



College of Occupational  
Therapists of Ontario

**To contact the College to make a complaint about an occupational therapist or for more information contact:**

The Registrar  
College of Occupational Therapists of Ontario  
20 Bay Street, Suite 900  
P.O. Box 78  
Toronto, ON M5J 2N8  
Fax: 416-214-0586

If a complaint results in a discipline hearing, the outcome is published and is available on the College website, in the College newsletter *On the Record* or in the Annual Report.

### **Mission Statement**

The College of Occupational Therapists of Ontario is a self-governing body that protects the public interest and improves their health and well-being by registering, regulating and supporting the ongoing competency of occupational therapists.

**For more information, contact:**

College of Occupational Therapists of Ontario  
20 Bay Street, Suite 900  
P.O. Box 78  
Toronto, ON M5J 2N8  
Phone: 416.214.1177  
Toll Free: 1.800.890.6570  
Fax: 416.214.1173

**[www.coto.org](http://www.coto.org)**

College of Occupational Therapists of Ontario

# An Introduction

## What is an occupational therapist?

An occupational therapist (OT) is a health care professional who provides service to people when their ability to function independently has become limited due to an injury, a physical or mental illness, or an existing condition. OTs provide specified treatment to people based on their individual needs.

OTs help individuals regain control and satisfaction in the areas of their lives which have become limited. OTs focus on working with individuals in order to allow them to be as independent as possible. OTs also work to increase people's capacity to perform activities at home, at work, in school, or in their communities.

OTs are employed in hospitals, clinics, schools, long-term care facilities, private homes and businesses, and employment and training centres. Some OTs work in clinical practice, some OTs work in research to improve health care, while others work in administration.

Occupational therapy is a regulated health care profession. This means that OTs must graduate from approved university programs, successfully complete a qualifying exam to practise, and be registered with the regulatory college in their province of practice.

## What is the role of the College of Occupational Therapists of Ontario?

The College of Occupational Therapists of Ontario is the organization established by the provincial government to oversee the practice of occupational therapists in Ontario. The College is responsible for protecting the public interest by setting standards for practice and having programs in place to see that occupational therapists practice safely and effectively.

## How does the College protect the public?

### The College protects the public by:

- setting the requirements for entry into the profession;
- establishing standards of practice for the profession;
- monitoring practice;
- investigating and managing complaints; and
- implementing remedial or disciplinary action.

## What services does the College offer?

### Visit the College's website [www.coto.org](http://www.coto.org) or phone the College to learn more about:

- the standards of practice for occupational therapists;
- if an occupational therapist is registered;
- how to locate an occupational therapist;
- whether there are restrictions or limitations on an occupational therapist's practice; and
- the complaints process.

## How do I know if an occupational therapist is registered?

Anyone calling themselves an occupational therapist in Ontario must be registered with the College of Occupational Therapists of Ontario. It is illegal in the province of Ontario for someone to use the title occupational therapist if he or she is not registered with the College. To check if an occupational therapist is registered, visit the *Public Registry* on the College website [www.coto.org](http://www.coto.org) or call the College.

## What do I do if I have a complaint?

Any member of the public is able to make a complaint about the services they receive from an occupational therapist in Ontario.

If you have concerns about the services that you have received from an occupational therapist, you can contact the College's Manager of Investigations & Resolutions to discuss the matter. For more information on this process, please visit the College website.

## What information do I need to include in my complaint?

- Your name and address
- The name of the occupational therapist (if possible)
- Details of the incident you are reporting, such as the date, time, place, the people involved and what happened.