

# Fair Registration Practices Report

## Traditional Chinese Medicine Practitioners and Acupuncturists (2016)

The answers seen below were submitted to the OFC by the regulated professions.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions and Compulsory Trades Act (FARPACTA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPACTA
- the Health Professions Procedural Code set out in Schedule 2 of the Regulated Health Professions Act (RHPA) s. 22.7 (1) and 22.9(1), for health colleges.

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### 1. Qualitative Information

#### a) Requirements for registration, including acceptable alternatives

##### i. Describe any improvements / changes implemented in the last year.

###### Professional Liability Insurance

- The Registration Committee expanded the ways in which members of the Student Class can be covered for professional liability insurance. Student Class members can now be covered in one of the following ways:
  - they may purchase their own insurance policy;
  - they may be covered under their supervisor's insurance policy; or
  - they may be covered by their school's insurance policy.

##### ii. Describe the impact of the improvements / changes on applicants.

This policy promotes fairness by allowing student class members to meet the requirement in a number of ways. This change provides applicants and members with a more detailed guidance with regard to the professional liability requirement for the student class.

##### iii. Describe the impact of the improvements / changes on your organization.

This policy provides guidance and clarity to registration staff and the Registration Committee in order to determine if an applicant has met the requirement. Having such a policy enhances the College's ability to provide public protection by ensuring that all members have the minimum required liability insurance.

#### b) Assessment of qualifications

##### i. Describe any improvements / changes implemented in the last year.

##### ii. Describe the impact of the improvements / changes on applicants.

**iii. Describe the impact of the improvements / changes on your organization.**

**c) Provision of timely decisions, responses, and reasons**

**i. Describe any improvements / changes implemented in the last year.**

The Registration Committee has begun holding regular additional Panel meetings via teleconference in addition to the in-person meetings held every six to eight weeks. As a result, the Registration Committee and Panel met every four weeks to review files referred.

**ii. Describe the impact of the improvements / changes on applicants.**

The wait time for applicants/members to have their case reviewed by the committee was reduced to a maximum of four weeks. This resulted in more efficient registration process. Applicants saw quicker results and were able to enter the profession faster.

**iii. Describe the impact of the improvements / changes on your organization.**

This improved registration process further helped the College avoid an influx of inquiries from applicants regarding the status of their application.

**d) Fees**

**i. Describe any improvements / changes implemented in the last year.**

- The College implemented a freeze on increases to all fees listed in the College By-laws in 2016.
- Council made the decision to waive the 2017- 2018 Renewal fees for members of the Student Class. The members in the Student Class who register before June 1, 2017 will not be required to pay the 2017-2018 Renewal Fee, which would normally be due on June 1. They will only be required to pay the Registration fee when they initially register. All the registered student members will pay their first in the 2018-2019 registration year.

**ii. Describe the impact of the improvements / changes on applicants.**

These changes reduce the financial impact of registration for initial applicants and members. Waiving renewal fees for members in the student class allows them to enjoy the benefit of registration with the College.

**iii. Describe the impact of the improvements / changes on your organization.**

Keeping fees at the same level means CTCMPAO must be vigilant in the management of financial resources.

**e) Timelines**

**i. Describe any improvements / changes implemented in the last year.**

**ii. Describe the impact of the improvements / changes on applicants.**

**iii. Describe the impact of the improvements / changes on your organization.**

**f) Policies, procedures and/or processes, including by-laws**

**i. Describe any improvements / changes implemented in the last year.**

Two significant changes were made in 2016:

- A member registered in the Inactive Class for more than two years, will need to apply to the Registration Committee for reinstatement into the General Class. Registration Committee approved a self-assessment form for members to complete for the Committee's review for reinstatement.
- In late 2016, the Registration Committee approved a Refresher Program Guide that applicants can use to complete a refresher program and meet the currency requirements of the College without being referred to the Registration Committee. The refresher program can be in theoretical or supervised clinic learning. The length of the refresher program is dependant on the time since the applicant graduated from their TCM education program.

**ii. Describe the impact of the improvements / changes on applicants.**

- The College has not yet had any members apply for reinstatement from the Inactive Class who are required to complete this process, thus there are no impacts to report at this time.
- The refresher program change was made in late 2016, thus there are no impacts to report at this time.

**iii. Describe the impact of the improvements / changes on your organization.**

- The College has not yet had any members apply for reinstatement from the Inactive Class who are required to complete this process, thus there are no impacts to report at this time.
- The refresher program change was made in late 2016, thus there are no impacts to report at this time.

**g) Resources for applicants**

**i. Describe any improvements / changes implemented in the last year.**

- The College's entire website was transformed in 2016. There is a lot more registration information on the website. The College also redesigned the public registry making it more transparent. Finally, a member's portal functionality was added allowing members to update their information.
- The College continued to hold monthly workshops for Grandparented members providing further instruction on applying for the PLAR process.

**ii. Describe the impact of the improvements / changes on applicants.**

- Applicants are provided with clear, current and accurate registration information. This has made the application process easier for applicants to understand and complete.
- The addition of the workshops provides information in a different format. Feedback received from the workshops help relieve member's apprehensions about the PLAR process. The College has seen a reduction in applicant follow-ups as a result.

**iii. Describe the impact of the improvements / changes on your organization.**

- Significant financial resources and staff time were engaged in the website and registry update. Considerable resources were required to update all registration forms, guides and including registration staff, IT and communications.
- The new registry allows staff to easily enter and find information, and provide more timely service and assistance to applicants and members. A number of processes have been streamlined as a result.

