were then provided with the answers to frequently asked questions, and were given the opportunity to ask questions of their own.

3. 2017-2018 REGISTRATION RENEWAL

The deadline for members to renew their registration this year was June 1, 2017.

This year 2539 members submitted a renewal form to the College. 69 submitted a resignation application, 2 deceased, 4 members were revoked. The remaining 174 members did not submit any application form to the College, and were suspended 30 days after a final notice was sent to them via mail and email.

4. REGISTRATION POLICIES

The Registration Committee approved the following new registration policies since the last Council meeting:

- Required Documents Policy
- Alternative Documentation Policy
- Examination Appeals Policy
- Fourth Examination Attempt Policy

The College has drafted these policies for increased transparency and fairness in the registration process, and will be posted on the College website shortly.



5. MEETING WITH THE CTCMASO

On May 17, 2017, the College met with the CTCMASO. The College provided an update to the schools on College activities related to registration including each school performance on the Pan-Canadian Examination. The opportunity to meet with TCM schools provided the College with valuable insight into the future of the profession.

6. OFC ASSESSMENT

On May 30, 2017, the College submitted its response to the OFC Draft Assessment Report. The final report was provided to the College on June 12, 2017 and included only 2 recommendations on the College's registration process.

7. 2017 PAN-CANADIAN EXAMINATION

The College has received 259 complete applications to write the 2017 Pan-Canadian Examination. Of those, 228 will be attempting the Written Component on October 14, 2017. The remaining 31 will attempt only the Clinical Component on January 20, 2018.

The College has visited a few TCM schools in May and June, presented on Pan-Canadian Examination overview and preparations.

8. APPEAL TO HEALTH PROFESSIONS APPEAL AND REVIEW BOARD (HPARB) AND HUMAN RIGHTS TRIBUNAL OF ONTARIO COMPLAINTS (HRTTO)

On August 29, 2016, a member filed an application at the Human Rights Tribunal of Ontario. The application was withdrawn on August 2, 2017.

The College currently does not have any outstanding HPARB or HRTTO appeals.

9. REGISTRATION COMMITTEE PANEL UPDATES



In accordance with Section 15 (2) of the *Health Professions Procedural Code*, the Registrar shall refer an application for registration to the Registration Committee if the Registrar has doubts, on reasonable grounds, about whether the applicant fulfills the registration requirements.

The Registration Committee Panel has met four times since last Council meeting to discuss applications referred by the Registrar. Registration Committee Panel Members deliberated on:

- 9 registration applications, and directed the Registrar to issue 9 certificates of registration, 3 of which with TCLs.
- 16 Transfer Applications and approved all with TCLs.
- 10 requests for title variation and approved all 10 requests additional 2 requests the panel imposed TCLs.
- 1 application for Transfer from the Inactive Class which was approved

10. REGISTRATION UPDATES AS OF September 15, 2017

Total Registered Members: **2618**

Grandparented Members		General Members		General (Provisional) Members	
R. TCMP	R. Ac	R. TCMP	R. Ac	R. TCMP	R. Ac
424	690	857	610	0	0

Inactive Members	Resigned	Suspended	Revoked
37	253	408	96

Grandparented Members practising with Written Language Plan: **121**

General Members practising with Written Language Plan: **51**

Members practicing with terms, conditions and limitations: **301**

JURISPRUDENCE COURSE TESTS

Passed	Failed	Total
3725	153	3878



SAFETY PROGRAM TESTS

Passed	Failed	Total
3636	296	3932

PLAR RESULTS:

Successful	Unsuccessful	Total
1912	295	2207

2017 Pan-Can Examinations - Applications

	R. Ac	R. TCMP
Written	152	76
Clinical Only	28	3
Total	180	79

This report is current to September 15, 2017 in anticipation of the Council meeting scheduled for September 25, 2017.



FOR: Information

SUBJECT: Inquiries, Complaints and Reports Committee Report for
2017 - Q1 (April – June 30)

Committee Members:

Panel 1

C. Lang, R.TCMP, R.Ac, Professional Member (Committee Chair, Chair of Panel 1)
Y. Yang, R.TCMP, R.Ac, Professional Member
X. Yu, R.Ac, Professional Member
M. Hopman, Public Member

Panel 2

C. McDonald, Public Member (Chair of Panel 2)
X. Yu, R.Ac, Professional Member
P. Chiang, R. TCMP, R.Ac, non-Council Member
N. Wright, R. Ac, non-Council Member

The Committee is divided into two main Panels to accommodate the number of ongoing matters, and to accommodate the selection of Panel members, should the need arise for a discipline hearing. Collectively, the two Panels met twice in Q1. Once in person on May 29 and a teleconference was also held on June 20, 2017.

New Cases and Nature of Concerns

Complaints	Nature of Concerns	Registrar Report Investigations	Nature of Concerns
4	4-Falsifying Documents & Record Keeping	0	

Completed Cases and Outcomes

Complaints	Outcomes	Registrar Reports Investigations	Outcomes
1	1-SCERP and Oral Caution	11	4-Letter of Advice 2-Oral Caution 2-Oral & Written Caution 2-Written Caution & Letter of Advice 1-Oral Caution & SCERP



Complaints cases before Health Professions Appeal and Review Board

New Cases	Pending Cases
0	0

Pending Cases

Complaints	Registrar Report Investigations	Incapacity Inquiries	Total # cases
14	21	0	35



FOR: Information

SUBJECT: Inquiries, Complaints and Reports Committee Report for
2017 – Q2 (July – September)

Committee Members:

Panel 1

C. Lang, R.TCMP, R.Ac, Professional Member (Committee Chair, Chair of Panel 1)
Y. Yang, R.TCMP, R.Ac, Professional Member
X. Yu, R.Ac, Professional Member
M. Hopman, Public Member

Panel 2

C. McDonald, Public Member (Chair of Panel 2)
X. Yu, R.Ac, Professional Member
P. Chiang, R. TCMP, R.Ac, non-Council Member
N. Wright, R. Ac, non-Council Member

The Committee is divided into two main Panels to accommodate the number of ongoing matters, and to accommodate the selection of Panel members, should the need arise for a discipline hearing. Collectively, the two Panels met five times in Q2. Teleconferences were held on July 7, August 8, August 10, and September 8, 2017. The panel also met in person on September 19, 2017.

New Cases and Nature of Concerns

Complaints	Nature of Concerns	Registrar Report Investigations	Nature of Concerns
4	3-Contravening standard of practice 1-Protecting title & Record Keeping	3	2-Sexual Abuse 1-Falsifying documents

Completed Cases and Outcomes

Complaints	Outcomes	Registrar Reports Investigations	Outcomes
6	3-SCERP and Oral Caution 2-Oral Caution 1-Referral to Discipline	5	2-Referral to Discipline 1-Oral Caution 1-Oral & Written Caution 1-Undertaking



Complaints cases before Health Professions Appeal and Review Board

New Cases	Pending Cases
0	0

Pending Cases

Complaints	Registrar Report Investigations	Incapacity Inquiries	Total # cases
13	19	0	32



FOR: Information

SUBJECT: Quality Assurance Committee Report

Quality Assurance Committee Members

Ming C. Cha	Professional Member (Chair)
Christine Kit Yee Fung	Professional Member
Terry Wai Tin Hui	Professional Member
Xianmin Yu	Professional Member
Heino (Henry) Maeots	Public Member
Cal McDonald	Public Member
Ferne Woolcott	Public Member

Since the last Council meeting, the Quality Assurance Committee met once on June 1, 2017.

Record Keeping Guidelines

A webinar is currently being developed to complement the Record Keeping Guidelines that were published in March 2017. The webinar will educate members on the record keeping requirements and how to use the College's templates in their practice. It will be one hour in length and available to member's online for their access.

Advertising Guidelines

The Committee reviewed a draft of the Advertising Guidelines and recommended amendments. The guidelines were adopted in principle and will be published once the revisions are completed. These guidelines will support member's compliance with the Advertising standard.

Quality Assurance Work Plan

The Committee has approved projects to revise the QA Program and develop Standards of Practice. To gain insight on another College's QA Program, staff met with Lara Thacker, QA Director of the College of Kinesiologists of Ontario. The meeting provided direction to staff for developing a 3-year work plan. The work plan will be presented to the Committee at its next meeting and will outline projects such as:

- Developing essential competencies of practice for traditional Chinese medicine practitioners and acupuncturists in Ontario;
- Moving away from paper-based self-assessment forms and towards an online QA portal;
- Creating standards and guidelines through a Standards of Practice Working Group; and
- Establishing QA policies to increase transparency.



Random Selection of Membership for Self-Assessment Submission

Twenty of the 280 members selected at random to submit their Self-Assessment forms had not provided a submission or one that was satisfactory to the Committee. The Committee directed staff to follow up with the remaining members as further action will be taken on those who remain outstanding at the next QA meeting. As of September 1, 2017, the results are as follows:

Notice sent to members	280
Submissions Received	263
Complete	261
Incomplete	2
No submission received	17
Suspended status	9
Request for more time	1
Resigned	5
Revoked	2

Peer and Practice Assessment Program

The Committee discussed amending the Peer and Practice Assessment Program to make it more robust and have a greater impact to protect the public. Changes will also include providing members with more information about the program and ensuring that they are educated on how to prepare for an assessment.

Next Meeting

An in-person meeting is planned for late October 2017 that will include Committee orientation.

This report is current to September 19, 2017 in anticipation of the Council meeting scheduled for September 25, 2017.



FOR: Information

SUBJECT: Patient Relations Committee Report

Patient Relations Committee Members 2016-2017

Christine Kit Yee Fung	Professional Member (Chair)
Christine Lang	Professional Member
Feng Li Huang	Professional Member
Heino (Henry) Maeots	Public Member
Martial Moreau	Public Member
Ferne Woolcott	Public Member

FOR INFORMATION

Public Education

A patient education program was developed for the public on the College's role which includes a webpage to provide more information to the public on the foundation of TCM and acupuncture; the different treatment modalities, and what the public can expect when visiting a TCM or acupuncturist. The professional members of the committee reviewed, edited and provided feedback on the content. The website was updated in July 2017. The link to the new content is: <http://www.ctcmpao.on.ca/public/about-tcm/>.

Funding for Therapy

There was no application for funding for therapy and counselling related to sexual abuse in this reporting period.

Next meeting

A Patient Relations teleconference is anticipated to be scheduled for Fall 2017.

This report is current to September 14, 2017 in anticipation of the Council meeting scheduled for September 25, 2017.



FOR: Information

SUBJECT: Discipline Committee Report by Quarter (Q1- April 1, 2017 – June 30, 2017)

Every member of council is a member of the Discipline Committee.

The Committee held 3 hearings in Q1. Of the three cases, one is contested, one is a penalty hearing and one case involved a stay of the discipline proceedings given the member is deceased.

The Committee completed and released their decisions for 3 cases, [CTCMPAO v. Jessica Rea](#), [CTCMPAO v. Phillip Tran](#) and [CTCMPAO v. Luk Kee Chan](#). The decisions are available on the College's website. No pre-hearing conferences were scheduled during the quarter.

The table below summarizes the members before the Discipline Committee in the quarter:

Name of Member	Hearing Dates	Format/Type of Hearing	Nature of Allegations
Li, George	April 24, 25, 27 May 1, 2, 4, 5, 19, 30 June 6, 12	Contested Hearing	<ul style="list-style-type: none"> • Failing to keep records • Submitting an account or charge that the members knows is false and misleading
Rea, Jessica	May 9	Penalty Hearing	<ul style="list-style-type: none"> • Performing an unauthorized controlled act • Contravened a standard of practice • Use of a prohibited title • Use of testimonials • Breached the Food and Drugs Act
Chan, Luk Kee	May 9	Stay of Proceedings	<ul style="list-style-type: none"> • Contravened a standard of practice



			<ul style="list-style-type: none"> • Recommended or provided unnecessary treatment • Charging an excessive fee • Failing to keep records in accordance with the Standards • Use of testimonials • Attempting to treat a condition where the member did not have the knowledge, skills or judgement.
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This report is current to June 30, 2017. As of this date, there were 13 open cases which have been referred to the Discipline Committee by the Inquiries, Complaints and Reports Committee.



1. The Registrar be directed to suspend Ms. Tang's certificate of registration for a period of eight consecutive months, effective on a date agreeable to the College;
2. That Ms. Tang have an opportunity to remit the length of the suspension by a period of four months, upon completion to the College's satisfaction of the requirements;
3. That the Registrar be directed to impose the following terms, conditions and limitations on Ms. Tang's certificate of registration that:
 - a. Ms. Tang shall attend a College-approved training concerning her record-keeping and professionalism obligations;
 - b. Ms. Tang shall deliver a written reflection piece, two to four pages in length, demonstrating the Member's understanding of her record-keeping and professionalism obligations as a member of the College;
 - c. Ms. Tang shall make efforts to remove the advertisement "Massage by Lucy" on www.getamassage.ca;
 - d. Ms. Tang shall take all necessary steps to amend the College's Register to include reference to the name "Lucy";
 - e. Ms. Tang shall discontinue use of the Lucy Health and Wellness business cards which suggest she provides RMT services.
4. That the Registrar be directed to also impose as a term, condition and limitation on Ms. Tang's certificate of registration the requirement that Ms. Tang shall complete a Peer and Practice Assessment, at her own expense, within six months of the last day of the suspension.
5. Ms. Tang shall attend in person before the Panel to receive a public reprimand which shall be recorded and published on the College Register;

The Member shall pay \$2,500.00 within twelve months, or the cost shall increase to \$4,000 payable within twenty-four months of the last day of the suspension.

Ms. Tang attended for the reprimand on September 8, 2017.

George Li

This Discipline hearing continues to proceed.

The College wishes to thank all Council and Non-Council Members for their service on panels in the public interest.

Attachments:

1. The College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario v. Jessica Rea, Decisions and Reasons of the Discipline Committee for Decision, dated February 17, 2017
2. The College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario v. Jessica Rea, Decisions and Reasons of the Discipline Committee for Decision on Penalty and Costs, dated May 23, 2017



3. The College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario v. Jessica Rea, Decisions and Reasons of the Discipline Committee for Decision on Penalty and Costs, dated July 26, 2017
4. The College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario v. Phillip Tran, Decisions and Reasons of the Discipline Committee for Decision, dated May 13, 2017
5. The College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario v. Phillip Tran, Decisions and Reasons of the Discipline Committee for Decision on Penalty and Costs, dated September 6, 2017
6. The College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario v. Zhi Hong Tang, Decisions and Reasons of the Discipline Committee for Decision and for Decision on Penalty and Costs, dated July 10, 2017

This report is current to September 14, 2017 in anticipation of the Council meeting scheduled for September 25, 2017.



FOR: Information

SUBJECT: Discipline Committee Report by Quarter (Q2- July 1, 2017 – September 30, 2017)

Every member of council is a member of the Discipline Committee.

The Committee held 3 discipline hearings in Q2. Of the three cases, one was a penalty hearing, one involved an agreed statement of facts and joint submission on penalty, and one contested hearing is still in progress.

The Committee completed and released their decisions in two cases: [CTCMPO v. Phillip Tran](#), and [CTCMPO v. Zhi Hong Tang](#). A summary of the decisions are available on the College website.

No prehearing conferences were held in this quarter.

The table below summarizes the members before the Discipline Committee in the quarter:

Member Name	Hearing Dates	Format/Type of Hearing	Nature of Allegations
Tang, Zhi Hong	July 5	Agreed Statement of Facts and Joint submission on Penalty	<ul style="list-style-type: none"> • Contravention of a standard of practice • Falsification of a record
Li, George	July 14, 24, 25, 2017 August 3, 24, 25, 2017 September 5, 8, 11, 12	Contested Hearing	<ul style="list-style-type: none"> • Failing to keep records in accordance with the Standards • Submitting an account or charge that the members knows is false and misleading
Tran, Phillip	August 22	Penalty Hearing	<ul style="list-style-type: none"> • Sexual abuse of a patient • Performed an unauthorized controlled act • Use of doctor title • Failing to keep records in accordance with the Standards



There are currently 14 open cases which have been referred to the Discipline Committee by the Inquiries, Complaints and Reports Committee at the end of this quarter.



FOR: Information

SUBJECT: Fitness to Practice Committee Report

Pursuant to the College Bylaw, every member of Council is a member of the Fitness to Practice Committee.

The committee has not had a meeting since its last report to Council on May 8, 2017 as there has not yet been a case referred to it for hearing.

This report is current to September 14, 2017 in anticipation of the Council meeting scheduled for September 25, 2017.



Meeting Date:	September 25, 2017
Issue:	New Council Members
Reported By:	Allan Mak
Action:	For Discussion and Decision

Information:

On July 11, 2017, the Ministry of Health and Long-Term Care appointed two new public members to Council.

Yvonne Blackwood: A retired banker who worked as Bank Manager and Business Banker, Yvonne Blackwood has an extensive background in the financial industry. She has done wide-ranging work in community organizations evidenced by the many voluntary boards she has tirelessly served, and these include President of Tropicana Community Services Organization and Secretary of the Metro Toronto Children's Aid Society. In addition, Ms. Blackwood is a published author.

Barrie Haywood: An Industrial Analytical Chemist, his business career included working in eight provinces in Canada and 40 of the United States. He has written and published technical articles in Canadian and US magazines. Previously, a three-term member of the Building Materials Evaluation Commission, BMEC, Ministry of Municipal Affairs and Housing. A founding member of the Region of Halton, IT organization, BITNET, Business Information Technology Network.

On August 18, 2017, the elections closed for Districts 1 (two members) and District 2 (one member). The following were elected to Council.

District #1 – North East

Jin Qi (Jackie) Zeng: R. TCMP, R. Ac practicing in Ottawa I have more than a decade of experience in large hospitals practicing my specialty as neurologist and physician. This along with my many years as a TCM practitioner has given me an in depth understanding of the needs of health professionals as well as the general public. Added to this vast experience is another ten years working with Health Canada which has given me abundant knowledge on how government works. I have an inclusive attitude with my multi-cultural background work in China, the USA and Canada. *(Taken from her Candidate's Statement)*



Martin Michel Perras: R. TCMP, R. Ac practicing in Ottawa. As an acupuncturist, one of my ultimate goals has always been to strive for excellence. I believe that protecting the general public can only help raise our standards in offering high quality care. The definition of excellence can differ from one individual to another, but the overall attitude of excellence is something I would bring to the council. (*Taken from his Candidate's Statement*)

District 2 – Central East

Christine Lang

Christine Lang is the elected representative from District 2, or Central East. Christine has worked in healthcare since 1995 and is passionate about helping people attain their health and wellness goals naturally. Since completing her Master of Science in TCM in 2000, Christine has devoted much of her life to sharing the benefits of Chinese medicine with the public of Ontario. Christine is a regular contributor to Medicinal Roots Magazine and is a professor at Georgian College in the acupuncture diploma program. She has been a member of council since 2013, on the executive committee since **2015** and served as Vice President in 2016-2017.



Report on 2017 Professional Member Elections

Districts 1 and 2

On May 9, 2017, the Registrar and CEO, Mr. Allan Mak sent out notices to the membership calling a general election to elect professional members to serve on the Council of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario for districts 1 and 2 to be held on August 14, 2017. Due to an issue with return postage, the election date was moved to August 18, 2017 to allow more time for delivery by Canada Post.

Nomination packages were mailed to the membership of districts 1 and 2 with a deadline to submit their nomination packages by June 28, 2017.

The number of members that shall be elected to each of the districts is set out in section. 30 of the College by-law as follows:

- **District 1** – 2 members
- **District 2** – 1 member

The tallying of ballots was conducted by the CTCMPAO staff with the assistance of auditors from Clarke Henning LLP.

Electoral District #1 - North East Region (for 2017-2020):

In accordance with the By-laws, two Members may be elected from this District. The Registrar and CEO received four nominations for this district before the June 28th, 2017 deadline.

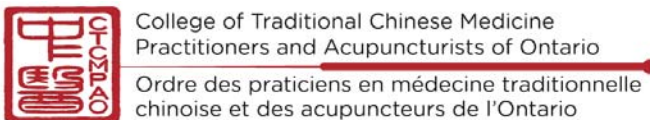
Results and Statistics of the 2017 Election for District #1 – North East (175 Members)

Jin Qi Zeng and Martin Michel Perras have been elected as members of Council.

Number of voting packages received:	70
Number of packages missing ballots:	1
Number of packages received after deadline:	2
Total number of ballots:	67
Number of spoiled ballots*:	4
Total number of eligible ballots:	63

*(Spoiled ballots: multiple ballots in one package, more than 2 votes on a ballot)

Candidates:	Votes
Jin Qi Zeng (Elected)	48
Martin Michel Perras (Elected)	22
Zhihui Hu	20
YuQiu Guo	19



Electoral District #2 – Central East Region (for 2017-2020):

In accordance with the By-laws, one Member may be elected from this District. The Registrar and CEO received two nominations for this district before the June 28th, 2017 deadline.

Voting packages were mailed to the membership of districts 1 and 2 on July 19, 2017.

Ballots were opened and counted by CTCMPAO staff and auditors of Clarke Henning on July 21, 2017.

Results and Statistics of the 2017 Election for District #2 – Central East (109 Members)

[Christine Lang](#) has been re-elected as a member of Council.

Number of voting packages received:	23
Number of packages missing ballots:	0
Total number of ballots:	23
Number of spoiled ballots*:	1
Total number of eligible ballots:	22

*(Spoiled ballots: multiple ballots in one package)

Candidates:	Votes
Christine Lang (Elected)	13
Anita Wray	9



May 8, 2017

William Short, Clerk
Standing Committee on Legislative Assembly
99 Wellesley Street West Room 1405
Whitney Block Queen's Park
Toronto, ON M7A 1A2

Dear Standing Committee

Re: CTCMPAO Submissions on Bill 87

We appreciate the opportunity to make a submission on the proposed amendments to the *Regulated Health Professions Act* (RHPA) in the form of Bill 87, the Protecting Patients Act.

The College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (CTCMPAO) is the health regulatory body for the profession of traditional Chinese medicine (TCM) and acupuncture in Ontario. We were proclaimed on April 1, 2013 and have a membership of approximately 2700 practitioners. In our short history, we have been able to learn from the other 25 health regulatory colleges to ensure that we are protecting the public interest.

TCM and acupuncture, although growing, is not widely known or accessed by the public in Ontario. Patients who access this form of care put full trust in their TCM practitioner and acupuncturist. Unfamiliarity with this profession and limited expectations expose patients as potential targets of sexual abuse. Practitioners primarily provide treatments hands-on in one-on-one situations behind a closed door. Those practitioners who have predatory intentions have an opportune environment to prey on vulnerable patients.

Our College supports the intent and goals of Bill 87 in striving to provide the strongest measures to support patients and prevent sexual abuse. Sexual abuse is not tolerated. The College has developed standards to prohibit our members from entering into sexual relationships with their patients. However, we do feel that the definition of 'patient' as proposed in the Bill requires further elaboration and should be defined by profession. A patient may be viewed differently from one profession over another as care and advice may be offered in various situations.

The College has recently prosecuted its first sexual abuse case. It has been a tremendous learning experience for the College, from handling of the complaint, investigation, prosecution, and interactions with the complainant and the member. We have been fortunate to lean on experience from other Colleges and legal counsel to treat this matter with utmost sensitivity to ensure procedural fairness.

As a newer College, we are always seeking opportunities for improvement, and Bill 87 is an important first step to ensure that regulators are treating these matters appropriately.

We are also mindful that external factors and system issues may interfere with processes. Often times these cases coincide with proceedings in the criminal system. Unfortunately, it limits Colleges from acquiring all relevant information and stalls the College's ability to investigate and prosecute. Readily available access for the College and collaboration with the police and Crown prosecutors would be essential in addressing these matters efficiently and expeditiously.

In regards to the transparency principles, our College has always been cognizant to ensure that the public has relevant information when seeking care from a TCM practitioner and/or acupuncturist. CTCMPAO already posts even more information than would be required by these amendments such as pending charges, convictions, bail conditions, and convictions. Adding these to the Bill would go further to ensure consistency across all Colleges and we believe that consistency is beneficial to the public. We will continue to ensure that the public has current information about practitioners who may pose a risk of harm.

In closing, I would like to emphasize that the CTCMPAO supports the objectives of the proposed amendments within Bill 87 and is thankful for the opportunity to contribute to the process, to ensure that the public is protected and that the public interest is served. We look forward to learning the outcome of Bill 87 and will continue to work with the Ministry of Health and Long Term Care and the other health regulatory bodies to protect patients.

Best Regards,



Allan Mak
Registrar and CEO
College of Traditional Chinese Medicine and Practitioners of Ontario



News Release

Ontario Strengthens Laws to Prevent Sexual Abuse of Patients

May 30, 2017

Protecting Patients Act Ensures Health and Safety of Patients and Families

Ontario has reinforced its zero tolerance policy on the sexual abuse of patients by any regulated health professional, and implemented new programs and policies to keep people healthy.

The province passed the Protecting Patients Act today, which includes legislative amendments to:

- Expand the list of acts of sexual abuse that will result in the mandatory revocation of a regulated health professional's certificate of registration
- Remove the ability of a health regulatory college to impose restrictions that would allow a regulated health professional to continue practising on patients of a specific gender
- Ensure more timely access to therapy and counselling for patients who make a complaint of sexual abuse by a regulated health professional to a health regulatory college
- Require that more information regarding the current and past conduct of regulated health professionals is available to the public in an easy-to-access and transparent way
- Incorporate feedback from stakeholders, including establishing a higher threshold for when third-party records may be ordered to be produced in discipline hearings involving sexual abuse.

Additional amendments passed today to help people in Ontario stay healthy and safe include:

- Improving the way immunizations are reported, which will help prevent children from being suspended from school for required school immunizations
- Helping parents make informed decisions about immunizing their children if they are considering a non-medical exemption
- Improving and modernizing Elderly Persons Centres to help seniors stay healthy, active and engaged
- Making it easier and more convenient for people to receive coverage under the Ontario

in the future, other authorized prescribers for products such as diabetes testing strips and nutritional products

- Continuing to ensure that community laboratory services are safe and effective by updating inspection provisions and streamlining licensing requirements.

Ontario is increasing access to care, reducing wait times and improving the patient experience through its [Patients First Action Plan for Health Care](#) and [OHIP+: Children and Youth Pharmacare](#) - protecting health care today and into the future.

QUICK FACTS

- With the passage of the Protecting Patients Act, the government is able to make legislative amendments to several statutes that will ensure that patients in Ontario are healthy and safe.
- Ontario's health care budget will total \$53.8 billion in 2017–18 — a 3.8 per cent increase from the previous year.
- As part of the 2017 Budget, Ontario is providing \$8 million over the next three years to allow for an additional 40 new Elderly Persons Centres by 2018–19, to meet the growing needs of seniors and help support some of Ontario's most vulnerable populations.

BACKGROUND INFORMATION

- [The Protecting Patients Act, 2017](#)

ADDITIONAL RESOURCES

- [Patients First: Action Plan for Health Care](#)
- [Patients First: Action Plan for Health Care Year Two Results](#)
- [Elderly Persons Centres](#)
- [To Zero: Independent Report of the Minister's Task Force on the Prevention of Sexual Abuse of Patients and the Regulated Health Professions Act](#)



REGISTRATION PRACTICES ASSESSMENT REPORT

College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (CTMPAO)

2016-2017 Assessment Cycle (Cycle 3)

Office of the Fairness Commissioner
595 Bay Street, Suite 1201
Toronto ON M7A 2B4
Canada

416 325-9380 or 1 877 727-5365
ofc@ontario.ca
www.fairnesscommissioner.ca

June 12, 2017

The Office of the Fairness Commissioner is an arm's-length agency of the Ontario government, established under the Fair Access to Regulated Professions and Compulsory Trades Act, 2006. Its mandate is to ensure that certain regulated professions have registration practices that are transparent, objective, impartial and fair.

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AVAILABILITY OF REPORT

The Office of the Fairness Commissioner (OFC) provides this report to the regulatory body and posts the full report on its website, www.fairnesscommissioner.ca. In the interests of transparency and accountability, the OFC encourages the regulatory body to provide it to its staff, council members, other interested parties and the public.

Introduction

Assessment is one of the Fairness Commissioner's mandated roles under the [Fair Access to Regulated Professions and Compulsory Trades Act, 2006 \(FARPACTA\)](#) and the [Regulated Health Professions Act, 1991 \(RHPA\)](#) – collectively known as fair access legislation.

Assessment Cycle

One of the primary ways the OFC holds regulators accountable for continuous improvement is through the assessment of registration practices using a [three -year assessment cycle](#).

Assessment cycles alternate between **full assessments** and **targeted assessments**:

- Full assessments address all specific and general duties described in the fair-access legislation.
- Targeted assessments focus on the areas where the OFC made recommendations in the previous full assessment.

Focus of this Assessment and Report

The 2016-2017 assessment of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (CTCMPAO) is a full assessment.

The OFC's detailed report captures the results of the full assessment. The assessment summary provides the following key information from the detailed report:

- duties that were assessed
- an overview of assessment outcomes for specific duty practices
- an overview of comments related to the general duty
- commendable practices
- recommendations

Assessment Summary

Specific Duties

Specific duties assessed

The regulator has been assessed in all of the specific duties.

Comments

The CTCMPAO has been registering applicants since April 2013. As any new organization, the CTCMPAO is building its organizational competencies and operates in a very dynamic environment. To respond to evolving trends and demands, it is continually developing and enhancing its processes. The CTCMPAO has demonstrated all of the practices in the following specific-duty areas:

- Internal review or appeal
- Information on appeal rights
- Documentation of qualifications
- Training
- Access to records

The OFC identified two areas where the CTCMPAO needs to implement further actions to meet the specific duty requirements (see the Recommendations section below).

General Duty

Assessment Method

The regulator selected the following method for the assessment of the general duty:

- a. OFC practice-based assessment (following the practices in the Assessment Guide) ☒
- b. Regulator practice-based self-assessment (following the practices in the Assessment Guide) ☐
- c. Regulator systems-based self-assessment (in which it explains systemically and holistically how it meets the general duty) ☐

Principles assessed

The regulator has been assessed on all of the general duty principles: transparency, objectivity, impartiality and fairness.

Comments

The CTCMPAO implements practical and logical measures to achieve transparent, objective, impartial and fair practices. While the CTCMPAO demonstrated all of the general duty practices during this assessment, there are a few areas that require the College's continued attention (see the Fairness section in the detailed report).

Commendable Practices

A *commendable practice* is a program, activity or strategy that goes beyond the minimum standards set by the OFC assessment guides, considering the regulatory body's resources and profession-specific context. Commendable practices may or may not have potential for transferability to another regulatory body.

The regulatory body is demonstrating commendable practices in the following areas:

Specific Duty

Information for Applicants

1. Simplifying application forms for registration examinations application and general class registration. The forms were revised to help applicants provide accurate and complete information and to allow the College's staff to process applications more efficiently.

Internal Review and Appeal

1. Providing detailed information about the Registration Committee review process in the Candidates' Guide to the Application for a Certificate in the General Class of Registration. The CTCMPAO not only lists the conditions under which a file may be referred to the Registration Committee, but it also identifies applicable timelines and itemizes possible outcomes of the review. This information helps applicants better understand the registration procedures and be better informed about possible registration outcomes.

Assessment of Qualifications

1. Initiating a review of the Jurisprudence Course handbook and examination questions to reflect the new and revised legislation and policies. The updated handbook and examination questions are expected to be available in 2016.

General Duty

Fairness

1. Demonstrating a commendable effort in identifying and resolving fair access issues during this assessment cycle. This was evident from an on-going and constructive dialogue between the OFC and the College during the assessment, from the format and the way in which the College provided the required documentation to the OFC, and from the prompt actions taken by the College to respond to the areas requiring attention.
2. In 2015, amending the General Class registration policy to allow applicants to submit applications for a General Certificate of Registration with the CTCMPAO at any time with or without successful completion of the registration examinations. This change enables applicants to complete the registration requirements in a way that suits their individual circumstances and doesn't delay the registration unduly.
3. Implementing measures that resulted in decreasing the registration decision-making timelines by nearly half. These measures include the following:

- developing checklists for staff and committee members; these checklists, once completed, are used to inform and validate assessment decisions;
 - systemically tracking registration timelines by using tracking tools;
 - hiring additional staff throughout the year for temporary assignments as required by workload; and
 - maintaining an inventory of assessment precedents to expedite the decision-making process.
4. Regularly reviewing registration practices against policies and procedures to ensure that they adhere to the CTCMPAO's published policies and procedures. This includes administrative audits that require reviewing human and financial resources to verify that the allocated resources are commensurate with the CTCMPAO's needs.
 5. In 2015, introducing the option for applicants to pay fees with a credit card. This payment option enabled the College to achieve greater efficiencies in their operations and provided easier payment methods for applicants.

Recommendations

The regulator can improve in the following areas:

Specific Duty

Information for Applicants

1. Review and update all registration materials to ensure that the information provided reflects existing practices and is consistent in all of the registration materials. (Practice 1.2)

Assessment of Qualifications

1. Identify and implement measures to verify whether the CTCMPAO third parties' assessment practices are transparent, objective, impartial and fair. The measures should include procedures for the following:
 - a. evaluating and monitoring the third parties' assessment practices
 - b. if any issues are identified, taking actions to address them. (Practice 6.15)

Assessment History

The CTCMPAO was proclaimed at the time when the OFC had already initiated the previous assessment cycle. This is the first assessment of the registration practices for the CTCMPAO.

Detailed Report

Specific Duty

1. Specific Duty – Information for Applicants

RHPA, Schedule 2, s. 22.3

1. The regulator describes requirements for registration on its website. [Transparency]

Assessment Outcome	Demonstrated
Commendable practice	<ul style="list-style-type: none"> Simplifying application forms for registration examinations application and general class registration. The forms were revised to help applicants provide accurate and complete information and to allow the College's staff to process applications more efficiently.

2. The regulator describes all the steps in the registration process on its website, including any processes for assessing qualifications. [Transparency]

Assessment Outcome	Partially Demonstrated
OFC Comments	The College describes all the steps in the registration process through a number of resources. However, the details provided do not seem to be consistent among those resources. For example, it isn't very clear whether applicants must complete the registration exam before applying to the CTCMPAO for certification. The College plans to review and update its registration resources, including content on its website, to make information clearer and more consistent. The OFC supports this commitment.
Recommendations	<ul style="list-style-type: none"> Review and update all registration materials to ensure that the information provided reflects existing practices and is consistent in all of the registration materials.

