



**FAIRNESS** COMMISSIONER

COMMISSAIRE À L'ÉQUITÉ

**OFFICE OF THE FAIRNESS COMMISSIONER**

595 Bay Street, Suite 1201, Toronto ON M7A 2B4

## **Fair Registration Practices Report 2020**

The Fair Registration Practices Report was created as required in the:

- Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA) s.20 and 23(1), for the regulated professions named in Schedule 1 of FARPACTA
- Health Professions Procedural Code set out in Schedule 2 of the Health Professions Act, 1991 (RHPA) s. 22.7(1) and 22.9(1), for health colleges

Guidelines for this report are available to download as a .pdf on the OFC website.

<https://www.fairnesscommissioner.com/en/Publications/Pages/Guidelines.aspx>

Organization: College of Chiropractors of Ontario

Name of the regulated profession: Chiropractic

Contact Name: Mr. Joel Friedman

Contact Email: [jfriedman@cco.on.ca](mailto:jfriedman@cco.on.ca)

Contact Phone Number : 416-922-6355 x. 104



Sections of the Report

Qualitative Information ..... 3

- a.** Requirements for registration, including acceptable alternatives ..... 3
- b.** Assessment of qualifications ..... 5
- c.** Provision of timely decisions, responses, and reasons ..... 5
- d.** Fees ..... 6
- e.** Timelines..... 6
- f.** Policies, procedures and/or processes, including by-laws ..... 6
- g.** Resource for applicants ..... 7
- h.** Review or appeal processes ..... 7
- i.** Access to applicants’ records ..... 7
- j.** Training and resources for registration staff, Council, and committee members  
8
- k.** Mutual recognition agreements ..... 8
- l.** Describing any improvements/changes implemented in the last year. 8
- m.** Describe any registration-related improvements/changes to your enabling  
legislation and/or regulations in the last year ..... 8

Quantitative Information..... 9

- a.** Languages ..... 9
- b.** Gender applications..... 9
- c.** Gender of members..... 9
- d.** Jurisdiction where applicants obtained their initial education ..... 10
- e.** Jurisdiction where applicants who became registered members obtained their  
initial education ..... 10
- f.** Jurisdiction where members were initially trained..... 11
- g.** Application processed ..... 12
- h.** Classes of certificate/licence ..... 13
- i.** Reviews and appeals processed..... 15
- j.** Paid Staff ..... 16

Submission ..... 16



## Qualitative Information

The following qualitative information is collected for the purpose of highlighting a regulator's enhancements to improve fair access year over year, including actions that result from recommendations made in the OFC's Assessment of Registration Practices.

For each of the categories below, where applicable, please describe any improvements/changes implemented in the last year by your organization or a third-party for the purpose of changing fair access.

Please also describe the impact of these improvements/changes on applicants. If you have been working on improvements/changes over the last year that have not yet been implemented, describe your progress and the expected impact the improvements/changes will have on applicants and your organization.

Provide as much detail as possible. This can include the rationale for the improvements/changes, relevant findings from preliminary work leading up to the improvements/changes, methodology, relevant dates and anything else you think is important.

Include as much supporting material as possible to support your description (e.g., relevant reports, policies, protocols, websites, other documents and anything else you think is important). This material can be provided in the form of hyperlinks to electronic sources.

### **a.** Requirements for registration, including acceptable alternatives

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

CCO implemented a number of changes to requirements for registration as a result of the COVID-19 pandemic, as follows:

- Due to the cancellation of the national clinical competency examination administered by the [Canadian Chiropractic Examining Board](#) (CCEB) in May/June 2020, CCO passed [Policy P-058](#) and the accompanying [application form](#) on August 12, 2021 to allow applicants affected by the cancellation of these examinations to apply for a General (Provisional) certificate of registration. This certificate of registration authorized such members to practise under the supervision of an experienced, active chiropractor in good standing with CCO until the members were able to



complete the examination requirements in October 2020. CCO has since updated this [policy](#) and [application form](#) in February 2021. [Background research](#) conducted by the Accessing Centre for Expertise (ACE) from the University of Toronto and consultation with CCO stakeholders, including the educational institution, professional advocacy groups and the professional protective association was conducted and reviewed by the Registration Committee in making these recommendations. Further information about the General (Provisional) certificate of registration, including the background research and drafting and consultation process, can be found at the [following link](#).

