



Mission, Vision, and Values

Mission

The College of Occupational Therapists of Ontario protects the public through effective regulation and instills confidence and trust by ensuring that occupational therapists are competent, ethical and accountable.

Vision

Excellence in regulatory leadership

Values and Commitments

Partnering for quality

We work together to ensure quality occupational therapy services across the province.

Maintaining trust and confidence

We are fair, open and responsive. We are proactive. We hold ourselves accountable for our decisions and actions.

Treating everyone with dignity and respect

We listen. We consider the uniqueness of each situation. We respond respectfully and sensitively. We respect and support equity, diversity and inclusion.

2020-2024 Leadership Outcomes

Public Confidence

Qualified Registrants

Quality Practice

System Impact

Public Confidence

- 1.1 The public trusts occupational therapy regulation.
- 1.2 The public understands the role of the College and its value.
- 1.3 College governance is responsive, effective, competency-based, and accountable.
- 1.4 College decision-making processes are open, transparent, and accountable.
- 1.5 College operations are transparent, effective, and efficient in serving and protecting the public interest.



Public Confidence

1.1 The public trusts occupational therapy regulation

Welcoming in-person connection

- The College office officially reopened in September 2022.
- Visitors are encouraged to make appointments.
- Recognizing the value of in-person collaboration and innovation:
 - Staff in office 3 days/week
 - Committee meetings mix of in person/hybrid/remote
 - In-person Board meetings resumed



Public Confidence

1.1 The public trusts occupational therapy regulation

Diversity, Equity, and Inclusion



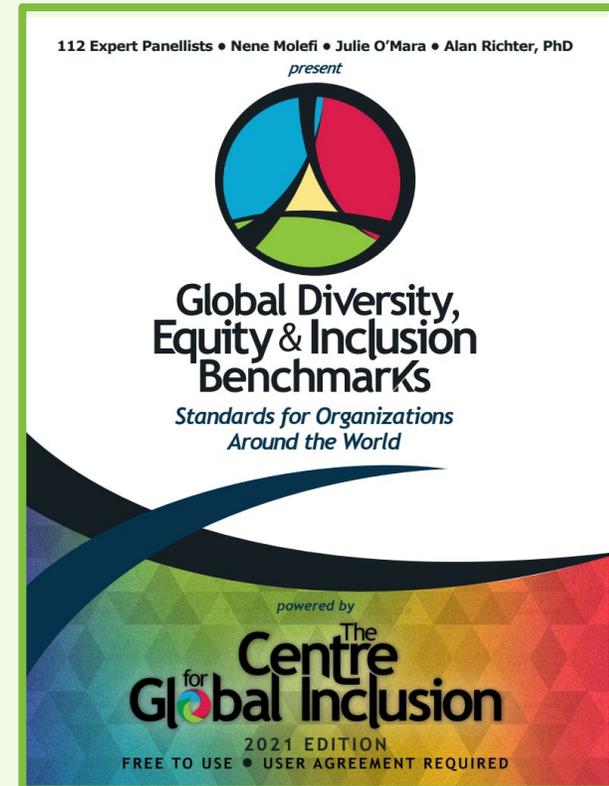
- Continued commitment to further **embed diversity, equity, and inclusion (DEI)** into all aspects of the College.
- **Equity Impact Assessment tool introduced to:**
 - assist the College in integrating equity considerations into planning of all new or existing policies, programs, and other initiatives
 - inform decision-making across the organization
- DEI considerations added to all Board and Committee Briefing Notes

Public Confidence

1.1 The public trusts occupational therapy regulation

Diversity, Equity, and Inclusion

- The Board received the College's DEI plan which sets out how the College will address DEI both as an employer and as a regulator.
- The **Centre for Global Inclusion's** "*Global Diversity, Equity, and Inclusion Benchmarks: Standards for Organizations Around the World*" will serve as a guide to inform the strategic and operational plans.



Public Confidence

1.2 The public understands the role of the College and its value

College Performance Measurement Framework



The Ministry of Health requires all health regulatory Colleges to report on how well they are doing their job of protecting the public interest.

For the 2022 reporting year, COTO met 49 out of 50 measures and partially met 1 measure.