3. The regulator provides information on its website about how long the registration process usually takes, including the time required for assessing qualifications. [Transparency]

Assessment Outcome	Demonstrated
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4. The regulator publishes a fee scale on its website, showing all registration fees that are under the regulators control, including the fees required for assessing qualifications. [Transparency]

Assessment Outcome	Demonstrated
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5. The regulator ensures that the information required by practices 1-4 in this section is clear, accurate, complete and easy to find. [Transparency]

Assessment Outcome	Demonstrated
OFC Comments	The College provides registration information in a variety of formats. While the information is generally accurate, sufficiently detailed and easy to find, it would be useful for the College to review all of its registration materials to identify how these documents may be streamlined to make them clearer, and more consistent and cohesive. The College is planning to undertake this initiative in the near future.
Suggestions for continuous improvement	<ul style="list-style-type: none"> • Review all of the CTCMAO's registration materials, including all guides and application forms for the following: <ul style="list-style-type: none"> ○ consistency of terminology used (e.g., using "candidate" vs. "applicant"); ○ cohesiveness of information (e.g., what is the communication objective for each document? What content should be included in the document to meet those objectives? Is all the content provided in each document relevant to the objectives? Is there a need for further information and/or resources for applicants? Could the existing information be organized better?; and ○ clarity and accuracy of the information provided (e.g., does the information provided reflect the existing practices?).¹

2. Specific Duty — Timely Decisions, Responses and Reasons.

RHPA, Schedule 2, s.20 (1)

1. If a regulator rejects an application, it gives written reasons to the applicant. [Fairness, Transparency]

Assessment Outcome	Demonstrated
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3. Specific Duty — Internal Review or Appeal

RHPA, Schedule 2, s. 15, s. 17, s. 19, s. 22.3

¹ Please note: Suggestions for continuous improvement appear only in the detailed report. Suggestions for improvement are not intended to be recommendations for action to demonstrate a practice, but are made solely to provide suggestions for areas that a regulatory body may consider improving in the future.

1. The regulator provides applicants with an internal review of, or appeal from, registration decisions. [Fairness]

Assessment Outcome	Demonstrated
Commendable practice	<ul style="list-style-type: none"> Providing detailed information about the Registration Committee review process in the Candidates' Guide to the Application for a Certificate in the General Class of Registration. The CTCMPAO not only lists the conditions under which a file may be referred to the Registration Committee, but it also identifies applicable timelines and itemizes possible outcomes of the review. This information helps applicants better understand the registration procedures and be better informed about possible registration outcomes.

2. The regulator implements rules and procedures that prevent anyone who acted as a decision-maker in a registration decision from acting as a decision-maker in an internal review or appeal of that same registration decision. [Impartiality]

Assessment Outcome	Demonstrated
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3. The regulator provides information on its website that informs applicants about opportunities for an internal review or appeal. [Transparency]

Assessment Outcome	Demonstrated
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4. The regulator provides information on its website about any limits or conditions on an internal review or appeal*. [Transparency]

Assessment Outcome	Not Applicable
OFC Comments	This practice only applies to regulatory bodies governed by FARPACTA.

4. Specific Duty — Information on Appeal Rights

RHPA, Schedule 2, s. 20, s. 21, s. 22

1. On its website, the regulator informs applicants of their right to request further review of, or appeal from, the review or appeal decision. [Transparency]

Assessment Outcome	Demonstrated
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5. Specific Duty - Documentation of Qualifications

RHPA, Schedule 2, s. 22.4(1)

- 1. The regulator provides information on its website about the documents that must accompany an application to demonstrate qualifications. [Transparency]**

Assessment Outcome	Demonstrated
OFC Comments	On its website, the College publishes formal policies addressing documentation requirements and acceptable alternatives to documentation requirements. While the Required Documentation Policy identifies each document type required by the College and provides details about format features that each document should include, for some documents types, these details may need to be specified further. To avoid potential confusion, it may be useful to provide more specific information on the required content, format, and mode of transmission (e.g., for official academic record, it may be useful to clarify how the document must be submitted to the College and whether it should contain information about subjects taken, hours of instruction, hours of practice, and marks/credits received). It may also be useful to identify at which point in the registration process the document must be received by the College.
Suggestions for continuous improvement	<ul style="list-style-type: none"> In the Required Document Policy, provide more specific information on the required content, format, and mode of transmission. It may also be useful to identify at which point in the registration process the document must be received by the College.

6. Specific Duty — Assessment of Qualifications

RHPA, Schedule 2, s. 22.4(2)

- 1. On its website, the regulator informs applicants about the process, criteria, and policies for the assessment of qualifications. [Transparency]**

Assessment Outcome	Demonstrated
Commendable practice	<ul style="list-style-type: none"> Initiating a review of the Jurisprudence Course handbook and examination questions to reflect the new and revised legislation and policies. The updated handbook and examination questions are expected to be available in 2016.

- 2. The regulator communicates the results of qualifications assessment to each applicant in writing. [Transparency]**

Assessment Outcome	Demonstrated
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3. The regulator gives its assessors access to assessment criteria, policies and procedures. [Transparency]

Assessment Outcome	Demonstrated
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4. The regulator shows that its tests and exams measure what they intend to measure*. [Objectivity]

Assessment Outcome	Demonstrated
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5. The regulator states its assessment criteria in ways that enable assessors to interpret them consistently. [Objectivity]

Assessment Outcome	Demonstrated
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6. The regulator ensures that the information about educational programs that is used to develop or update assessment criteria is kept current and accurate. [Objectivity]

Assessment Outcome	Demonstrated
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7. The regulator links its assessment methods to the requirements/standards for entry to the profession or trade. [Objectivity]

Assessment Outcome	Demonstrated
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8. The regulator requires that assessors consistently apply qualifications assessment criteria, policies and procedures to all applicants. [Objectivity]

Assessment Outcome	Demonstrated
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9. The regulator uses only qualified assessors to conduct the assessments. [Objectivity]

Assessment Outcome	Demonstrated
OFC Comments	When assessing this practice, the OFC was seeking evidence of actions taken by the College to select its assessors in accordance with the qualification standards commensurate with the assessment tasks assigned to those assessors. Assessments are performed by staff and Registration Committee members. Assessment staff is hired in accordance with the qualifications established in the positions' job descriptions. The College maintains training materials to ensure that Registration Committee members are qualified to perform all forms of assessment conducted by the College. However, it is not obvious from the evidence received by the OFC how the College actually verifies the qualifications of the Registration Committee members. To strengthen the College's efforts in this area and in the spirit of continuous improvement, in the future, it may be useful for the College to take further actions to more closely align qualifications of the Registration Committee members with the assessment task performed by the committee.
Suggestions for continuous improvement	<ul style="list-style-type: none"> • In the future, consider taking the following actions: <ul style="list-style-type: none"> ○ identify qualifications standards commensurate with the assessment tasks that are usually performed by the Registration Committee members; ○ verify whether the Registration Committee members meet those qualifications standards; if the review identifies any differences, identify actions for addressing them (i.e., training, bringing in additional expertise, etc.); and ○ identify actions necessary for aligning qualifications of the Registration Committee with the assessment tasks performed by the Committee.

10. The regulator monitors the consistency and accuracy of decisions, and takes corrective actions as necessary, to safeguard the objectivity of its assessment decisions. [Objectivity]

Assessment Outcome	Demonstrated
OFC Comments	The College implements procedures to ensure the accuracy and consistency of its decisions. To take these efforts further, it may be useful for the College to identify and develop additional procedures to measure and verify the accuracy and consistency of its assessment decisions.
Suggestions for continuous improvement	<ul style="list-style-type: none"> • In the future, consider taking the following actions: <ul style="list-style-type: none"> ○ identify what other data (e.g., other than incoming complaints) the College may need for verifying the consistency and accuracy of its decisions; ○ identify how the College could obtain or collect the data; and ○ start collecting the data and have procedures in place to periodically review the data for any trends and to identify any necessary changes.

11. To regulator prohibits discrimination and informs assessors about the need to avoid bias in the assessment. [Impartiality]

Assessment Outcome	Demonstrated
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OFC Comments	<p>The College implements the following measures to meet this practice. For example:</p> <ul style="list-style-type: none"> • Training for the Registration Committee and staff members includes content on bias, conflict of interest and, on the Human Rights Code. • The Code of Conduct for Council and Committee members includes statements requiring members to declare conflicts of interest. • Training materials available after training to council, committee and staff members provide content that identifies what constitutes bias and a conflict of interest. The training materials also include content explaining procedures to be followed where a potential for bias and/or conflict of interest is identified. <p>While the required content is included in the training materials, if the training materials are not readily available, the information provided in them may have a limited usability. Moreover, training materials may not have the same effectiveness as documents that establish rules to be followed. The OFC suggests that the College develop formal, College-specific guidelines regarding conflict of interest and bias for council, committee and staff members to follow (e.g., policy documents, guidelines, manuals, etc.)</p>
Suggestions for continuous improvement	<ul style="list-style-type: none"> • In written guidelines for assessors, include content to guide them about the potential biases or risks to impartiality in the assessment process: <ul style="list-style-type: none"> ○ identify characteristics of bias and/or sources of bias (e.g., preconceived notions about the merits of the application, preconceived notions about any individual or groups of individuals, introducing irrelevant factors into the assessments, etc.); ○ identify circumstances that may compromise impartial assessment decisions (e.g., resulting from lack of time, pressures to complete assessment without considering all relevant evidence); ○ identify what constitutes a conflict of interest and/or identify circumstances that may lead to a conflict of interest; and ○ explain procedures to be followed where potential for bias and/or conflict of interest is identified.

12. The regulator implements procedures to safeguard the impartiality of its assessment methods and procedures. [Impartiality]

Assessment Outcome	Demonstrated
OFC Comments	See Comments and Suggestions for Continuous Improvement for practice 6. 10 just above.
Suggestions for continuous improvement	When identifying what additional data to collect, consider what data may be useful in verifying the impartiality of assessment decisions.

13. The regulator gives applicants an opportunity to appeal the results of a qualifications assessment or to have the results reviewed. [Fairness]

Assessment Outcome	Demonstrated
OFC Comments	<p>The College's processes related to assessment of qualifications that are administered by the College are closely intertwined with processes related to making registration decisions. To avoid redundancy, the OFC assessed this practice together with practices in section 3 of this report. Please refer to section 3 for the assessment details.</p> <p>The College has a separate process and policy to address appeals resulting from applicants failing the Pan-Canadian exam (written and clinical component).</p>

14. The regulator assesses qualifications, communicates results to applicants, and provides written reasons for unsuccessful applicants, without undue delay. [Fairness]

Assessment Outcome	Demonstrated
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15. Regulators that rely on third-party assessments establish policies and procedures to hold third-party assessors accountable for ensuring that assessments are transparent, objective, impartial and fair. [Transparency, Objectivity, Impartiality, Fairness]

Assessment Outcome	Partially Demonstrated
OFC Comments	<p>It is important that the third-party assessors subject their assessment methods to psychometric scrutiny to ensure the assessment method's reliability and validity. The College explains that it takes the following actions:</p> <ul style="list-style-type: none"> • implementing service agreements with its third party assessment agencies • taking steps to find solutions when the College receives any complaints about its third party assessors or becomes aware of any issues; and • reviewing all third-party website content. <p>While these are important actions to take, it is not obvious how these actions alone enable the College to verify that the third-party assessment methods, in fact, are objective and fair. It would be important for the College to identify and implement further measures to continuously evaluate and monitor the third parties' assessment practices.</p>
Recommendations	<ul style="list-style-type: none"> • Identify and implement measures to verify whether the CTCMPAO third parties' assessment practices are transparent, objective, impartial and fair. The measures should include procedures for the following: <ul style="list-style-type: none"> ○ evaluating and monitoring the third parties' assessment practices ○ if any issues are identified, taking actions to address them.

7. Specific Duty — Training

RHPA, Schedule 2, s. 22.4(3)

Office of the Fairness Commissioner

1. The regulator provides training for staff and volunteers who assess qualifications or make registration, internal review or appeal decisions. [Objectivity, Impartiality, Fairness]

Assessment Outcome	Demonstrated
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2. The regulator addresses topics of objectivity and impartiality in the training it provides to assessors and decision-makers. [Objectivity, Impartiality]

Assessment Outcome	Demonstrated
OFC Comments	In its training for assessors and decision-makers, the College addresses topics of objectivity and impartiality.
Suggestions for continuous improvement	To take these efforts further, it may be useful to encourage the Registration Committee members and the College's staff to complete the OFC's online modules 2 and 3. These modules may be accessed in the Learning Modules tab on the OFC's website.

3. The regulator identifies when new and incumbent staff and volunteers require training and provides the training accordingly. [Objectivity, Impartiality, Fairness]

Assessment Outcome	Demonstrated
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8. Specific Duty — Access to Records

RHPA, Schedule 2, s. 16

1. The regulator provides each applicant with access to his or her application records.

Assessment Outcome	Demonstrated
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2. If there is a fee for making records available, the regulatory body gives applicants an estimate of this fee. [Transparency]

Assessment Outcome	Demonstrated
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3. If there is a fee for making records available, the regulator review the fee to ensure that it does not exceed the amount of reasonable cost recovery. [Fairness]

Office of the Fairness Commissioner

Assessment Outcome	Demonstrated
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General Duty

RHPA, Schedule 2, S.22.2

Transparency

The regulator must meet the following practices:

- Maintaining openness
- Providing access to, monitoring, and updating registration information
- Communicating clearly with applicants about their status

Assessment Outcome	<p>The College demonstrates a strong commitment to maintaining openness and public accountability. It implements logical and practical procedures to maintain a transparent registration process. This is evident from a variety of sources, including policy documents, examples of tools for decision-makers, and information posted on the College's website. As with all new organizations, the College operates in a very dynamic environment. It is continually developing and enhancing its processes to respond to evolving trends and demands. Examples of specific practices implemented by the College are outlined below.</p> <p>Openness</p> <ul style="list-style-type: none"> • To help interested stakeholders, including the public and applicants, to understand how the registration process operates, on the website, the College: <ul style="list-style-type: none"> ○ describes the College's governing structure; ○ identifies positions responsible for registration policy and decisions; and ○ identifies the Registration Committee as the College's committee responsible for registration policy and registration decisions. • To include public input in decisions about substantive registration changes, the College: <ul style="list-style-type: none"> ○ publishes information about public consultations in a distinct, visible section of its website; ○ includes public representatives in the Registration Committee; and ○ proactively seeks input on key registration policies from interested stakeholders. <p>Access</p> <p>The College takes measures to ensure that applicants have all relevant information at the time and in the way needed to take actions appropriate to their individual circumstances. For example, to inform potential applicants into the grand-parented class of registration about the registration requirements and deadlines, the College initiated an extensive communication campaign.</p> <p>Clarity</p> <p>The College implements measures to communicate with applicants throughout the registration process. For example, the College has procedures in place for the following:</p> <ul style="list-style-type: none"> • communicating with applicants about their applications before, during and after application; • informing applicants about how their application is progressing; and • providing the reasons for all decisions taken during the registration process.
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Suggestions for Continuous Improvement	<p>In the spirit of continuous improvement and to maintain the openness of the registration process, the College could consider the following:</p> <ul style="list-style-type: none"> • publishing agendas well in advance of the council meeting dates to inform interested stakeholders about topics for the upcoming discussions; and • publishing submissions or a summary of submissions received in response to the College's consultations with the public.

Objectivity

- Designing criteria and procedures that are reliable and valid
- Monitoring and following up threats to validity and reliability

Assessment Outcome	<p>The College implements logical and practical measures to achieve consistency and accuracy in its registration decisions. The College implements logical and practical procedures to maintain an objective registration process. This is evident from a variety of sources, including policy documents, examples of tools for decision-makers, and information posted on the College's website. Examples of the measures are outlined below.</p> <p>Reliability To achieve consistent and reliable decisions, the College takes the following steps:</p> <ul style="list-style-type: none"> • provides its decision-makers with the information and tools they need to do their job and informs them about any changes; • implements procedures and has tools in place to ground its decisions in evidence that demonstrates how an applicant meets or doesn't meet the requirements; and • requires that decision-makers follow documented guidelines and that they take into account the results of previous decisions made about similar cases. <p>Validity To monitor the accuracy and consistency of the registration decisions, the College takes the following steps:</p> <ul style="list-style-type: none"> • assigns responsibilities for tracking and resolving any registration issues to specific staff members in the registration unit; and • collects and analyzes data about appeals and applicants' complaints to identify opportunities for improvement and the need for corrective actions. <p>The College's Registration Regulation indicates that in the case of an applicant who does not successfully complete the examinations within three attempts, following a review by the Registration Committee, the applicant may be given an opportunity to complete the examination on a fourth attempt, after having completed further education or training or a combination of education and training. The College has recently developed a policy to govern the process. While the OFC commends the College for this proactive step, it is unclear to the OFC what criteria the Registration Committee will use to determine whether the proposed contents of the upgrading plans are sufficiently detailed and relevant. There is a potential risk that in the absence of sufficiently detailed criteria, decisions be inconsistent and inaccurate. It would be important to augment the policy to provide this clarity. This may include listing considerations the Registration Committee will make as part of the decisions and/or developing and publishing mock examples of acceptable upgrading plans.</p>
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Suggestions for continuous improvement	<ul style="list-style-type: none"> Clarify criteria and procedures to guide decisions related to approving requests for a fourth examination attempt.

Impartiality

- Identifying bias, monitoring, and taking corrective action
- Implementing strategies

Assessment Outcome	<p>The College implements practical and logical measures to achieve impartial registration decisions. This is evident from the College's legislative documents, registration materials for applicants, reports published on the College's website, and internal guidelines for decision-makers. Below are examples of these measures.</p> <p>Identification of Bias:</p> <ul style="list-style-type: none"> Implementing a code of conduct for council and committee members. The code of conduct: <ul style="list-style-type: none"> requires that the members maintain integrity, honesty and loyalty when discharging their duties and specifies what this means in practical terms; and requires that members avoid and/or declare the appearance of or an actual conflict of interest Proactively exploring what positive or negative impacts a policy change may have on those affected by it by engaging with interested stakeholders. <p>Implementing Strategies:</p> <ul style="list-style-type: none"> Basing its registration decisions on concrete evidence. Using group deliberation and consensus strategies to come to decisions. <p>It is important that the College continue identifying opportunities for avoiding bias and implementing strategies to mitigate bias. As part of this, it may be useful to augment the existing guidelines with statements explicitly prohibiting discrimination and retaliation against applicants who submit complaints or requests for a review.</p>
Suggestions for continuous improvement	<ul style="list-style-type: none"> Augment existing policies and procedures with guidelines prohibiting threats and retaliation against applicants who submit requests for reviews, or who submit complaints about staff and procedures. In the appropriate documents (e.g., policy, guideline, manual, etc.) record what constitutes a conflict of interest and/or circumstances that may result in a conflict of interest. Share these documents with council, committee and staff members.

Fairness

- Ensuring substantive fairness
- Ensuring procedural fairness
- Ensuring relational fairness

Assessment Outcome	The College implements practical and logical measures to promote fairness. This is evident from the College's legislative documents, registration materials for applicants, reports published on the
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	<p>College's website, and internal guidelines for decision-makers. However, there are a few areas that require the College's continued attention because they may pose potential risks to fairness. These areas are identified under the substantive and procedural fairness sections below.</p> <p>Substantive Fairness</p> <p>The College takes the following measures to promote substantive fairness:</p> <ul style="list-style-type: none"> • grounding its registration decisions in pre-determined criteria; • reviewing its registration requirements to identify alternative pathways for meeting the requirements and implements acceptable alternatives when feasible; and • implementing procedures to ensure that the reasoning behind decisions is evidence-based. <p>To ensure that the College's registration requirements continue to be relevant and necessary, it is important that the College review its registration requirements at regular intervals. For example, the OFC's understanding is that applicants are required to complete the written part of the registration examination before completing its clinical component. While the OFC understands the rationale for this, there is a risk that this requirement may result in a longer licensing process for some applicants. It may be useful for the College to collect data and monitor trends regarding this requirement to ensure that it does not result in unnecessary hurdles for applicants. The College commits to use its annual orientation for the Registration Committee as an opportunity to review registration requirements, policies, and procedures, and if necessary and feasible, to make the required changes.</p> <p>Ensuring procedural fairness</p> <p>The College continuously reviewing its registration practices to identify opportunities for improvement and streamlining. Just recently, the College made changes to a registration policy to enable applicants to submit applications for a General certificate of registration at any time with or without successful completion of the registration examinations (see Commendable practices section below).</p> <p>Procedural fairness requires that the College have a process for verifying that its registration practices do not unjustifiably prevent applicants from demonstrating their ability to practice. Currently, applicants to the grand-parented class of registration have an option to practice under the written language plan policy. The policy enables applicants who are unable to speak, read and write either English or French with reasonable fluency to demonstrate how they can effectively fulfill their obligations. In 2018, all members registered under the grand-parented class of registration are expected to transition into the general class of registration. The OFC understands that the College intends to continue offering the written language plan policy as an alternative to the language proficiency requirement for these applicants. The OFC supports this commitment.</p> <p>The College has set timelines for making the registration decisions, communicating results to applicants, and providing written reasons to unsuccessful applicants. While the College takes measures to monitor adherence to the timelines, as the deadline for the grand-parented class of applicants to complete PLAR is approaching, the College may soon see a surge in applications and increased workloads. The College explains that it has a process in place to bring in additional temporary staff to deal with an increased flow of applicants, if necessary. It will be important for the College to continue to monitor its resources and trends in flow of applications, to ensure that the College continues meeting its service standards.</p> <p>To ensure the overall procedural fairness of the College's registration process, it is important that the third parties' assessment practices are also fair. It is important that the College take steps to address the OFC's recommendation identified for practice 6.15 in this report.</p>
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	<p>Ensuring relational fairness</p> <p>The College takes the following actions to promote relational fairness:</p> <ul style="list-style-type: none"> • has a process for taking applicants' circumstances into consideration; and • has a process for providing accommodations to applicants.
Commendable practice	<ul style="list-style-type: none"> • The College demonstrated a commendable effort in identifying and resolving fair access issues during this assessment cycle. This was evident from an on-going and constructive dialogue between the OFC and the College during the assessment, from the format and the way in which the College provided the required documentation to the OFC, and from the prompt actions taken by the College to respond to the areas requiring attention. • In 2015, amending the General Class registration policy to allow applicants to submit applications for a General Certificate of Registration with the CTCMPAO at any time with or without successful completion of the registration examinations. This change enables applicants to complete the registration requirements in a way that suits their individual circumstances and doesn't delay the registration unduly. • Implementing measures that resulted in decreasing the registration decision-making timelines by nearly half. These measures include the following: <ul style="list-style-type: none"> ○ developing checklists for staff and committee members; these checklists, once completed, are used to inform and validate assessment decisions; ○ systemically tracking registration timelines by using tracking tools; ○ hiring additional staff throughout the year for temporary assignments as required by workload; and ○ maintaining an inventory of assessment precedents to expedite the decision-making process. • Regularly reviewing registration practices against policies and procedures to ensure that they adhere to the CTCMPAO's published policies and procedures. This includes administrative audits that require reviewing human and financial resources to verify that the allocated resources are commensurate with the CTCMPAO's needs. • In 2015, introducing the option for applicants to pay fees with a credit card. This payment option enabled the College to achieve greater efficiencies in their operations and provided easier payment methods for applicants.
Suggestions for continuous improvement	<ul style="list-style-type: none"> • Identify opportunities to collect and analyse data in order to monitor and identify trends related to the written component of the registration exam being a pre-requisite for the clinical part of the examination.

Background

Assessment Methods

Assessments are based on the [Registration Practices Assessment Guide: For Regulated Professions and Health Regulatory Colleges](#). The guide presents registration practices relating to the specific duties and general duty in the RHPA.

A regulatory body's practices can be measured against the RHPA's specific duties in a straightforward way. However, the general duty is broad, and the principles it mentions (transparency, objectivity, impartiality and fairness) are not defined in the legislation.

As a result, the specific-duty and general-duty obligations are assessed differently (see the [Strategy for Continuous Improvement of Registration Practices](#)).

Specific Duties

The OFC can clearly determine whether a regulatory body demonstrates the specific-duty practices in the assessment guide. Therefore, for each specific-duty practice, the OFC provides one of the following assessment outcomes:

- Demonstrated – all required elements of the practice are present or addressed
- Partially Demonstrated – some but not all required elements are present or addressed
- Not Demonstrated – none of the required elements are present or addressed
- Not Applicable – this practice does not apply to the CTCMPAO's registration practices

General Duty

Because there are many ways that a regulatory body can demonstrate that its practices, overall, are meeting the principles of the general duty, the OFC makes assessment *comments* for the general duty, rather than identifying assessment outcomes. For the same reason, assessment comments are made by principle, rather than by practice.

For information about the OFC's interpretations of the general-duty principles and the practices that the OFC uses as a guideline for assessment, see [the OFC's website](#).

Commendable Practices and Recommendations

Where applicable, the OFC identifies commendable practices or recommendations for improvement related to the specific duties and general duty.

Sources

Assessment outcomes, comments, and commendable practices and recommendations are based on information provided by the regulatory body. The OFC relies on the accuracy of this information to produce the assessment report. The OFC compiles registration information from sources such as the following:

- Fair Registration Practices Reports, audits, Entry-to-Practice Review Reports, annual meetings
- the regulatory body's:
 - website

- policies, procedures, guidelines and related documentation templates for communication with applicants
- regulations and bylaws
- internal auditing and reporting mechanisms
- third-party agreements and related monitoring or reporting documentation
- qualifications assessments and related documentation
- targeted questions/requests for evidence that the regulatory body demonstrates a practice or principle

For more information about the assessment cycle, assessment process, and legislative obligations, see the [*Strategy for Continuous Improvement of Registration Practices*](#).

Meeting Date:	September 25, 2017
Issue:	Creation of an Examination Appeals Committee & Terms of Reference
Reported By:	Stamatis Kefalianos
Action:	For decision

Background:

Regulatory bodies make several important decisions including whether individuals are permitted to practise a profession or hold themselves out as members of a profession. Access to an independent appeal of such decisions is vital. Well supported, transparent and independent appeal mechanisms enhance public confidence in the overall registration process. Individual appeals serve to strengthen accountability in that they encourage due diligence and promote high-quality internal procedures and a concerted effort to avoid or remedy errors so that appeals will not be launched.

The College requires the creation of a non-statutory committee on examination appeals. The *Examination Appeals Committee* will be a standing committee responsible for hearing all appeals from candidates who have failed the certification examinations and who meet the criteria in the Examination Handbook for filing an appeal. The College needs to develop a sound and rigorous process and practice for dealing with enquiries and appeals related to the administration of the examination.

An appeal of examination results made by the College is an important element of due process, fairness and accountability. The College looked at the practices of other regulatory Colleges and considered all recommendations from the PriceWaterhouse Coopers Operational Review Report on another College. The policy was also circulated to the Office of the Fairness Commissioner. Finally, the policy proposed was also sent for legal review and changes were made accordingly.

This policy provides for a fair and transparent appeals process through an internal Examination Appeals Committee that is structured to ensure that conflict of interest is avoided. The policy was presented to the Registration Committee and approved on May 31, 2017.

The establishment of a Standing Committee which is not legislated requires the approval of Council. The Terms of Reference for this Committee is included.

Recommendation/Action Required:

THAT Council approves the creation of a non-statutory standing committee, the Examination Appeals Committee along with its Terms of Reference.

TERMS OF REFERENCE – EXAMINATION APPEALS COMMITTEE

1) Purpose

The Examination Appeals Committee (the “Committee”) is responsible for hearing all appeals from candidates who have failed the Pan-Canadian examination written or clinical case-study component for TCM Practitioners or Acupuncturists and who meet the College specified criteria for filing an appeal.

2) Accountability

The Committee is a non-statutory committee of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario and is accountable directly to Council. Each member of the Committee must sign a binding Confidentiality Agreement at the time of each appointment indicating their agreement to maintain the confidentiality, security and integrity of all materials during and after their term on the Committee.

Members must declare conflict of interest prior to the discussion of individual files or at any time a conflict of interest or potential conflict of interest arises.

Council will ensure that members of the Committee receive training in their role and to carry out responsibilities on the Committee. In addition, Council will ensure that members receive such legislated training and other training as deemed necessary by Council for the effective discharge of their responsibilities.

3) Limitations

The Committee shall only exercise the authority, and fulfill the duties and responsibilities authorized by these Terms of Reference.

4) Duties and responsibilities

Working under the direction of the Council and with the Manager, Registration, the Examination Appeals Committee shall be responsible for the following:

- Addressing all appeals and reports within the principles of administrative and procedural fairness;
- Providing written decisions and reasons to applicants within a reasonable time in respect to granting or denying an appeal.
- Ensuring all appeals are disposed of within 60 days of receiving all information required from the candidate and as stipulated in the Examination Appeals Policy;



- If there is any further delay beyond the time given, the Committee must inform the candidate of the reason for the delay and the date by which a final decision will be made and communicated to the candidate; and
- Guiding the Manager, Registration on the need for further inquiries or information from the candidate for purposes of dealing with the appeal.

5) Composition of Committee

The Examination Appeals Committee shall be comprised of at least three members but not more than six members and shall include:

- At least one (1) professional member who is a member of the Council;
- At least one (1) public member who is a member of the Council;
- At least one (1) but not more than three (3) professional members who are not members of the Council but are in good standing.

No member of the Examination Appeals Committee shall be, or within the previous twelve (12) months, have been a member of the Registration Committee and/or Examination Committee.

The selection of Committee members will be made by Council.

The Committee may meet in panels. Panels shall be appointed from among the members of the Committee and shall be comprised of at least three (3) members of the Committee, one (1) of whom shall be a public member of the Council. The Chair of the Examination Appeals Committee shall, at the time of appointing a Panel, designate one member of the panel as the Chair of the Panel.

6) Term of Office

The Examination Appeals Committee shall be appointed annually.

7) Meetings

The Committee will meet as required to accomplish the mandate of the Committee in a timely and effective manner. It is expected that the Committee will meet at least once after each examination sitting depending upon the number of examination appeals.

8) Quorum

Pursuant to section 157 of the By-laws of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario, quorum for meetings of the Committee shall be three (3) members of the Committee.

9) Reporting

The Committee shall provide a report of its activities annually to the Council, as well as when requested from time to time, subject to any requirements of the *Regulated Health Professions Act, 1991*.

10) Conflict of Interest

Members of the Committee must declare any conflict of interest or perception of bias before each meeting and are obligated to be mindful of any potential conflict of interest on an ongoing basis.

11) Remuneration of Committee members

Members will be paid a per diem which is an honourarium for meeting time.

Members who are required to travel in order to participate in meetings will be reimbursed for travel expenses according to approved policies on reimbursement of travel expenses.

12) Confidentiality

Members of the Committee will have access to highly sensitive and confidential information which they must keep in the strictest confidence. Any breach of confidentiality could result in harm to the candidate, risk to the public, serious costs to the College and could jeopardize the integrity of the examination process.

Members of the Committee shall not discuss with anyone any information that the Committee considers, even in a general nature, except for the purposes of providing the annual report to Council. Failure to comply with the duty of confidentiality could result in the member's removal from the Committee and/or Council (if applicable).

13) Confidence

The College is mandated to protect the public and is therefore accountable for ensuring that applicants to the College have access to processes of consideration which are fair, transparent and reasonable including the opportunity to appeal an examination based on specific grounds and timely consideration of their appeal. Members of the Committee are expected to adhere to the Code of Conduct approved by Council.

14) Liability/Immunity

No member of the Committee is liable for any act, neglect or default of an act done in good faith in the performance or intended performance of a duty, or in the exercise or the intended exercise of a power under the RHPA or a regulation or a by-law under the TCM Act.



Executive Committee

Meeting Date:	August 23, 2017
Issue:	Examination Appeals Policy
Reported By:	Stamatis Kefalianos
Action:	For Information

Examination Appeals Policy

Intent

An examination candidate who fails either the Pan-Canadian examination written or clinical case-study component for TCM Practitioners or Acupuncturists and who meets specific criteria requirements, has the right to appeal his/her results to the Examination Appeals Committee.

Policy

The purpose of this policy is to ensure that the College has a clear policy and procedure in place for candidates to follow, should they wish to submit an appeal against their examination result. All submitted appeals are received, processed and considered in a consistent, fair and timely manner. In considering appeals, a fair and standardized approach is necessary.

Examination candidates have the right to appeal examination results to the Examination Appeals Committee within the specific criteria established by the College.

A candidate must request, in writing (the “Request for an Appeal”), for the Examination Appeals Committee to review the specified circumstances that, in the candidate’s opinion, have affected the candidate’s performance.

The Examination Appeals Committee does not consider complaints regarding the content of the examination or possible responses to examination questions. Thus, the content of the examination is NOT subject to appeal.

All appeals or any process, information or communication relating to it shall be done in writing.

Grounds for Appeal

Where a candidate believes that a failing result achieved on an examination was due to one or more of the specified circumstances outlined below, and the candidate files an appeal, the Examination Appeals Committee shall review the candidate’s specific circumstances to determine which of the available remedies may be provided. An appeal will be considered by



Executive Committee

the Examination Appeals Committee only if the candidate claims that failing the examination is due to one or more of the following circumstances:

- Illness on examination day
- Personal Emergency
- Procedural irregularities

1. Illness on examination day

A candidate submits their Request for an Appeal, and a letter describing their illness and demonstrating how the illness had a negative impact on the candidate's performance on the examination.

The candidate must include an original, signed medical report of a duly qualified physician or appropriate medical professional registered to practise in Ontario and regulated under the *Regulated Health Professionals Act*, who examined the candidate within five (5) days after the examination date.

This report must outline the nature of the relevant condition and the extent to which the condition would have impaired the candidate's performance on the examination. The letter must include the full name, telephone number, and mailing address of the medical professional.

The candidate must give written consent, permitting the College to obtain such additional records and/or other information from the medical professional as deemed necessary to assist the Examination Appeals Committee in its review. The candidate should obtain a Consent to Provide Personal Health Information Form from the College prior to submitting his/her appeal.