- CCO provided alternatives to specific application requirements, such as eliminating the requirement for a notarization of the application form and photo for a General certificate of registration and replacing this with a declaration from the applicant. These changes are reflected in the updated [General Class of Certificate of Registration Application Form](#).
- CCO moved its Legislation and Ethics Examination to an [online format](#), using a third-party company, and has since conducted two online sittings of the examination in October 2020 and February 2021.

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

- Approximately 80 applicants were able to become registered under the General (Provisional) certificate of registration from August 2020 – October 2020. Out of the approximately 80 applications for registration in the General (Provisional) class of registration, 8 were referred for further review at the Registration Committee in September 2020, where there were questions as to whether these applicants met the requirements of Policy P-058. These applications were reviewed, decided and communicated to these applicants, who were able to become registered under the General (Provisional) certificate of registration. The vast majority of these applicants became registered in the General class of registration without having to submit any further application or registration fees, once they successfully completed the CCEB examinations in October 2020.
- Applicants were able to continue to apply for registration despite the difficulty in obtaining notary services during the early months of the COVID-19 pandemic.
- Online delivery of the CCO Legislation and Ethics Examination allowed candidates to take the examination without having to travel or be present in-person.



- iii) Describe the impact of the improvements / changes on your organization
  - CCO reviewed and registered approximately 80 members for the General (Provisional) certificate of registration and registered those members in the General class of registration once they were able to complete the CCEB examinations in October 2020.
  - CCO continued to process applications and deliver the Legislation and Ethics Examination virtually, without requiring any in-person attendance.

**b. Assessment of qualifications**

- i) Describe any improvements/changes implemented in the last year  

Registration staff and the Registration Committee reviewed applications for the General (Provisional) certificate of registration using the criteria of the policy and application form.
- ii) Describe the impact of the improvements/changes on applicants  

Applicants became registered in the General (Provisional) class of registration within 5-7 business days of CCO receiving their completed application. Any referrals for review to the Registration Committee were reviewed and decisions communicated to the applicant within 30 days of receipt.
- iii) Describe the impact of the improvements/changes on your organization  

CCO processed these new types of applications using the criteria of the policy and application form.

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

- 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

Please see answers above. Applications for registration continued to be processed within 5-7 business days of receipt. The Registration Committee continued to meet once per month (if necessary) to review any referrals to the Committee.



**d. Fees**

- i) Describe any improvements/changes implemented in the last year
  - Due to the effects of the COVID-19 pandemic, CCO [delayed the payment](#) of the second installment of 2020 renewal fee one month from June 1, 2020 to July 1, 2020.
  - CCO exempted members in the General (Provisional) certificate of registration from any further registration or application fees in moving to the General class of registration once their examination requirements were completed. CCO also exempted such members from 2021 renewal fees.
- ii) Describe the impact of the improvements/changes on applicants
  - During a challenging time for regulated health professionals when they were required to limit services to urgent/emergency care, and comply with many new public health requirements, the second installment of the 2021 renewal fee of \$550 was delayed one month.
  - Applicants who faced delays and challenges in becoming registered with CCO, due to delays in practical examinations were not required to pay any further application fees, once they became registered under the General (Provisional) certificate of registration and were exempted from 2021 renewal fees.
- iii) Describe the impact of the improvements/changes on your organization
  - There were no changes to CCO operations due to these changes. CCO continued to register applicants for registration.

**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

No change. CCO continued to process applications consistent with the timeline on the ["Registration Process"](#) page of CCO's website.

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

- 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

Please see Question A for a description of the policy and application form for the General (Provisional) certificate of registration.



**g. Resource for applicants**

- i) Describe any improvements/changes implemented in the last year
  - CCO distributed to members and stakeholders (including the educational institution, professional associations and professional protective association) and posted on its website a [President's Message](#) describing and linking to the policy and application form for the General (Provisional) certificate of registration.
  - CCO continued to update its "[Prospective Members](#)" section of the CCO website with updated General certificate application forms.
- ii) Describe the impact of the improvements/changes on applicants
  - Within days of CCO passing this policy and application form, CCO began to receive and process application forms for the General (Provisional) certificate of registration
  - Applicants accessed the most up-to-date forms and information from CCO's website.
- iii) Describe the impact of the improvements/changes on your organization
  - CCO processed these applications using the most up-to-date policies.