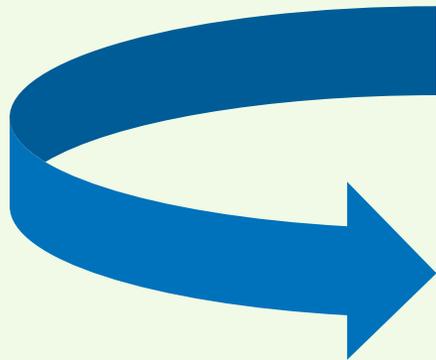
Our full 2022 CPMF report and highlights are available to the public on our [website](#).

Public Confidence

1.2 The public understands the role of the College and its value

Simplifying logo to support awareness

- College logo updated and tagline added to clarify regulatory role
- Changes supported in public consultation with members of **Citizen Advisory Group**.
- Board approved at October 2022 meeting.
- Revised logo **launched January 2023**.



College of Occupational Therapists of Ontario
Ordre des ergothérapeutes de l'Ontario

COTO

College of Occupational Therapists of Ontario

Regulator of occupational therapists in Ontario

Public Confidence

1.2 The public understands the role of the College and its value

Leveraging social media to build awareness

Answering Public Questions

- New Q&As for the public promoted on social media channels

Educating through Facebook Campaign

- What to expect when working with an occupational therapist”
- 15+ second video views: 12,024

Sharing Information and Resources

- Social media posts about the public register, what it means to be licensed and how the College protects the public
- Growth and engagement across channels:
 - *Increase in followers: LinkedIn up 23% & Facebook up 5%*



Social media post promoting the new public Q&As resource

Public Confidence

1.2 The public understands the role of the College and its value

Connecting across communities and channels

Awareness campaigns to educate the public about occupational therapy and our role as the regulator



COTO Radio & Community News Articles

- 1 radio ad (October 2022 – OT Month)
- 6 public interest news articles about working with an OT licensed by COTO
- Pick up: 76 outlets
- Reach: 1.6 million people
- Headlines include:
 - *Living better with arthritis*
 - *How to make the family cottage safe and accessible*
 - *Is your home ready for you to age in place?*

OntarioHealthRegulators.ca is a multi-College initiative that links to **all** regulatory Colleges.

- Website features articles to **inform the public about regulated health professionals and the organizations that oversee them.**



Topics include:

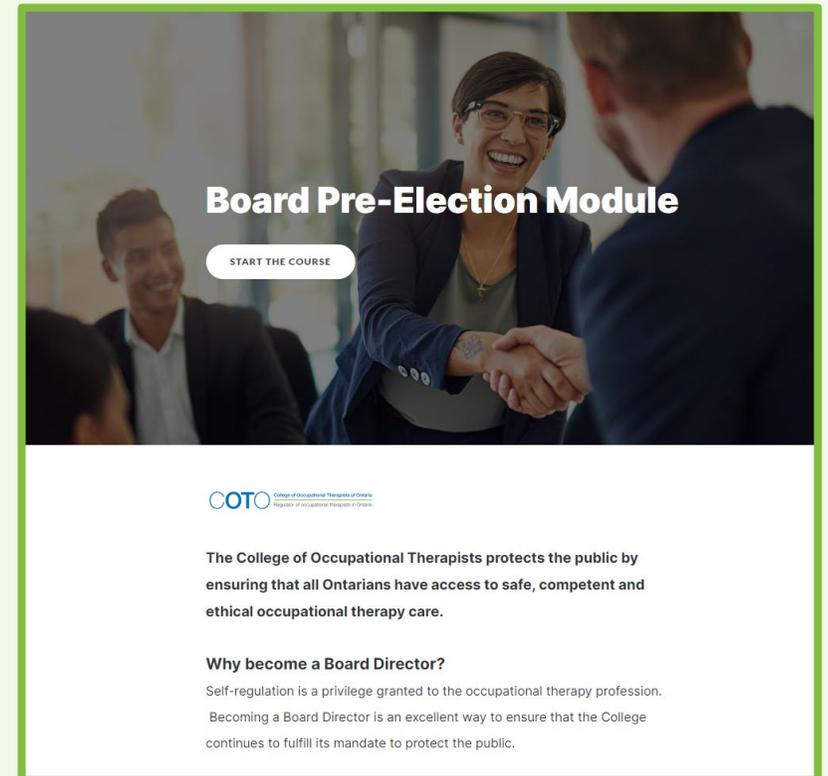
- *How to Get Reliable Information on Your Healthcare Provider*
- *5 Ways Regulation Helps Instill Confidence in Health Professionals*

Public Confidence

1.3 College governance is responsive, effective, competency-based and accountable

Governance Modernization

- Launch of **new interactive pre-election governance module** for College's 2023 Board elections.
 - Completion required for all candidates.
 - Provides essential information about the College, our public protection mandate, and the roles and responsibilities of Board Directors.
- Annual Board education session focused on governance modernization and best practices.
- Anonymity removed from Board and Committee meeting effectiveness survey to ensure accountability and transparency.



