



# COLLEGE OF CHIROPRACTORS OF ONTARIO

## MEMORANDUM

**To:** CCO Members  
**From:** Dr. Sarah Green, President  
**Date:** October 2023  
**Re:** **2024 Registration Renewal**

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### I. Introduction

*Registration renewal for 2024 is available online through the CCO member portal. Please complete your registration renewal and payment online so that all information and payment is collected and processed. You may also access, download and print a receipt for your 2023 renewal fees, by clicking “Invoices and Receipts” once logged into the CCO member portal.*

*Registration renewals must be received by January 4, 2024, or be subject to a late payment fee of \$105 for a General certificate of registration and \$20 for an Inactive or Retired certificate of registration. If a member does not renew by March 1, 2024, the member’s certificate of registration will be suspended and the member must not provide chiropractic services or hold him/herself out as a chiropractor. Certificates of Registration are automatically revoked two years after being suspended if they are not brought into good standing.*

### II. Instructions on Logging into the CCO Member Portal

1. Follow the link to [www.cco.on.ca](http://www.cco.on.ca);
2. Click on “Member Login” on the CCO homepage;
3. Use your registration number or email address that you used to activate your account and password to log in. If you forgot your password, please click on “Forgot Password” to reset your password, using your email address you used to activate your account;
4. Once logged in, click “Renew Registration” and follow the instructions to renew your certificate of registration for 2024.

*If you have not created an online account in the CCO Member Portal, please follow these instructions to create your online member profile:*

1. Follow the link to [www.cco.on.ca](http://www.cco.on.ca);
2. Click on “Member Login” on the CCO homepage;
3. Click “Activate Now” to set up your member profile for the first time;
4. Enter your CCO registration number (3 or 4 digits) and click “Activate”;
5. Follow the instructions and enter the information that is required to set up your online member profile;
6. Enter a private email address that is accessible only to you that you use or intend to use for communication with CCO;
7. You will receive a link in that email. Click on the link;
8. Create a Password;

9. Following creation of an online member profile, you may log into the member self-service area by clicking the “Member Login” link at [www.cco.on.ca](http://www.cco.on.ca). Please use your Username (Registration Number) and Password to log in. If you have forgotten your password, please click the “Forgot Password” button and enter the email address that you used to activate your account to reset your password.

You may use the Member Portal to:

- Renew your registration for 2024;
- Renew your professional corporation for 2024 (if applicable);
- Update your residential address, business address(es), communication with CCO preference and languages of care at any time. ***Please note, your primary business address and primary business email address is public information as part of CCO’s public register;***
- View, download and print receipts for renewal payments;
- View your public profile as it appears on the CCO public register; and
- Report on your Self Assessment and Continuing Education (CE).

### III. Registration Renewal

Once logged into your member profile, please follow the link to “Renew Registration” and carefully read and follow the instructions in every step for renewing your registration. You may log out of the renewal process at any time and your answers will be saved and you can continue where you left off. You can also use the “Previous” and “Next” buttons to go to different pages within the renewal and review and change any answers. Once you have completed your renewal, you may save a PDF copy of your renewal.

Please answer all applicable questions in their entirety. As part of the renewal process, there are questions related to demographic, geographic, educational and practice information. CCO, like every health regulatory college in Ontario, is required by the Ministry of Health (MOH) to collect this information for submission to the Health Professions Database for the purposes of health human resources planning. Your answers to these questions will help the MOH Ministry develop policies and programs that address supply and distribution, education, recruitment and retention of health professionals. Please consult the glossary available by clicking the question mark symbol (?) throughout the renewal process. This information is provided to the MOH in an **anonymous manner with no member identification associated with it.**

If you are changing or resigning your class of certificate of Registration, please indicate this in the “Class of Renewal” page of the online renewal. If you are changing your class of registration from General to Inactive or Retired, please carefully review the implications and requirements of changing classes of registration, as part of the renewal process.

If prompted during the “Professional Misconduct, Incompetence and Incapacity, Self-Reporting and Acknowledgement of Good Character” steps of the online renewal, please add any additional details and/or attach any relevant documents by clicking “Upload File” at the bottom of the page.

#### IV. Registration Renewal Payment

The following fees apply to registration renewal for 2024:

Class of Certificate of Registration	Fees for 2024 Renewal
General Class	\$1100
General Class, two instalments	\$575 payable by January 4, 2024, and \$575 payable by June 1, 2024
First Renewal General Class (for members registered for the first time in 2023)	\$550
General Class Late Fee (if applicable)	\$105
Inactive Class	\$495
Retired Class	\$105
Inactive/Retired Late Fee (if applicable)	\$20
Resigning	\$0

The corresponding fee will apply depending on the class of registration in which you are renewing.

*Please note: if you served as a CCEB examiner for one sitting, you must pay half of the General registration fee. If you served as a CCEB examiner for two sittings, you are exempt from paying the full General registration fee.*

#### V. Payment Methods

There are two methods of payment acceptable for 2024 Registration Renewal:

##### 1. Credit Card Payment Option (Visa, MasterCard and American Express accepted)

Please enter your credit card information credit card. Once completed, your fees will be processed immediately and securely online.

##### 2. Cheque Payment Option

Please indicate on the Payment screen of the online renewal that you will be paying by mailing a cheque to CCO. Make cheque(s) payable to the College of Chiropractors of Ontario. Please note, your renewal will be pending upon receipt of the cheque by CCO. Cheques that are returned N.S.F. or are non-negotiable (i.e., misdated, not signed or otherwise miswritten) will be returned to the member and a \$52 charge will be levied in addition to the late fee, if applicable.

#### VI. Updating Information During the Year

Members are required to update any changes to their class of registration, business and residential addresses and to notify CCO of any self-reporting **as soon as the changes occur**. Address changes can be made at any time during the year by logging into your member profile and updating your address details by using the "Personal Information" tab on the left. For any class changes during the year, or any other reporting requirements, please contact CCO directly.

## VII. Reporting on Self Assessment and Continuing Education

### *CE Cycle 7 – July 1, 2022 – June 30, 2024*

Members registered in the **General** class, who were registered in the **General class on or before July 1, 2022**, are reminded that CE Cycle 7 began on July 1, 2022 and runs until June 30, 2024, with reporting due with your 2025 renewal. Such members are reminded to complete the CE Cycle 7 self assessment and the CE requirements as soon as possible. You may log your CE hours in the member portal at any time. Further information is available at: <https://www.cco.on.ca/members-of-cco/quality-assurance/>.

Members are reminded that the following are mandatory components for structured CE:

- five mandatory structured hours consisting of diagnostic or therapeutic procedures related to any of the controlled acts within the chiropractic scope of practice;
- maintaining a certificate in emergency first aid/CPR<sup>1</sup>; and
- attendance at the [CCO Virtual Regulatory Excellence Workshop](#) at least once every three CE cycles (or once every six years), which may be completed over the next three CE cycles, or until June 30, 2028.

Please see the [Quality Assurance](#) section of CCO's website for further information or contact Mr. Joel Friedman, Deputy Registrar at [jfriedman@cco.on.ca](mailto:jfriedman@cco.on.ca) or Dr. Katherine Tibor, Director, Professional Practice at [ktibor@cco.on.ca](mailto:ktibor@cco.on.ca) if you have any questions.

**Thank you!**

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<sup>1</sup> The minimum requirement is emergency first aid: CPR Level C + AED. This can be achieved through providers such as Red Cross and St John Ambulance as a 6.5 hour program. For examples of providers, please visit <https://www.wsib.ca/en/providers-approved-deliver-emergency-and-standard-first-aid>.