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Q1

Please indicate which regulator you are and your main point of contact should we require follow up.

College of Chiropractors of Ontario
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Q2

Section 1 - During the reporting period (January 1st–December 31st, 2021), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below. Registration requirements either through regulation, by-law or policy.

Yes,

Description of change/improvement that would impact fair registration outcomes:

CCO approved amendments to the following policies related to registration: Amendments to Policy P-058: Policy on Considering Applications for Registration During the COVID-19 Pandemic and Application Form on February 26, 2021. Council approved amendments to this policy to allow applicants to practise under in the General (Provisional) Class of Registration under the supervision of an active chiropractor registered in the General Class of Registration in good standing with CCO. This amendment was approved due to the cancellation of the in-person component of the clinical competency entry-to-practice examinations administered by the Canadian Chiropractic Examining Board in February 2021. This policy, initially approved on August 12, 2022 allowed for the registration of approximately 150 members in the General (Provisional) Class of Registration until they were able to complete the in-person clinical competency entry-to-practice examinations in June 2021 and become fully registered in the General Class of Registration. This policy was identified as a best practice by the Office of the Fairness Commissioner. Amendments to Policy P-053: Returning to the General Class of Certificate of Registration on November 25, 2021. Approved amendments explained and referenced what is meant by "regulated jurisdiction" with respect to applicants returning to Ontario to practise after practising elsewhere. Amendments to Policy P-050: Supervision and Direction of Chiropractors in Training and Policy P-058: Policy on Considering Applications for Registration During the COVID-19 Pandemic on November 25, 2021. Approved amendments clarified what is meant by a member in "good standing" with CCO for the purposes of acting as a supervising chiropractor, as well as considerations the Registration Committee will apply in reviewing an application for a supervising chiropractor with a past disciplinary finding.

Q3

New or consolidated class of certificates or licenses

Yes,

Description of change/improvement that would impact fair registration outcomes:

The General (Provisional) Class of Registration was temporarily passed for applicants affected by the cancellation of in-person clinical competency entry-to-practise examinations due to the COVID-19 pandemic. Please see a further description in Question 2.

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Q4 Assessment of qualifications	No
Q5 Timelines for registration, decisions and/or responses	No, Description of change/improvement that would impact fair registration outcomes: Applications for registration continued to be reviewed and approved within 7 - 10 business days, if all requirements were met. Meetings of the Registration Committee were conducted approximately every month or on an as needed basis to review referrals of applications for registration.
Q6 Registration and assessment fees	No, Description of change/improvement that would impact fair registration outcomes: No change in fees in 2021.
Q7 Resources for applicants	No
Q8 Changes to internal review or appeal process	No
Q9 Access by applicants to their records	No
Q10 Mutual recognition agreements	No
Q11 Training and resources for staff regarding registration	No, Description of change/improvement that would impact fair registration outcomes: Staff continued to participate in continuing education and professional development opportunities from internal and external sources.

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Q12 Relationship with third party service provider(s)	Yes, No, Description of change/improvement that would impact fair registration outcomes: CCO continues to be a board member of the Canadian Chiropractic Examining Board. In 2021, CCO increased its communications and correspondences with CCEB to discuss and find solutions to issues related to the COVID-19 pandemic's effect on in-person clinical competency entry-to-practise examinations.
Q13 Accreditation of educational programs	No
Q14 Technological or digital improvements	No
Q15 Anti-racism and inclusion-based policies and practices	Yes, Description of Change/Improvement that would impact Fair Registration Outcomes: CCO committees continued to review and apply policies related to accessibility for writing CCO's Legislation and Ethics Examination and applying for registration. CCO moved to a complete virtual Legislation and Ethics Examination in October 2020 and continued to implement this in 2021. CCO considered and accommodated requests for accommodation for this examination, such as providing extra time. CCO approved a Diversity, Equity and Inclusion Plan in April 2022 (not applicable to 2021 reporting year).
Q16 Organizational structure	No
Q17 Contingency or continuity of operations plans	Yes, Description of Change/Improvement that would impact Fair Registration Outcomes: CCO continued to move between remote and in person working conditions based on the COVID-19 pandemic. Registration of applicants and Registration Committee meetings continued regardless of the work conditions. CCO conducted 10 virtual Registration Committee meetings in 2021 to review applications for registration and review and recommend policy amendments to Council.