Screenshot of the pre-election governance module

Public Confidence

1.3 College governance is responsive, effective, competency-based and accountable

Governance Modernization

- Board **approved final phase of College governance modernization plan**, including:
 - Restructuring and reducing the number of the electoral districts from 6 to 3
 - Establishing a Nomination Committee populated with a majority of community appointees; and
 - Reducing the overlap of Board and statutory committees.
- Bylaws reflect the final phase changes, and the College will implement throughout 2023.
- Promotion to public to join new **Nominations Committee**
 - Shared on College's website and social media channels and platforms like Charity Village and [OntarioHealthRegulators.ca](https://www.ontariohealthregulators.ca)



Social media post promoting the Nominations Committee opportunity

Public Confidence

1.5 College operations are transparent, effective and efficient in serving and protecting the public interest

Advancing the Enterprise System Project



- Phase 3 in progress: developing and implementing the Enterprise System is ongoing with go-live beginning in June 2023
- Project is an integrated technology solution for all areas of the College
- Expected outcomes include improved processes and workflows, and access to enhanced data and reporting.

Qualified Registrants

2.1 Entry to practice requirements and processes are effective for ensuring qualified practitioners.

2.2 Decisions about registrants are transparent and accessible.

2.3 The public register provides accurate information about current or former registrants.



Qualified Registrants

2.1 Entry to practice requirements and processes are effective for ensuring qualified practitioners

Effective and Efficient Assessment

- College **Language Fluency Requirement Policy** revised to reflect language proficiency requirements under the *Immigration and Refugee Protection Act*.
- Policy in effect as of January 1, 2023.
- Change ensures more effective and efficient registration especially for internationally educated applicants.



Qualified Registrants

2.1 Entry to practice requirements and processes are effective for ensuring qualified practitioners

Responding to Change



National Occupational Therapy Certification Examination (NOTCE) now offered 3x per year instead of 2

Impact:

- Shortened application time period for some applicants (efficiency)
- Increased opportunities for international graduates
- Increased access to qualified registrants for the public

Quality Practice

- 3.1 Occupational therapists are competent, safe, effective and accountable
- 3.2 College complaints and discipline processes are effective, fair, and accessible to the public.
- 3.3 The College engages occupational therapists to advance quality, ethical practice.
- 3.4 Professional standards are up-to-date and reflect evolving practice.
- 3.5 Educational programs and outreach support continuous quality improvement