A candidate who has attended the examination and experienced illness that impacted his/her capacity to successfully complete the examination MUST complete and sign an Incident Report in the form provided at the examination room, before leaving the examination site. In situations where this is not possible, the invigilator will complete the form for submission. The invigilator will sign the Incident Report and enter the incident in the Incident Log Book.

2. Personal Emergency

If a candidate experiences difficulty during an exam due to an unforeseen emergency or trauma, such as the death or serious, sudden illness or injury of a close family member or close personal friend, the candidate must submit a Notice of Appeal letter, along with appropriate supporting documents including proof of death (e.g. a death certificate, obituary notice, or other similar documents) or medical document outlining the details or injury of the close family member or close personal friend.



Executive Committee

A candidate who has attended the examination and experienced personal emergency that impacted his/her capacity to successfully complete the examination MUST complete and sign an Incident Report in the form provided at the examination room, before leaving the examination site. In situations where this is not possible, the invigilator will complete the form for submission. The invigilator will sign the Incident Report and enter the incident in the Incident Log Book.

3. Procedural Irregularities

A candidate must submit a Notice of Appeal and a letter describing any perceived procedural irregularities in the administration of the examination; major irregularities in the environment in which the examination was completed and/or while the examination was in progress.

The appeal must include facts demonstrating that the procedural and/or environmental perceived irregularities had a negative impact on the candidate's performance on the examination. It is incumbent upon the candidate to establish, to the satisfaction of the Examination Appeals Committee, that had the procedural and/or environmental irregularities not occurred, it is more likely than not that the candidate would have passed the examination.

Before leaving the examination site, the candidate MUST complete and sign an Incident Report in the form provided at the examination room, outlining the specific procedural and/or environmental perceived irregularity. The candidate should provide the Incident Report to the Invigilator who will sign it and who will enter the incident into the Incident Log Book.

Monitoring of Appeals

The Manager of Registration is responsible for overseeing and managing the administration of the appeal process, including monitoring the progress of appeals and ensuring adherence to timeframes.

Appeals Procedure

In addition to the specific procedures and requirements outlined for each circumstance, the following procedures MUST be adhered to in order for any Request for an Appeal to be considered by the Examination Appeals Committee. Candidates are strongly advised to review the Examination Appeals Policy and any other relevant materials, such as the Examination Guide, before requesting an appeal. If the procedures and requirements are not followed, the Request for an Appeal may not be considered by the Committee.

1. The candidate must deliver to the College, a Request for an Appeal within 30 calendar days of the release of the examination results.



Executive Committee

2. In the candidate's Request for an Appeal, the candidate must outline the grounds or circumstances on which the request is based. If the Request for Appeal is not based on one of the three circumstances listed, the Request for Appeal will not be considered. The candidate is permitted to appeal under more than one circumstance. For each circumstance, the candidate must provide the necessary documents.
3. The Request for an Appeal must contain all of the information, facts, and supporting documents upon which the candidate intends to rely. Failure to provide the required documentation under each circumstance may cause the candidate's appeal not to be considered.
4. The College will acknowledge receipt of a candidate's Request for an Appeal, in writing, within 14 days of receiving the Appeal.
5. A Request for an Appeal which meets these criteria will be forwarded to the Examination Appeals Committee for its consideration.
6. The Committee will review the following documentation:
 - a. The candidate's Incident Report Form(s);
 - b. The candidate's Request for an Appeal and all supporting documentation;
 - c. The candidate's performance report;
 - d. A statement from the College concerning the exam process relevant to each case and candidate data;
 - e. Invigilator's report;
 - f. Any other material, documentation or information which the Committee determines necessary, relevant and appropriate.

Once the Committee has rendered a decision, the decision will be sent to the candidate via email only. No appeal results will be communicated verbally.

The candidate must wait until she/he has received the results of the appeal before he/she will be allowed to register for another attempt at the examination. Subject to rare exceptions, a decision will be mailed to the candidate within 60 days of receipt of the appeal from the candidate.

A decision by the Examination Appeals Committee is **final**.

Possible Outcomes of an Appeal

The Examination Appeals Committee will make one of the following determinations:



Executive Committee

1. Deny the appeal

Should the Committee's decision be to deny the applicant's appeal, the Committee will take no further action on the matter.

2. Grant the appeal

Should the Committee's decision be to grant the applicant's appeal, the Committee has the authority to make the following decisions based on one or more of the specified circumstances:

I. Illness on examination day and personal emergency

- To allow the candidate to attempt the examination without the appealed attempt being counted as one of the four permitted attempts; and
- To allow the candidate to pay the examination fee at an adjusted rate to be determined by the Registrar.

II. Procedural irregularities

- To allow the candidate to attempt the examination without the appealed attempt being counted as one of the four permitted attempts; and/or
- To allow the candidate to pay the examination fee at an adjusted rate to be determined by the Registrar.

The Examination Appeals Committee cannot grant a passing score to the candidate.

Accessing Examination Material

A candidate shall not be given access to any information that would undermine the integrity and security of the examination content or process which is not already public.

In any event, the Committee cannot assume that the candidate would have passed the examination if it were not for the circumstances of the appeal. Therefore, the Committee cannot grant a passing mark to the candidate.



College of Traditional Chinese Medicine
Practitioners and Acupuncturists of Ontario
Ordre des praticiens en médecine traditionnelle
chinoise et des acupuncteurs de l'Ontario

CTCMPAO Work Plan April 1, 2016 – March 31, 2019

The purpose of this **Work Plan** is to set the targets of the College for the period of April 1, 2016 – March 31, 2019. The work plan is a high level document that outlines what is needed to accomplish each goal (collaboration, resources, target dates, anticipated obstacles and solutions).

Strategic Direction	Key Activities	Anticipated Resources	Additional Costs	Priority (Year 1, 2, 3)	Current Status
Confidence in Governance	a. Risk Management Framework	<ul style="list-style-type: none"> Registrar Mentor 3 months 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> High Year 1 Feb 2016 	<ul style="list-style-type: none"> Training on Risk Management provided to Council in December. Framework was presented to Council and May and quarterly updates will be provided.
	b. Decision Making Tools	<ul style="list-style-type: none"> Registrar Mentor 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> High Year 1 Completed 	<ul style="list-style-type: none"> Briefing notes implemented The College by-laws is currently under review and a revised draft will be provided to Council in Dec.
	c. Ensure Oversight Mechanisms in Place and reported	<ul style="list-style-type: none"> Registrar Staff Council 	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> High Ongoing 	<ul style="list-style-type: none"> Ongoing reporting to Council and Executive Committee President and Registrar have weekly meetings Annual Financial Audits are conducted. OFC assessment completed in June 2017 with minimal recommendations.
	d. Budget prep/approval Registrar report on: <ul style="list-style-type: none"> Financial controls HR Controls (HR review/ 	<ul style="list-style-type: none"> Registrar Staff Council HR Consultant 	<ul style="list-style-type: none"> N/A \$20,000 	<ul style="list-style-type: none"> High Year 1 Completed 	<ul style="list-style-type: none"> Budget approved at the February Council Meeting HR review conducted in August 2016 Annual audit completed in June 2016. Audited statements will be presented to Council in September

	e. Dr. Title- Work Plan <ul style="list-style-type: none"> Working Group Meetings Hire a Consultant Consultations with Council and Decision 	<ul style="list-style-type: none"> Registrar Working Group Council Consultant 	<ul style="list-style-type: none"> \$74,000 1st year 	<ul style="list-style-type: none"> High 2017-2021 	<ul style="list-style-type: none"> The working group will be meeting on April 28th. An RFP is issued. The working group conducted interviews with the proponents on August 17th.
	f. Acupuncture Standards	<ul style="list-style-type: none"> Registrar Staff Communications Consultant Consultations with Members and other professions 	<ul style="list-style-type: none"> \$50,0000 	<ul style="list-style-type: none"> Mid – High Dec 2017 	<ul style="list-style-type: none"> Will create communications for public on acupuncture. Eg. What is acupuncture? What can you expect from your practitioner? Will have ongoing discussions with other Regulatory Health College on acupuncture standards.
	g. Board Governance, Development and Excellence <ul style="list-style-type: none"> Education Sessions Evaluation Tools 	<ul style="list-style-type: none"> Council Registrar Consultants to provide training 	<ul style="list-style-type: none"> \$5,000 annually 	<ul style="list-style-type: none"> High Ongoing 	<ul style="list-style-type: none"> Council Provided with presentations and training on different areas <ul style="list-style-type: none"> Risk Management Governance Oversight tools Council will be adopting an evaluation process.
Competent Practitioners/ Accountable Practice	a. Oversee Completion of PLAR <ul style="list-style-type: none"> Increase Registrant Base Risk Implications if numbers decrease If fee needs to increase, clear notice/communications plan and consultation is critical 	<ul style="list-style-type: none"> Registrar Staff Council Budget may need to increase if registrants based anticipated to be much lower Communication/ Consultation 	<ul style="list-style-type: none"> Potential Fee increase cost of translation, consultation communications 	<ul style="list-style-type: none"> High 2016-2017 	<ul style="list-style-type: none"> Increased volume of communications to members about PLAR. Will be sending out a mailout Held workshops Hired a communications consulting firm to develop communications strategy to do an outreach with members, community leaders and politicians.

	b. QA Program <ul style="list-style-type: none"> Record keeping Standards of practice Self-assessment Online assessment/reporting Recruit and training of assessors 	<ul style="list-style-type: none"> QA Committee Staff Registrar IT consultant 	<ul style="list-style-type: none"> \$35,000 	<ul style="list-style-type: none"> Mid – High Ongoing 	<ul style="list-style-type: none"> Record Keeping templates, policy and guidelines have been updated and finalized. They are now available to the membership. Ongoing recruitment and training of assessors. Hired 3 new assessors with a total of 9. A fillable self-assessment form is available on the College Website. An electronic form will be developed for the Self-Assessments in 2018 Staff is working on a QA workplan for the next few years to enhance the program.
	c. RFP for Registration Examination	<ul style="list-style-type: none"> Psychometric and/or Exam Consultants 	\$200,000	<ul style="list-style-type: none"> High Completed 	<ul style="list-style-type: none"> RFP closed on November 4, 2016. Examination Consultant selected and to begin in early February 2017 The Consortium recruited Project Manager oversee the development and administration of the Pan Canadian Examination Updated the entry-level competencies. It will be circulated for consultation and be validated. Finalizing contract with Examination consultant.
Stakeholder Awareness and Relations	a. Enhance public portion of website <ul style="list-style-type: none"> Easy to access, navigate, understand Reliable public register, easy to search 	<ul style="list-style-type: none"> Registrar IT Staff 		<ul style="list-style-type: none"> Completed Ongoing updates 	<ul style="list-style-type: none"> New website launched on October 11, 2016. Will be reviewing website material to ensure accessible and easy to understand.

	b. Communications Strategy	<ul style="list-style-type: none"> Registrar Council 		<ul style="list-style-type: none"> Year 2-3 	<ul style="list-style-type: none"> We have a Communications Associate on staff to look at communications strategies. Continuous outreach to professional associations to ensure they are able to keep their members informed and engaged. Continuous outreach to universities to reach prospective members to ensure understanding of the College's role and why regulation matters. Regular outreach meetings and educational sessions through professional associations, TCM schools, and other events as presented.
	c. Interaction/Collaboration with Other Regulatory Colleges	<ul style="list-style-type: none"> Registrar Staff 		<ul style="list-style-type: none"> High Ongoing 	<ul style="list-style-type: none"> Working with members of FHRCO to Bill 87 submission by the Ministry of Health and Long Term Care
Values Based Organizational Culture	a. HR Review	<ul style="list-style-type: none"> Registrar Mentor HR Firm 	\$20,000	<ul style="list-style-type: none"> High Completed Ongoing 	<ul style="list-style-type: none"> Completed Performance Evaluation Process has been implemented. Two new hires, Ryan Chu, Professional Conduct Coordinator Robert Yaskiel, Professional Conduct and Hearings Assistant Hired temporary staff to process applications for the PLAR transfer. Implemented Mak Café Staff walking challenge - August
	b. Organizational Plan	<ul style="list-style-type: none"> Registrar Staff 		<ul style="list-style-type: none"> Completed Ongoing 	<ul style="list-style-type: none"> The plan will be reviewed and updated for the 2017-2018 year. Items have been identified in the Risk Management analysis



Meeting Date:	September 25, 2017
Issue:	By-law Review
Reported By:	Stamatis Kefalianos
Action:	For Information

Background:

The College is undertaking its first review of its by-laws. This year the by-laws are scheduled for a complete overhaul. In previous years, a review of the by-laws only addressed problems that have been identified over the course of the preceding year. However, the College will make a larger effort to clean up the by-laws and bring them into line with what is happening in the external environment.

It is the more comprehensive review that was undertaken this year. The steps taken in the by-law review have included the following:

- Benchmarking the College's by-laws against the by-laws of other Colleges of various sizes. These include:
 - College of Audiologists and Speech Language Pathologists ([CALSPO](#))
 - College of Dental Hygienists ([CDHO](#))
 - College of Massage Therapists ([CMTO](#))
 - College of Nurses ([CNO](#))
 - College of Occupational Therapists ([COTO](#))
 - College of Opticians ([COO](#))
 - College of Physiotherapists ([CPO](#))
- Undertaking an internal staff review to identify any issues with the by-laws that have been problematic from an internal perspective.

A detailed report of the recommended by-law sections highlighted in the internal review is attached for Executive Committee's consideration (Appendix 1).

Decision:

The Executive Committee is being asked to do two things with respect to the by-laws:

1. To provide recommendations to the proposed changes to the College by-laws.
2. To forward all recommendations for legal and have them prepare a rewritten copy of the by-laws.

Next Steps:

Revised By-law timeline

September 2017	Legal prepare a rewritten version of by-laws
October/November	Executive Committee and staff make revisions to by-laws as necessary
December	Prepare final version of the revised by-laws to Council, and as required by the RHPA, circulate the by-laws to members for consideration prior to final approval (60 days)
March 2018	Provide feedback to Council from the membership regarding revised by-laws. Council to approve in principle of the amended by-laws.
April 1, 2018	New by-laws take effect at the beginning of the new College year



Summary of Proposed By-law Changes

By-Law Section	List of proposed changes
Definitions	Expand and update the list of definitions
Banking and Finance	Moving control of Banking and Investments from Executive Committee to Council.
	Expanding signatories to include Deputy Registrar and Director of Finance
Election of Council Members	Moving elections to electronic voting
	Expand the eligibility to run for election beyond the General Class. Allow other classes of registrants to run for office.
	Expand the criteria to be eligible for election and the grounds for disqualification.
	Include term limits for President and Vice-President positions.
	Include succession plan in the event President, Vice-President or Executive Committee member resigns, dies or is removed.
	Appointment of non-council members changed from Executive to Council.
	Include eligibility, appointments, terms, disqualification and vacancies on non-council members.
	Include procedures to make a complaint about public member to government.
Duties of Officers	Generalizing the duties of the President and Vice-President.
Duties of Council and Committee members	Expand conflict of interest provisions
	Expand the process and steps to remove a council and committee member
Composition of Committees	Update composition to allow for non-council members.
	Include all non-statutory committees i.e. Doctor's title Working Group, etc.
Register	Update Register as per legislation (Bill 87) which mandates what information stays on the register.
Registrar	Spell out the role of Deputy Registrar
Sexual Abuse Funding	Expand to include the procedures for someone to access funding




COUNCIL

Professional Liability Insurance by Members	Include adding trial insurance and sexual abuse therapy coverage.
Code of Conduct	Expand code of conduct provisions
Fee Schedule	Spell out all fees in bylaws; remove references to grandparenting; pro-rate registration fees.

Appendix 1

CTCMPAO By-Law Review

CURRENT WORDING	CONCERNS/NOTES
<p>Definitions</p> <p>1. In these by-laws, unless otherwise defined or required by the context,</p> <p>"Act" means the <i>Regulated Health Professions Act, 1991</i> and the <i>Traditional Chinese Medicine Act, 2006</i>;</p> <p>"Code" means the <i>Health Professions Procedural Code</i>, which is schedule 2 of the <i>Regulated Health Professions Act</i>;</p> <p>"College" means the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario;</p> <p>"Committee" means the committees established under s. 10 of the <i>Health Professions Procedural Code</i>, called Statutory committees, and the committees established under these by-laws, called By-law committees;</p> <p>"Council" means the Transitional Council appointed under section 13 of the <i>Traditional Chinese Medicine Act, 2006</i> until it is replaced by the Council established under section 6 of the <i>Traditional Chinese Medicine Act, 2006</i> at which point the word refers to that Council.</p> <p>"Ex-officio" means that the person may attend at meetings and participate in discussions of a committee, but the person cannot make or second motions or vote and is not counted as part of the quorum of the committee.</p> <p>"Member" means a person registered with the College unless, in the context, it means a member of the Council or a committee of the College or a member of the staff of the College;</p> <p>"Professional Member" means a Member of the College elected to the Council in accordance with the</p>	<p>Bylaws do reference many other acts. Perhaps reference just the TCM Act. RHPA is already defined below.</p> <p>Consider listing statutory committees</p> <p>Update and remove reference to transitional council</p> <p>Consider removing or changing to allow ex-officio to vote and have vote counted</p> <p>Eliminate definition of professional member but do clarify member of the college as set out in section 13 of the Code</p>

<p>by-laws except that for the Transitional Council it also includes a person who practices Traditional Chinese Medicine and who is not yet a Member or who has not been elected to the Council;</p> <p>“Public Member” means a person described in clause 6(1)(b) of the <i>Traditional Chinese Medicine Act, 2006</i> and, for the Transitional Council it also excludes a practitioner of Traditional Chinese Medicine; and</p> <p>“RHPA” means the <i>Regulated Health Professions Act, 1991</i>.</p>	<p>Consider including additional definitions such as:</p> <ul style="list-style-type: none"> - Signing officers - Chair - Council Member - Non-Council Member - Non-Statutory Committees - Fiscal Year - President - Vice-President - Registrar - Deputy Registrar - Signing Officer - Regulations - Schedule
<p>Seal</p>  <p>The seal depicted above is the seal of the College.</p>	
<p>Banking and Finance</p> <p>2. The following provisions relating to Banking and Finance and is intended to reflect the practices of the College from April 1, 2012.</p>	<p>This line could be removed.</p>

Banking

3. The Executive Committee shall appoint a Canadian chartered bank under the *Bank Act* (Canada) for the use of the College.
4. All money belonging to the College shall be deposited in the name of the College with the bank.
5. The Registrar may endorse any negotiable instrument for collection on account of the College through the bank or for deposit to the credit of the College with the bank. The College's rubber stamp may be used for such endorsement.
6. Except for payments out of the petty cash fund, all College payments shall be made by cheques, drafts or orders for payment of money drawn on the College bank account.

Bank Signing Authority

7. Council from time to time may authorize, by resolution, officers or other persons, whether or not they are officers of the College, to sign contracts, documents, cheques and other instruments pertaining to the College's bank account. In the absence of such a resolution, any two of the President, Vice-President, the Registrar and a member of the Executive Committee, are authorized to sign banking documents.

Investments

8. Funds not immediately required by the College may be invested. The Executive Committee shall recommend for approval of Council the investment strategies and select an investment dealer to implement investment of the College's funds in one or more of the following securities:
 1. bonds, debentures, or other evidences of indebtedness issued or guaranteed by the Government of Canada, the Government of Ontario or the Government of any other province of Canada, provided that such province, at the time of investment, was rated by the Dominion Bond Rating Service as one of the three best rated provinces in Canada;

Other college's have similar wording for banking under 4 and 6 but:

Council who appoints (*not exec*) one or more chartered Canadian banks for the use of the College (*if we are adding a finance committee then also include the bank has been approved by the finance committee (CNO)*)

After the Registrar, adding "or other person authorized by Council may endorse any negotiable instrument for deposit to the account of the College". (CALSP0, CPO)

Consider spelling out who the signing authorities are. All colleges usually have the President and Registrar but also need to consider business continuity in the event the Registrar is away for extended purposes i.e. vacation/health. Colleges with Deputy Registrars add the Deputy Registrar (CPO, CALSP0, CDHO, CNO). Also consider keeping the VP as an alternative in the event President is not around).

#8. Investment is usually passed by Council instead of Executive (CPO, CALSP0, CNO, CDHO, CMTO):

The Registrar or such other officer or officers or person or persons as may, from time to time, be authorized by resolution of Council, may invest or reinvest funds of the College, not immediately required, in:

<p>2. deposit receipts, deposit notes, certificates of deposit, acceptances and other similar instruments issued or endorsed by a Schedule 1 Canadian chartered bank.</p> <p>9. Council may authorize, by resolution, an officer or officers of the College to give directions to the investment dealer.</p> <p>10. All share certificates, bonds, debentures, notes or obligations belonging to the College shall be issued in the name of the College.</p> <p>Custody of Securities</p> <p>11. All securities owned by the College shall be lodged, in the name of the College, with a Canadian chartered bank or a Canadian trust company, or in a safety deposit box, or held in accounts with such brokerage houses as may be authorized by the Executive Committee from time to time. Any securities and other documents shall be placed or removed only by any two of the following: the President, Vice-President, Registrar and a member of the Executive Committee.</p> <p>Borrowing</p> <p>12. Council may by resolution</p> <ol style="list-style-type: none"> 1. borrow money on the credit of the College; 2. limit or increase the amount to be borrowed; and 3. sell or pledge securities of the College for such sums or prices as may be deemed expedient. <p>13. The Executive Committee shall from time to time review the terms and conditions of the monies borrowed and make recommendations to Council to schedule repayment.</p> <p>Petty Cash</p> <p>15. The College shall have a petty cash fund of \$500 to pay for expenditure items where payment by cheque is not practical. The Registrar may authorize payment of expenditure items not exceeding \$500 from the petty cash fund.</p>	<p>Bonds, debentures or other evidences of indebtedness guaranteed by the Government of Canada, the Government of Ontario or the Government of another province of Canada; and</p> <p>Deposit receipts, deposit notes, certificates of deposit, acceptances and other similar instruments issued or endorsed by a bank chartered under the Bank Act or a trust company insured under the Canada Deposit Insurance Corporation.</p> <p>#11. Change Executive to Council</p> <p>Add Deputy Registrar but clarify two signatories – Registrar or Deputy Registrar and President or Vice-President</p> <p>Clarify signatories – Registrar or Deputy Registrar and President or Vice-President, Move Executive to Council Keep #1-3 same but add a #4:</p> <p>“Charge, mortgage, hypothecate or pledge all or any currently owned subsequently acquired real or personal, moveable or immovable property of the College, including book debts, rights, powers, franchises and undertakings, to secure any such debt obligations or any money borrowed or other debt or liability of the College” (CNO, CPO, CDHO, COTO)</p>
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Authorization of Expenses

16. The President, Vice-President, or a member of the Executive Committee and the Registrar may approve purchases or leasing of goods and acquisition of services in accordance with the following provisions.
17. The Registrar may authorize expenses not exceeding \$25,000 if the expenditure has previously been approved as an item in the College budget.
18. The Registrar and one of the President, Vice-President or a member of the Executive Committee may authorize expenses in excess of \$25,000, if the expenditure has previously been approved as an item in the College budget.
19. If the expenditure is not an item in the College budget, the Executive Committee shall review and make recommendations to Council for approval.

Fiscal Year

20. The fiscal year of the College shall be from April 1st to March 31st of the following year.

Auditors

21. The Council shall at its annual meeting or at its first meeting afterwards appoint an auditor to audit the accounts of the College and to hold office for the ensuing year.

#16. In addition to Registrar, add Deputy Registrar and Director Finance
May need to be revise if we have a Finance Committee

Dollar amount from other colleges varies from 50k to 100k, we currently use 25K.

#17-#19. The three items listed below are taken from CDHO but don't mention Finance Committee. CALSPO does mention a Finance Committee.

All cheques or payments issued on behalf of the College in excess of \$100,000.00, excluding salaries, or such other amounts as may be determined by the Council from time to time, must be signed by both the President and Registrar.

All cheques or payments issued on behalf of the College not in excess of \$100,000.00, excluding salaries, or such other amount as may be determined by the Council shall be signed by both the Registrar, Deputy Registrar, Director of Finance, or the President with the exception of the person whom the cheque is made payable.

The Registrar may not make any payment where amounts or orders have been split to avoid the limit on purchases or where due diligence has not been exercised with respect to potential or actual conflicts of interest.

Indemnification

22. Every member of the Council or a committee, employee, appointee or other duly designated representative of the College and their heirs, executors and administrators, and estate and effects, shall from time to time and at all times be indemnified and saved harmless out of the funds of the College from and against,

1. all costs, charges and expenses whatsoever that he or she sustains or incurs in or about any action, suit or proceeding that is brought, commenced or prosecuted against him or her, for or in respect of any act, deed, matter or thing whatsoever, made done or permitted by him or her, in or about the execution of the duties of his or her office, and
2. all other costs, charges and expenses that he or she sustains or incurs in or about or in relation to the affairs thereof, except such costs, charges or expenses as are occasioned by his or her own willful neglect or default.

#22. Does this also cover non-council members, assessors, evaluators? How about folks in the examination, item-writing and exam provider? If not then we should add them.

Consider adding:

- **the College will purchase and maintain insurance to protect itself (CPO, CNO, CALSPO, CDHO)**
- **Remuneration of council members, non-council members and others (CDHO, CALSPO, COP)**

Execution of Other Documents

- 23.** All other contracts, documents or instruments in writing requiring the signature of the College may be signed by the Registrar together with one of the President, Vice- President or a member of the Executive Committee. All contracts, documents or instruments in writing so signed shall be binding upon the College without any further authorization or formality. The Council is also authorized from time to time, by resolution, to appoint any officer or officers, or any other person or persons, on behalf of the College either to sign contracts, documents or instruments in writing generally or specifically.
- 24.** The term “contracts, documents or instruments in writing” as used in these by-laws is intended to include deeds, mortgages, hypothecs, charges, conveyances, transfers and assignments of property, real or personal, movable or immovable, powers of attorney, agreements, releases, receipts and discharges for the payment of money or other obligations, conveyances, transfers and assignments of shares, bonds, debentures or other securities and all paper writings.
- 25.** Except where otherwise provided by law, the Registrar may sign summonses, notices and orders on behalf of the College or any committee of the College.

Add Deputy Registrar in addition to Registrar, thus Registrar or Deputy Registrar together with one of the President or Vice President. Eliminate executive (CPO, CNO, CDHO).

<p>26. The seal of the College shall, when required, be affixed to contracts, documents or instruments in writing, by a person authorized to sign the document</p>	
<p>Election of Council Members</p> <p>27. An election by electoral district will take place to elect Council members described in section 4 of the Code. Members of the College will vote by mail in accordance with these by-laws.</p> <p>Electoral Districts</p> <p>28. The following are the Electoral Districts for all Council Member elections (with necessary modifications by the Registrar to ensure that the entire province is covered and that there is no overlap of Districts):</p> <ol style="list-style-type: none"> 1. Electoral District 1: North East. North East comprised of the districts of Kenora, Rainy River, Thunder Bay, Algoma, Cochrane, Manitoulin, Parry Sound, Nipissing, Timiskaming, and Sudbury; the district municipality of Muskoka; and the city of Greater Sudbury; the counties of Frontenac, Hastings, Lanark, Renfrew, Lennox and Addington; the united counties of Leeds and Grenville, Prescott and Russell, Stormont, Dundas, Glengarry; and the cities of Prince Edward and Ottawa. 2. Electoral District 2: Central East comprised of the counties of Haliburton, Northumberland, Peterborough, and Simcoe, the city of Kawartha Lakes, and the regional municipality of Durham. 3. Electoral District 3: Central comprised of the city of Toronto and the regional municipality of York. 4. Electoral District 4: Central West comprised of the counties of Dufferin, Wellington, Haldimand and Norfolk, the regional municipalities of Halton, Niagara, Peel, Waterloo, and the cities of Brant, Hamilton and Brantford. 	<p>#27. Move to electronic voting, consistent with other colleges. Cathi M. from Steinecke has already updated election section taking into account electronic voting. CPO has a good version on electronic voting as a guide.</p> <p>#28. Other Colleges do not have such a provision that Registrar may modify, consider removing.</p> <p>Since we also have members who we cannot identify an electoral district, allow the Registrar to assign the member with an electoral district (CPO).</p>

5. Electoral District 5: West comprised of the counties of Essex, Bruce, Grey, Lambton, Elgin, Middlesex, Huron, Perth, Oxford, and the city of Chatham- Kent.

Eligibility to Vote in an Electoral District

29. A Member is eligible to vote in the electoral district in which the Member, **as of January 1st**, of the election year, primarily practices, or if the Member is not engaged in the practice of Traditional Chinese Medicine, in which the Member has primary residence.

Number of Members per Electoral District

30. For each electoral district referred to in column 1 of the following table, there shall be elected to Council the number of members set out opposite in column 2.

Column 1	Column 2
Electoral District	Number of Members
1	2
2	1
3	3
4	2
5	1

Term of Office

31. The term of office of a Member elected to Council is approximately three (3) years, commencing with the first regular meeting of Council immediately following the election. The Member shall continue to serve in office until the Member's successor takes office in accordance with these by-laws.

Maximum Term

32. A Member who has served on Council for nine consecutive years is ineligible for election to Council until a full three-year term has passed since that Member last served on Council. The first nine-

As exams occur in the summer this provision eliminates any new members registered from Jan 2 until election time. This can be a barrier and limit membership engagement. Here is timeline from other colleges:

***CPO – 90 days prior to election
CMTO – 45 days prior to election
CNO – 20 days prior to election
CALSPD – 1 day prior to election
COTO – 15 days prior to election***

With online voting much easier to prepare for elections, consider reducing timeframe. If we use a company like Big Pulse the list can be set up to 1 day prior to election date.

year period does not commence until after the first election in each electoral district.

Staggered Terms

33. An election of Members to Council shall be held:

1. in 2013, again in 2016, again in 2017, and in every third year after that for Members from electoral districts 1 and 2;
2. in 2013, again in 2016, again in 2018, and in every third year after that for Members from electoral district 3; and
3. in 2013, again in 2016, and in every third year after that for Members from electoral districts 4 and 5.

Election Date

34. The Registrar, as directed by Council, shall set the date for election to Council of candidates in each electoral district.

Eligibility to Vote

35. A Member is ineligible to vote in a council election if the Member is in default of payment of any fees prescribed by by-law or any fine or order for costs to the College imposed by the College or court of law or is in default in providing any information required by the College.

Eligibility for Election

36. A Member is eligible for election to Council in an electoral district, if on the closing date of nominations and anytime up to and including the date of the election:

1. the Member holds a General class of certificate of registration;
2. the Member is eligible to vote in the electoral district in which the Member is nominated;
3. the member is not the subject of any disciplinary or incapacity proceedings;

Consider updating and removing 2013 reference.

#36. Currently only General class can run for election. How about other classes, Inactive, Temporary? Can student class? This restriction is contrary to s. 35

(CPO, CMTO, CDHO, COTO, CALSPO) allow all members regardless of registration status to run for election (includes inactive. (COO – student class cannot run for election or vote)

4. no findings of professional misconduct, incompetence or incapacity has been made against the Member in the preceding six years;
5. a period of six years has elapsed since the Member complied with all aspects of an order imposed by the Discipline or Fitness to Practice Committee;
6. the Member's certificate of registration has not been revoked or suspended in the six years preceding the date of nomination;
7. the Member is not subject to any order, direction, or term, condition and limitation of the Discipline Committee, the Fitness to Practice Committee or the Quality Assurance Committee;
8. the Member is not in default of payment of any fees to the College;
9. the Member is not a director, owner, board member, officer or employee of any professional Traditional Chinese Medicine association other than a genuine international Traditional Chinese Medicine association as defined in section 84 of these by-laws;
10. the Member has not been disqualified from the Council or a Committee of the Council in accordance with section 56 in the preceding three years;
11. the Member has not resigned from the Council in the preceding three years;
12. the Member does not have a conflict of interest to serve as a member of Council or has agreed to remove any such conflict of interest before taking office;
13. the Member is not a member of the Council or of a Committee of the College of any other health profession; and
14. the Member has not been a member of the staff of the College at any time within the preceding three years.

Nominations

37. The Registrar shall supervise the nomination of candidates.
38. No later than 60 days before the date of an election, the Registrar shall notify every Member eligible to vote of the date, time and electoral district of the election and of the nomination procedure.
39. The nomination of a candidate for election as a member of Council shall be in writing and shall be given to the Registrar at least 45 days before the date of the election (the "nomination deadline").

With labour mobility, perhaps specify to include inside or outside of Ontario for section 36 (COTO).

#3 – 7. Specify to include any regulatory body inside or outside of Ontario

#8. Does this also include suspended for non-payment?

#9. Some Colleges have a similar line but also include that they have not been part of another organization in the past 12 months (CPO, CDHO). Perhaps consider eliminating genuine TCM organization. Stay consistent that no one is can be part of another TCM organization inside or outside of Ontario.

#10. Does it include non-council members? If not, then please add.

#14 – perhaps consider adding member not been employed or contracted by the College within the past 3 years.

Other colleges also include the following that may be relevant:

- **Member cannot be guilty of an offence under criminal code, any offence that relates to the practice of TCM, (CPO, CDHO, COTO)**
- **Member does not have a conflict of interest to serve and has agreed to remove any COI before taking office (CDHO, CPO)**
- **Council has not disqualified the member from sitting on Council or serving as a non-council**

40. The nomination shall be signed by the candidate and by at least five (5) Members who support the nomination and who are eligible to vote in the electoral district in which the election is to be held.

Candidate's Biography

41. The candidate shall provide to the Registrar by the nomination deadline or such later date as the Registrar permits, biographical information in a manner acceptable to the Registrar for the purpose of distribution to eligible Members in accordance with the by-laws.

Withdrawal of Nomination

42. The candidate may withdraw his or her nomination for election to Council no later than 30 days before the date of the election.

Acclamation

43. If the number of candidates nominated for an electoral district is less than or equal to the number of members to be elected in that electoral district, the Registrar shall declare those candidates to be elected by acclamation.