Q18

Documentation requirements for registration

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

CCO had relaxed certain application requirements in May 2022 due to the COVID-19 pandemic, such as no longer requiring examination and registration applications to be notarized, which continued into 2021.

Q19

English / French language proficiency testing

No

Q20

Section 2 – If applicable, please list your organization’s top three accomplishments during the reporting period that relate to fair registration practices.

- | | |
|---|--|
| 1 | Amendments to General (Provisional) Policy and Application Form |
| 2 | Amendments to clarify certain requirements in Registration policies |
| 3 | Continued offering of a virtual Legislation and Ethics Examination with no issues |

Q21

Section 3 – If applicable, please list the top three risks that impacted your organization’s ability to achieve better registration outcomes for applicants during the reporting period. Please also indicate the measures you have taken to mitigate the impacts of these risks.

- | | |
|---|---|
| 1 | Cancellation of in-person clinical competency entry to practise examinations due to the COVID-19 Pandemic - Amendments to policy and application form (described in more detail above) |
| 2 | Avoidance of any cyber security issues with respect to the administration of a virtual examination |
| 3 | Risk of General (Provisional) class of registration applied for the first time in 2020 and 2021. Requirement for supervising chiropractors to be active, registered in the General Class of Registration, be in good standing with CCO, have gone through Peer and Practice Assessment, and requirement to practise in any additional areas if required for supervision (e.g., acupuncture). |

Q22

No

Section 4 – Do you believe that you have a Canadian Experience Requirement (CER)? If so, please describe the applicant competencies that you seek to develop through this requirement in the comment box below CER: work experience or experiential training obtained in Canada.

Q23

English ,

French,

Other (please specify):

French upon request.

QUANTITATIVE SECTION The following quantitative information is collected for the purpose of discerning statistical changes and trends related to a regulator’s membership, application volumes, licensure/certification results, and appeals year over year. Languages Indicate the languages in which you make available application materials and information about the application process.

Q24

Membership Data Demographics Data As of December 31, 2021, please indicate the number of members in each gender category identified below and the number of total members.

Total Male	3070
Total Female	2179
Total Non-binary	0
Gender not provided	0
Overall Total	5249

Q25

No

In relation to your members: Do you collect race-based data?

Q26

Do you collect other identity-based or demographics data?

Yes,

Other (please specify):

CCO collects data with respect to year of birth, gender, location of practice and residence and various practice related data.

Q27

No

Do you plan to collect race-based data in the future?

Q28

Class of License/Certificate Data As of December 31, of the reporting year, please indicate the number of members under each class or license category as applicable.

Full/Independent Practice	4816
Provisional/Limited License/Certificate	0
Emergency License/Certificate	0
All other classes	433
Overall Total	5249

Q29

Jurisdiction where members were initially trained As of December 31, of the reporting year, please indicate the membership type and total number of registered members for each category listed below.

Ontario	3788
Other Canadian Provinces and Territories	13
USA	1395
Other Countries	53
Multiple and/or Unspecified Jurisdiction	0
Total	5249

Q30

Please indicate the total number of registered members for the top 12 international countries or jurisdictions where these individuals obtained their initial education in the profession or trade.

1	United States - 1395
2	Australia - 18
3	United Kingdom - 17
4	New Zealand - 16
5	France - 1
6	South Africa - 1

Q31

Applications Data Demographics Data Indicate the number of applicants who filed an application between January 1 and December 31 of the reporting year, in each applicable category.

Total Male	104
Total Female	124
Total Non-binary	0
Gender not provided	0
Overall Total	228

Q32

In relation to the applications, you received: Do you collect race-based data?

No

Q33

Do you collect other identity-based or demographics data?

Yes,
 If yes, please indicate the type: :
 CCO collects data with respect to year of birth, gender, location of practice and residence and various practice related data.

Q34

Category of Applicants Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31, 2021:

5

Q35

Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2021 for the following categories as applicable.

Number of Applicants	151
Number of Applicants Licensed/Certified	151
Average Time to Process Application in Weeks from First Point of Applicant Contact	3
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

Q36

Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2021 for each of the following categories as applicable.