Quality Practice

3.1 Occupational therapists are competent, safe, effective and accountable

Ensuring Quality Practice

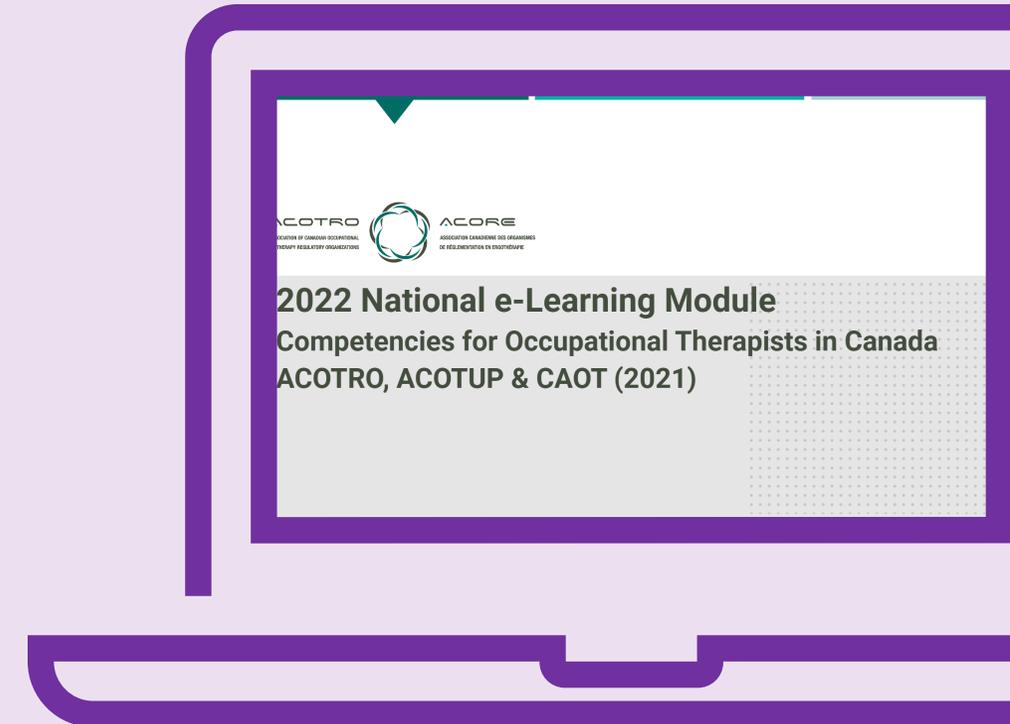
2022 Annual QA Requirements

eLearning Module: *Competencies for Occupational Therapists in Canada* (2021)

- 99.6% compliance rate for COTO registrants
- First national online learning module to support implementation of the *Competencies*. Adopted by Association of Colleges of Occupational Therapy Regulators (ACOTRO) and used by occupational therapists across Canada.

Professional Development Plan

- 97.8% compliance rate for COTO registrants



Quality Practice

3.1 Occupational therapists are competent, safe, effective and accountable

Improving the Quality Assurance Program



Quality Assurance activities redesigned

- Self-Assessment and Professional Development Plan combined into one Annual Learning Plan tool.

Data collection integrated into new enterprise system to enhance program delivery

- Information about how OTs incorporate competencies into practice.
- Ongoing data analysis to determine how risk informs occupational therapy practice.

Quality Practice

3.1 Occupational therapists are competent, safe, effective and accountable

Assessing Competency with a Risk-Based Lens

- Developed and piloted new competency assessment which incorporates both the updated *Competencies for Occupational Therapists in Canada* (2021) and updated Standards of Practice
- Surveyed registrants to identify top 10 competencies that pose risks in practice.
 - Incorporated these competencies into the revised competency assessment
- Added a Professional Reflection Activity on Record Keeping to competency assessment process
 - Can be used in combination with peer interview or as a stand-alone activity

- ✓ **20** assessments completed (from the 120 registrants previously selected for assessment)
- ✓ **150** registrants selected (for the upcoming 2023/2024 assessments using “risk-based” approach)

Quality Practice

3.2 College complaints and discipline processes are effective, fair and accessible to the public

Addressing Concerns & Complaints

Anyone can complain to the College, and the College takes all complaints seriously.

In all investigations, the College aims to protect and promote the public interest.