Administering Elections

44. The Registrar shall supervise and administer the election of candidates and, for the purpose of carrying out that duty, the Registrar may, subject to the by-laws,
1. appoint returning officers and scrutineers;

member in the 3 years preceding the election. (CDHO, CPO)

- *Member has not initiated, joined continued or materially contributed to a legal proceeding against the College or any Committee or representative of the College (CPO, COO, CHDO)*
- *The member has not been an elected council member for more than nine consecutive years, or if the member has been an elected council member for nine consecutive years, has not been an elected council member in the previous three years immediately preceding the election (COO)*
- *An elected council member may serve more than one term. However, no person may be an elected council member for more than nine consecutive years (COO)*

#40. This may be a barrier given the small numbers in some districts. Examples of other smaller colleges:

Denturists require 3 signatures

Kinesiologists - 2

Occupational therapists – 2

Midwives - 2

Consider reducing

#1, 3, and 4 remain the same but clarify the duties of the Registrar by adding the following:

2. establish a deadline for the receiving of votes;
3. provide for the notification of all candidates and Members of the results of the election;
4. if there has been a non-compliance with a nomination or election requirement, determine whether the non-compliance should be waived in circumstances where the fairness of the election will not be affected; and
5. provide for the destruction of the record of ballots following an election.

Notice of Election

45. No later than 21 days before the date of an election, the Registrar shall send to every Member eligible to vote in an electoral district in which an election is to take place, a list of the candidates, the candidates' biographical information if provided and an explanation of the voting procedure.

Voting

46. Voting for elections of member to Council shall be by mail ballot using the ballot supplied by the Registrar.
47. A Member may cast as many votes on a ballot in an election of Members to the Council as there are Members to be elected to Council from the electoral district in which the Member is eligible to vote. A Member shall not cast more than one vote for any one candidate.

Tallying Ballots

48. On the date of the election, ballots received on or before the deadline for receipt of ballots will be opened and counted by the Registrar.
49. The Registrar shall certify the final vote count if he or she is satisfied that the votes were adequately counted.
50. Candidates or their representatives may be present when the Registrar counts the ballots and certifies the final vote count.

#2. Establish procedures and any necessary deadlines including procedures and deadlines relating to the receiving of notifications, biographies, and for receiving the ballots

#3. Remove "all candidates"

#5. (In addition add)... deadline for the receipt of ballots or any other election materials following the election of any recounts

#6. (basket case clause) Do anything else that the Registrar deems necessary and appropriate to ensure that the election is fair and effective (consistent with CMTO, CDHO, COTO, COP)

#46, #48-51. Update for electronic voting

51. If there is a tie in an election of Members to the Council, there shall be an automatic recount, following which if there is still a tie, the Registrar shall break the tie by lot.

Request for a Recount

52. A candidate may require a recount by making a written request and depositing the sum of \$150 with the Registrar no more than 15 days after the date of an election.
53. The Registrar shall hold a recount no more than 10 days after receiving the request.
54. If the recount changes the election result, the full amount of the deposit shall be refunded to the candidate. If the recount does not change the election result, the College will keep the deposit to partially offset recount costs, including staff time.

Postal Disruption

55. If a material component of the election employs the use of Canada's postal system and if there is an interruption of mail service during a nomination or election, the Registrar shall extend the holding of nominations and election for such minimum period of time as the Registrar considers necessary to compensate for the interruption.

Grounds for Disqualification

56. The Council shall, in accordance with the procedure described in these by-laws, disqualify an elected Member, including one appointed to fill a vacancy, from sitting on Council if the elected Member:
1. is subject of any disciplinary or incapacity proceeding;
 2. is found to have committed an act of professional misconduct or is found to be incompetent by a panel of the Discipline Committee;
 3. is found to be an incapacitated member by a panel of the Fitness to Practice Committee;
 4. fails to attend two consecutive meetings of the Council or of a Committee in which he or she is a Member, without reasonable cause in the opinion of Council;

#51. Some colleges allow for a by-election if there is a tie. With electronic voting, it's also easier to get another round of voting as oppose to having the Registrar break tie (CPO)

#55. If going electronic voting this may be redundant. Consider keeping it general in the event of a power outage or internet disruption.

Other College's go beyond what we list in s.56. Other items to possibly include are:

- ***Initiate legal proceeding against the College or any Committee or representative of the College***
- ***If a member has a term, limit or condition imposed by the Quality Assurance Committee***
- ***Member has a current notation on the register of a caution, undertaking or specified education or continuing education or remediation program directed by the ICRC***

5. fails to attend a hearing or review of a panel for which the Member has been selected, without reasonable cause in the opinion of Council;
6. ceases to either have a primary practice of Traditional Chinese Medicine or primary residence in the electoral district in which the Member was elected;
7. becomes a director, owner, board member, officer or employee of any professional Traditional Chinese Medicine association other than a genuine international Traditional Chinese Medicine association as defined in section 84 of these by-laws;
8. becomes a Member of the Council of or a committee of the College of any other health profession;
9. breaches the conflict of interest provision(s) for Members of Council and committees, in the opinion of the Council, after being given notice of the concern and an opportunity to respond to the concern;
10. fails to discharge properly or honestly any office to which the Member has been elected, in the opinion of the Council, after being given notice of the concern and an opportunity to respond;
11. remains, thirty days after notice, in default of payment of any fees prescribed by by-law or any fine or order for costs imposed by the College or court of law under the Act;
12. remains, thirty days after notice, in default of providing any information required by the College;
13. ceases to hold a certificate of registration; or
14. is found guilty of a criminal offence which, in the opinion of Council, is of such a nature that warrants disqualification.

Death, Resignation or Disqualification

57. The seat of an elected Member of Council shall be deemed to be vacant upon the death, resignation or disqualification of the Council Member.

CPO also goes as far and indicates which provisions are automatic disqualification and which ones require a vote by council regarding the disqualifications of a council member.

<p>Vacancy</p> <p>58. If the seat of an elected Council Member becomes vacant in an electoral district no more than 12 months before the expiry of the Member's term of office, the Council may,</p> <ol style="list-style-type: none"> 1. leave a seat vacant; or 2. appoint as an elected Member the candidate, if any, who had the most votes of all the unsuccessful candidates in the last election of Council Members for that electoral district; or 3. direct the Registrar to hold an election in accordance with these by-laws for that electoral district. <p>59. If the seat of an elected Council Member becomes vacant in an electoral district more than 12 months before the expiry of the Member's term of office, the Registrar shall hold an election in accordance with these by-laws for that electoral district.</p> <p>Remainder of Term</p> <p>60. The term of a Member appointed or elected to Council under these by-laws shall continue until the time the former Council Member's term would have expired.</p> <p>Inquiry into Disputed Election</p> <p>61. If, within 90 days from the date of the election, the Council is of the opinion that there is a reasonable ground for doubt or dispute as to the validity of the election of any Member of Council, the Council shall hold an inquiry and decide whether the election of the Member is valid and, if an election is found to be invalid, the Council shall direct another election to be held.</p>	<p><i>Procedures to fill vacancy are spelled out (COO, CPO) CDHO also include vacancy for non-council members</i></p>
<p>Procedures for the Election of Officers</p> <p>Nomination Procedure</p> <p>62. Before the first regular meeting of the Council each calendar year or any other Council meeting</p>	<p><i>#62. Spell out how many executive committee members are selected. Is there a requirement for executives to have x amount of professional and x amount of</i></p>

designated for the purpose by Council resolution, the Registrar shall send an invitation to all Council Members requesting any person wishing to stand for election to the offices of the **President, Vice-President and Executive Committee Member** to indicate so in writing to the Registrar.

63. A Member's written intent must be supported by the signatures of two other Council Members and be returned to the Registrar no later than 5:00 p.m. seven days before the meeting of the Council when the election of officers shall take place.

Election of the President

64. At the meeting of the Council when the election of officers shall take place, the Registrar shall present the names of candidates who have indicated their interest for the position of President.
65. Where there is only one candidate, the Registrar shall declare the candidate elected by acclamation.
66. Where there is more than one candidate for the office, voting shall be conducted by secret ballot and for this purpose, the Registrar shall, with the concurrence of the Council, appoint three (3) returning officers to count the ballots and report the results to the Council. The candidate who receives a majority of the votes cast on a ballot shall be declared elected. Where no candidate receives a majority of the votes cast on the ballot, the one receiving the lowest number of votes on the ballot shall be deleted from the next ballot and a fresh vote shall take place. If there is a tie on the lowest number of votes for two members, there shall be a recount. If there is still a tie, the Registrar shall break the tie by lot and one member shall then proceed to the next round of the election process until one candidate receives a majority of votes. This procedure shall be followed until one candidate receives a majority of the votes cast on a ballot. Where an issue arises during an election that is not governed by this paragraph, the Registrar shall, with the concurrence of the Council, adopt a fair and democratic process including, where appropriate, selection by the Registrar by lot.

Election of the Vice-President

67. The election of the Vice-President shall be conducted following the same procedures as election of the President.

public members. Also, other Colleges spell out the voting order for executive, typically is the President, Vice-President and x number of executive officers (CMTO, CDHO, CPO, COO)

Contrary to other Colleges, there are no terms limits listed for President, VP and Exec Committee. In the other colleges, it's 1 year.

CDHO, CALSPO and COO go as far as limit the terms of the President and VP.

CDHO and CALSPO allow them to sit for a maximum of 3 consecutive 1-year terms. COO a maximum of 2 consecutive 1-year terms.

#66. This is a big section, consider breaking down into individual headings.

Election of Executive Committee Members

68. The composition of the Executive Committee is subject to the by-laws. The President and Vice-President shall be Members of the Executive Committee. **Each of the remaining Members of the Executive Committee shall be elected following a procedure similar to the election of the President.** Where two or more positions are available for a Professional Member or Public Member of the Council, they may be elected on one ballot.

Appointment of Members to Committees

69. Prior to the first regular meeting of the Council in each calendar year or any other Council meeting designated for the purpose by Council resolution, the Registrar shall invite each Council Member to indicate their preferences for committee appointment(s). A Member's written intent must be returned to the Registrar no later than 5:00 p.m. seven days before the meeting of the Council when election of officers shall take place.
70. As soon as possible after election of the Executive Committee, it shall meet. It shall review the information provided to the Registrar by individual Council Members regarding their committee preferences. It shall also consider other relevant factors including past experience, conflicts of interest, workload and ensuring that committees are representative of the Council and of the province. With the assistance of the Registrar, it shall then appoint Members for all committees. At the next Council meeting, the chair of the Executive Committee shall then present the appointments to the Council. Following presentation of the appointments, Council may vary the appointments.

Appointment of Non-Council Members to Committees

71. The Council may appoint persons who are not Council Members to committees unless these by-laws indicate that only Council Members are part of the composition of the committee.
72. The Executive Committee, with the assistance of the Registrar, shall prepare for the Council a list of recommended committee appointments that are to be filled by persons who are not Council Members. The list shall have the recommended names arranged in order of the Executive Committee's preference and include documentation of each person's qualifications relating to the

#68. Need to spell out how many council members can be selected to executive.

As part of succession planning for Council we will need to spell out the procedures in the event a President, VP or executive member resigns, dies or is removed (CDHO)

The following is not included in our current bylaws but should be included (expanded). Other Colleges include this section in the elections section:

Non-Council members of Committee (CDHO, CMTO, COTO)

- ***Eligibility for appointment***
- ***Appointment of non-council members***
- ***Terms of office***
- ***Disqualification of non-council members***
- ***Vacancies***

<p>work of the committee concerned. Appointment shall be approved by a majority of votes cast by the Council.</p> <p>Appointment of Committee Chairs</p> <p>73. Each committee other than the Executive Committee shall elect its own chair from among its Members. The chair shall be a member of Council. The Council may remove the chair of a committee and appoint a different chair to take his or her place, if Council considers it appropriate to do so.</p> <p>74. The chair of a committee must understand the purpose and procedures of the committee to provide leadership to achieve its goals in a consistent, orderly and efficient manner. A committee chair appointed to undertake a specific project must be knowledgeable of the subject matter of that project.</p>	<p>Public Appointment members (CDHO, CALSPO)</p> <ul style="list-style-type: none"> • Disqualification of public members (Gov't can only remove but CDHO spells out what the College procedures are to make a complaint about a public member to government) <p>#73-74. CPO, COTO, CNO have the Executive Committee select Committee chairs</p>
<p>Duties of Officers</p> <p>President</p> <p>75. The President, in conjunction with the Council, is ultimately responsible for fulfilling the mandate, objectives and strategic plans of the College. He or she is directly accountable to the Council and indirectly accountable to the government, the public and the profession for the effective governance of the College in accordance with all applicable legislative requirements.</p> <p>76. Specific duties of the President include:</p> <ol style="list-style-type: none"> 1. presiding as chair of all meetings of the Council, the Executive Committee and of Members, unless a non-voting chair has been appointed to facilitate the meeting; 2. overseeing the operations and performance of the Council; 3. working with the Registrar to ensure smooth, efficient conduct of all meetings and that decisions of the Council and Executive Committee are implemented; 4. participating in cultivating, recruiting and orienting new Council Members, officers, 	<p><i>There is a lot of variation among the other Colleges on what the duties of the President and VP are, some list duties very brief and general (COO, CDHO) while others are very specific (CMTO, COTO, CALSPO).</i></p> <p>Among the commonalities found in Colleges:</p> <ul style="list-style-type: none"> • fulfil the responsibilities of the position in accordance with the RHPA, the regulations, by-laws and the policies and procedures of the College • Overseeing the operation of council and being chair of all Council and Executive Committee meetings • Overseeing and ensuring that a process is in place to fairly evaluate the Registrar

committee Members and chairs, and volunteers;

5. overseeing and ensuring that a process is in place to evaluate the performance and employment conditions of the Registrar;
6. representing the College as the authorized spokesperson on Council policies and positions to promote the mandate and objectives of the College;
7. signing contracts, documents or instruments in writing as required by the College;
8. liaising with the Registrar on any issues relating to the interactions between Members of the Council and College staff;
9. is an ex officio member of all committees, except that the President shall not participate in a panel of a committee dealing with a Member-specific issue; attendance at any committee meetings will be at the discretion of the President; chairs of committees shall file minutes and reports with the Registrar to keep the President informed.
10. other duties as assigned by the Council from time to time.

Vice-President

77. In the absence, inability or refusal to act of the President, the Vice-President shall have all the powers and shall perform all the duties of the President. The Vice- President is directly accountable to the Council and indirectly accountable to the government, the public and the profession for the effective governance of the College in accordance with all applicable legislative requirements.

78. Specific duties of the Vice-President include:

1. serving on the Executive Committee;
2. any duties delegated by the President unless not approved by the Council;
3. acting as a signing officer on cheques and other documents as required by the Council; and
4. other duties as assigned by the Council from time to time.

- **Representing the College as an authorized spokesperson on Council policies and positions**

#76 (9) – only CDHO had a similar provision

Some items to consider including that may be of interest:

CALSPO

- **Ensure the orientation of newly appointed Council members and assess the Council's development and training needs and recommend appropriate actions to the Council**

CPO

- **be cognisant of the affairs of the College**
- **oversee the implementation of all orders and resolutions of the Executive Committee and Council**

COTO

- **receiving, reviewing and bringing to the attention of the Executive Committee matters related to College governance**
- **conducting evaluation of each Council meeting, in conjunction with Council, leading an annual evaluation of the Council's goals and activities for the purpose of future planning**

#78. VP main duty is to assume the functions of the president in their absence.

Executive Committee Members

79. The Executive Committee Members are directly accountable to the Council and indirectly accountable to the government, the public and the profession for the effective governance of the College in accordance with all applicable legislative requirements.

80. Specific duties of the Executive Committee Members include:

1. working in collaboration with the President, Vice-President and Registrar to address issues, deliberate and decide on matters before the Executive Committee;
2. learning and be informed of the regulatory and statutory obligations of the Committee and the College, its by-laws, governance policies and established protocol;
3. preparing materials and the agenda for meetings of the Council; and
4. undertaking specific duties that may be delegated by the President or the Vice- President, unless not approved by the Council.
5. signing cheques and other financial documents in place of the President, Vice- President, if necessary.

#79-#80. In the current by-law only the executive committee includes the duties. The duties of the other statutory committee are not listed. To stay consistent either list for all committees or eliminate this.

The main duty of an Executive Committee is the Executive delegation duty in the RHPA. Between the meetings of council, executive 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 bylaw in accordance with the TCM Act.

Some Colleges spell out other specific duties of executive committee in bylaws – CDHO, COTO

Colleges that do not list duties - CMTO, CPO, COO, CNO

(Note, CTCMPAO does not have terms of references for any committees!)

Duties of Council and Committee Members

Conflicts of Interest

81. All Members of Council or its committees have a duty to carry out their responsibilities to serve and protect the interest of the public. As such, they must not engage in any activities or in decision-making of any matters where they have a personal or financial interest, whether directly or indirectly.

82. Council and committee Members recognize that engaging in even an appearance of a conflict of interest by a Member of Council or its committees can bring discredit to the College, would amount to a breach of the fiduciary obligation of the person to the College and can create liability for both

<p>the College and the person involved.</p> <p>83. A Member of Council or its committees shall be perceived to have a conflict of interest in a matter, if he or she holds a responsible position such as director, owner, board member or officer for, or is an employee of, any Traditional Chinese Medicine association other than a genuine international Traditional Chinese Medicine association as defined in section 84 of these by-laws.</p> <p>84. A genuine international Traditional Chinese Medicine association must</p> <ol style="list-style-type: none"> 1. be based outside of Canada; 2. have at least 80% of its membership from outside of Canada; 3. have objects that are international in scope and would not usually engage in activities affecting the regulation of Traditional Chinese Medicine in Canada. <p>85. A Member of Council or its committees shall be perceived to have conflict of interest in a matter, if he or she holds a responsible position such as director, owner, board member or officer in or is an employee of a genuine international Traditional Chinese Medicine association where his or her duties may be seen by a reasonable person as influencing his or her judgment in the matter under consideration of the Council or its committees. For example, a Member of Council should not participate or vote on any issue coming before Council in which the genuine international Traditional Chinese Medicine association of which he or she was an officer or director has taken a position.</p> <p>86. A Member of Council or its committees would be perceived to have conflict of interest in a matter, if he or she holds a responsible position such as director, owner, board member or officer in or is an employee of another organization where his or her duties may be seen by a reasonable person as influencing his or her judgment in the matter under consideration of the Council or its committees. For example, an educator in a Traditional Chinese Medicine school should not participate in any decisions relating to the status of that school, its program(s) or the acceptability for registration of graduates from that school.</p> <p>87. For the purposes of these by-laws, the personal or financial interests, direct or indirect, of a parent, spouse, child or sibling of a Member of Council or its committees, or of a spouse of a parent, child or sibling of a Member of Council or its committees, are interpreted to be the</p>	<p><i>#84 - #86 deal with particular COI scenarios. This whole section puts the onus on council/committee member to declare COI for themselves. Council/committee members should be able to declare COI if they are aware someone is in such a position.</i></p> <p><i>COO – include duty, recognition and declaration forms. Also outline detailed procedures where a COI exists</i></p> <p><i>CALSPO – include the duties of a council member and also cover bias</i></p> <p><i>COTO – Covers real, apparent, financial and potential COI. They also cover procedures to handle COI. Also cover COI from the standpoint of a member's involvement in a college process such as being part of a complaint or investigation and being referred to discipline.</i></p>
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interests of the Member of Council or its committees. Here, the term “spouse” includes a common-law spouse and a same sex partner of the person.

88. Where a Member of Council or its committees believes that he or she may have a conflict of interest in any matter which is the subject of deliberation or action by the Council or its committees, he or she shall consult, as needed, with the President, the Registrar or legal counsel and, if there is any doubt about the matter, declare the potential conflict to the Council or the committee and accept Council’s or the committee’s direction as to whether there is an appearance of a conflict.
89. Where a Member of Council or its committees believes that he or she has a conflict of interest, including an appearance of a conflict of interest, in any matter which is the subject of deliberation or action by the Council or its committees, he or she shall:
1. prior to any consideration of the matter at the meeting, disclose the fact that he or she has a conflict of interest;
 2. not take part in the discussion of, or vote on, any question in respect of the matter;
 3. absent himself or herself from the portion of the meeting relating to the matter;
 4. not attempt in any way to influence the voting or do anything that might be perceived as attempting to influence the decision of other Members on the matter.
90. Every declaration of conflict of interest and the nature of the conflict shall be recorded in the minutes of the meeting.
91. A Member of Council or its committees shall not use College property or information of any kind to advance his or her own interests, direct or indirect.
92. A Member of Council or its committees may not hold any other position, contract or appointment, with the College while serving as a Member of Council or its committees. There is a one-year waiting period before the individual may apply for a staff or consultant position with the College. This includes, but is not limited to positions as peer assessor, investigator, examiner or staff.

Confidentiality

93. Members of the Council and committees, staff and persons retained or appointed by the College are required to maintain confidentiality of information that comes before them in the course of

<p>discharging their duties until disclosure is authorized by the Council or as otherwise provided in Section 36(1) of the RHPA.</p> <p>94. Section 36 (1) of the RHPA states, in part, as follows:</p> <p style="padding-left: 40px;">36. (1) Every person employed, retained or appointed for the purposes of the administration of this Act, a health profession Act or the <i>Drug and Pharmacies Regulation Act</i> and every Member of a Council or committee of a College shall keep confidential all information that comes to his or her knowledge in the course of his or her duties and shall not communicate any information to any other person.</p> <p>95. Section 36(1) of the RHPA permits disclosure in a number of specific circumstances. Members of the Council and committees, staff and persons retained or appointed by the College need to understand when those exceptions apply and seek advice if they are in doubt.</p> <p>96. Council and committee Members, staff and persons retained or appointed by the College Members are required to sign, annually, the confidentiality agreement approved by Council.</p> <p>Code of Conduct</p> <p>97. Council and committee Members shall comply with the Code of Conduct.</p> <p>98. The Code of Conduct attached as Schedule 1 is the Code of Conduct for the College. Schedule 1 forms part of these by-laws.</p> <p>Media Communications</p> <p>99. All media contacts shall be channeled and coordinated through the Registrar's office. Any Member of Council or committee being asked by media representatives to provide interviews or to respond to inquires or to comment on issues concerning the regulation of traditional Chinese medicine or the operation of the College should refer them to the Registrar's office.</p> <p>100. The President, or in the absence of the President, the Vice- President, and the Registrar are authorized spokespersons of the College. They may request a Member of Council or staff to perform this function, if necessary, under the</p>	<p><i>Other sections of the Code also cover confidentiality definition (Section 83 and 83.1). Consider adding to this section.</i></p> <p><i>COO – Council, Committee members and staff must sign confidentiality agreements</i></p> <p><i>#98. In the current Code of Conduct, the first 20 in the Schedule are common with other colleges but consider also adding:</i></p> <p><i>These rules shall apply, with necessary modifications, to meetings conducted by teleconference or any other electronic means permitted by the by-laws, including audio or teleconference.</i></p>
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<p>circumstances.</p> <p>101. Unless authorized by the President, or in the absence of the President, the Vice- President, and the Registrar, a Member of Council or committee shall not communicate with the media to provide interviews or respond to inquiries or comment on issues concerning the regulation of traditional Chinese medicine or the operation of the College.</p> <p>102. All messages to the media and to the public must be consistent with the approved policies and positions of the College.</p> <p>103. The Registrar, with the support of staff and consultants, will implement media relation activities recommended by the Executive Committee and approved by Council.</p> <p>Speaking Engagements</p> <p>104. All requests inviting the President, the Registrar and Members of Council or a committee to speak in his or her capacity as a representative of the College must be provided in writing to the Registrar's office giving details of the date, time and place, the topic and anticipated length of the presentation.</p> <p>105. The President, or in the absence of the President, the Vice-President and the Registrar will review all requests and determine whether to accept the invitation and the appropriate representative to address the topic. Other than as described above, no Member of Council or a committee shall accept any request to make representations or speak on behalf of the College or in his or her capacity as a representative of the College.</p> <p>106. The contents of every presentation must be consistent with the approved policies and positions of the College and shall be reviewed in advance by the Registrar or a person designated by the Registrar.</p> <p>107. No person speaking in his or her capacity or as a representative of the College shall receive any payment or benefit related to the presentation or, if the payment or gift cannot in the circumstances be gracefully declined, it shall immediately be turned over to the Registrar.</p>	<p><i>#99-107 Media Communications and Speaking Engagements can be combined and shortened considerably. Media and speaking engagements should be channeled through the Registrar. Consistent with other Colleges.</i></p>
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Removal of Council or Committee Member

108. The following procedure shall be followed in the event that a Council or Committee member is alleged to have contravened the duties of a Council or Committee member or meets the criteria for disqualification set out in section 56 other than paragraphs 1, 2, or 13.
1. A written complaint shall be filed with the Registrar. A complaint can be made by a member of the public, a Council or Committee member or the Registrar. If a member of Council or a Committee receives such a complaint, he or she shall immediately file it with the Registrar.
 2. The Registrar shall report the complaint to the President or the Vice-President who shall bring the complaint to the Executive Committee if he or she believes that the complaint may warrant formal action. If the Executive Committee is unable to address the complaint it may appoint another Committee to fulfill its duties under this article.
 3. If the Executive Committee or any Committee appointed by the Executive Committee, after any investigation it deems appropriate, believes that the complaint may warrant formal action, it shall call a meeting of Council. Council shall determine whether there has been a breach of duties or whether the criteria for disqualification have been met and, if so, impose the appropriate sanction. The appropriate sanction can include one or more of the following:
 - a. censure of the Council or Committee member verbally or in writing,
 - b. removal of the Council or Committee member from any Committee on which he or she serves,
 - c. disqualification removal of a Professional Member from Council, or a report requesting removal of the Public Member concerned from the Council to the Public Appointments Secretariat.
 4. A decision finding that there has been a breach of duties or that a Council or Committee member meets the criteria for disqualification set out in article 56, and a decision to impose a particular sanction must be approved by a **simple majority** affirmative vote of Council Members present and voting.
 5. The Council or Committee member whose conduct is the subject of concern shall not take part in the deliberation or vote, however, he or she shall be given a reasonable opportunity to respond to the allegation.

#108. CDHO, CMTO – Both Colleges further explain the process and steps to the member (i.e. follow procedural fairness rules)

COTO, CDHO – require two-thirds majority

<p>Remuneration of Council and Committee Members</p> <p>109. Council and committee Members will be remunerated and receive reimbursement for expenses according to the College's financial policies.</p>	
<p>Council Meetings</p> <p><i>Meetings of the Council</i></p> <p>110. Meetings of the Council shall be held in Ontario at a place determined by the Registrar. The Registrar shall serve as secretary of the Council.</p> <p>111. The Council shall hold, in a calendar year, at least three regular meetings called by the President.</p> <p>112. The Council may, by resolution, determine to hold additional regular meetings and shall fix the date, time and place of any such meeting. Such additional meetings may also be called by the President, or on the written request of any nine Members of the Council.</p> <p>113. Meetings of the Council are open to the public. However, the public may be excluded from any meeting or part of a meeting pursuant to s. 7 of the Code.</p> <p>114. Subject to any regulations made under the Act, reasonable notice of Council meetings shall be given to the Members of the College, to the Minister and to the public in a manner that Council may determine from time to time.</p> <p>115. Notice of Council meetings shall be delivered, telephoned, mailed, emailed or faxed to each Council Member not less than five (5) days prior to the date of the meeting. The accidental omission to give notice or the non-receipt of any notice by any Council Member shall not invalidate any resolution passed or any proceedings taken at any Council meeting.</p> <p>116. Subject to the provisions of the Act, the Council may call and hold Special Meetings. Such "Special Meetings" may be convened by the order of the President, or on the written request of any nine</p>	<p><i>Replace Ontario with "head office of the College or at any other place as may be determined by the Registrar or Council from time to time".</i></p> <p><i>Is this really required in bylaws?</i></p> <p>COP and COTO have similar wording for consideration:</p>

<p>Members of the Council. Notice stating the date, time and place of the meeting and the general nature of the business to be transacted shall be given by the Registrar to each Council Member not less than five (5) days prior to the date of the Special Meeting. A Special Meeting may also be held without notice at any date, time and place provided that all Members of the Council are present in person or in a manner that allows all persons to participate in discussion simultaneously and instantaneously, or if all the absent Members have consented in writing to the holding of such a Special Meeting. The individual Member's written consent may be given before or after the Special Meeting.</p> <p>117. The Council may only consider or transact at a regular meeting:</p> <ol style="list-style-type: none"> 1. all matters on the agenda; 2. matters brought by the Executive Committee or the Registrar; 3. recommendations and reports by committees; 4. matters of which notice was given by a Member of the Council at the preceding meeting or where written notice has been given 30 days in advance of the meeting; 5. such other matters, not included in the agenda, as the majority of Members in attendance determine to be of an urgent nature. <p>118. The Council may only consider or transact at a Special Meeting the matter or matters for decision at the meeting contained in the notice of meeting given by the Registrar.</p> <p>119. The President shall establish, or cause to be established, the agenda for each meeting of the Council.</p> <p>120. Except for conducting a hearing, a Council meeting may be held in any manner that allows all Members to participate in discussion with each other simultaneously and instantaneously.</p> <p>121. For the purpose of conducting meetings, the Council may appoint a non-voting chair who is not a Member of the Council or of the College to preside at all meetings or at a meeting. The appointed chair shall function solely as an arbiter of procedures in accordance with procedures in these by-laws and shall not participate in deliberations. Before assuming his or her duties, the appointed chair shall undertake to maintain confidentiality of all matters coming before the Council that are not part of an open meeting of the Council in accordance with the Act.</p>	<ul style="list-style-type: none"> - A special meeting of Council may be called by the President or the majority of Council members by submitting to the Registrar a written request for the meeting containing the matter or matters for decision at the meeting. - At a special meeting, council may only consider or transact the specific matter or matters referred to in subsection (above) <p>Sections 118 – 133 consider adding headings. Also need to consider meetings held via teleconference.</p>
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<p>122. In the absence of an appointed chair, the President, or his or her delegate, shall preside over meetings. The Vice-President shall preside where the President is absent. In the absence of both the President and the Vice-President, the Council Members present shall select from among themselves a Member to chair the meeting.</p> <p>123. Except where otherwise provided by the Act, a majority of Members constitutes a quorum for the transaction of business for any meeting of the Council.</p> <p>124. Except where otherwise provided in the Act, regulations or by-laws, every motion coming before any meeting shall be decided by a majority of votes cast at the meeting, including the chair, provided that the chair is a Member of the Council. In the case of equality of votes, the chair shall not have a second vote and the motion shall be considered to be defeated.</p> <p>125. Every vote at a meeting shall be by a show of hands or as the chair (subject to a vote without debate by the Council) of the meeting shall otherwise determine. A roll call vote shall be taken if requested by a Member, unless the chair had determined voting by secret ballot. In the case of teleconference meetings, roll call votes shall be taken.</p> <p>126. In the event of a roll call vote, the Registrar shall request each Member in turn to record his or her vote and such vote shall be recorded in the minutes of the meeting relating to the motion or resolution under consideration.</p> <p>127. A resolution signed by all Members of the Council is as valid and effective as if passed at a meeting of the Council held for the purpose.</p> <p>128. The President may effect arrangements to allocate specific time during the meeting to receive and hear deputations on specific topics relevant to the affairs of the College requested by non-Members of the Council. No such deputation shall be permitted unless a written request has been provided to the Executive Committee not less than 10 business days before the Council meeting and the Executive Committee gives permission.</p> <p>129. Unless the chair otherwise determines, each deputation shall be allowed a maximum of two speakers and a maximum of ten minutes to make a presentation. The chair may grant additional time if he or she considers it appropriate.</p>	<p>#128 – 131. Is this level of detail required?</p>
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130. The chair may accept questions from Members of the Council to seek clarification from the speaker. Neither the Member nor the speaker shall engage in debate or in direct or indirect discussion with each other or other persons present.
131. The proceedings of the Council meeting shall be recorded in such form as the Council may, from time to time, require. The written record of the meeting, subject to any corrections made at a subsequent meeting, when duly approved at such meeting of the Council and signed by the presiding chair and the person purporting to be the recording officer of such meeting, shall be prima facie proof of the accuracy of the contents of such record.
132. Whether or not a quorum is present, the presiding chair may from time to time, with the consent of the Members present, adjourn any properly called meeting to a fixed time and place, and provided that a quorum is present, any matter brought before the original meeting may be considered and transacted at a reconvened meeting.
133. The rules of order attached as Schedule 2 are the rules of order for meetings of the Council. Schedule 2 forms part of these by-laws.

Meetings of the Executive Committee

134. The President shall serve as chair of the Executive Committee but may delegate the chair to another Member of the Executive Committee. The Registrar shall be secretary of the Executive Committee but may delegate the responsibilities to a member of the staff.
135. Subject to the Act, the Executive Committee shall, between meetings of the Council possess all the powers of the Council with respect to the management and direction of the affairs of the College.
136. The calling, time and place of meetings and the procedures for its meetings shall be determined by the Executive Committee.
137. The Executive Committee meetings are closed meetings. The Executive Committee however, may invite such officers, Members of the Council, employees of the College and consultants to attend at meetings to assist in the consideration of the business and affairs of the College.

#134 – #137 should be removed. It is subject to the next section.

Meetings of All Committees

138. Subject to the Act, and unless otherwise required by law, each committee shall meet from time to time at the direction of the Council or the Executive Committee or the chair or the majority of Members of each committee.
139. Any committee meeting held for a purpose other than conducting a hearing may be held in any manner that allows all persons to participate in discussion simultaneously and instantaneously. Hearings may be conducted in accordance with the provisions of the Act, and the *Statutory Powers Procedure Act* and any rules of procedure made under those Acts.
140. Subject to the Act, and unless otherwise required by law, no formal notice is required for a meeting but any Member of staff involved in the committee's activities shall make reasonable efforts to notify all committee Members informally of every meeting.
141. The committee chair or his or her appointee for the purpose shall preside over meetings of the committee.
142. Every motion that comes before a committee shall be decided by a majority of the votes cast at the meeting, including that of the presiding chair. If there is an equality of votes on a motion, the motion shall be deemed to have been lost.
143. Except for hearings held pursuant to the Act, the presiding chair shall record the proceedings of every committee meeting or cause them to be recorded. The written records, when duly approved at a subsequent meeting of the committee, subject to any corrections made at such subsequent meeting and signed by the presiding chair for such meeting (or if the presiding chair is not available, some other suitable person), shall be prima facie proof of the accurate record of the meeting.
144. The written record of every committee meeting shall be promptly deposited with the Registrar after the presiding chair of such meeting has signed it.