#### **h) Review or appeal processes**

**i. Describe any improvements / changes implemented in the last year.**

**ii. Describe the impact of the improvements / changes on applicants.**

**iii. Describe the impact of the improvements / changes on your organization.**

#### **i) Access to applicant records**

**i. Describe any improvements / changes implemented in the last year.**

**ii. Describe the impact of the improvements / changes on applicants.**

**iii. Describe the impact of the improvements / changes on your organization.**

#### **j) Training and resources for registration staff, Council, and committee members**

**i. Describe any improvements / changes implemented in the last year.**

- All new members of Council receive comprehensive training on their roles as Council members, as well as Committee specific training for any Committee's they may be appointed to.
- College staff attended various training courses throughout the year to improve the College's performance in areas such as decision writing or client services.
- Senior staff attended the CNAR and CLEAR's 2016 Annual Education Conferences.
- College staff regularly attend ORAC meetings to share information and learn about best practises relating to registration.

**ii. Describe the impact of the improvements / changes on applicants.**

This ensures that all applicants experience a registration process that is transparent, objective, impartial and fair.

**iii. Describe the impact of the improvements / changes on your organization.**

Staff better understand how registration fits in the regulatory framework and the importance of transparent, objective, impartial and fair registration practices. This ensures they provide clear and accurate information and service to all applicants.

#### **k) Mutual recognition agreements**

**i. Describe any improvements / changes implemented in the last year.**

ii. Describe the impact of the improvements / changes on applicants.

iii. Describe the impact of the improvements / changes on your organization.

**I) Other (include as many items as applicable)**

i. Describe any improvements / changes implemented in the last year.

ii. Describe the impact of the improvements / changes on applicants.

iii. Describe the impact of the improvements / changes on your organization.

Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year

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## 2. Quantitative Information

**a) Languages**

Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes
French	No

Other (please specify)

Additional comments:

**b) Gender of applicants**

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	16

Female 68  
None of the above 0

Additional comments:

### c) Gender of members

Indicate the number of members in each category as applicable. Select the option that best corresponds to the terminology used by your organization.

Gender Number of Members  
Male 1153  
Female 1644  
None of the above 0

Additional comments:

### d) Jurisdiction where applicants obtained their initial education

Indicate the number of applicants by the jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
52	17	2	China 9 Hong Kong 1 Total 10	3	84

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

### e) Jurisdiction where applicants who became registered members obtained their initial education

Indicate the number of applicants who became registered members in the reporting year by the jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
49	15	2	China 7 Total 7	3	76

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

**Additional comments:**

**f) Jurisdiction where members were initially trained**

Indicate the total number of registered members by jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
206	56	2	Australia 4 China 108 Hong Kong 2 Israel 2 Japan 2 Pakistan 1 Russia 1 Korea, Republic Of 6 Taiwan, Province Of China 4 U.K. 2 Viet Nam 1 Total 133	2400	<b>2797</b>

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

**Additional comments:**

**g) Applications processed**

Indicate the number of applications your organization processed in the reporting year:

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
<b>New applications received</b>	52	17	2	10	3	<b>84</b>
<b>Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)</b>	8	3	0	6	1	<b>18</b>
<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	0	0	0	0	0	<b>0</b>

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applicants who met all requirements and were authorized to become members but did not become members	0	0	0	0	0	0
Applicants who became FULLY registered members	49	15	2	7	3	76
Applicants who were authorized to receive an alternative class of licence <sup>3</sup> but were not issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence <sup>3</sup>	11	0	0	3	0	14

<sup>1</sup> An alternative class of licence enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

**Additional comments:**

#### **h) Classes of certificate/license**

Indicate and provide a description of the classes of certificate/license offered by your organization.

You must specify and describe at least one class of certificate/license (on line a) in order for this step to be complete.

#	Certification	Description
<b>a)</b>	General Class	<b>Description (a)</b>
		Intended for applicants who have formal education and training in the TCM profession.
<b>b)</b>	Inactive Class	<b>Description (b)</b>

Members in the Grandparented and General class may apply to the Inactive class of membership. The purpose of the certificate in the Inactive class of registration is to allow Grandparented and General class members to remain as members of CTCMPAO when they anticipate that they will not be practising in Ontario for a period of time (for example when on parental, sick or educational leave or practising in other jurisdictions).

**Additional comments:**

### i) Reviews and appeals processed

State the number of reviews and appeals your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	14	2	0	3	37	56
Applicants who initiated an appeal of a registration decision	0	0	0	0	1	1
Appeals heard	0	0	0	1	1	2
Registration decisions changed following an appeal	0	0	0	1	0	1

**Additional comments:**

### j) Paid staff

In the table below, enter the number of paid staff employed by your organization in the categories shown, on December 31 of the reporting year.

When providing information for each of the categories in this section, you may want to use decimals if you count your staff using half units. For example, one full-time employee and one part-time employee might be equivalent to 1.5 employees.

You can enter decimals to the tenths position only. For example, you can enter 1.5 or 7.5 but not 1.55 or 7.52.

Category	Staff
Total staff employed by the regulatory body	15
Staff involved in appeals process	2
Staff involved in registration process	4
Additional comments:	
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### 3. Submission

**I hereby certify that:**

**Name of individual with authority to sign on behalf of the organization:**  
Allan Mak

**Title:**  
Registrar and CEO

**Date:**  
2017/03/01

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