Complaints received: 15

Registrar's investigations initiated: 11

Cases heard by the ICRC: 41 cases

Cases referred to Discipline: 1

Disciplinary cases heard: 0

Fitness to Practise cases referred: 0

Fitness to Practise cases heard: 0

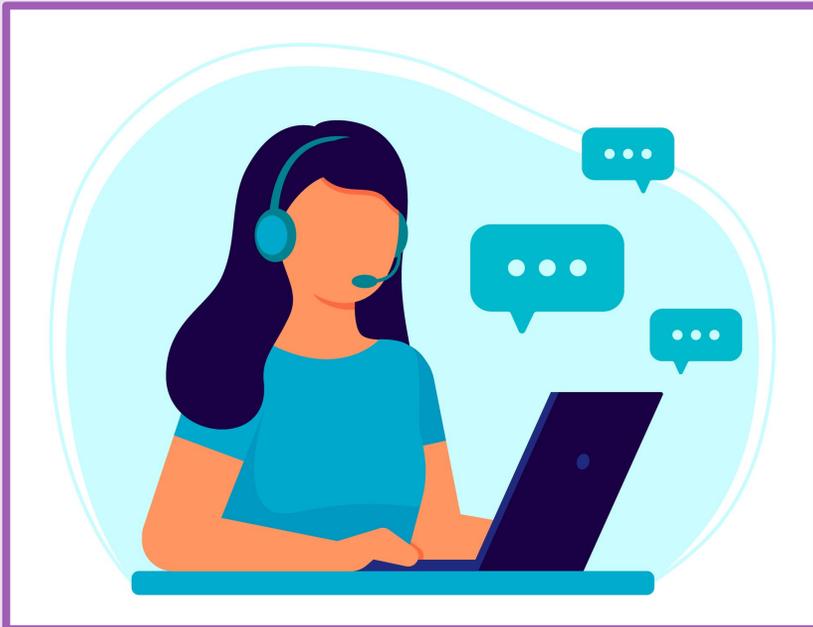


Quality Practice

3.3 The College engages occupational therapists to advance quality, ethical practice

Educating and Sharing Information

Communicating and educating to ensure safe, effective practice and public protection.



Practice Resource Service

- **1429+** inquiries
- **11** outreach and education sessions delivered by Practice team
 - Presented to OT students (*Queens, UofT, Ottawa, McMaster, Western*) and OTA students (*Conestoga, Mohawk*)
 - Topics include: preparing for complexities in practice; Regulation and professionalism; record keeping; controlled acts and psychotherapy.

Registration & Quality Assurance

- 4 presentations to OT students (*Queens, UofT, Ottawa, Western*)

Quality Practice

3.3 The College engages occupational therapists to advance quality, ethical practice

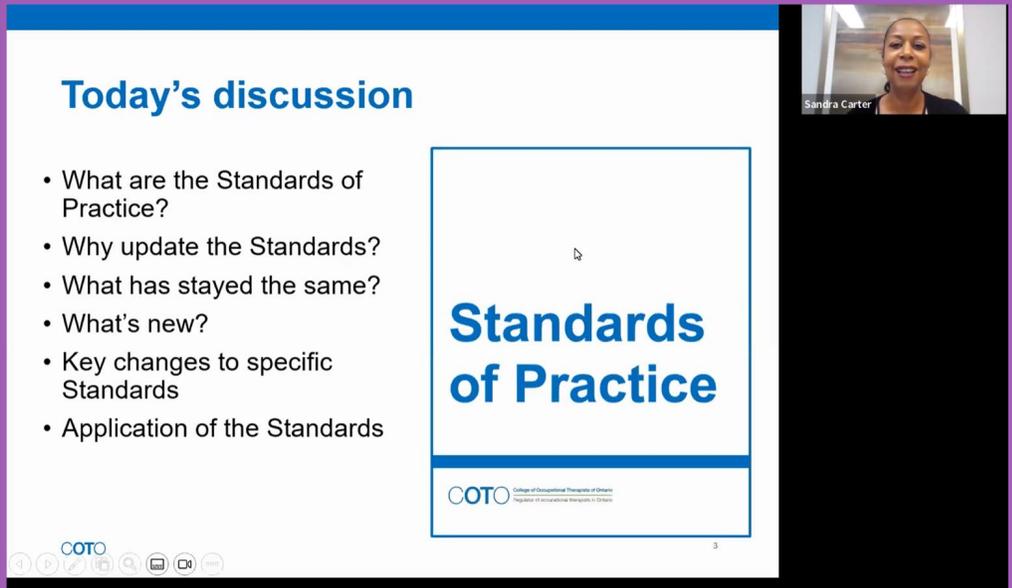
Connecting with Registrants

Live College Webinars

- 2023 Board Elections
- *Keeping You Informed: Updated Standards of Practice*
- Total attendees: 447

2023 QA Program Survey

- Survey shared with registrants in February 2023 newsletter – **250 respondents**
- Survey included questions about guiding principles, risk in practice, benefits of assessment, and impact on practice.
- Results shared in April 2023 newsletter and on coto.org and used to inform development of QA Program competency assessment



The screenshot shows a webinar slide with a blue header and footer. The main content area is white. On the left, under the heading "Today's discussion", there is a bulleted list of topics. On the right, there is a large blue box containing the text "Standards of Practice". At the bottom left of the slide is the COTO logo and name. At the bottom right is a small number "3". In the top right corner of the slide, there is a small video feed of a woman, identified as Sandra Carter.