Language of Meetings

Does this also include non-statutory committees?

#138 and #144 do not occur, consider removing.

145. Meetings of the Council and Committees shall be conducted in English.	
<p>Composition of Committees</p> <p>Statutory Committees</p> <p>Executive Committee</p> <p>146. The Executive Committee shall be composed of the President, the Vice- President and three (3) Members of the Council.</p> <p>147. Two of the Members of the Executive Committee shall be Public Members.</p> <p>148. The President shall be the chair of the Executive Committee.</p> <p>Registration Committee</p> <p>149. The Registration Committee shall be composed of:</p> <ol style="list-style-type: none"> 1. at least two (2) Members of Council who are Members of the College; 2. at least one (1) Public Member; and 3. one (1) or more Members of the College who are not Members of Council if Council so wishes. <p>Inquiries, Complaints and Reports Committee</p> <p>150. The Inquiries, Complaints and Reports Committee shall be composed of:</p> <ol style="list-style-type: none"> 1. at least two (2) Members of Council who are Members of the College; 2. at least one (1) Public Member; and 3. one (1) or more Members of the College who are not Members of Council if Council so wishes. 	<p><i>In order to allow for non-council members then the makeup of each committee must be changed to reflect this.</i></p> <p><i>Will need to list non-statutory committees i.e. Doctor's Title WG, Examination Appeals Committee, Finance (?)</i></p>

Discipline Committee

151. The Discipline Committee shall be composed of every Member of Council and one or more Members of the College who are not Members of Council if Council so wishes.

Fitness to Practice Committee

152. The Fitness to Practice Committee shall be composed of every Member of Council and one or more Members of the College who are not Members of Council if Council so wishes.

Quality Assurance Committee

153. The Quality Assurance Committee shall be composed of:

1. at least two (2) members of Council who are Members of the College;
2. at least two (2) Public Members; and
3. one (1) or more Members of the College who are not Members of Council if Council so wishes.

Patient Relations Committee

154. The Patient Relations Committee shall be composed of:

1. at least one (1) Member of Council who is a Member of the College;
2. at least two (2) Public Members; and
3. one (1) or more Members of the College who are not Members of Council if Council so wishes.

By-Law Committees

155. Council may, by resolution, appoint and fill such other committees it determines are necessary for the effective operation of the College. Council shall set the composition and appoint the Members of such committees. Council shall set the mandate of each committee it appoints.

<p>All Committees</p> <p>Vacancies</p> <p>156. Despite anything in these by-laws, a committee is properly constituted despite any vacancy so long as there are sufficient Members to form a quorum of the committee or a panel of the committee.</p> <p>Quorum</p> <p>157. Unless otherwise provided in the Act, the quorum of any committee is three Members.</p> <p>Panels</p> <p>158. A committee may meet in panels selected by the chair of the committee.</p> <p>Removal of Committee Member</p> <p>159. The Council may remove a Member of a committee without a hearing.</p>	<p><i>#159. This is covered in s. 108 of bylaws. See notes but the procedures for removal should be spelled out.</i></p>
<p>Register</p> <p>Name and Business Address</p> <p>160. Subject to Article 168, a Member's name in the register shall be the full name indicated on the documents used to support the Member's initial registration with the College.</p> <p>161. The Registrar may enter a name other than the name referred to in Article 167, in the register if the Registrar:</p> <ol style="list-style-type: none"> 1. has received a written request from the member; 2. is satisfied that the Member has legally changed his or her name; and 3. is satisfied that the name change is not for any improper purpose. 	<p><i>With changes to Bill 87, what Colleges must display on the public register is enhanced. Steinecke's firm has drafted the changes (not yet incorporated).</i></p>

162. The Registrar may enter in the register as an alternative name used by Member any nicknames or abbreviations that the Member uses in any place of practice.
163. A Member's business address in the register shall be the address of the location in Ontario where the Member is employed or self-employed as a practitioner of Traditional Chinese Medicine. In the event that the Member is employed or self-employed as a practitioner of Traditional Chinese Medicine in more than one location in Ontario, the Member's business address shall be the location where the Member generally works, or anticipates to work, the most hours. In the event that the Member is not employed or self-employed in Ontario as a practitioner of Traditional Chinese Medicine, the Registrar shall enter as the Member's business address the location designated by the Member or any other location for the Member known by the College.
164. A Member's business address shall include the name of the Member's employer or, if the Member is self-employed or is not practicing, the Member's business address shall include a notation to that effect.
165. A Member's business telephone number shall be the telephone number of the location in Ontario where the Member is employed or self-employed as a practitioner of Traditional Chinese Medicine. In the event that the Member is employed or self-employed as a practitioner of Traditional Chinese Medicine in more than one location in Ontario, the Member's business telephone number shall be the telephone number of the location where the Member generally works, or anticipates to work, the most hours. In the event that the Member is not employed or self-employed in Ontario as a practitioner of Traditional Chinese Medicine, the register shall not contain a business telephone number for the Member.

Register Information Required by the Code

166. The Registrar shall maintain a register in accordance with section 23 of the Code.

Additional Register Information

167. In addition to the information set out in subsection 23(2) of the Code, the register shall contain the following information with respect to each Member:

1. if there have been any changes to the member's name since the date of the Member's initial application for registration, the former names of the Member;
2. the name, address and telephone number of every employer for whom the Member is employed as a practitioner of Traditional Chinese Medicine and, if the Member is self-employed as a practitioner of Traditional Chinese Medicine, the address and telephone number of the locations where the Member practices other than addresses of individual clients;
3. the Member's email address;
4. the Member's registration number;
5. the date of the Member's initial registration with the College;
6. the date on which each class of registration that the Member holds was obtained and, if applicable, the date on which each terminated;
7. the Member's electoral district for elections to the Council;
8. the name of the educational institution where the member obtained any certificates, diplomas or degrees in Traditional Chinese Medicine, the type of certificates, diplomas or degrees obtained and the date each was issued;
9. if the Member ceased to be a Member, a notation specifying the reason for the termination of membership and the date upon which the Member ceased to be a member;
 - 9.1 Where, on or after June 1, 2016, a panel of the Inquiries, Complaints and Reports Committee requires the Member to appear before a panel of the Inquiries, Complaints and Reports Committee to be cautioned:
 - a. a notation of the fact, including a summary of the caution;
 - b. the date of the panel's decision; and
 - c. where the decision of the panel is appealed, a notation of that fact, until the appeal is finally disposed of.
 - 9.2 Where, on or after June 1, 2016, a panel of the Inquiries, Complaints and Reports Committee requires the Member to complete a specified continuing education or remediation program (SCERP):
 - a. a notation of the fact, including a summary of the SCERP;

<ul style="list-style-type: none"> <ul style="list-style-type: none"> b. the date of the panel's decision; and c. where the decision of the panel is appealed, a notation of that fact, until the appeal is finally disposed of. 10. for every matter that has been referred by the Inquiries, Complaints and Reports Committee to the Discipline Committee under section 26 of the Code and has not been finally resolved, until the matter has been resolved, <ul style="list-style-type: none"> a. a notation of that fact, including the date of the referral, b. a summary of each specified allegation, c. the notice of hearing; d. the anticipated date of the hearing if the hearing date has been set or the next scheduled date for the continuation of the hearing if the hearing was adjourned to a specific date or if the hearing was adjourned without a specific date, a notation to that effect; e. if the hearing is awaiting scheduling, a statement to that fact; and f. (Revoked) g. if the hearing of evidence and arguments is completed and the parties are awaiting a decision of the Discipline Committee, a statement of that fact. 11. a notation, including the date of the referral, for every matter that has been referred by the Inquiries, Complaints and Reports Committee to the Fitness to Practice Committee under section 61 of the Code and has not been finally resolved, until the matter has been resolved; 12. any information jointly agreed to be placed on the register by the College and the Member; 13. where the Member's certificate of registration is subject to any term, conditions and limitations, the reason for them and the date they took effect; 14. where the Member's certificate of registration is subject to an interim order, a notation of that fact, the nature of the order and the date that the order took effect; 15. where the Member's certificate of registration is subject to a suspension for failure to pay a fee, the reason for the suspension and the date of the suspension in addition to the fact of the suspension; 	
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<p>15.1 Where the College is aware that the Member is currently registered or licensed to practice a profession inside or outside of Ontario, a notation of that fact;</p> <p>15.2 Where the College is aware that a pending allegation of professional misconduct or incompetence or a similar allegation has been referred to a discipline type of hearing against the Member registered or licensed to practice a profession inside or outside of Ontario,</p> <ul style="list-style-type: none"> a. a notation of that fact; b. the date of the referral if available; c. a brief summary of each allegation if available; and d. the notice of hearing if available. <p>16. where the College is aware that a finding of professional misconduct or incompetence or similar finding has been made against the Member by a body that governs a profession, inside or outside of Ontario, and that finding has not been reversed on appeal,</p> <ul style="list-style-type: none"> i. a notation of the finding, ii. the name of the governing body that made the finding, iii. a brief summary of the facts on which the finding was based, iv. the penalty and any other orders made relative to the finding, v. the date the finding was made, and vi. information regarding any appeals of the finding; <p>17. where the College is aware that a finding of incapacity or similar finding has been made against the Member by a body that governs a profession, inside or outside of Ontario, and that finding has not been reversed on appeal, a notation of the finding,</p> <ul style="list-style-type: none"> i. the name of the governing body that made the finding, ii. the date the finding was made, iii. a summary of any order made, and iv. information regarding any appeals of the finding; <p>18. where a decision of the Discipline Committee has been published by the College with the Member's name or former name including,</p> <ul style="list-style-type: none"> i. a notation of that fact, and 	
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<ul style="list-style-type: none"> ii. identification of the specific publication of the College which contains the information; 18.1 A summary of any current charges against the Member, of which the College is aware, in respect of a federal, provincial or other offence that the Registrar believes is relevant to the Member's suitability to practice; 18.2 A summary of any findings of guilt, of which the College is aware, made by a court after June 1, 2016, against the Member in respect of a provincial, federal or other offence that the Registrar believes is relevant to the Member's suitability to practice; 18.3 A summary of any currently existing conditions, terms, orders, directions or agreements, of which the College is aware, relating to the custody or release of the Member in respect of a provincial, federal or other offence that the Registrar believes is relevant to the Member's suitability to practice 18.4 For every application to the Discipline Committee or Fitness to Practice Committee for reinstatement that has not been finally resolved, until that matter has been resolved, <ul style="list-style-type: none"> i. a notation of that fact, including the date of the application; ii. the anticipated date of the hearing, if the hearing date has been set or the next scheduled date for the continuation of the hearing if the hearing has commenced; iii. if the hearing has been adjourned and no future date has been set, the fact of that adjournment, and if the decision is under reserve, that fact; 18.5 If an application to the Discipline Committee or Fitness to Practice Committee for reinstatement has been decided, the decision of the committee; 18.6 Where the Member's certificate of registration is reinstated, the effective date of the reinstatement and where reinstated by a panel of the Discipline or Fitness to Practice Committee, the name of the Committee responsible for the reinstatement; 19. where, during or as a result of a proceeding under section 25 of the Code a Member has resigned, a notation of that fact; 19.1 Where applicable, a summary of any restriction on the Member's right to practice resulting from an undertaking given by the Member to the College or 	
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<p>an agreement entered into between the Member and the College;</p> <p>20. in addition to the name of every health profession corporation of which the Member is a shareholder, the business address, business telephone number, business e-mail address, if there is one, and any operating names of the health profession corporation; and</p> <p>21. any of the information in respect of a former Member that was on the register just before the membership terminated, for a period of at least two years after the termination of membership, except for any information related to discipline proceedings in Ontario, in which case it shall be entered on the register for a period of fifty years after the termination of membership.</p> <p>22. Where, after June 1, 2016, the Registrar confirms whether the College is investigating a member because there is a compelling public interest in disclosing this information pursuant to 36(1)(g) of the RHPA, the fact that the member is under investigation.</p> <p>168. All of the information referred to in section 23 of the Code or as information recorded in the register in these by-laws is information designated to be withheld from the public pursuant to subsection 23(6) of the Code such that the Registrar may refuse to disclose to an individual or post on the College's website any or all of that information if the Registrar has reasonable grounds to believe that disclosure of that information may jeopardize the safety of an individual.</p> <p>168.1 Notwithstanding paragraphs 9.1 and 9.2 of section 167 where, after a review, the Inquiries, Complaints and Reports Committee has been required to remove or vary the appearance for a caution or a SCERP, may be removed once the Committee makes its new decision. Where the original requirement to appear for a caution or to complete a SCERP has been varied, the Registrar may enter a summary of the process leading up to and the results of the variation.</p> <p>168.2 The information required by paragraph 9.1 of section 167 shall be removed from the Register after twenty four months once the Registrar is satisfied that the Member has appeared before a panel of the Inquiries, Complaints and Reports Committee and received the caution.</p> <p>168.3 The information required by paragraph 9.2 of section 167 shall be removed from the Register once the Registrar is satisfied that the Member has successfully completed the SCERP that was the subject of the decision of the panel of the Inquiries, Complaints and Reports Committee.</p>	<p><i>All this information must remain on the public register now with the passage of bill 87. Will be updated by Steinecke.</i></p>
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<p>168.4 If, upon application of the Member, and in the opinion of the Registrar, the information required by paragraph 18.2 of section 167 is no longer relevant to the member's suitability to practice, the information may be removed from the Register.</p>	
<p>Providing Information to the College</p> <p>169. If requested, the Member shall immediately provide the College with the following information, in the form requested by the College:</p> <ol style="list-style-type: none"> 1. information required to be maintained in the register in accordance with subsection 23(2) of the Code and these by-laws; 2. the address and telephone number of the Member's primary residence in Ontario and, if the Member does not reside in Ontario, the address and telephone number of the Member's primary residence; 3. the Member's e-mail addresses; 4. proof of professional liability insurance; 5. the Member's areas of practice and categories of clients seen; 6. information regarding the Member's employment including: <ol style="list-style-type: none"> i. the Member's title and position, ii. a description of the Member's role, duties, and responsibilities; 7. information about the Member's registration with any other body that governs a profession, whether inside or outside of Ontario, including the name of the governing body, the Member's registration or licence number and the date the Member first became registered; 8. information about any finding of professional misconduct or incompetence or similar finding that has been made against the Member by a body that governs a profession, inside or outside of Ontario, where that finding has not been reversed on appeal, including: <ol style="list-style-type: none"> i. the finding, ii. the name of the governing body that made the finding, iii. a brief summary of the facts on which the finding was based, 	

<ul style="list-style-type: none"> iv. the penalty and any other orders made relative to the finding, v. the date the finding was made, and vi. information regarding any appeals of the finding; <p>9. information about any finding of incapacity or similar finding that has been made against the Member by a body that governs a profession, inside or outside of Ontario, where that finding has not been reversed on appeal, including:</p> <ul style="list-style-type: none"> i. the finding, ii. the name of the governing body that made the finding, iii. the date the finding was made, iv. a summary of any order made, and v. information regarding any appeals of the finding; <p>10. information about the Member's participation in the Quality Assurance program; and</p> <p>11. information for the purpose of compiling statistical data.</p> <p>170. The Member shall notify the College, in writing, of any changes to the following information within 30 days of the effective date of the change:</p> <ul style="list-style-type: none"> 1. the Member's name, 2. the address and telephone number of the Member's primary residence in Ontario and, if the member does not reside in Ontario, the address and telephone number of the Member's primary residence, 3. the Member's business address or business telephone number, 4. the name, address or telephone number of any employer for whom the Member is employed as a practitioner of Traditional Chinese Medicine, and, if the Member is self-employed as a practitioner of Traditional Chinese Medicine, any changes to the address or telephone number of the location where the member practices other than addresses of individual clients, 5. the Member's email address; 6. where a pending allegation of professional misconduct or incompetence or a similar allegation has been referred to a discipline type of hearing against the Member registered or licensed to 	
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<p>practice a profession inside or outside of Ontario,</p> <ol style="list-style-type: none"> 7. any current charges against the Member, in respect of a federal, provincial or other offence; 8. any findings of guilt, made by a court after June 1, 2016, against the Member in respect of a provincial, federal or other offence; 9. any currently existing conditions, terms, orders, directions or agreements, relating to the custody or release of the Member in respect of a provincial, federal or other offence 10. Any amendment, change, termination or alteration to a supervision agreement between a Member in the Student Class and his or her supervisor. 	
<p>Registrar</p> <p>171. After the proclamation of the Act, Council shall appoint an employee of the College as its Registrar under subsection 9(2) of the Code and it may appoint other employees as Deputy Registrar.</p> <p>172. The Registrar is the Chief Administrative Officer of the College.</p> <p>173. The Registrar carries out the statutory obligations of the Registrar set out in the Act.</p> <p>174. The Registrar reports to the Council in:</p> <ol style="list-style-type: none"> 1. providing support to the Council and its committees in developing and implementing regulations, by-laws and policies and ensuring compliance with statutory obligations; 2. assisting the Council in its strategic planning process; 3. establishing and maintaining administrative, human resource, and financial operations of the office, in collaboration with the Council or Executive Committee, to ensure effective management within approved policies and budgets; 4. acting as the custodian of the seal of the College and of all books, papers, records, correspondence, contracts and other documents belonging to the College; 5. signing contracts, documents, and other instruments in writing as assigned by the Council or as are incidental to the office of the Registrar; 6. recruiting and supervising staff, consultants and contractors; 	<p><i>Colleges that have a Deputy Registrar also spell out the role of a DR (CDHO, COO, COTO, CALSPO, CNO)</i></p> <p>#172. Change title to Chief Executive Officer</p> <p><i>Registrar – shall perform those duties and responsibilities set out in the RHPA, the Act, the regulations and the by-laws of the College as well as duties and responsibilities as shall be assigned to the position by Council</i></p> <p><i>Deputy Registrar – the Registrar shall appoint a Deputy Registrar who shall be the acting Registrar and have all the powers and duties of the Registrar should the Registrar be unable to act due to absence from the College or being unavailable or the position of the Registrar becoming vacant.</i></p> <p><i>(both sections above taken from CPO, CALSPO, CDHO, COO)</i></p>

<p>7. promoting and maintaining good relations and communications with practitioners, other regulatory bodies and stakeholders, government (including the Minister of Health and Long-Term Care) and the public; and</p> <p>8. working in collaboration with the President, represents the College to relevant organizations to promote and build external relations and to further the objectives of the College.</p> <p>Amendment of By-Laws</p> <p>175. The College's by-laws may be made, amended or revoked in the same manner as other resolutions or motions that appear before Council. A motion to amend or revoke these by-laws requires a vote of the majority of those in attendance and voting at the meeting.</p> <p>176. Advance notice is required for all motions or resolutions applying to the making, amending or revoking of a bylaw.</p> <p>177. Where obligated by the Code, proposed by-laws shall be circulated to every Member at least 60 days before Council approves them.</p> <p>178. Every by-law and every amendment and revocation of it shall be dated and numbered according to the date on which it was passed, certified by the President or Vice- President and by the Registrar, sealed and maintained in a book in its chronological order.</p> <p>179. By-law No. 1 repeals and replaces the transitional by-laws enacted by the transitional Council.</p> <p>180. The Registrar shall maintain a consolidated by-law that contains the results of every by-law and amendment made.</p>	<p>#174 can be removed.</p> <p><i>COO, CALSPO require a two-thirds majority</i></p> <p><i>COTO, CDHO do not have an amendment of by-laws</i></p>
<p>Fees (HST will be added to all fees)</p> <p>181. Schedule 4, as the same may be amended from time to time, sets out the applicable fees and penalties that a Member or person shall pay to the College. Where no fee has been set out in the Schedule, a member or person shall pay to the college the fee set by the Registrar for anything</p>	<p><i>Will we continue to add HST to all fees? If not, this will have to be removed.</i></p>

<p>that the Registrar is required or authorized to do.</p> <p>182. At least 45 days before the annual fees are due, the Registrar shall send to each Member, a notice stating that the annual fees are due, setting out the amount of the annual fee for each category of registration, and a request for information required under the regulations and the by-laws of the College. The obligation to pay the annual fee continues even if the Registrar fails to provide the notice or the Member fails to receive such notice.</p> <p>183. The 2016 registration year for Members shall be from June 1, 2016 to May 31, 2017. The 2017 registration year for Members shall be from June 1, 2017 to March 31, 2018. Effective April 1, 2018, the registration year for Members shall be from April 1 to March 31 of the following year.</p> <p>184. Until April 1, 2018 the annual renewal of a certificate of registration is due on June 1 of each year. Effective April 1, 2018, the annual renewal of a certificate of registration is due on April 1 of each year.</p> <p>185. Effective April 1, 2017 and each April 1 thereafter, each fee described in these by-laws shall be increased by the percentage increase in the annual Consumer Price Index for goods and services in Ontario as published by Statistics Canada or any successor organization plus two percent (2%) and rounded up to the nearest dollar.</p>	
<p>Membership of the College in National and International Organizations</p> <p>186. The College shall become members of the following organizations and shall assume the payment of their annual assessments. The Council shall determine who will represent the Council at their meetings:</p> <ol style="list-style-type: none"> 1. Federation of Health Regulatory Colleges of Ontario 2. Council on Licensure, Enforcement and Regulation (CLEAR) 3. Canadian Alliance of Regulatory Bodies of Traditional Chinese Medicine Practitioners and Acupuncturists (CARB-TCMPA) 	<p><i>#186. Will we continue with this? Perhaps consider using general language, i.e. taken from CPO:</i></p> <p><i>The College may maintain memberships in any organizations that are of benefit to the College, and shall pay annual fees and other fees required for the memberships</i></p>

Health Professional Corporations

Fees

187. The fee for the application for a certificate of authorization, including on any reinstatement of a certificate of authorization, for a professional corporation is \$162.86 (non-refundable).
188. The fee for the issuance of a certificate of authorization is \$1085.76.
189. The fee for the annual renewal of a certificate of authorization is \$1085.76.
190. A professional corporation or a Member listed in the College's records as a shareholder of a professional corporation shall pay an administrative fee of \$50 for each notice sent by the Registrar to the corporation or Member for failure of the corporation to renew its certificate of authorization on time. The fee is due within 30 days of the notice being sent.
191. The fee for the issuing of a document or certificate respecting a professional corporation, other than the first certificate of authorization or one (1) annual renewal of a certificate of authorization is \$50 plus shipping cost.

Duty to Provide Information

192. Every Member of the College shall, for every professional corporation of which the Member is a shareholder, provide in writing the following information on the application and annual renewal forms for a certificate of authorization, upon the written request of the Registrar within 30 days and upon any change in the information within 30 days of the change:
1. the name of the professional corporation as registered with the Ministry of Government Services;
 2. any business names used by the professional corporation;
 3. the name, as set out in the register, and registration number of each shareholder of the professional corporation;
 4. the name, as set out in the register, of each officer and director of the professional corporation, and the title or office held by each officer and director;

<ol style="list-style-type: none"> 5. the principal practice address, telephone number, facsimile number and email address of the professional corporation; 6. the address and telephone number of all other locations, other than residences of clients, at which the professional services offered by the professional corporation are provided; and 7. a brief description of the professional activities carried out by the professional corporation. 	
<p>Sexual Abuse Funding</p> <p>193. The Patient Relations Committee may require therapists and counsellors who are providing therapy or counselling funded through the program and persons who are receiving such therapy or counselling to provide a written statement, signed in each case by the therapist or counsellor and by the person which statement shall contain:</p> <ol style="list-style-type: none"> 1. details of the therapist or counsellor's training and experience; 2. confirmation that the therapy or counselling is being provided to the client; and 3. confirmation that the funds received will be devoted only to therapy or counselling that is related in whole or in part to the sexual abuse by the Member. 	<p><i>Consider wording from CDHO or COTO who spell out the procedures. This may have to be updated again with the passage of Bill 87.</i></p>
<p>Professional Liability Insurance by Members</p> <p>194. A practicing Member must carry professional liability insurance with the following characteristics:</p> <ol style="list-style-type: none"> 1. minimum of no less than \$1,000,000 per claim; 2. aggregate coverage of no less than \$5,000,000; 3. a deductible of no more than \$1,000 per claim; 4. insurance is provided by an insurer licensed with the Financial Services Commission of Ontario. <p>195. A practicing Member must upon request provide to the College proof of professional liability insurance in the form of a Certificate of Insurance issued by the insurer acceptable to the Registrar (or such other form that is acceptable to the Registrar) which must include the following information:</p> <ol style="list-style-type: none"> 1. policy number; 	<p><i>#194. Does this include temporary and student? Perhaps spell out.</i></p> <p><i>In addition to s194 (1-4) other Colleges also have the following:</i></p> <ul style="list-style-type: none"> - <i>Run-off (tail coverage) for a minimum of X amount of years (CPO and CMTO – 10 years; CDHO – 2 years)</i> - <i>A sexual abuse therapy and counselling fund endorsement that provides coverage for therapy and counselling and provides coverage for the maximum amount. (CDHO)</i>

<ol style="list-style-type: none"> 2. name of the insured that matches the name of the Member; 3. address of the insured; 4. policy period; 5. coverage details; and 6. retroactive date (i.e., the date from which similar coverage was in place before the current policy period started). <p>196. An applicant for registration must provide a declaration that he or she is eligible for professional liability insurance coverage and that he or she will submit proof of professional liability insurance coverage in the form of a Certificate of Insurance issued by the insurer acceptable to the Registrar (or such other form that is acceptable to the Registrar) no less than 30 days after his or her registration is approved. The Registrar shall not issue the certificate of registration until actual proof of coverage is received.</p>	
<p>SCHEDULE 1 TO THE BY-LAWS</p> <p>Code of Conduct for Members of the Council and All Committees</p> <ol style="list-style-type: none"> 1. This Schedule applies to Members of the Council and of all committees of the College. 2. Council and committee Members must, at all times, maintain high standards of integrity, honesty and loyalty when discharging their College duties. They must act in the best interest of the College. They shall: <ol style="list-style-type: none"> 1. be familiar and comply with the provisions of the <i>Regulated Health Professions Act, 1991</i>, its regulations and the <i>Health Professions Procedural Code</i>, the <i>Traditional Chinese Medicine Act, 2006</i>, its regulations, and the by-laws and policies of the College; 2. diligently take part in committee work and actively serve on committees as appointed by the Council; 3. regularly attend meetings on time and participate constructively in 	<p><i>CPO – have similar wording in their code of conduct and include sanctions. Some additional items include the following:</i></p> <ul style="list-style-type: none"> - <i>promote the public interest in his/her contributions and in all discussions and decision-making</i> - <i>Direct all activities toward fulfilling the College’s objects as specified in the legislation</i> - <i>Regularly evaluate his/her individual performance, and that of the collective to assure continuous improvement.</i>

<p>discussions;</p> <ol style="list-style-type: none"> 4. offer opinions and express views on matters before the College, Council and committee, when appropriate; 5. participate in all deliberations in a respectful and courteous manner, recognizing the diverse background, skills and experience of Members on Council and committees; 6. uphold the decisions made by a majority of Council and committees, regardless of the level of prior individual disagreement; 7. place the interests of the College, Council and committee above all other interests; 8. avoid and, where that is not possible, declare any appearance of or actual conflicts of interest; 9. refrain from including or referencing Council or committee positions held at the College in any personal or business promotional materials, advertisements and business cards. 10. preserve confidentiality of all information before Council or committee unless disclosure has been authorized by Council or otherwise exempted under s. 36(1) of the <i>RHPA</i>; 11. refrain from communicating to Members, including other Council or committee Members, on statutory committees regarding registration, complaints, reports, investigations, disciplinary or fitness to practice proceedings which could be perceived as an attempt to influence a statutory decision or a breach of confidentiality, unless he or she is a Member of the panel or, where there is no panel, of the statutory committee dealing with the matter; 12. respect the boundaries of staff whose role is not to report to or work for individual Council or committee Members; 13. be respectful of others and not engage in behaviour that might reasonably be perceived as verbal, physical or sexual abuse or harassment. 	
<p>SCHEDULE 2 TO THE BY-LAWS</p> <p>Rules of Order of the Council</p> <ol style="list-style-type: none"> 1. In this Schedule, "Member" means a Member of the Council. 2. Each agenda topic will be introduced briefly by the person or committee representative 	

	raising it. Members may ask questions of clarification, then the person introducing the matter shall make a motion and another Member must second the motion before it can be debated.	
3.	When any Member wishes to speak, he or she shall so indicate by raising his or her hand and shall address the presiding officer and confine himself or herself to the matter under discussion.	
4.	Staff persons and consultants with expertise in a matter may be permitted by the presiding office to answer specific questions about the matter.	
5.	Observers at a Council meeting are not allowed to speak to a matter that is under debate.	
6.	A Member may not speak again on the debate of a matter until every other Member of Council who wishes to speak to it has been given an opportunity to do so. The only exception is that the person introducing the matter or a staff person may answer questions about the matter. Members will not speak to a matter more than twice without the permission of the chair.	
7.	No Member may speak longer than five minutes upon any motion except with the permission of Council.	
8.	When a motion is under debate, no other motion can be made except to amend it, to postpone it, to put the motion to a vote, to adjourn the debate or the Council meeting or to refer the motion to a committee.	
9.	A motion to amend the motion then under debate shall be disposed of first. Only one motion to amend the motion under debate can be made at a time.	
10.	When it appears to the presiding officer that the debate in a matter has concluded, when Council has passed a motion to vote on the motion or when the time allocated to the debate of the matter has concluded, the presiding officer shall put the motion to a vote.	
11.	When a matter is being voted on, no Member shall enter or leave the Council room, and no further debate is permitted.	
12.	No Member is entitled to vote upon any motion in which he or she has a conflict of interest, and the vote of any Member so interested will be disallowed.	
13.	Any motion decided by the Council shall not be re-introduced during the same session except by a two-thirds vote of the Council then present.	
14.	Whenever the presiding officer is of the opinion that a motion offered to the Council is contrary to these rules or the by-laws, he or she shall rule the motion out of order and give his or her reasons for doing so.	
15.	The presiding officer shall preserve order and decorum, and shall decide questions of order, subject to an appeal to the Council without debate.	

<p>16. The above rules may be relaxed by the chair if it appears that greater informality is beneficial in the particular circumstances unless the Council requires strict adherence.</p> <p>17. Members are not permitted to discuss a matter with observers while it is being debated.</p> <p>18. Members shall turn off cell phones during Council meetings and, except during a break in the meeting, shall not use a cell phone, blackberry or other electronic device. Laptops shall only be used during Council meetings to review materials related to the matter under debate (e.g., electronic copies of background documents) and to make personal notes of the debate.</p> <p>19. Members are to be silent while others are speaking.</p> <p>20. In all cases not provided for in these rules or by other rules of Council, the current edition of Robert's Rules of Order shall be followed so far as they may be applicable.</p>	<p><i>The first 20 are common but consider also adding:</i></p> <p><i>These rules shall apply, with necessary modifications, to meetings conducted by teleconference or any other electronic means permitted by the by-laws, including audio or teleconference</i></p>
<p>SCHEDULE 3 TO THE BY-LAWS</p> <p>Code of Ethics for Registered Members</p> <p>All registered members of the College shall strive to attain the ideals identified in the College's Code of Ethics. The College's Code of Ethics for registered members is as follows:</p> <p>1. General Responsibility</p> <ul style="list-style-type: none"> ▪ Practice within the scope of TCM practice and abide by the laws of the jurisdiction; ▪ Maintain high competence (i.e., skills, knowledge and judgment) at all times; ▪ Practice professionally, honestly and with integrity; ▪ Respect the authority of the College and uphold the principles of self-regulation; ▪ Place the health and care of patients above personal gain. <p>2. Responsibility to Patients</p> <ul style="list-style-type: none"> ▪ Recognize that the primary duty of a practitioner is the health and well-being of their patients; ▪ Respect a patient's value, needs, dignity and choices; ▪ Provide care to patients regardless of their race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or disability; ▪ Listen and explain to patients the available treatment options, and their goal, risks, 	<p><i>Do we need to update anything?</i></p>

effectiveness and cost. Provide the best treatment plan to the patient after the patient understands his or her options;

- Provide timely and quality care that is consistent with the standards of the profession;
- Provide the best care to patients, recognizing one's own limitations and referring patients to other practitioners, or other health care providers when the level of care needed is beyond one's competence;
- Being honest and fair when charging fees for services and any products or prescriptions;
- Protect patients from unsafe, incompetent and unethical care;
- Respect the physical, emotional or financial integrity of patients;
- Protect the privacy and confidentiality of the health information of patients.

3. Responsibility to Oneself and the Profession

- Acknowledge the limitation of one's knowledge, skills and judgment;
- State one's qualification and experience honestly and fairly;
- Continually upgrade one's knowledge, skills and judgment to improve one's services to patients;
- Respect other health professionals and members of the TCM profession;
- Refrain from passing judgment on the services of another health professional or another member of the TCM profession, except when required in the interest of the patient and after obtaining appropriate information;
- Collaborate with other members of the TCM profession and with other health professionals in the interest of the patient and the public;
- Be transparent and timely in providing information to patients, or a third party when requested or authorized by the patient or by law;
- Contribute to the ongoing development of TCM practices and pass on one's knowledge and skills to others;
- Uphold the honour and dignity of the TCM profession.

4. Responsibility to the Public

- Contribute to improving the standards of health care in general;
- Contribute in matters of public health, health education, environmental protection and legislation issues that affect the quality of care to the public;
- Offer help in emergency situations, if appropriate;

- Promote and enhance inter-professional collaboration;
- Represent the profession well.