**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

No change.

**i. Access to applicants' records**

- i) Describe any improvement/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

No change.



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

- 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

No change. Regular training continued to be available to staff, Council and committee members, including training on use of technology, and chairing meetings.

**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

No change.

**l.** Describing any improvements/changes implemented in the last year

- 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

No change (see previous answers).

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

No change.

Provide any additional information:





## Quantitative Information

The following quantitative information is collected for the purpose of observing statistical changes and trends related to application, licensure, appeals and staffing year over year.

### a. Languages

Indicate the languages in which application materials and information about the application process are available.

Language	Yes/No
English	Yes
French	Yes (upon request)

Other (please specify):

### b. Gender applications

Indicate the number of applicants in each category as applicable

Gender	Number of applicants
Male	88
Female	109
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	3040
Female	2069
None of the above	0

Additional Comments:



For the following sections d,e & f, the OFC recognizes that the term initial education infers that applicants may receive their education in multiple jurisdictions.

For the purpose of these questions, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

d. Jurisdiction where applicants obtained their initial education

Indicate the number of applicants by the jurisdiction where they obtained their initial education in the profession or trade

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
153	3	55	New Zealand - 4	0	215

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 in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
148	3	54	New Zealand - 2	0	207

Additional comments:



## f. Jurisdiction where members were initially trained

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

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
3609	19	1428	Australia - 21 France - 2 New Zealand - 11 U.K - 19 Total - 53	0	5109



## g. Application processed

Indicate the number of applications your organization processed in the reporting year. Enter the data by jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

January 1, 2020 to December 31, 2020	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	153	3	55	New Zealand - 4	0	215
Applicant actively pursuing licensing. Those who had some contact with your organization in the reporting year	153	3	55	New Zealand - 4	0	215
Inactive applicants. Those who had no contact with your organization in the reporting year.	0	0	0	0	0	0
Applicants who met all requirements and were authorized to become members <u>but did not</u> become members	3	0	3	New Zealand - 2	0	8
Applicants who became <u>fully</u> registered members	150	3	52	New Zealand - 2	0	207
Applicants who were authorized to receive an alternative licence <u>but were not</u> issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence*	0	0	0	0	0	0



- Please note: 79 members were issued General (Provisional) certificates of registration from August 2020 – October 2020; however, all of those members became registered in the General class of registration by December 31, 2020.
- 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/licence

Provide a description of the classes of certificate/license offered by your organization. You should have at least one class listed.

#	Certification	Description
1	General (active)	A certificate of registration which grants the member the right to practise chiropractic within the chiropractic scope of practice, and in accordance with CCO regulations, standards of practice, policies and guidelines, in Ontario. The member may bill third party payors under his/her license.
2	General (terms, conditions and limitations)	A certificate of registration where the member must practise in accordance with specific terms, conditions or limitations set by the Registration Committee (e.g., supervised practice).
3	Inactive	A member must not practise chiropractic, perform any controlled acts or bill third-party payors.



4	Retired	A member must not practise chiropractic, perform any controlled acts or bill third-party payors.
5	Temporary	A certificate of registration which grants an individual who is licensed in another regulated jurisdiction a right to practise chiropractic in Ontario for a period of time not exceeding 12 weeks.
6	General (Provisional)	A certificate of registration where the member must practise in accordance with specific terms, conditions or limitations set by Policy P-058 and under the supervision of a chiropractor registered in the General class of registration in good standing with CCO. The member may perform controlled acts and bill third-party payors.

Additional comments:



i. Reviews and appeals processed

State the number of reviews and appeals your organization processed in the reporting year. Enter the data by jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

January 1, 2020 to December 31, 2020	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applicants that were subject to an internal review or that were referred to a statutory committee of your governing council, such as Registration Committee	10	0	6	U.K. – 1 New Zealand - 2	0	19
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals hear	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

Additional comments:



j. Paid Staff

Provide the number of paid staff employed by your organization in the categories shown, as of December 31, 2020.

You may use decimals if you need to count half units. For example, on full-time employee plus one part-time employee will be equivalent to 1.5 employees.

Category	Number of staff
Total number of staff employed by the regulatory body	11
Number of staff involved in the appeals process	3
Number of staff involved in the registration process	3

Additional comments:

Submission

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

Joel Friedman

**Title:** Deputy Registrar

**Date:** April 30, 2021