Number of applicants	1
Number of applicants fully licensed/certified	1
Average Time to Process Application in Weeks from First Point of Applicant Contact	3
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

Q37

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	7
Number of applicants fully licensed/certified	7
Average Time to Process Application in Weeks from First Point of Applicant Contact	3
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

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Q38

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	8
Number of applicants fully licensed/certified	7
Average Time to Process Application in Weeks from First Point of Applicant Contact	3
Average Time to Process Application in Weeks from Receipt of all Required Documents	2

Q39

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q40

Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	151
Number of applicants fully licensed/certified	150
Average Time to Process Application in Weeks from First Point of Applicant Contact	12
Average Time to Process Application in Weeks from Receipt of all Required Documents	1

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Q41

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q42

Please provide any additional comments you may have for questions 33-41.

All General (Provisional) members became registered in Full General Class by December 31, 2021, so the number of General (Provisional) members on December 31, 2021 was 0.

Q43

Jurisdiction where applicants obtained their initial education Please indicate the total number of applicants for the top 12 international countries or jurisdiction where applicants obtained their initial education in the profession or trade.

1	USA - 69
2	New Zealand - 4
3	Australia - 3
4	United Kingdom - 1

Q44

Processing Time As of December 31, 2021, how many full licenses/certificates did your organization issue?

223

Q45

Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2021, according to the following timelines.

0 – less than 3 months	215
3 months – less than 6 months	8
6 months – less than 12 months	0
12 months – less than 18 months	0
18 months – less than 24 months	0
24 months and greater	0

Q46

Age of Active Applications As of December 31, 2021 what were the total number of active applications in your case inventory?

2

Q47

Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.

0 – less than 3 months	2
3 months – less than 6 months	0
6 months – less than 12 months	0
12 months – less than 18 months	0
18 months – less than 24 months	0
TOTAL	2

Q48

Other Licenses/Certificates of Registration Processed Please indicate the number of applicants who were issued an alternative class of license* that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the 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.* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.

Ontario	68
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	11
Other International	3
Multiple and/or Unspecified Jurisdictions	0
TOTAL	82

Q49

Other Licenses/Certificates of Registration Processed Please indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the 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.

Ontario	68
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	11
Other International	3
Multiple and/or Unspecified Jurisdictions	0
TOTAL	82

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Q50	Ontario	68
Other Licenses/Certificates of Registration ProcessedPlease indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1-December 31, 2021). Enter the data by the 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.	Other Canadian Provinces and Territories	0
	Certificate to Certificate (Labour Mobility)	0
	USA	11
	Other International	3
	Multiple and/or Unspecified Jurisdictions	0
	TOTAL	82

Q51	Ontario	5
Number of Reviews and Appeals Processed State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the 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.	Other Canadian Provinces	0
	USA	8
	OtherCountries	1
	Multiple and/or Unspecified Countries	0
	TOTAL	14

Q52	Ontario	5
State the number of reviews and appeals that your organization processed in the reporting year (January 1- December 31, 2021). For applicants who initiated an appeal of a registration decision. Enter the data by the 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.	Other Canadian Provinces	0
	USA	8
	OtherCountries	1
	Multiple and/or Unspecified Countries	0
	TOTAL	14

Q53	Ontario	6
State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2021). Enter the data by the 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.	Other Canadian Provinces	0
	USA	8
	OtherCountries	1
	Multiple and/or Unspecified Countries	0
	TOTAL	14

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Q54

State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the 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.

Ontario	0
Other Canadian Provinces	0
USA	0
OtherCountries	0
Multiple and/or Unspecified	0
Countries	0
TOTAL	0

Q55

List the top three reason for appeals (by percentage) of a registration decision

1	Applicants requesting to become registered in Ontario following practising in another regulated jurisdiction outside of Canada
2	Applicants requesting to become registered in Ontario after more than 2 years of being inactive
3	Applicants requesting specific exemptions to the General (Provisional) requirement

Q56

List the top five reasons (by percentage) for not Issuing a License/Certification to Internationally Trained Individuals

1	Applicant did not complete requirements for registration (examination, etc.)
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Q57

List the top Five Reasons (by percentage) for not Issuing a License/Certification to Canadian Graduates

1	Applicant did not complete requirements for registration (examination, etc.)
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Q58

Please provide any additional comments you may have:

The statistics for questions 48 - 50 all reference applicants registered in the General (Provisional) class of Registration, who subsequently became fully registered in the General class of Registration.

The statistics for questions 50 - 54 all apply to referrals to the Registration Committee for review. There were no external reviews or appeals of Registration Committee decisions in 2021.