SCHEDULE 4 TO THE BY-LAWS

2017 – 2018 Fee Schedule

Fees Relating to Registration	Fee	Pro-rated Registration Fees for 2017-2018 Registration Year Only
Registration fee for the Grandparented Certificate for either Category (s. 182) ¹	\$933.04	\$777.53
Annual renewal fee for a Grandparented Certificate of registration for either category (s. 182)	\$1097.70	\$914.75
Registration fee for the General Certificate for either category (s. 183)	\$933.04	\$777.53
Annual renewal fee for a General certificate of registration for either category (s. 183)	\$1,097.70	\$914.75
Annual renewal fee for a General (Provisional) certificate of registration for either category (s. 184)	\$1,097.48	\$914.75
Registration fee for a Student certificate of registration for either category (s. 185)	\$200.00	\$166.67
Annual renewal fee for a Student certificate of registration for either category (s. 185)	\$200.00	\$166.67
Registration fee for an Inactive certificate of registration for either category (s. 186)	\$307.36	\$256.13
Annual renewal fee for an Inactive certificate of registration for either category (s. 186)	\$307.36	\$256.13
Registration fee for a Temporary certificate of registration for either category (s. 187)	\$933.04	\$777.53

The fees have not been reviewed and is beyond the scope of this project. Further budgetary analysis will occur in the fall and will provide recommendations to Executive on which fees need to be adjusted.

For consideration:

- *Spell out all fees in the by-law.*
- *Remove any fees that reference grandparenting*
- *Registration and annual fee should be the same. No other colleges charges different fees.*
- *Consider pro-rating registration fee to ensure new members join the College once they complete all registration requirements. Pro-rated fees ensure fair process for paying fees to the College so members pay for the time remaining in the current college year.*

Penalty fee for the late renewal of a certificate of registration (s. 189)	30% of the annual renewal fee		
Other Fees		Fee	
Each duplicate or replacement certificate of registration (s. 190)		\$54.88 + shipping cost	
Each letter after the first one reminding the Member of an obligation that has not been performed (s. 191)		\$54.88	
Reinstatement fee for a person applying to the Registrar to lift a suspension for or to re-issue a new certificate that has been revoked or otherwise terminated (s. 192)		\$241.50	
Transfer fee from one class of registration to another (s. 193)		\$164.65	
Letter of Standing		\$109.77	
Application for Variation		\$260.00	
Application fee for a General certificate of registration (non-refundable)		\$274.42	
Application fee for Student certificate of registration (non-refundable)		\$150.00	



College of Traditional Chinese Medicine
Practitioners and Acupuncturists of Ontario

Ordre des praticiens en médecine traditionnelle
chinoise et des acupuncteurs de l'Ontario

**SERVING THE PUBLIC
AND
REGULATING THE PROFESSION**

ANNUAL REPORT 2016 - 2017

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COMMONLY USED ACRONYMS

College/CTCMPAO	College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario
the Code	Health Professions Procedural Code
FHRCO	Federation of Health Regulatory Colleges of Ontario
FOI	Freedom of Information
HCCA	<i>Health Care Consent Act</i>
HPARB	Health Professions Appeal and Review Board
HPRAC	Health Professions Regulatory Advisory Council
ICRC	Inquiries, Reports and Complaints Committee
IPC	Information and Privacy Commissioner
NHPD	Natural Health Products Directorate
O. Reg	O. Reg. – Ontario Regulation
OFC	Office of the Fairness Commission
PHIPA	<i>Personal Health Information Protection Act, 2004</i>
PLAR	Prior Learning Assessment
PLI	Professional Liability Insurance
QA	Quality Assurance
RFP	Request for Proposal
RHPA	<i>Regulated Health Professions Act, 1991</i>
SCERP	Specified Continuing Education & Remediation Program
TCLs	Terms, Conditions and Limitations
TCM	Traditional Chinese Medicine
TCM Act	<i>Traditional Chinese Medicine Act, 2006</i>
ToR	Terms of Reference

In a box:***Traditional Chinese Medicine Act, 2006***

The *Traditional Chinese Medicine Act, 2006* (TCM Act) establishes the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario. It sets out:

- The scope of practice of traditional Chinese medicine is “...the assessment of body system disorders through traditional Chinese medicine techniques and treatment using traditional Chinese medicine therapies to promote, maintain or restore health”
- Controlled acts that members of the College are authorized to perform:
- Performing a procedure on tissue below the dermis and below the surface of a mucous membrane for the purpose of performing acupuncture
- Communicating a traditional Chinese medicine diagnosis identifying a body system disorder as the cause of a person’s symptoms using traditional Chinese medicine techniques

WHAT IS THE COLLEGE? In a box:

In Ontario, Traditional Chinese Medicine practitioners and Acupuncturists are regulated under the *Regulated Health Professions Act, 1991* and the *Traditional Chinese Medicine Act, 2006*, and the regulations made under these Acts.

The ***Traditional Chinese Medicine Act, 2006***, a profession-specific Act, working together with the ***Regulated Health Professions Act, 1991***, ***was proclaimed by the Ontario government on April 1, 2013.***

These Acts established the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (CTCMPAO) as one of 26 regulatory health colleges in Ontario accountable to the Minister of Health and Long-Term Care to regulate the practice of traditional Chinese medicine in the interest of the public of Ontario.

Key regulations, by-laws, policies, publications and guiding documents could be found on the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario website <http://www.ctcmpao.on.ca> and Service Ontario website www.e-laws.gov.on.ca

The law in Ontario requires that every practitioner must be a registered member of the College (CTCMPAO).

The College's mandate is to serve and protect the public

PRESIDENT'S MESSAGE

[Photo – Ferne Woolcott, President]

Serving as the President of the College for the 2015 - 2016 year has been an interesting and exciting opportunity. Working as a diligent and committed team, Council and staff have endeavoured to fulfil their mandate "to protect and serve the public interest". Decisions and activities have been guided by the goal of ensuring that safe, quality and professional care is provided to all individuals seeking assistance from Traditional Chinese Medicine practitioners and acupuncturists.

Early in the year, Council and staff committed to a Strategic Plan which identified four areas of focus - Confidence in Governance; Competent Practitioners/Accountable Practice; Stakeholder Awareness and Relations; and, Value Based Organizational Culture. Our key activities evolved from these strategic directions and while a 3-year work plan was developed, excellent gains have been achieved in all areas.

Our Committees - Registration, Quality Assurance; Patient Relations; Inquiries, Complaints, and Reports; Fitness to Practice; and, Discipline - have continued to fulfil their responsibilities. Several members of the College, who are not members of the Council, have assisted by serving on these committees and we are most appreciative of their dedication and commitment. Thank you to all committee members for making yourselves available to carry out this very important work!

While Council determines the direction of the College, it is our Registrar and CEO, Mr. Allan Mak and his hard-working staff who ensure the decisions are implemented and the day-to-day tasks and expectations of self regulation are met. Thank you for the expertise, patience and diligence you have brought to all tasks!

Successful achievements are the result of hard work and sharing of responsibilities. Thank you to my fellow Council members for your support and willingness to contribute your knowledge, skills, experiences and your valuable time!

Looking back, there are many accomplishments to celebrate. Looking ahead, there are many issues, decisions and tasks that will need to be addressed. I am confident, that as we move forward, our commitment to the public interest will guide us and ensure that the work of the College continues to be ethical, fair and transparent.

REGISTRAR'S REPORT

[Photo – Mr. Allan Mak, Registrar & CEO]

(To be inserted)

DRAFT

MEET OUR COUNCIL MEMBERS

With photos

Gordon Campbell, Public Member – Retired from Council in April 2016.

Ming C. Cha, District 4 (Central West), Professional Member

Yu Qiu Guo, District 1 (North East), Professional Member – Term ended in August 2016.

Maureen Hopman, Public Member – Appointed to Council September 2016

Feng Li Huang, District 3 (Central), Professional Member – Elected to Council in July 2016.

Terry Wai Tin Hui, District 3 (Central), Professional Member – Elected Vice-President in February 2017.

Sharon Lam, Public Member – Resigned from Council in October 2016.

Christine Lang, District 2 (Central East), Professional Member – Elected Vice-President in March 2016.

Henry Maeots, Public Member

Cal McDonald, Public Member

Martial Moreau, Public Member

Claudia Newman, Public Member – Retired from Council in November 2016.

Phil Schalm, Public Member – Resigned from Council in December 2016.

Ferne Woolcott, Public Member – Elected as President in February 2016.

Xianmin Yu, District 5 (West), Professional Member – Elected to Council July 2016.

[in a box]

What is a Public Member?

Public members are appointed by the Lieutenant Governor of Ontario. A minimum of five and no more than eight persons would be appointed to the College's Council. Public members may not be members of the Traditional Chinese Medicine profession, members of a health regulatory college as defined in the *Regulated Health Professions Act, 1991*, or members of a Council of another health regulatory college.

What is a Professional Member?

Professional members are elected by members of the College to Council in five districts to represent the practising traditional Chinese medicine practitioners and acupuncturists in the district they are elected from. Members of the College are only allowed to vote in the district in which they live. In August 2016, all five electoral districts are up for election in accordance with the By-Laws.

EXECUTIVE COMMITTEE

2017-2018

Chair: Ferne Woolcott, President, Public Member
 Terry Wai Tin Hui, Vice-President, Professional Member
 Ming C. Cha, Professional Member
 Christine Lang, Professional Member
 Heino (Henry) Maeots, Public Member

2016 –2017

Chair: Ferne Woolcott, President, Public Member
 Christine Lang, Vice-President, Professional Member
 Ming C. Cha, Professional Member
 Terry Wai Tin Hui, Professional Member
 Heino (Henry) Maeots, Public Member

The Executive Committee supports the Council in upholding the College's responsibility of protecting the public, strengthening relationships with key external stakeholders, and seeking opportunities for inter-professional collaboration by supporting and participating in initiatives with other health care regulators.

The Committee works in collaboration with the President, Vice-President and Registrar to address issues, deliberate and decide on matters before it.

In 2016 - 2017, the Executive Committee:

- ❖ Convened 9 meetings
- ❖ Managed a full agenda of strategic initiatives in support of Council's direction and focus:
 - Oversaw the implementation of the Council's Strategic Plan and three-year work plan for the College
 - Assessed and appropriately responded to the requests from the Ministry of Health and Long-Term Care and other regulatory health colleges for feedback and comments on matters of importance to protect the public including transparency, The Sexual Abuse Task Force and Bill 87.
 - Committed to building infrastructure for the College by overseeing and implementing the human resources restructure for the College, appointing the new Registrar and CEO, the revision of the Human Resources Manual, and ongoing appointment of Council members to statutory committees
 - Oversaw the circulation of proposed by-law changes regarding the alignment of registration renewal with the College's fiscal year

- Continued to be committed to the Ministry of Health and Long-Term Care's transparency initiatives, changes regarding responses sexual abuse reports and other changes to the RHPA as a result of Bill 87
- Sought opportunities to reach out to external stakeholders through involvement with the Federation of Health Regulatory Colleges of Ontario (FHRCO)
- Actively participated in the Working Group to facilitate the development of the doctor title
- Oversaw the circulation and implementation of the Advertising Standards of Practice
- Actively participated in consultations with Health Canada in response to Self-Care Products Study
- Committed to ensuring public safety through working to educate the insurance industry to recognize this regulated profession

QUALITY ASSURANCE COMMITTEE

2017-2018

Chair: Ming C. Cha, Professional Member
 Terry Wai Tin Hui, Professional Member
 Heino (Henry) Maeots, Public Member
 Cal McDonald, Public Member
 Ferne Woolcott, Public Member
 Yuqi Yang, Professional Member
 Xianmin Yu, Professional Member

2016-2017

Chair: Christine Lang, Professional Member
 Ming C. Cha, Professional Member
 Terry Wai Tin Hui, Professional Member
 Heino (Henry) Maeots, Public Member
 Cal McDonald, Public Member
 Martial Moreau, Public Member
 Ferne Woolcott, Public Member
 Yuqi Yang, Professional Member

Responsibilities

Responsibilities

The Quality Assurance (QA) Committee is responsible for administering the Quality Assurance Program (QA Program) as legislated in the *Regulated Health Professions Act, 1991*. The QA Program ensures the competency of registered members through continuing competence and quality improvement among members. This is achieved through self-assessment, peer and practice assessment and the requirement of continuing education or professional development.

In 2016-2017, the Quality Assurance Committee held 8 meetings.

Activity Highlights

- Developed a new Advertising Standard outlining the minimum expectations members must meet when advertising their practice.
- Revised the Professional Development Guidelines to better assist members in understanding what professional development activities can be used to fulfill their annual requirements.
- Developed a Record Keeping Guideline to complement the Standard.

Annual Requirements of the QA Program

In 2016, the QA Committee approved an increase from 5% to 10% of members selected randomly to submit their Self-Assessment Tool and Professional Development Plan. This resulted in an increase from 150 to 280 members being selected. The results are as follows:

Members randomly selected in 2016	280
Submissions received	230
No submission received	50

Every member must declare whether or not they have complied with the annual requirements of the QA Program during registration renewal. Those who declare non-compliance are asked to submit their Self-Assessment Tool and Professional Development Plan. In 2016, 12 members declared non-compliance and the results are as follows:

Members declaring non-compliance	12
Submissions received	8
No submission received	4
Ordered a Peer and Practice Assessment	1
Exemptions	2
Awaiting submission	1

Peer and Practice Assessment Program

Peer and Practice Assessments are conducted on members who are randomly selected, who do not demonstrate completion of the annual requirements of the QA Program or fail to meet a term, condition or limitation on their Certificate of Registration. In 2016, 14 assessments were required and the results are as follows:

Members required to undergo an assessment	14
Completed	8
Satisfactory	5
Re-assessment ordered	3
To be completed	6
Non-compliance with the annual requirements	5
Terms, conditions and limitations	1

INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

2017-2018

Chair, Christine Lang, Professional Member

Christine Fung, Professional Member

Maureen Hopman, Public Member

Cal McDonald, Public Member

Yuqi Yang, Professional Member

Xianmin Yu, Professional Member

Non-Members of Council:

Poney Chiang

Noel Wright

2016-2017

Chair, Claudia Newman, Public Member

Christine Fung, Professional Member

Christine Lang, Professional Member

Cal McDonald, Public Member

Phillip Schalm, Public Member

Non-Members of Council:

Poney Chiang

Kwong Chiu

Chris Gordon

Noel Wright

The College receives complaints about the practice or conduct of registered traditional Chinese medicine practitioners and acupuncturists. Every complaint that is received by the College is thoroughly and objectively investigated. Registrar's Report Investigations regarding a member's conduct are also forwarded to the Inquiries, Complaints and Reports Committee (ICRC) for review. The complaints and Registrar's reports are reviewed by the ICRC to determine if there is any evidence of professional misconduct, incompetence or incapacity.

Stats to be inserted – mostly charts

PATIENT RELATIONS COMMITTEE

2017-2018

Chair: Christine Kit Yee Fung, Professional Member
 Feng Li Huang, Professional Member
 Christine Lang, Professional Member
 Heino (Henry) Maeots, Public Member
 Martial Moreau, Public Member
 Ferne Woolcott, Public Member

2016-2017

Chair: Martial Moreau, Public Member
 Yu Qiu Guo, Professional Member
 Sharon (Shao Quan) Lam, Professional Member
 Heino (Henry) Maeots, Public Member
 Joanne Pritchard-Sobhani, Professional Member
 Phil Schalm, Public Member
 Ferne Woolcott, Public Member

Responsibilities

The Patient Relations Committee is responsible for developing and administering the Patient Relations Program. This program includes:

- Developing and recommending measures for preventing and dealing with sexual abuse of patients including, but not limited to:
 - Educational requirements for members;
 - Guidelines for the conduct of members with their patients;
 - Training for the College's staff; and
 - The provision of information to the public.
- Administering the funding program for therapy and counseling for sexual abuse victims.

Comprised of public and professional members, the Committee also acts as a focus group for public awareness initiatives.

Activity Highlights:

- In September 2016, a report from the Minister's Task Force on the Prevention of Sexual Abuse of Patients and the Regulated Health Professions Act (RHPA), 1991 was released. The Committee monitored the related government recommendations regarding processes that regulatory college should have in place to prevent and respond to sexual abuse complaints.
- The Committee also monitored Bill 87, the Protecting Patients Act, 2016. If passed, resulting amendments to the sexual abuse provisions of the RHPA will require changes to Committee programs. The Committee will continue working

on developing education and tools for members around the prevention of sexual abuse, and on establishing appropriate support for victims of sexual abuse.

- Work was underway on finalizing a webpage to provide more information to the public on the foundation of TCM and acupuncture; the different treatment modalities, and what the public can expect when visiting a TCM or acupuncturists.
- There was no application for funding for therapy and counselling related to sexual abuse in this reporting period.

REGISTRATION COMMITTEE

2017-2018

Chair: Terry Wai Tin Hui, Professional Member
 Ming C. Cha, Professional Member
 Ferne Woolcott, Public Member
 Martial Moreau, Public Member
 Maureen Hopman, Public Member
 Feng Li Huang, Professional Member

2016-2017

Chair: Claudia Newman, Public Member
 Ming C. Cha, Professional Member
 Terry Wai Tin Hui, Professional Member
 Martial Moreau, Public Member
 Yuqi Yang, Professional Member
 Maureen Hopman, Public Member
 Feng Li Huang, Professional Member
 Ferne Woolcott, Public Member

The Registration Committee considers referrals from the Registrar of applicants who do not meet the registration requirements. The Committee provides each applicant with an opportunity to make written submissions prior to rendering its decision. Once the Committee has considered the application and the applicant's written submissions, the Committee may do any of the following:

- Direct the Registrar to issue a certificate of registration;
- Direct the Registrar to issue a certificate of registration if the applicant successfully completes an examination set or approved by the Committee;
- Direct the Registrar to issue a certificate of registration if the applicant successfully completes additional training specified by the Committee
- Direct the Registrar to impose specified terms, conditions and limitations on a certificate of registration of the applicant, and specifying a limitation on the applicant's right to apply under subsection 19(1); or.
- Direct the Registrar to refuse to issue a certificate of registration.

The Registration Committee is also responsible for developing and maintaining transparent, objective, impartial and fair registration practices.

Activity Highlights

The Registration Committee held 8 meetings in 2016-2017. The Registration Committee Panel conducted 12 meetings in 2016-2017, 5 of which were held by teleconference.

NOTE: The following charts will be put into graphic form – this info will come from Michelle

RC Decisions Overview	Approved	Refused	Approved with TCLs	Total
Transfer applications from the Grandparented Class to the General Class	0	0	69	69
General Class Applications	11	0	4	15
Title Variation Applications	15	1	2	18
Totals	26	1	75	102

Health Professions Appeal and Review Board

There were no new appeals to the Health Professions Appeal and Review Board in this reporting period. an

Human Rights Tribunal Complaints

The College received 1 complaint from a member to the Human Rights Tribunal of Ontario (HRTTO).

The HRTTO complaint remained outstanding as of March 31, 2017.

2016 - 2017 College Facts & Stats

New Members (April 1, 2016 – March 31, 2017)	
Grandparented Class	6
General Class	71
Inactive Class	1
Total: New Members	78

Current Class of Registration	Acupuncturist	Traditional Chinese Medicine Practitioner	Total
Grandparented	793	543	1336
General	460	720	1180
Inactive	22	16	38
Total	1275	1279	2554

(As of March 31, 2017)

2016 Registration Examinations-Pan-Canadian Written and Clinical Case-Study Examinations

Examination	Candidates	Passes	Pass rate
Written	205	126	61.46%
Clinical Case Study	146	103	70.55%

2016-2017 Jurisprudence Course Test

Total Candidates	Passes	Pass rate
90	89	98.89%

2016-2017 Safety Program Test

Total Candidates	Passes	Pass rate
93	93	100%

FITNESS TO PRACTISE COMMITTEE

Committee Composition

2017 - 2018

Chair: Martial Moreau, Public Member
 Ming C. Cha, Professional Member
 Christine Fung, Professional Member
 Maureen Hopman, Public Member
 Feng Li Huang, Public Member
 Terry Wai Tin Hui, Professional Member
 Christine Lang, Professional Member
 Heino (Henry) Maeots, Public Member
 Cal McDonald, Public Member
 Ferne Woolcott, Public Member
 Yuqi Yang, Professional Member
 Xianmin Yu, Professional Member

2016 - 2017

Chair: Phil Schalm, Public Member
 Ming C. Cha, Professional Member
 Christine Fung, Professional Member
 Maureen Hopman, Public Member
 Feng Li Huang, Professional Member
 Terry Wai Tin Hui, Professional Member
 Christine Lang, Professional Member
 Cal McDonald, Public Member
 Heino (Henry) Maeots, Public Member
 Martial Moreau, Public Member
 Claudia Newman, Public Member
 Ferne Woolcott, Public Member
 Yuqi Yang, Professional Member
 Xianmin Yu, Professional Member

Responsibilities:

A Fitness to Practise Committee is responsible for holding hearings of any matters referred to it by the ICRC on alleged cases of incapacity or on reinstatement applications referred to it by the Registrar.

There were no referrals to the Fitness to Practise Committee in this reporting period.

DISCIPLINE COMMITTEE

Committee Composition

2017-2018

Chair: Heino (Henry) Maeots, Public Member

Ming C. Cha, Professional Member

Christine Fung, Professional Member

Maureen Hopman, Public Member

Feng Li Huang, Public Member

Terry Wai Tin Hui, Professional Member

Christine Lang, Professional Member

Martial Moreau, Public Member

Cal McDonald, Public Member

Ferne Woolcott, Public Member

Yuqi Yang, Professional Member

Xianmin Yu, Professional Member

Non-Members of Council:

Poney Chiang

Noel Wright

February 2016 – March 2017

Chair: Henry Maeots, *Public Member*

Ming C. Cha, Professional Member

Christine Fung, Professional Member

Maureen Hopman, Public Member

Feng Li Huang, Professional Member

Terry Wai Tin Hui, Professional Member

Christine Lang, Professional Member

Cal McDonald, Public Member

Martial Moreau, Public Member

Claudia Newman, Public Member

Phil Schalm, Public Member

Ferne Woolcott, Public Member

Yuqi Yang, Professional Member

Xianmin Yu, Professional Member

Non-Members of Council:

Poney Chiang

Kwong Chiu

Chris Gordon

Noel Wright

Members

The Discipline Committee is composed of every member of Council. Poney Chiang and Noel Wright, two Non-Members of Council are also appointed to this committee.

Responsibilities

The Discipline Committee is responsible for holding hearings of any matter referred to it by the Inquiry, Complaints, Reports Committee on alleged cases of professional misconduct, or on reinstatement applications referred to it by the Registrar.

Discipline Numbers as at March 31, 2017

Discipline Overview	Number of cases
Discipline Decisions Rendered	3
Outstanding Discipline Matters	17
Total Files	20

Discipline Decisions Summary	3 cases
Contested Hearings	0
Uncontested Hearings	1
Matters resolved by Agreed Statement of Facts at March 31, 2017	0
Matters resolved by Undertaking and Surrender Agreement at March 31, 2017	2

Summary of 2015 Discipline Committee Decisions***Ms. Kui Li******Discipline Case Summary***

On March 14, 2016 a panel of the Inquiries, Complaints and Reports Committee referred allegations pertaining to Kiu Li to the Discipline Committee for a hearing. The hearing took place on January 10, 2017.

Summary of the Allegations

This matter came to the College's attention by way of a written complaint made by a patient. It was alleged that complainant was owed \$600 of pre-paid treatments from Ms. Li but was unable to receive treatment as Ms. Li's clinic was closed and the clinic phone number was no longer in effect.

Ms. Li's Certificate of Registration had also been suspended for non-payment of fees as she had not renewed her membership for the 2015-2016 renewal period. In addition, the investigation revealed that Ms. Li's, 'Corporate Profile Report' indicated that her business corporation had been dissolved as of November 3, 2014

Ms. Li was not present and was not represented by counsel, the Member was deemed by the panel to have denied the allegations, and the hearing proceeded as if the member had pleaded not guilty.

At the conclusion of the hearing the panel found that Ms. Lui had committed acts of professional misconduct in that she inappropriately discontinued professional services that were needed, failed to take reasonable steps before the practice was closed to give appropriate notice of the intended closure and engaged in conduct or performed an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by the profession as disgraceful, dishonourable, or unprofessional.

Penalty

The Panel ordered the following:

- A requirement that Ms. Li appear before a panel of the Discipline Committee to receive a public reprimand within 3 months of any reinstatement of her certificate of registration with the College
- Direct the Registrar to suspend Ms. Li's certificate of registration for 3 months from the date of any reinstatement
- A requirement that Ms. Li take an ethics course
- That Ms. Li pay to the College costs in the amount of \$3,500.

Decision

The Panel's decision and reasons are available on the public register.

Name of Member: Mr. Ze Dan Zhou

Discipline Case Summary

On October 16, 2015, a panel of the Inquiries, Complaints and Reports Committee referred allegations pertaining to Mr. Ze Dan Zhou to the Discipline Committee for a hearing. The hearing took place on August 22, 2016.

Summary of the Allegations

This matter came to the College's attention during the course of another investigation into a complaint received about Mr. Zhou. The Registrar had record keeping concerns as well as concerns that the member had provided receipts to patients that contained false and misleading information, including issuing receipts for treatments not provided. It was alleged that Mr. Zhou falsified receipts to make it appear to the College that he had more patient visits than in fact he did. During the course of the investigation Mr. Zhou refused to provide the records in accordance with the request of the College appointed investigator.

Mr. Zhou did not enter a plea to the allegations at the hearing. Rather, the College brought a motion to stay the proceedings on the basis of an Undertaking and Surrender Agreement signed on April 11, 2016.

In the agreement, Mr. Zhou agreed to:

- Surrender his Certificate of Registration with the College;
- A requirement to refrain from practicing and/or holding himself out as a traditional Chinese medicine practitioner or acupuncturist anywhere in Canada or the United States;
- A requirement to refrain from applying for the reinstatement of his Certificate of Registration with the College, or from applying for registration with any other licensing body governing the practice of traditional Chinese medicine or acupuncture in Canada or the United States;
- That Mr. Zhou pay \$3,000.00 to partially offset the College's costs of investigating the matter.

Decision

The Panel's decision and reasons are available on the public register.

Name of Member: Mr. Ebrahim Taebi

Discipline Case Summary

On November 20, 2015, a panel of the Inquiries, Complaints and Reports Committee referred allegations pertaining to Mr. Ebrahim Taebi to the Discipline Committee for a hearing. The hearing took place on August 22, 2016.

Summary of the Allegations

This matter was referred to the Discipline Committee as a result of a Registrar's investigation into the practice of Mr. Taebi. The College became aware that Mr. Taebi, a member of the College, was advertising himself as a "hirudotherapist" and was using medicinal leeches in his practice. The College reviewed the Health Canada regulation of medicinal leeches and confirmed that that medicinal leeches are regulated by Health Canada as "drugs" under the *Food and Drugs Act*. Members of the College are not permitted to perform the controlled acts of prescribing, dispensing or selling a drug. In addition, Mr. Taebi was allegedly using the doctor title and testimonials in his advertising.

Mr. Taebi did not enter a plea to the allegations at the hearing. Rather, the College brought a motion to stay the proceedings on the basis of an Undertaking and Surrender Agreement signed on August 22, 2016.

In the Agreement, Mr. Taebi agreed to:

- Surrender his Certificate of Registration with the College;

- Agreed to refrain from practising and/or holding himself out as a traditional Chinese medicine practitioner or acupuncturist anywhere in Canada or the United States or any other jurisdiction;
- Agreed to refrain, from applying for the reinstatement of his Certificate of Registration with the College, or from applying for registration with any other licensing body governing the practice of traditional Chinese medicine or acupuncture in any other jurisdiction;
- Agreed to refrain now, and in the future, from using the title "Dr." or any variation or abbreviation thereof in conjunction with the provisions of health services contrary to s. 33 of the RHPA;
- Agreed to refrain now, and in the future, from using or offering to use leeches for a medical purpose except in the event he becomes authorized to do so and only in accordance with all applicable legislation; and

That Mr. Taebi pay \$750.00 to partially offset the College's costs of investigating this matter within 24 months.

FUN FACTS

Michelle will provide the information for informational pieces to be included in graphic form

INDEPENDENT AUDITOR'S REPORT

Back page:

College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario

[logo, graphic, address/contact info]

DRAFT



February 14, 2017

Mr. Brian Mills
Chief Executive Officer and Superintendent of Financial Services
Financial Services Commission of Ontario
5160 Yonge Street, Box 85
Toronto, ON M2N 6L9

Dear Mr. Brian Mills,

The College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (CTCMPAO) is the governing body established by the Government of Ontario, under the Regulated Health Professions Act, 1991 and the Traditional Chinese Medicine Act, 2006.

The College's mandate is to protect the public. We would like to take this opportunity to ensure the Office of the Financial Services Commission of Ontario is fully aware that acupuncture is a regulated health profession in Ontario. Only members of this College can use the protected titles(s) of "Registered Acupuncturist" and/or "Registered Traditional Chinese Medicine Practitioner" with designation(s) of "R. Ac" and/or "R. TCMP". The acupuncture coverage under any extended health insurance plan should cover and only cover the acupuncture treatment from registered R. TCMPs and R. Ac's to ensure safe, reliable and ethical treatment of the public.

Recently, the College has become aware from the public and practitioners that there are insurance providers that do not accept acupuncture claims from our registered members, while claims for acupuncture treatment performed by a physician and/or other health care practitioners such as, an RMT, or a chiropractor etc. are being accepted.

In Ontario, acupuncture can also be performed by Chiropodists, Chiropractors, Dentists, Medical Doctors, Naturopathic Doctors, Nurses, Occupational Therapists, Physiotherapists, and Registered Massage Therapists. However, it is not used as a primary modality in their treatment plans and is often used as an alternative practice modality or an adjunct therapy.

The guidance theory, length of education and performing techniques are greatly different from those health professionals as compared with registered Acupuncturists or Traditional Chinese Medicine Practitioners. Insurance plans should only cover the professional services, treatments and modalities specific to professions. As an example, if a Chiropractor is providing acupuncture services, claims should be covered under chiropractic services. Acupuncture coverage in a member's insurance plan should be under the care of and provided by a R. TCMP or an R. Ac.

With these insurance restrictions in place, patients who seek professional acupuncture treatment are being forced to receive acupuncture services by alternate care providers that do not follow the same treatment principles. This will have an impact on the health and safety of patients.

We encourage the Financial Services Commission of Ontario and the insurance industry, to review their insurance plans to ensure that acupuncture treatment claims are only accepted when such service is carried out by registered professional acupuncturists (R. Ac) or Traditional Chinese Medicine practitioners (R. TCMP). This way, insurance companies will contribute to the overall quality of public health care and access to quality acupuncture services.

If you have any questions or would like further information, please do not hesitate to contact me at 416.238.7359 extension 4773.

Regards,



Allan Mak
Registrar and CEO

cc. Ferne Woolcott, President

**Financial Services
Commission
of Ontario**

**Executive Director's Office
Automobile Insurance Division**
5160 Yonge Street, 14th Floor
Box 85
Toronto ON M2N 6L9
Enquiries: (416) 250-7250
Facsimile: (416) 590-7597
Toll Free: 1-800-668-0128

**Commission des
services financiers
de l'Ontario**

**le Directeur exécutif
Division des auto insurance services généraux**
5160, rue Yonge, 14th étage
boîte 85
Toronto ON M2N 6L9
Renseignement: (416) 250-7250
Télécopieur: (416) 590-7597
Sans frais: 1-800-668-0128



May 18, 2017

Mr. Alan Mak
College of Traditional Chinese Medicine
705-55 Commerce Valley Drive West
Thornhill ON L3T 7V9

Dear Mr. Mak,

Thank you for your letter of February 14, 2017 which was received May 11, 2017, regarding acupuncture treatment plans. Mr. Brian Mills, Chief Executive Officer and Superintendent of Financial Services, has referred your letter to me for a response.

Thank you for your advice about the role of various practitioners in the medical system. You may also wish to contact the Canadian Life and Health Insurance Association (CLHIA) with regard to extended health insurance plans.

Yours truly,

A handwritten signature in blue ink, appearing to read 'Tom Golfetto', written over a horizontal line.

Tom Golfetto
Executive Director/Director of Arbitrations
Automobile Insurance Division

Copy: Mr. Brian Mills, Chief Executive Officer and Superintendent of Financial Services (Interim)



Meeting Date:	September 25, 2017
Issue:	PLAR Communications
Reported By:	Allan Mak
Action:	For Information and Discussion

Issue

In advance of the July 1, 2017 PLAR deadline, the College wanted to ensure proper communication was being sent to all of its stakeholders about the deadline and that Grandparented members were aware that their certificate expires on April 1, 2018.

The College also wanted to communicate the PLAR extension for those members who had made an attempt but were unsuccessful. The deadline would be extended to Oct 31, 2017.

Background

The College has been communicating on a regular basis to it's membership about PLAR and the deadlines to complete and transfer to the General Class. All grandparented members had a 5 year window to complete the PLAR process and transfer to the General Class by April 1, 2018 either completing the Academic Document Review or the Case Study Route.

- They can prove their TCM formal education and experiences by providing credentials.
- If their credentials are not adequate, they have the opportunities to take the courses required and upgrade their knowledge.
- If they can't provide any credentials, they are still able to take full certification courses
- If none of the above applies to them, they can still demonstrate their previous TCM competency through assessment of three cases.

The College has been communicating to it's membership through emails, letters, website, phone messages and has had PLAR information sessions. The College has also sent out a translated message in 10 different languages.

The Council had also approved an extension to Grandparented members who had attempted PLAR and received unsuccessful results. The deadline was extended to October 31, 2017. The College wished to ensure that there was no confusion with who was eligible with the extension and that proper communication was provided.

Concerns

The College was concerned that there would be members voicing that they were not aware of the deadlines and that it was not a fair process. The College was recognizing that it's Chinese members were getting misinformation from various sources. The College wanted to ensure that they were not being deceived and receiving accurate information.



Action Plan

To address this concern and to be proactive, the College decided to hire a communications company called Balmoral Marketing to prepare a communication plan to provide information to its stakeholders.

The communication plan proposed that the College meet with various stakeholders including, politicians, leaders in the Chinese community as well as the Chinese media. The intent is to update them on the current progress of the College, the PLAR process, the deadlines and how the College has provided opportunities and accommodations to members. The College also requested that the stakeholders provide the same messaging to those who would contact them and provide them with accurate information.