Today's discussion

- What are the Standards of Practice?
- Why update the Standards?
- What has stayed the same?
- What's new?
- Key changes to specific Standards
- Application of the Standards

Standards of Practice

COTO College of Occupational Therapists of Ontario
Registrar of Occupational Therapists in Ontario

3

Sandra Carter

Screenshot of the webinar on the updated Standards of Practice

Quality Practice

3.3 The College engages occupational therapists to advance quality, ethical practice

Supporting Best Practice



Practice Information and Resources

- **Virtual Services webpage** developed to answer key questions about jurisdiction and virtual care delivery
- **Monthly case studies and Q&As address current topics:**
 - school-based services
 - billing practices and advertising
 - recording sessions, and more.

Presentations

- Educating employers and registrants about application of new *Competencies*
 - **Unity Health** on application of new *Competencies* in practice.
 - **Canadian Association of Occupational Therapists (CAOT)** Conference on implementing the new *Competencies*.

Quality Practice

3.3 The College engages occupational therapists to advance quality, ethical practice

Culture, Equity, and Justice in Occupational Therapy Practice

CNAR Master Class: Supporting Equity, Diversity, and Inclusion in Professional Practice

- October 2022 : Panel presentation with Sandra Carter discussing College's *Culture, Equity, and Justice in Occupational Therapy Practice*

Ontario Society of Occupational Therapists (OSOT) Conference

- November 2022: "Culture, Equity, and Justice: What does it mean for occupational therapists and clients?"

Workshop: Anti-Racism and Equity Workshops for Health Professionals

- Two-part webinar on DEI in the workplace and within therapeutic relationship
- Hosted by College of Physiotherapists of Ontario, Future Ancestors, and other regulatory health Colleges.



The image shows a social media post from the Ontario Society of Occupational Therapists (OSOT). The post features a profile picture of OSOT with 3,199 followers and a post from 4 days ago. The text of the post discusses the importance of culture, equity, and justice in occupational therapy practice and promotes the 2022 OSOT Conference in Toronto. It includes a photo of two speakers, Sandra Carter and Diane Tse, and provides details about the conference dates (November 4-5) and location (Toronto, Ontario). The post also includes the OSOT logo, the conference logo, and the hashtag #OSOT2022.

Ontario Society of Occupational Therapists
3,199 followers
4d • 🌐

Culture, equity and justice is a new domain in the national competencies for [#OccupationalTherapists](#). Join us at the 2022 OSOT Conference in Toronto and learn to use the College's Culture, Equity and Justice (CEJ) resource document to provide a framework for your practice. Early bird deadline is October 7! Register at www.osot.on.ca/conference #OSOT2022

Culture, Equity and Justice: What Does it Mean for Occupational Therapists and Clients?

Sandra Carter, OT Reg. (Ont.) and Diane Tse, OT Reg. (Ont.),
College of Occupational Therapists of Ontario

OSOT 2022 CONFERENCE
November 4-5
Toronto, Ontario

November 5, 2022 | 10:30am – 12:00pm

www.osot.on.ca/conference #OSOT2022

Social media post from OSOT promoting the CEJ presentation

Quality Practice

3.4 Professional standards are up-to-date and reflect evolving practice

Preparing Registrants for the Updated Standards of Practice



Standards of Practice modernized to:

- clarify practice expectations,
- use plain language
- include practice competencies.

To support OTs in applying the updated Standards of Practice:

- May 2, 2023 live webinar with the practice team (*recording available on YouTube*)
- Videos to promote, educate and assist with navigation
- Resources in web and PDF format
- Available in both French and English

System Impact

4.1 The College is a collaborative, effective regulatory leader

4.2 Collaboration supports the College's effectiveness and impact as a regulator.

4.3 Collaboration promotes systems alignment to support quality practice by occupational therapists.



System Impact

4.1 The College is a collaborative, effective regulatory leader

Leading Regulatory Practice Provincially and Nationally

- Registrar serving as President of the **Association of Colleges of Occupational Therapy Regulators (ACOTRO)**
- Registrar also involved in: Oversight Committee of **Substantial Equivalency Assessment System (SEAS)** Program for internationally educated occupational therapists (IEOTs) and SEAS Human Resources
- Registrar serving on OT Competency Coordinating Committee for the national rollout of the *Competencies for Occupational Therapists in Canada*
- Registrar was the Chair of **Health Profession Regulators of Ontario (HPRO)** and managers are active on the Quality Assurance Working Group, the Investigations and Hearings Group, and the Diversity, Equity and Inclusion Working Group

System Impact

4.1 The College is a collaborative, effective regulatory leader

Building Effective Processes Together

Association of Colleges of Occupational Therapy Regulators (ACOTRO)

- Working with **University of Alberta** to develop a gap filling program for **internationally educated occupational therapists (IEOTS)** who have been assessed by SEAS as requiring education.
 - Step to replace OTepp program that has now closed
 - Summer pilot to 12 IEOTs deemed successful, 2nd cohort underway
- Exploring a cross-Canada memorandum of understanding regarding how to manage the registration for OTs who work remotely across provincial borders.