During the communications outreach, the College had several meetings:

1. June 7, 2017 – Meeting with Community Leaders
 - Dr. Ming-tat Cheung, Chairman and President of the Chinese Cultural Centre
 - Dr. Ken Ng, Chairman of the Federation of Chinese Canadians in Markham
 - Peter Lin, Chairman of the Confederation of Toronto Chinese Canadian Organizations
2. June 12, 2017 – Meeting with MPP,
 - Michael Chan, MPP, Markham-Unionville
3. June 15, 2017 – Meeting with Community Leaders
 - Henry Lee, President of Malaysian Chinese Community Association, his father is a Traditional Chinese Medicine practitioner
 - Rosa Chan, former president of Scarborough Chinese Business Association and Founder of Chinese Senior Community Group
 - Dr. Grace Chan, founder of Sutherland Chan Massage Therapy School and owner of Sutherland Chan clinics
 - Tony Quan, Quan Family Association and former comptroller of CCC and former CFO of Toronto Children's Aid Society (was part of the original consultation community leaders group)
 - Yang Shen, President of the Council of Newcomer Organizations
 - Yang Bao Feng, President of the Beijing Association of Canada
4. June 16, 2017 – Conference call with MPPs,
 - Han Dong, MPP, Trinity-Spadina
 - Soo Wong, MPP, Scarborough-Agincourt

Media Release and Fact Sheet was released on June 26, 2017 and conducted interviews with the Chinese media on June 26 and June 17, 2017. Ms. Ferne Woolcott, President, Mr. Terry Hui, Vice President and Mr. Allan Mak, Registrar and CEO conducted the interviews.



College of Traditional Chinese Medicine
Practitioners and Acupuncturists of Ontario
Ordre des praticiens en médecine traditionnelle
chinoise et des acupuncteurs de l'Ontario

COUNCIL

Additionally, Vice President, Mr. Terry Hui was asked to do a two-part interview with OMNI for a program called 'Focus Cantonese, they discussed PLAR in general and also the College activities which aired July 5th and July 17th.

Part 1

<http://www.omnitv.ca/on/yue-can/videos/%E7%A5%96%E8%BC%A9%E9%A1%9E%E5%88%A5%E6%9C%83%E5%93%A1%E8%A8%BB%E5%86%8A%E6%83%85%E6%B3%81-july-5-2017-on/>

Part 2

[安省中醫師及針灸師管理局工作- July 17, 2017 \(ON\) | OMNI Ontario Cantonese](#)

2017年7月5日 星期三

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「祖辈类别」(Grandparented) 中医师及针灸师 之期限说明

发布时间: 2017-06-29 12:34:48 来源: 供稿 作者:

对于在安大略省执业的祖辈类针灸师及中医师来说, 一个重要的截止期限即将到来。

根据安省中医师及针灸师管理局 (OTCMAPAO) 注册总监及行政总裁麦伟麟先生所说, 「祖辈类别」中医师及针灸师需要在7月1日之前完成「既有学识评估」 (PIAR)。



左起: 安省中医师及针灸师管理局注册总监及行政总裁麦伟麟、主席Ferre Woolcott、副主席许卫天医生

麦伟麟称: 「管理局委员会同时已决定, 对在2017年7月1日前曾尝试通过「既有学识评估」 (PIAR) 程序但并未成功的祖辈类会员, 准予延期至10月31日来完成「既有学识评估」 (PIAR)。」

「既有学识评估」 (PIAR) 程序是对持有「祖辈类别」注册证书 (Grandparented Class Certificate of Registration) 的会员进行专业能力评估的机制。

「既有学识评估」 (PIAR) 程序的目的是评估祖辈类会员是否可证明其具备相关经验和学习经历, 以符合获得「一般类别」注册证书 (General Certificate of Registration) 所要求的加拿大中医执业基础专业水平 (2009) [Entry Level Occupational Competencies for the Practice of Traditional Chinese Medicine in Canada (2009)]。

所有祖辈类会员必须通过Professional Testing完成「既有学识评估」 (PIAR) 程序。Professional Testing作为第三方机构, 代表管理局进行「既有学识评估」 (PIAR) 程序的执行与评定。

获得延期资格的会员必须遵守以下规定:

加中传媒集团 招聘



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在2017年7月1日前已尝试通过「既有学识评估」(PLAR)却没有成功的「祖辈类别」会员,可有更多的时间来成功完成「既有学识评估」(PLAR),截止日期将对其延至2017年10月31日。

转正申请必须在2017年11月1日前递交至管理局,并于成功完成「既有学识评估」(PLAR)程序后得到审批。

麦先生说:「所有祖辈类会员必须在2018年3月31日前转为『一般类别』注册会员。所有『祖辈类别』执照会于2018年4月1日失效,从那天起他们将不被许可在安省执业。」

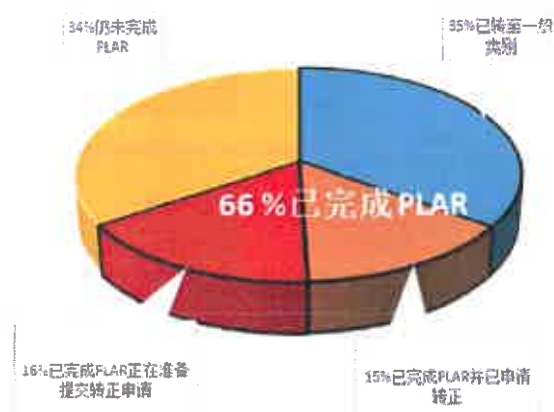
「『祖辈类别』注册允许曾经在安省执业的中医,无论他们是否经历过正规教育,皆可执业。」

「『祖辈类别』的中医师及针灸师已得到五年的时间来为转入『一般类别』做准备,期间他们可通过参加证书课程以及CME课程来完善相关知识。」

「最重要的是,所有的中医师及针灸师必须于管理局注册,因为管理局的宗旨就是服务及保护大众的健康和安全。」

管理局从公共利益出发对安省的中医执业进行监管。到目前为止,已有2800多名中医师及针灸师在管理局注册。这中间,已有864名祖辈类中医师及针灸师成功完成「既有学识评估」(PLAR)并转入「一般类别」。同时,还有大约753人已完成「既有学识评估」(PLAR),正在等待转正。

祖辈类别会员完成既有学识评估(PLAR)
并转至一般类别统计



请登陆管理局网站,了解更多关于注册「既有学识评估」(PLAR)的详情:

<http://www.ccmfpa.ca/member/plar/>

电话: 416.238.7359

免费电话(安省): 1.866.624.8483

电子邮件: plar@ccmfpa.ca

情况说明书

关于安省中医师及针灸师管理局(CCMFPAO)

安省中医师及针灸师管理局是基于公众利益对传统中医执业进行规管的管理局。它是安省唯一一家被安省政府授予合法资格对申请人进行评估且决定谁将符合资格于安省进行中医执业的机构。

管理局通过对安省的中医师及针灸师的业务进行监督来保障与服务大众的利益。作为一家监管机构,管理局支持大众从其会员那里获得安全、全面并且符合伦理道德标准的护理的权利。

为此,管理局所做的是:制定在安省进行中医执业所要达到的要求;建立每位中医师/针灸师必须遵守的标准、政策及程序;使得安省受监管的中医师及针灸师为他们的操作及实践负责。

有哪一些注册类别?

一般类别 (General Classes)

注册于管理局的「一般类别」是在管理局注册的主要途径。在安省以中医师及针灸师身份执业，您必须于安省中医师及针灸师管理局注册。

学生类别 (Student Classes)

学生类别的注册是管理局在个人准备「一般类别」的会员注册时，包括他们在接受正式的教育，备考注册考试，及/或在已注册会员处获得临床经验时，提供协助的一种途径。

什么是「祖辈类别」？

「祖辈类别」注册允许曾经在加拿大执业的中医，无论是否经历过正规教育，皆可执业。此类别是针对在2013年4月1日公布《中医药法，2006》(TCMA, 2006)时正在进行中医执业的人士的一个有时间期限的调节/安置机制。「祖辈类别」注册于2014年3月31日关闭。

在过去的五年中，「祖辈类别」会员如何将自已转为「一般类别」会员？

- 他们可以提供学历凭证，证明自己接受过正式中医教育及有相关经验。
- 如果他们的学历凭证不足，他们仍有机会学习所需课程及提升自身知识水平。
- 如果他们无法提供任何学历凭证，他们依然可以学习完整的认证课程。
- 如果以上的各项皆不适用，他们仍然可以透过三个病例的评估来证明他们先前的中医执业能力。

什么是「既有学识评估」(PIAR)？

「既有学识评估」(PIAR)程序是对持有祖辈法注册证书的会员进行专业能力评估的机制。「既有学识评估」(PIAR)程序的目的是评估「祖辈类别(祖辈法注册)」会员是否可证明其具备相关经验和学习经历，以符合获得正式注册证书所要求的加拿大中医执业基础专业水平(2009)

[Entry level Occupational Competencies for the Practice of Traditional Chinese Medicine in Canada (2009)]。所有祖辈类会员必须通过Professional Testing完成「既有学识评估」(PIAR)程序。Professional Testing作为第三方机构，代表管理局进行「既有学识评估」(PIAR)程序的执行与评定。

「既有学识评估」(PIAR)的最晚截止日为何时？

所有「祖辈类别」会员必须于2017年7月1日前完成「既有学识评估」(PIAR)程序的尝试，管理局现已批准将截止日期延至2017年10月31日。此延期只对截止日期2017年7月1日前尝试过「既有学识评估」(PIAR)程序但是未成功的「祖辈类别」会员有效。

转正申请必须在2017年11月1日前递交至管理局，并于成功完成「既有学识评估」(PIAR)程序后得到审批。

应何时申请「既有学识评估」(PIAR)？

您应立即(或尽快)申请参加。我们不建议您到临近截止日时才开始申请。Professional Testing 需要6到8周时间完成对您的评估。

不参加「既有学识评估」(PIAR)会有什么后果？

如未能成功完成「既有学识评估」(PIAR)，您将不能注册成为「一般类别」。您的祖辈法注册执照将在2018年4月1日失效。之后您将不再被允许提供中医治疗，不能执行受规管行为，不能使用被保护的注册中医师和/或针灸师的头衔，且不能使用R.TCMP 和/或R.Ac的称号。

申请转至「一般类别」的截止日期为何时？

「祖辈类别」会员必须在2017年11月1日前向管理局递交转正申请。

我已在2017年7月1日注册完成「既有学识评估」(PIAR)，但现在仍未收到成绩通知怎么办？

只要您在7月1日截止日前尝试了「既有学识评估」(PIAR)，您的转正申请在管理局收到成绩通知前将保持有效。您仍将有机会在2017年11月1日或之前完成转正。前提是必须确保在7月1日截止日前注册参加「既有学识评估」(PIAR)。

新登陆加拿大的中医行业执业者将如何在管理局注册？

刚来到安省的新移民及于他国受过培训的人士可通过以下几点于管理局进行「一般类别」注册：
证明其曾受过中医的培训及教育，成功通过Pan Canadian Examination考试，并符合所有的注册要求。
一旦满足所有的要求，「一般类别」注册证书将被授予。



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[祖輩類別]中醫師及針灸師期限說明

File / 2017年6月27日 / 10 访问, 4 分享

對於在安大略省執業的祖輩類針灸師及中醫師來說，一個重要的截止期限即將到來。

根據安省中醫師及針灸師管理局（CTCMPTAO）註冊總監及行政總裁麥偉麟先生所說，「祖輩類別」中醫師及針灸師需要在7月1日之前完成「既有學識評估」（PLAR）。



麥偉麟稱：「管理局委員會同時已決定，對在2017年7月1日前曾嘗試通過『既有學識評估』（PLAR）程序但並未成功的祖輩類會員，准予延期至10月31日來完成『既有學識評估』（PLAR）。」

「既有學識評估」（PLAR）程序是對持有「祖輩類別」註冊證書（Grandparented Class Certificate of Registration）的會員進行專業能力評估的機制。

「既有學識評估」（PLAR）程序的目的是評估祖輩類會員是否可以證明其具備相關經驗和學習經歷，以符合獲得「一般類別」註冊證書（General Certificate of Registration）所要求的加拿大中醫執業基礎專業水平（2009）[Entry Level Occupational Competencies for the Practice of Traditional Chinese Medicine in Canada (2009)]。



所有祖輩類會員必須通過Professional Testing完成「既有學識評估」(PLAR)程序。Professional Testing作為第三方機構，代表管理局進行「既有學識評估」(PLAR)程序的執行與評定。

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獲得延遲資格的會員必須遵守以下規定：

在2017年7月1日前已嘗試通過「既有學識評估」(PLAR)卻沒有成功的「祖輩類別」會員，可有更多的時間來成功完成「既有學識評估」(PLAR)，截止日期將對其延至2017年10月31日。

轉正申請必須在2017年11月1日前遞交至管理局，並於成功完成「既有學識評估」(PLAR)程序後得到審批。

麥先生說：「所有祖輩類會員必須在2018年3月31日前轉為『一般類別』註冊會員。所有『祖輩類別』執照會於2018年4月1日失效，從那天起他們將不被許可在安省執業。」

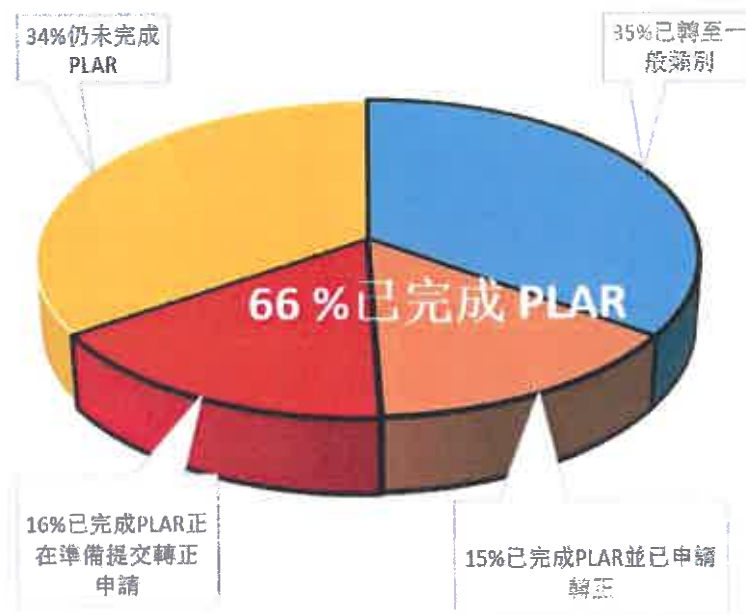
「『祖輩類別』註冊允許曾經在安省執業的中醫，無論他們是否經歷過正規教育，皆可執業。」

「『祖輩類別』的中醫師及針灸師已得到五年的時間來為轉入『一般類別』做準備，期間他們可選進參加證書課程以及ESL課程來完善相關知識。」

「最重要的是，所有的中醫師及針灸師必須於管理局註冊，因為管理局的宗旨是服務及保護大眾的健康和安全。」

管理局從公共利益出發對安省的中醫執業進行監管，到目前為止，已有2800多名中醫師及針灸師在管理局註冊，這中間，已有864名祖輩類中醫師及針灸師成功完成「既有學識評估」(PLAR)並轉入「一般類別」，同時，還有大約763人已完成「既有學識評估」(PLAR)，正在等待轉正。

祖輩類別會員完成既有學識評估 (PLAR) 並轉至一般類別統計



關於安省中醫師及針灸師管理局 (CTCMPAO)



安省中醫師及針灸師管理局是基於公眾利益對傳統中醫執業進行規管的官署。它是安省唯一經安省政府授予合法資格對申請人進行評估且決定誰將符合資格於安省進行中醫執業的機構。



管理局通過對安省的中醫師及針灸師的業務進行監督來保障與服務大眾的利益。作為一家監管機構，管理局支持大眾從其會員那裡獲得安全、全面並且符合倫理道德標準的護理的權利。

為此，管理局所做的是：制定在安省進行中醫執業所要達到的要求；建立每位中醫師/針灸師必須遵守的標準、政策及程序；使得安省受監管的中醫師及針灸師為他們的操作及實踐負責。

有哪些註冊類別？

• 一般類別 (General Classes)

註冊於管理局的「一般類別」是在管理局註冊的主要途徑。在安省以中醫師及針灸師身份執業，您必須於安省中醫師及針灸師管理局註冊。

• 學生類別 (Student Classes)

學生類別的註冊是管理局在個人準備「一般類別」的會員註冊時，包括他們在接受正式的教育，備考註冊考試，及/或在已註冊會員處獲得臨床經驗時，提供協助的一種途徑。

什麼是「祖輩類別」？

「祖輩類別」註冊允許曾經在加拿大執業的中醫，無論是否經歷過正規教育，皆可執業。此類別是針對在2013年4月1日公佈《中醫藥法，2006》(TCM Act, 2006)時正在進行中醫執業的人士的一個有時間期限的調節/安置機制。「祖輩類別」註冊於2014年3月31日關閉。

在過去的五年中，「祖輩類別」會員如何將自己轉為「一般類別」會員？

- 他們可以提供學歷憑證，證明自己接受過正式中醫教育及有相關經驗。
- 如果他們的學歷憑證不足，他們仍有機會學習所需課程及提升自身知識水平。
- 如果他們無法提供任何學歷憑證，他們依然可以學習完整的認證課程。
- 如果以上的各項皆不適用，他們仍然可以透過三個病例的評估來證明他們先前的中醫執業能力。

什麼是「既有學識評估」(PLAR)？

「既有學識評估」(PLAR)程序是對持有祖輩法註冊證書的會員進行專業能力評估的機制。「既有學識評估」(PLAR)程序的目的是評估「祖輩類別(祖輩法註冊)」會員是否可證明其具備相關經驗和學習經歷，以符合獲得正式註冊證書所要求的加拿大中醫執業基礎專業水平(2009) [Entry Level Occupational Competencies for the Practice of Traditional Chinese Medicine in Canada (2009)]。所有祖輩類會員必須通過Professional Testing完成「既有學識評估」(PLAR)程序。Professional Testing作為第三方機構，代表管理局進行「既有學識評估」(PLAR)程序的執行與評定。

「既有學識評估」(PLAR)的最晚截止日期為何時？

所有「祖輩類別」會員必須於2017年7月1日前完成「既有學識評估」(PLAR)程序的嘗試，管理局現已批准將截止日期延至2017年10月31日。此延期只對在截止日期2017年7月1日前嘗試過「既有學識評估」(PLAR)程序但是未成功的「祖輩類別」會員有效。

轉正申請必須在2017年11月1日前遞交至管理局，並於成功完成「既有學識評估」(PLAR)程序後得到審批。

應何時申請「既有學識評估」(PLAR)？

您應立即(或儘快)申請參加。我們不建議您到臨近截止日期時才開始申請。Professional Testing 需要6到8周時間完成對您的評估。



不參加「既有學識評估」(PLAR)會有什麼後果?

如未能成功完成「既有學識評估」(PLAR)，您將不能註冊成為「一般類別」，您的執業法註冊費用將在2018年4月1日失效，之後您將不再被允許提供中醫治療，不依執行受監管行爲，不能使用被廢除的註冊中醫師和/或針灸師的頭銜，且不能使用R.TCMP和/或R.Ac的稱號。

申請轉至「一般類別」的截止日期為何時?

「祖輩類別」會員必須在2017年11月1日前向管理局遞交轉正申請。

我已在2017年7月1日註冊完成「既有學識評估」(PLAR)，但現在仍未收到成績通知怎麼辦?

只要您在7月1日截止日前嘗試了「既有學識評估」(PLAR)，您的轉正申請在管理局收到成績通知前將保持有效。您仍將有機會在2017年11月1日或之前完成轉正。前提是您必須確保在7月1日截止日前註冊參加「既有學識評估」(PLAR)。

新登陸加拿大的中醫行業執業者將如何在管理局註冊?

剛來到安省的新移民及於他國受過培訓的人士可通過以下幾點於管理局進行「一般類別」註冊：證明其曾受過中醫的培訓及教育，成功通過Pan Canadian Examination考試，並符合所有的註冊要求。一旦滿足所有的要求，「一般類別」註冊證書將被授予。

請登陸管理局網站，了解更多關於註冊「既有學識評估」(PLAR)的詳情：<http://www.collegeregion.ca/en/mbn/plar/>

電話: 416.238.7359

免費電話 (安省): 1.866.624.8483

電子郵件: plar@ctcmpeo.on.ca



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祖辈类别(Grandparented)中医师及针灸师之期限说明

2017-06-26 12:45:35 来源: yorkbbs 手机客户端

对于在安大略省执业的祖辈类针灸师及中医师来说, 一个重要的截止期限即将到来。

根据安省中医师及针灸师管理局 (CTCMPAO)注册总监及行政总裁麦伟壁先生所说, 「祖辈类别」中医师及针灸师需要在7月1日之前完成「既有学识评估」(PLAR)。

麦伟壁称: 「管理局委员会同时已决定, 对在2017年7月1日前曾尝试通过『既有学识评估』(PLAR)程序但并未成功的祖辈类会员, 准予延期至10月31日来完成『既有学识评估』(PLAR)。」

「既有学识评估」(PLAR)程序是对持有「祖辈类别」注册证书(Grandparented Class Certificate of Registration)的会员进行专业能力评估的机制。

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左起安河中医师及针灸师管理局注册总监及行政总裁麦伟麟、主席Ferne Woolcott、副主席许卫天

「既有学识评估」(PLAR)程序的目的是评估祖辈类会员是否可证明其具备相关经验和学习经历,以符合获得「一般类别」注册证书(General Certificate of Registration)所要求的加拿大中医执业基础专业水平(2009)[Entry Level Occupational Competencies for the Practice of Traditional Chinese Medicine in Canada (2009)]。

所有祖辈类会员必须通过Professional Testing完成「既有学识评估」(PLAR)程序。Professional Testing作为第三方机构,代表管理局进行「既有学识评估」(PLAR)程序的执行与评定。

获得延期资格的会员必须遵守以下规定:

在2017年7月1日前已尝试通过「既有学识评估」(PLAR)却没有成功的「祖辈类别」会员,可有更多的时间来成功完成「既有学识评估」(PLAR),截止日期将对其延至2017年10月31日。

转正申请必须在2017年11月1日前递交至管理局,并于成功完成「既有学识评估」(PLAR)程序后得到审批。

麦先生说:「所有祖辈类会员必须在2018年3月31日前转为『一般类别』注册会员。所有『祖辈类别』执照会于2018年4月1日失效,从那天起他们将不被许可在安省执业。」

「『祖辈类别』注册允许曾经在安省执业的中医,无论他们是否经历过正规教育,皆可执业。」

「『祖辈类别』的中医师及针灸师已得到五年的时间来为转入『一般类别』做准备,期间他们可通过参加证书课程以及ESL课程来完善相关知识。」

「最重要的是,所有的中医师及针灸师必须于管理局注册,因为管理局的宗旨就是服务及保护大众的健康和安全。」

管理局从公共利益出发对安省的中医执业进行监管。到目前为止,已有2800多名中医师及针灸师在管理局注册。这中间,已有864名祖辈类中医师及针灸师成功完成「既有学识评估」(PLAR)并转入「一般类别」。同时,还有大约753人已完成「既有学识评估」(PLAR),正在等待转正。

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電話: 416.238.7359

免費電話 (安省): 1.866.624.8483

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情況說明書

關於安省中醫師及針灸師管理局(CTCMPAO)

安省中醫師及針灸師管理局是基於公眾利益對傳統中醫執業進行規管的管理局。它是安省唯一一家被安省政府授予合法資格對申請人進行評估且決定誰將符合資格於安省進行中醫執業的機構。

管理局通過對安省的中醫師及針灸師的業務進行監督來保障與服務大眾的利益。作為一家監管機構，管理局支持大眾從其會員那里獲得安全、全面並且符合倫理道德標準的護理的權利。

為此，管理局所做的是：制定在安省進行中醫執業所要達到的要求；建立每位中醫師/針灸師必須遵守的標準、政策及程序；使得安省受監管的中醫師及針灸師為他們的操作及實踐負責。

有哪一些註冊類別？

- 一般類別(General Classes)

註冊於管理局的「一般類別」是在管理局註冊的主要途徑。在安省以中醫師及針灸師身份執業，您必須於安省中醫師及針灸師管理局註冊。

- 學生類別(Student Classes)

學生類別的註冊是管理局在個人準備「一般類別」的會員註冊時，包括他們在接受正式的教育，備考註冊考試，及/或在已註冊會員處獲得臨床經驗時，提供協助的一種途徑。

什麼是「祖輩類別」？

「祖辈类别」注册允许曾经在加拿大执业的中医，无论是否经历过正规教育，皆可执业。此类别是针对在2013年4月1日公布《中医药法，2006》(“TCM Act, 2006”)时正在进行中医执业的人士的一个有时间期限的调节/安置机制。「祖辈类别」注册于2014年3月31日关闭。

在过去的五年中，「祖辈类别」会员如何将自己转为「一般类别」会员？

- ✦ 他们可以提供学历凭证，证明自己接受过正式中医教育及有相关经验。
- ✦ 如果他们的学历凭证不足，他们仍有机会学习所需课程及提升自身知识水平。
- ✦ 如果他们无法提供任何学历凭证，他们依然可以学习完整的认证课程。
- ✦ 如果以上的各项皆不适用，他们仍然可以透过三个病例的评估来证明他们先前的中医执业能力。

什么是「既有学识评估」(PLAR)?

「既有学识评估」(PLAR)程序是对持有祖辈法注册证书的会员进行专业能力评估的机制。「既有学识评估」(PLAR)程序的目的是评估「祖辈类别(祖辈法注册)」会员是否可证明其具备相关经验和学习经历，以符合获得正式注册证书所要求的加拿大中医执业基础专业水平(2009)[Entry Level Occupational Competencies for the Practice of Traditional Chinese Medicine in Canada (2009)]。所有祖辈类会员必须通过Professional Testing完成「既有学识评估」(PLAR)程序。Professional Testing作为第三方机构，代表管理局进行「既有学识评估」(PLAR)程序的执行与评定。

「既有学识评估」(PLAR)的最晚截止日为何时？

所有「祖辈类别」会员必须于2017年7月1日前完成「既有学识评估」(PLAR)程序的尝试，管理局现已批准将截止日期延至2017年10月31日。此延期只对截止日期2017年7月1日前尝试过「既有学识评估」(PLAR)程序但是未成功的「祖辈类别」会员有效。

转正申请必须在2017年11月1日前递交至管理局，并于成功完成「既有学识评估」(PLAR)程序后得到审批。

应何时申请「既有学识评估」(PLAR)?

您应立即(或尽快)申请参加。我们不建议您到临近截止日时才开始申请。Professional Testing需要6到8周时间完成对您的评估。

不参加「既有学识评估」(PLAR)会有什么后果？

如未能成功完成「既有学识评估」(PLAR)，您将不能注册成为「一般类别」。您的祖辈法注册执照将在2018年4月1日失效。之后您将不再被允许提供中医治疗，不能执行受规管行为，不能使用被保护的注册中医师和/或针灸师的头衔，且不能使用R. TCMP 和/或R. Ac的称号。

申请转至「一般类别」的截止日期为何时？

「祖辈类别」会员必须在2017年11月1日前向管理局递交转正申请。

我已在2017年7月1日注册完成「既有学识评估」(PLAR)，但现在仍未收到成绩通知怎么办？

只要您在7月1日截止日前尝试了「既有学识评估」(PLAR)，您的转正申请在管理局收到成绩通知前将保持有效。您仍将有可能会在2017年11月1日或之前完成转正。前提是必须确保在7月1日截止日前注册参加「既有学识评估」(PLAR)。

新登陆加拿大的中医行业执业者将如何在管理局注册？

刚来到安省的新移民及于他国受过培训的人士可通过以下几点于管理局进行「一般类别」注册：证明其曾受过中医的培训及教育，成功通过Pan Canadian Examination考试，并符合所有的注册要求。一旦满足所有的要求，「一般类别」注册证书将被授予。

[REDACTED]
Sent: Saturday, May 20, 2017 7:12 AM

To: Info <Info@ctcmpao.on.ca>

Subject: Fwd: Request for opinion

Dear Sir or Madam,

I received this email message and would like to know if it is legitimate.

Are you aware of this message going out and of the evaluation that is mentioned?

Thank you very much for any light you can shed on this.

Yours truly,

[REDACTED]

[REDACTED]

: Friday, May 19, 2017

Subject: Request for opinion

To:

Dear Sir/Madam,

In order to evaluate the work of The College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario' s (CTCMPAO) in the past 9 years and to help protect members and public interests, we wish to conduct a survey to ask your opinions and views on the performance of the CTCMPAO. Your feedback is important for the further development of CTCMPAO and will be anonymous and protected.

Please send your opinion before the deadline on May 25, 2017.

This survey is independently conducted by Manifold Data Mining Inc. a third party and not related to CTCMPAO.

For survey questionnaire please find the survey at

http://www.manifoldhq.com/survey_en/

Thank you and Best Regards,
Manifold Data Mining Inc.

尊敬的女士和先生

為了評估安省（CTCMPAO）中醫師和針灸師學院在過去9年的工作，並協助保護成員和公共利益，我們希望進行調研，就您的意見和觀點，對安省中醫師和針灸師學院的工作做一個評價。您的反饋對於CTCMPAO的進一步發展至關重要，將是匿名和保護的。

請您在2017年5月25日截止日期前發送您的意見。

本次調研是由第三方Manifold Data Mining Inc. 公司獨立進行的，與CTCMPAO無關。

調研問卷請訪問http://www.manifoldhq.com/survey_cn/

謝謝和致意

Manifold Data Mining Inc.

Status

Photo

Check In



1 Comment

Like

Comment

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Yesterday at 10:08 AM · 🌐

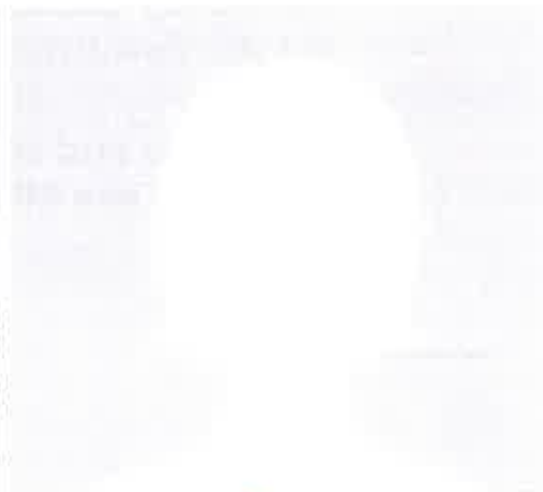
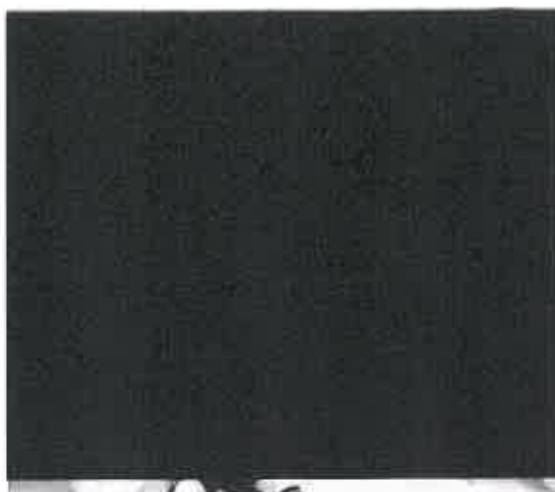
Has anyone else received an email to do a survey for
Manifold Data Mining about the college? Just curious.

4 Comments

Like

Comment

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Here is what I received.....

May 19 (3 days ago)

Reply to

Dear Sir/Madam,

In order to evaluate the work of The College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario's (CTCMPAO) in the past 9 years and to help protect members and public interests, we wish to conduct a survey to ask your opinions and views on the performance of the CTCMPAO. Your feedback is important for the further development of CTCMPAO and will be anonymous and protected.

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For survey questionnaire please find the survey at http://www.manifoldhq.com/survey_en/

Thank you and Best Regards,
Manifold Data Mining Inc.

1 hour ago · Edited · Like · Reply

📷

Write a comment...

😊

Manifold Data Mining about the college? Just curious.



Like



Comment

Be the first person to like this.



[Redacted Name]

yes

Yesterday at 11:11 AM · Like · Reply



[Redacted Name]

I just got one...

Yesterday at 12:20 PM · Like · Reply



[Redacted Name]

i just received it forwarded from a colleague. it seems a little strange to me. does anyone know who is behind it? i poked around on the website and can't see any reference to who...

Yesterday at 4:24 PM · Like · 1 · Reply



[Redacted Name]

It was sent out Friday night. The 19th. It closes on the 25th. So if you would like to participate you had better get on there. It looks as if it is the college that has hired a company to do a survey. Mostly about the PLAR.

1 hour ago · Like · Reply



Write a comment...



News Feed



Requests



Messenger



Notifications



More



Traditional Chinese Medicine Survey

The College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (CTCMPAO) was established in 2008 under The Traditional Chinese Medicine Act, 2006 (TCM Act). The College's primary duty is to govern the practice of traditional Chinese Medicine in Ontario and to serve and protect the public interest. In order to evaluate the CTCMPAO work in the past 9 years and help protect members and public interests, we conduct this survey to ask your opinions and views on the performance of the CTCMPAO. Your feedback is important for the further development of CTCMPAO and will be anonymous and protected. It will take about 5-10 minutes. To review the Jurisprudence Handbook of CTCMPAO, Please click [here](#).

Question 1: Are you satisfied with the CTCMPAO's work in the past 9 years?

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Dissatisfied ☐ Very Dissatisfied

Your comment

Question 2: What do you think with the skill and competent of the past two registrars?

MANIFOLD DATA MINING INC.

Question 6: Do you think that CTCMPAO has taken any measure to prevent the fraudulent of credentials, certificates and document among the current qualification of the General Class via route of Document Review?

☐ A lot ☐ A little ☐ Nothing ☐ Tolerate ☐ Indulge

Your comment

Question 7: Thinking about the Case Study Examination of Prior Learning Assessment, do you agree that the assessment process is transparent?

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly disagree

Your comment

Question 8: Do you agree with the statement "The integrity of the College's registration process is compromised as many practitioners feel that some Council members of the College made the qualification process easy to some friends, testing companies and training schools"?

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly disagree

Your comment

MANIFOLD DATA MINING INC.

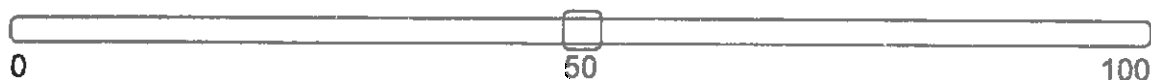


Question 13: Do you think that CTCMPAO should include a possibility of qualification examination in Chinese?

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly disagree

Your comment

Question 14: From 0 (lowest) to 100 (highest), how do you rate the Government's performance in overseeing a fair implementation of PLAR (Prior Learning Assessment and Recognition) ?



Your comment

Question 15: Please list significant achievements CTCMPAO has accomplished in the last 9 years

☐ Taiwan or Hong Kong
☐ Canada

☐ USA

☐ Europe

☐ Other

Question 21: Your practicing district:

☐ Downtown China Town

☐ East China Town

☐ Scarborough

☐ Markham

☐ Richmond Hill

☐ Mississauga

☐ Other District

Question 22: Your age range:

☐ 25-34

☐ 35-44

☐ 45-54

☐ 55-64

☐ 65+

Question 23: Your gender:

☐ male

☐ female

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- › Conceptualizing Diabetes and its Management

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Meeting Date:	September 25, 2017
Issue:	Canadian Free Trade Agreement (CFTA)
Reported By:	Allan Mak
Action:	For Information and Discussion

Information:

On July 1, 2017, the Canadian Free Trade Agreement (CFTA) came into effect replacing the Agreement for International Trade (AIT). Information from FHRCO supported by Richard Steinecke indicates the impact on Colleges will be slight (if at all).

CFTA establishes free trade rules that applies across the Canadian economy. Rules apply automatically to all economic activity unless something is specifically excluded.

Chapter Seven of the CFTA, with the exception of some minor wording changes, will continue the provisions under Chapter Seven of the AIT with respect to Labour Mobility. Mr. Steinecke noted the enforcement process is modified somewhat, however it is likely to go unnoticed by regulators. As well the technical changes relating to official languages protections and bidding for government contracts are also very unlikely to affect Ontario regulators. However, the CFTA refers to services and service suppliers rather than just persons or workers which may have the remote possibility of some unexpected interpretations developing over time.ⁱ

The Canadian Free Trade Agreement (CFTA) establishes a regulatory reconciliation process that will help to address barriers to trade that companies may experience when doing business across provincial and territorial borders.

How it works:

1. The potential barrier to trade is identified

Based on information provided by stakeholders or other sources, a potential barrier to internal trade is identified by a province, territory or the federal government. A diverging or duplicative regulation that impedes the flow of goods is an example of the kind of barrier that the process seeks to address.

2. Governments work to establish a reconciliation agreement

Once a barrier to trade has been identified, a government (federal, provincial or territorial) can submit the matter to the Regulatory Reconciliation and Cooperation Table (RCT) for reconciliation.



- ❖ The RCT is a federal-provincial-territorial body established by the CFTA to oversee the regulatory reconciliation process and promote regulatory cooperation across Canada.

Once barriers are submitted for reconciliation, participating CFTA governments and their relevant regulators begin negotiations toward a reconciliation agreement. The reconciliation agreement details how the barrier to trade will be addressed (e.g., mutual recognition, harmonization, or some other method), which governments will participate in the reconciliation agreement, and the timelines for its implementation.

- ❖ Governments may opt out of negotiations if they do not have an existing measure to reconcile or determine that reconciliation is not a desirable option for their jurisdiction.

3. The barrier to trade is reconciled

Once implemented, the reconciliation agreement will effectively remove the barrier to trade between participating governments. CFTA governments that agree to adopt the reconciliation agreement will be bound to adhere to the commitments that it contains. ⁱⁱ

Next steps according to CFTA are:

Within one year:

Regulatory reconciliation and cooperation

- Parties establish a Regulatory Reconciliation and Cooperation Table (RCT) to oversee the regulatory reconciliation process.
- RCT submits an annual work plan to the Committee on Internal Trade.
- RCT produces a publicly-available annual report on its work.

Within five years:

Regulatory reconciliation and cooperation

- Parties review the functioning and effectiveness of the regulatory reconciliation mechanism.

The College does not anticipate any changes to practices with regard to Labour Mobility and will continue to keep itself apprised of any potential issues. The College will update all materials that refer to AIT to CFTA.

ⁱ Information from Richard Steinecke, FHRCO Legal Counsel

ⁱⁱ Canadian Free Trade Agreement Regulatory Reconciliation Backgrounder, April 7, 2017



College of Traditional Chinese Medicine
Practitioners and Acupuncturists of Ontario

Ordre des praticiens en médecine traditionnelle
chinoise et des acupuncteurs de l'Ontario

Checks and balances

College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario

Version V1.2

Created Date: 15 September 2017
Modified Date: 15 September 2017

Expenses

Request for purchase

- Any purchase requires approval of the Registrar (formally with a signature or informally if the cost of the good is minimal)
- Upon approval, the purchase is made by the Administrative Assistant.
- When the goods are received, they are matched against a packing slip (if applicable) and the person who made the order will verify that shipment.
- Packing slip is retained and filed with the related invoice.

Payable

- When an invoice is received, it is matched to its packing slip.
- The invoice is stamped with a CTCMPAO stamp and the appropriate G/L account number is assigned.
- Finance Coordinator verifies any expense which amount is less than \$500. Expense amounts over \$500 are verified by the Director of IT, Finance and Corporate Services in conjunction with the Manager of the department that requested the purchase.
- Each invoice is signed by 2 individuals, the department manager that requested the goods and a finance representative.
- The Registrar and CEO reviews all invoices.
- The person who verifies the invoice needs to sign on the invoice. Each invoice will have more than one person's signature.
- The accountant reviews all invoices for payment.
- The accountant posts the invoices into the accounting system(QuickBooks).

Payment and Cheques

- The accountant, on a by-weekly basis, prepares all cheques for invoices that have been approved.
- Invoices and all supporting documentation are attached to cheques when submitted for signing.
- All cheques require two signatures by the signing officers.

As per by-law signing officers are:

- President
- Vice President
- Registrar and CEO

Or a member of the Executive committee.

The vast majority of cheques are authorized\signed by the President and the Registrar.

- Cheques are printed and signed manually.
- Blank cheques are locked in the finance filling cabinet. No signed blank cheques are ever kept on hand.
- After cheques have been signed, they are mailed out to vendors and all related documentations is filed in the appropriate vendor folder by the accountant.
- Digital copies of cheques and support documentation is saved on a secure folder on the network. Only Registrar and Finance have access to the folder.

Corporate Credit Cards

- The College has to corporate credit cards (both with Royal Bank)
 - under Registrar's name
 - under Director of IT, Finance and Corporate Services' name
- The physical Visa cards are kept by Registrar and Director of IT, Finance and Corporate Services respectively.
- Pre-authorized payments are approved by the Registrar to reduce downtime and need for cheque runs.
- Making On-line purchases need the registrar's authorization and\or the Director of Finance, the appropriate receipts are attached to the Visa Statement.
- Each month, the Finance Coordinator verifies all the receipts and attached to credit card statements. G/L accounts are detailed on the VISA statements for posting.
- The Registrar and the Director of Finance review the statements and the supporting documentation before posting to QuickBooks.
- Once all transactions are reviewed, the statement is posted in the accounting system by the accountant.
- The credit card statements and supporting documentation are signed by 2 signing officers.
 - The credit card under Director of IT, Finance and Corporate Services' name is signed by the Registrar and the President;
 - the credit card under Registrar' name is signed by the President and Vice President.
- The payment for the credit card is transferred automatically from our bank account.

Petty Cash

- Petty cash is kept in a safe in Director of Finance office. It is normally maintained at approximately \$500.00
- Petty cash is mainly used for office supplies or postage expenses when the amount is under \$100.
- The requestor fills out an expense form, attaches the related receipts and hands it to his/her supervisor for authorization. Once authorized, the applicant submits the expense form to the Finance Coordinator

- Finance Coordinator reviews the expense form (and all receipts) and log the expense in CTCMPAO Petty Cash Log form.
- When the petty cash is low, the Finance Coordinator makes a cash inventory list.

Revenue

Cheque/Money order

- Administrative Assistant collects the mail, sorts and date stamps each in-coming mail.
- All incoming cheques numbers are currently maintained on a master cheque log.
- Once logged all cheques are passed to the Finance Coordinator and move to the College safe.
- Finance representative deposits all received cheques to the bank on a by-weekly basis.
- An email containing the receipt is sent to the payer by the CRM system.

Credit card payment

- Payment requests are given to the Finance Coordinator
- Payment are processed through the CTCMPAO portal by the Finance Coordinator.
- Successful transactions flows from CTCMPAO portal to Moneris Gateway (transaction itself is processed on Moneris portal, CTCMPAO does not store any credit card information) and a receipt email is automatically sent to the credit card holder.
- After 24 hrs. the payment gateway (Moneris) deposits the funds to our bank account.

Reconciliation

- On a bi-weekly basis the Finance Coordinator generate the 3-way match report and is reviewed by the Director of Finance.
- The 3-way match report reconcile all transactions between the:
 - College CRM system
 - The payment gateway (Moneris)
 - The bank
- On a bi-weekly basis the Revenue Breakdown report is generated by CRM system and reviewed by the accountant and Finance.
- The accountant posts the revenue to the accounting system(QuickBooks) and completes the bank reconciliation.

Auditing

- Auditing is conducted every fiscal year (Clark Henning LLP)
- An audited report is provided for review to Council.

Budget Monitoring

- A budget is created every year and approved by the Registrar and Council
- Finance provides each department with its own approved budget
- Each department is responsible to monitor its own budget on a monthly basis



Meeting Date:	September 25, 2017
Issue:	Risk Management Report
Reported By:	Stamatis Kefalianos
Action:	For Information

Background:

A Risk Management Plan was created by staff and reported to Council by the Deputy Registrar on May 8, 2017. As indicated in the plan, the Deputy Registrar jointly working with the Registrar, are task to identify organizational level risks. The Deputy Registrar is to report to Council quarterly on the status of the risk management plan and any updating that is required. This report captures that activity.

Overview

While the College's Risk Management Plan in its entirety follows, the vision and approach are repeated below for guidance on this Risk Management Report:

Risk Management Vision

CTCMPAO is committed to building and fostering an enterprise risk management culture that clearly faces reality through systematic process of risk identification, assessment, and management and will affect this through its strategic planning process. CTCMPAO's value of serving and protecting the public interest, providing quality service, accountability and transparency, teamwork, and collaboration are the foundation of the organizational risk culture and will guide our actions.

Approach to Risk Management

College staff engage in a collective and joint process to identify types of risks that are likely to affect the achievement of business goals. For each risk, staff consider what would happen, how and why it could happen, and the consequence of said risk.

Types of Risks Identified

1. Governance
2. Loss of Confidence in CTCMPAO
3. Finance
4. Information Management
5. Facility/Site Safety and Security
6. Human Resources

7. Statutory Obligations
8. Exam

The Registrar/Deputy Registrar works with the various entities in the organization to identify and evaluate risks and create appropriate risk management plans. Working together, the College will develop protocols, program standards, policies and incident response plans.

Activity, 2017 – Q1

Governance

Risk Description: Not reaching quorum to constitute a Committee meeting resulting in delays in decision-making affecting applicants or members

	Risk Likelihood	Risk Impact	Risk Priority
Previous	4 (Likely)	4 (Major)	16 (Extreme)
Current	3 (Possible)	2 (Minor)	6 (Medium)

- On July 11, 2017, the Public Appointments Secretariat appointed two new public members of Council – Yvonne Blackwood & Barrie Haywood.
- Council elections for Districts 1 (two positions) & 2 (one position) will occur in August 2017.
- As a result of the August Council elections, Council will then consist of seven (7) public members and nine (9) professional members.

Human Resources

	Risk Likelihood	Risk Impact	Risk Priority
Previous	2 (Unlikely)	1 (Negligible)	2 (Low)
Current	2 (Unlikely)	1 (Negligible)	2 (Low)

- Two new staff members added – Professional Conduct Coordinator and Professional Conduct and Hearing Assistant.
- In order to ensure compliance with the *Employment Standards Act, 2000*, the *Occupational Health and Safety Act*, and *Workplace Safety and Insurance Act, 1997*, the College initiated the following measures:
 - Added a bulletin board in the staff lunchroom to ensure compliance with specific posting requirements; Occupational Health and Safety Act, Employment Standards, the Health and Safety Policy, the Workplace Violence and Harassment policy, In Case of Injury poster.
 - Staff (non-management) selected a Health and Safety Representative for the College.
 - All staff completed the “Health & Safety At Work” eLearning Module.

Statutory Obligations (Registration)

Risk Description: Ensuring the College's registration process is fair, open and transparent.

	Risk Likelihood	Risk Impact	Risk Priority
Previous	3 (Possible)	4 (Major)	12 (High)
Current	3 (Possible)	2 (Minor)	6 (Medium)

- The Office of the Fairness Commissioner (OFC) completed its report on the College's registration practices in July 2017. The OFC determined that the college has demonstrated all of the practices in the following specific-duty areas:
 - Internal review or appeal
 - Information on appeal rights
 - Documentation of qualifications
 - Training
 - Access to Records
- The OFC identified only two areas where the College needs to implement further actions
 1. Information for applicants
 2. Assessment of Qualifications (PLAR)

College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (CTCMAO) Risk Management Plan

Risk Management Vision

CTCMAO is committed to building and fostering an enterprise risk management culture that clearly faces reality through systematic process of risk identification, assessment, and management and will affect this through its strategic planning process. CTCMAO's value of serving and protecting the public interest, providing quality service, accountability and transparency, teamwork and collaboration are the foundation of the organizational risk culture and will guide our actions.

Stakeholder Roles and Responsibilities

Role	Risk Management Responsibility	Assignment
Council	Responsible for approving Risk Tolerance Evaluation, reviewing Risk Management Plan and periodically reassessing success of Risk Management strategies.	Council Members
President	Responsible for leading Executive Committee and Council in reviewing the Risk Management Plan, implementing certain procedures needed in specified emergency situations, ensuring action is taken as necessary to protect the separation of Council from operations.	Ferne Woolcott
Registrar and CEO	Responsible for ensuring comprehensive risk assessment within the organization, development and implementation of mitigation strategies, and ongoing evaluation of effectiveness of risk management by the organization.	Allan Mak
Deputy Registrar	Responsible for identifying risk factors relevant to statutory programs and for jointly working with the Registrar to identify organizational level risks. Responsible for implementing, evaluating and adjusting risk mitigation strategies.	Stamatis Kefalianos
Director, IT, Finance and Corporate Services	Responsible for identifying risk factors relating to financial management policies and procedures, adhering to sound financial risk management and mitigation policies and strategies. Champions organization-wide effort to protect the vital assets of the College and engage key stakeholders in risk management activities.	Francesco Ortale
Program Managers	Responsible for complying with obligations outlined in the Health Professional Procedural Code respecting procedure, timelines, transparency, objectivity and fairness.	Michele Pieragostini, Ann Zeng

Risk Management Process and Activities

The CTCMPO regularly undertakes risk management activities to protect the interests of the public, its members and the Government of Ontario to which it is accountable. Risk management involves complex processes of risk assessment, development and implementation of mitigation strategies and evaluation of effectiveness, change and opportunity. Effective risk management requires the active engagement of everyone actively engaged in the organization and may include consultation with external experts such as auditors. The College adheres to a Risk Management Policy which requires regular review, evaluation and reporting to Council.

Risk Analysis Matrix

College staff engage in a collective and joint process to identify types of risks that are likely to affect the achievement of business goals. For each risk, staff consider what could happen, how and why it could happen, and the consequences of said risk.

Staff systematically review the following to identify potential risks and to categorize potential risks using a risk occurrence matrix:

- each function performed within the College,
- records and reports generated or retained by the College.
- business processes, policies and procedures.
- resources of the College including knowledge of history, processes and legislative, operational and policy environment, staff, furnishings and equipment.

Types of Risk Identified:

1. Governance
2. Loss Confidence in CTCMPO
3. Finance
4. Information Management
5. Facility/Site Safety and Security

6. Human Resources
7. Statutory Obligations
8. Exam

Risk Occurrence Matrix

Likelihood (probability of occurring)		Rare The event may occur in exceptional circumstances. (0 – 5 %)	Unlikely The event has happened at some time. (6-33%)	Possible The event has happened periodically (34-65%)	Likely The event has happened previously and could reasonably occur again. (66-79%)	Almost Certain The event is extremely likely to occur (80-100%)
Consequence/ Impact	Level	1	2	3	4	5
Negligible Low financial/reputation loss, small impact on operations	1	1	2	3	4	5
Minor Some financial loss, moderate impact on business	2	2	4	6	8	10
Moderate Moderate financial loss, moderate loss of reputation, moderate business interruption	3	3	6	9	12	15
Major Major financial loss, several stakeholders raised concerns, major loss of reputation, major business interruption	4	4	8	12	16	20
Extreme	5	5	10	15	20	25

Complete cessation of business, extreme financial loss, irreparable loss of reputation						
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Risk Rating	Risk Priority	Description
1-3	L	Low Risk: May require consideration in any future changes to the work area or processes, or can be fixed immediately
3-6	M	Medium Risk: May require corrective action, planning and budgeting process
8-12	H	High Risk: Requires immediate corrective action
15-25	E	Extreme Risk: Requires immediate prohibition of the work, process and immediate corrective action

Risk Assessment

This step involved analysing the likelihood and consequences of each identified risk using the measures provided in the table above. The staff looked at the existing controls for each risk and identified what we would do to control the risk. Then, using the chart, they rated the effectiveness of existing controls in preventing the risk from happening or minimising its impact should it occur.

- Likelihood is a qualitative description of probability and frequency, asking the question ‘what is the likelihood of the risk occurring?’
- Consequence was described as the outcome of the event, being a financial loss, loss of reputation, or business interruption, asking the question, ‘what is the consequence of the risk event?’
- The risk rating was the sum of the consequence rating times the likelihood rating.
- The risk priority chart provides an indication of urgency to how soon the staff needed to implement a strategy to address the risk.

CTCMPAO Risk Registry - 2017

Risk Type	Risk and Description	Risk Likelihood	Risk Impact	Risk Priority	Risk Owner	Mitigation Actions
Governance	Not reaching quorum to constitute a Committee resulting in: <ul style="list-style-type: none"> Public perception of not meeting College mandate of public protection Delays in decision-making affecting applicants (i.e. registration) or members (QA/ICRC/Discipline) 	3 Possible	2 Minor	6 Medium	Council, President, Registrar	Current Treatment: <ul style="list-style-type: none"> Staff try to accommodate Council/committees members' schedules to ensure quorum in all meetings.
						Additional Proposed Treatment: <ul style="list-style-type: none"> Continued ongoing communications with Public Appointments Secretariat Outreach to TCM associations and schools to reach prospective members to ensure understanding of the College's role and why regulation matters. Create and advertise opportunities for engagement with the College. Allow professional non-council members to sit on statutory committees.
Governance	Council/Committees operating outside of mandate or becoming engaged with operational matters resulting in:	3 Possible	4 Major	12 High	President, Council, Registrar	Current Treatment: <ul style="list-style-type: none"> Council orientation and training on Terms of Reference, mandate and legislative authority, and governance models.

Risk Type	Risk and Description	Risk Likelihood	Risk Impact	Risk Priority	Risk Owner	Mitigation Actions
	<ul style="list-style-type: none"> Poor or inconsistent decisions Increased likelihood of conflict Inefficiencies in operations 					<p>Additional Proposed Treatment:</p> <ul style="list-style-type: none"> Prepare a College governance manual outlining major responsibilities and separation of roles between Council and operations.
Governance	<p>Council/Committee not adhering to Code of Conduct, Conflict of interest, bylaws and other Council policies resulting in:</p> <ul style="list-style-type: none"> Inefficiencies Poor decision Negative reporting by stakeholders Decreased morale on Council/Committees 	3 Possible	4 Major	12 High	President, Registrar	<p>Current Treatment:</p> <ul style="list-style-type: none"> Each Council/Committee are properly trained and prepared for their service. Legal Counsel delivers the orientation at the Council/Committee levels. <p>Additional Proposed Treatment:</p> <ul style="list-style-type: none"> Conduct regular Council/Committee training. Evaluate Council effectiveness on its performance through a council effectiveness survey after each meeting. Have each Council/Committee member annually complete and signs a statement declaring any known conflicts and agreeing to comply with the Code of Conduct.
Loss of Confidence in CTCMPAO	<p>Applicant/member disengagement resulting in:</p> <ul style="list-style-type: none"> Lack of interest for election to Council 	3 Possible	4 Major	12 High	Council, Registrar,	<p>Current Treatment:</p> <ul style="list-style-type: none"> Create and advertise opportunities for engagement with College.

Risk Type	Risk and Description	Risk Likelihood	Risk Impact	Risk Priority	Risk Owner	Mitigation Actions
	<ul style="list-style-type: none"> Lack of membership on Committees/working groups Reduction in overall registration numbers 					<p>Additional Proposed Treatment:</p> <ul style="list-style-type: none"> Develop “stories” for publication, describing benefits of engagement. Continuous outreach to professional associations to ensure they are able to keep their members informed and engaged. Continuous outreach to universities to reach prospective members to ensure understanding of the College’s role and why regulation matters. Regular outreach meetings and educational sessions through professional associations, TCM schools, and other events as presented.
Loss of Confidence in CTCMPAO	Public, government, stakeholders perceive the College as not being transparent and/or fair	3 Possible	3 Moderate	9 High	President, Council, Registrar	<p>Current Treatment:</p> <ul style="list-style-type: none"> Implementation of bylaws related to transparency i.e. posting additional information on public register.
						<p>Additional Proposed Treatment:</p> <ul style="list-style-type: none"> Adoption of ARGE transparency principles. Update and post all statutory policies on website. Collaborate with other regulatory colleges on strategies to promote transparency.
Loss of Confidence in CTCMPAO	Poor customer service/public relations	3 Possible	2 Minor	6 Medium	Deputy Registrar, Program Managers	<p>Current Treatment:</p> <ul style="list-style-type: none"> One point of contact. An enquirer is provided with the name by respondent and that person commits to and takes necessary action.

Risk Type	Risk and Description	Risk Likelihood	Risk Impact	Risk Priority	Risk Owner	Mitigation Actions
						<p>Additional Proposed Treatment:</p> <ul style="list-style-type: none"> Research and develop internal organizational customer service standards and policies (i.e. client services policy part of AODA requirement). Statutory teams to prepare FAQs for each department. Invite feedback through customer service surveys. Review of website material to ensure accessible and easy to understand.
Financial	<p>Insufficient financial resources impact the ability of the College to meets its mandate as not all grandparenting members transfer over to the General Class by March 31, 2018. This will result in:</p> <ul style="list-style-type: none"> Lack of retained funds Low membership in College Uneven cash flow 	4 Likely	4 Major	16 Extreme	Registrar, Director, IT, Finance and Corporate Services	<p>Current Treatment:</p> <ul style="list-style-type: none"> Cash reserves in place. Strategies in place for cost savings. <p>Additional Proposed Treatment:</p> <ul style="list-style-type: none"> Continuous outreach to grandparenting and to professional associations to ensure they apply to PLAR before deadline. Prepare multiple scenarios for forecasting and develop plans that are flexible. Calendarize revenue to predict cash flow.
Financial	Poor financial management results in the College being unable to meet strategic initiatives	3 Possible	4 Major	12 High	Registrar, Director, IT, Finance and Corporate Services	<p>Current Treatment:</p> <ul style="list-style-type: none"> Budget is prepared annually and approved by Council and Executive Committee.

Risk Type	Risk and Description	Risk Likelihood	Risk Impact	Risk Priority	Risk Owner	Mitigation Actions
						<p>Additional Proposed Treatment:</p> <ul style="list-style-type: none"> • Use of 3-5 year time horizon for financial planning. • Prepare multiple scenarios for forecasting and develop plans that are flexible. • Calendarize revenue to predict cash flow. <p>Prepared a formal Reserve Fund Policy outlining specific purpose of each internally restricted fund to ensure funds are used for its intended purpose.</p>
Finance	Risk of Fraud/Theft	2 Unlikely	3 Moderate	6 Medium	Registrar, Director, IT, Finance and Corporate Services	<p>Current Treatment:</p> <ul style="list-style-type: none"> • Financial audit completed annually by chartered accountants. • Finance coordinator reviews and verifies invoices prior to submitting Registrar for approval. • Bank cheques require documentation and two signatures • Bank statements are reviewed and reconciled monthly. • Financial update provided at each Council meeting. <p>Proposed Treatment:</p> <ul style="list-style-type: none"> • Prepare formal financial policies to document financial procedures as part of the College's financial policies. • Update bylaw to reflect new signing authority process. • Establish a procurement policy through a process that is open, fair and transparent.
Information Management	<p>Information and computer systems are compromised due to:</p> <ul style="list-style-type: none"> • Viruses, worms and malicious software • Security breach/hacking 	3 Possible	4 Major	12 High	Director, IT, Finance and Corporate Services	<p>Current Treatment:</p> <ul style="list-style-type: none"> • Backup procedures carried out daily on electronic files. • Processes such as encryption, access control procedures, and network firewalls in place. • Adequate cyber security insurance in place.

Risk Type	Risk and Description	Risk Likelihood	Risk Impact	Risk Priority	Risk Owner	Mitigation Actions
	<ul style="list-style-type: none"> Loss of power 					<p>Proposed Additional Treatment:</p> <ul style="list-style-type: none"> Prepare a disaster recovery plan. Solicit services of an external vendor to conduct an IT audit, vulnerability assessment and security penetration assessment.
Information Management	Improper handling of data by staff or vendors leads to exposure of sensitive data	3 Possible	3 Moderate	9 High	Director, IT, Finance and Corporate Services	<p>Current Treatment:</p> <ul style="list-style-type: none"> College ensures that personal information is stored in electronic and physical files that are secure. Physical files are under lock and key. <p>Additional Proposed Treatment:</p> <ul style="list-style-type: none"> Add additional security measures to safeguard information which include restricting access to personal information to authorized personnel.
Information Management	<p>Breach of confidentiality:</p> <ul style="list-style-type: none"> Member/applicant personal information Public information Vendor information Council member information 	3 Possible	3 Moderate	9 High	All	<p>Current Treatment:</p> <ul style="list-style-type: none"> Applicant/registrant information housed on secure external server (CRM). Use secure login protocols, data encryption, and passwords. <p>Additional Proposed Treatment:</p> <ul style="list-style-type: none"> Develop protocols for reporting, investigating and correcting security breaches to ensure PHIPA compliance. Require signed commitment to adhere to College confidentiality requirements by Council and College staff. Facilitate regular orientation and training on privacy and confidentiality for Council and College staff.

Risk Type	Risk and Description	Risk Likelihood	Risk Impact	Risk Priority	Risk Owner	Mitigation Actions
Information Management	Unintended destruction or loss of records results in: <ul style="list-style-type: none"> Inaccurate info posted on public register Duplication of records Inaccurate information provided to Council/committees 	2 Unlikely	3 Moderate	6 High	Director, IT, Finance and Corporate Services	Current Treatment: <ul style="list-style-type: none"> Staff adopt filing protocols for naming, deletion of copies, electronic and paper storage. Backup procedures carried out daily on electronic files. File room/cabinets are secured and locked daily.
						Proposed Additional Treatment: <ul style="list-style-type: none"> Increase security in the College server room.
Facility/Site Safety and Security	Permanent damage to equipment and/or furnishings due to water/fire damage.	2 Unlikely	2 Minor	4 Medium	Director, IT, Finance and Corporate Services	Current Treatment: <ul style="list-style-type: none"> Office building is code compliant for building and fire standards. Adequate insurance in place to recover replacement.
						Additional Proposed Treatment: <ul style="list-style-type: none"> Ongoing annual fire training for all staff, Council and Committee members. Place the First Aid kit in a visible spot with proper signage.
Facility/Site Safety and Security	Computers, servers and other items of value belonging to the College are stolen	2 Unlikely	1 Negligible	2 Low	Director, IT, Finance and Corporate Services	Current Treatment: <ul style="list-style-type: none"> Security cameras installed at each exit, common hallways and meeting rooms. College maintains a complete inventory of its electronic equipment, computers and technology systems. Adequate insurance in place to recover replacement of loss goods.

Risk Type	Risk and Description	Risk Likelihood	Risk Impact	Risk Priority	Risk Owner	Mitigation Actions
Human Resources	<p>Disruption in work due to unexpected and/or extended absence of an employee, or employee permanently leave organization resulting in:</p> <ul style="list-style-type: none"> Backlog of work Inability to meet required timelines Major interruption in work 	2 Unlikely	3 Moderate	6 Medium	Registrar, Deputy Registrar, Director, IT, Finance and Corporate Services	<p>Current Treatment:</p> <ul style="list-style-type: none"> Job descriptions have been created for all positions. Regular staff meetings are held to update all staff on work in progress. <p>Additional Proposed Treatment:</p> <ul style="list-style-type: none"> Prepare succession plan for the Registrar position. All college departments to document procedures for all key functions.
Human Resources	<p>Interpersonal conflicts result in:</p> <ul style="list-style-type: none"> Complaints of harassment Decrease productivity Poisoned work environment Staff discontent and poor morale High turnover rate in staff 	2 Unlikely	1 Negligible	2 Low	Registrar	<p>Current Treatment:</p> <ul style="list-style-type: none"> HR policies in place. Staff receive legislated training on violence in the workplace. and this is documented. Team-building events held involving all staff. Registrar addresses all issues of conflict promptly.
Statutory Obligations (Registration)	Majority of TCM education programs are unregulated eroding public confidence	4 Likely	4 Major	16 Extreme	Registrar, Deputy Registrar, Program Managers	<p>Current Treatment:</p> <ul style="list-style-type: none"> Registration regulations outline entry requirements. <p>Additional Proposed Treatment:</p> <ul style="list-style-type: none"> Encourage the Ministry to accredit TCM education programs. College start approving education programs Develop a framework to approve education programs

Risk Type	Risk and Description	Risk Likelihood	Risk Impact	Risk Priority	Risk Owner	Mitigation Actions
Statutory Obligations (Registration)	PLAR process is not open and transparent	3 Possible	4 Major	12 High	Registrar, Deputy Registrar, Program Managers	<p>Current Treatment:</p> <ul style="list-style-type: none"> No appeal mechanism of unsuccessful grandparenting members through PLAR. <p>Additional Proposed Treatment:</p> <ul style="list-style-type: none"> Create an appeal mechanism for grandparenting members.
Statutory Obligations (Registration)	Ensuring the College's registration process is fair, open and transparent.	3 Possible	2 Minor	6 Medium	Registrar, Deputy Registrar, Program Managers	<p>Current Treatment:</p> <ul style="list-style-type: none"> College underwent an audit of its registration practices from the Office of the Fairness Commissioner (OFC). <p>Additional Proposed Treatment:</p> <ul style="list-style-type: none"> Work with the OFC to implement all recommendations.
Statutory Obligations (QA)	Quality Assurance (self-assessment and Peer and Practice) is not an effective tool for educating members	3 Possible	4 Major	12 High	Deputy Registrar, Program Managers	<p>Current Treatment:</p> <ul style="list-style-type: none"> Only small percentage of members randomly selected to submit paper-based self-assessment form. <p>Additional Proposed Treatment:</p> <ul style="list-style-type: none"> Make the self-assessment form online so all members have to complete every year. Develop specific TCM standards for most common modalities. Post all QA policies on the website.
Statutory Obligations (ICRC)	Lack of tools for members who must complete additional education or remediation	4 Likely	3 Moderate	12 High	Deputy Registrar, Program Managers	<p>Current Treatment:</p> <ul style="list-style-type: none"> College has limited tools available.

Risk Type	Risk and Description	Risk Likelihood	Risk Impact	Risk Priority	Risk Owner	Mitigation Actions
						Additional Proposed Treatment: <ul style="list-style-type: none"> Need to develop tools for record keeping, professionalism and ethics.
Statutory Obligations (ICRC)	Complaints received are not resolved in a timely manner. Backlog of Registrar's reports.	3 Possible	3 Moderate	9 High	Deputy Registrar, Program Managers	Additional Proposed Treatment: <ul style="list-style-type: none"> Fast track complaints that are high risk to public safety (i.e. sexual abuse) using a risk chart.
Statutory Obligations (ICRC/Discipline)	Ensuring fairness to member who receives a complaint or is going through discipline.	3 Possible	2 Minor	6 Medium	Deputy Registrar, Program Managers	Additional Proposed Treatment: <ul style="list-style-type: none"> Post more information on the website for members related to: <ul style="list-style-type: none"> Sexual abuse complaints and investigation process Mandatory reporting of sexual abuse
Exam	Exam security is breached	3 Possible	4 Major	12 High	Registrar, Deputy Registrar,	<div>Current Treatment: <ul style="list-style-type: none"> Examination and Item-Writing Committee sign confidentiality agreement and are provided with training from ASI. </div> <div>Additional Proposed Treatment: <ul style="list-style-type: none"> Strict protocols should be in place for handling examination materials. Any report of a breach of agreement will be referred to ICRC for immediate action. No hard copies or electronic copies of the examination or items are retained by the College or any other person involved in the development of the exam. </div>

Risk Type	Risk and Description	Risk Likelihood	Risk Impact	Risk Priority	Risk Owner	Mitigation Actions
Exam	Validity of the administration of the exam sitting is challenged due to: <ul style="list-style-type: none"> Hydro failure Illness Medical Emergency 	2 Unlikely	2 Minor	4 Medium	Deputy Registrar, Program Manager	Current Treatment: <ul style="list-style-type: none"> Research sites to ensure stability of sites. Procedures in place for invigilators to deal with emergencies.
						Additional Proposed Treatment: <ul style="list-style-type: none"> Educate exam candidates on withdrawing prior to exam Develop examination appeals policy to deal with exam appeals in a fair and transparent manner.
Exam	Validity of examination is challenged	2 Unlikely	2 Minor	4 Medium	Deputy Registrar, Program Manager	Current Treatment: <ul style="list-style-type: none"> Examination development and administration conducted by highly qualified vendor with extensive experience and highly credible. Each exam sitting undergoes extensive psychometric analysis and further review by examination committee.
						Additional Proposed Treatment: <ul style="list-style-type: none"> Performance of vendor is reviewed annually and any concerns addressed at that meeting. Clear separation between non-statutory committee (Examination/Item Writing Committee) and Council members so no perceived conflict of interest.