System Impact

4.2 Collaboration supports the College's effectiveness and impact as a regulator

Consistency Confirming Competency



- From January 2022 to April 2023, COTO's Registration program leadership participated in a project to develop a **national framework for re-entry to practice**.
- The framework aims to describe the expectations and requirements for confirming competence in individuals returning to practice.
- COTO will use framework recommendations to inform improvements to program areas

System Impact

4.2 Collaboration supports the College's effectiveness and impact as a regulator

Partnering with Health Regulators

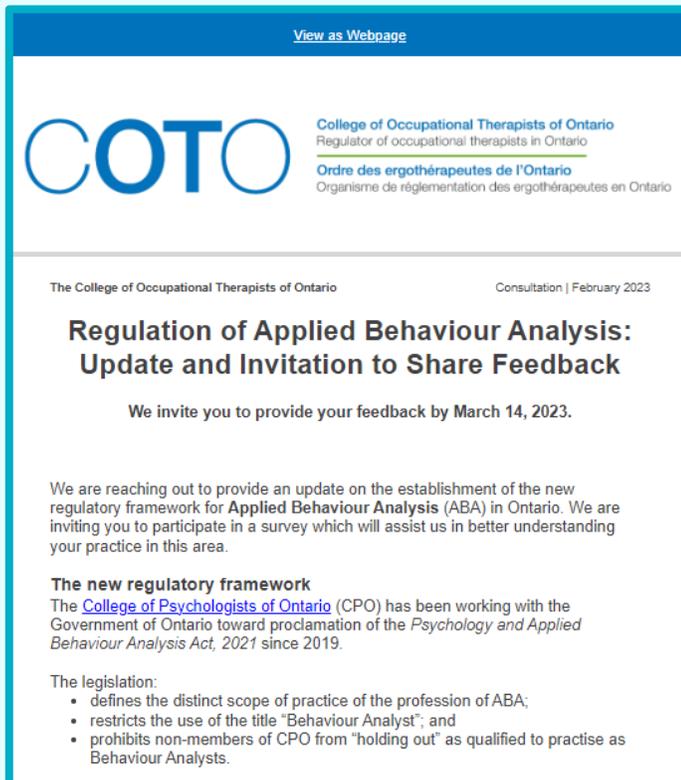
- Collaborating with provincial regulators to establish best practice for educating registrants on **advertising expectations**
- Sharing COTO **guidance for controlled acts** to assist other regulators
- Exploring development of regulatory health College guidance for use of **AI technology** for record keeping
- Working with the College of Dietitians and other health regulatory Colleges to align best practice for evolution of Quality Assurance programs



System Impact

4.2 Collaboration supports the College's effectiveness and impact as a regulator

Partnering with Regulators on ABA



- February 2023 College of Psychologists of Ontario (CPO) survey on Applied Behavioural Analyst regulation shared with COTO registrants
- COTO, CASLPO, OCSWSSW and ECE are collaborating to provide consistent, joint communication to our registrants about the Applied Behaviour Analysis Regulation and how to communicate about ABA techniques used by respective professionals.
- The collaboration is working with the College of Psychologists of Ontario (CPO) to provide clarity with respect to:
 - Which registrants are required to hold dual registration; and
 - How CPO plans to define “holding out”.

Email to registrants sharing CPO's Applied Behavioural Analyst regulation survey

System Impact

4.3 Collaboration promotes systems alignment to support quality practice by occupational therapists

Emergency Class Regulation

- *Pandemic and Emergency Preparedness Act, 2022* amended the *Regulated Health Professions Acts, 1991*
 - Colleges must establish emergency class of registration
 - Regulation in effect August 31, 2023.
- Public consultation February 2023: more than **200 respondents provided feedback** during the 60-day consultation period.
- Following review of consultation feedback, the Board approved the draft regulation
- Draft regulation submitted to Ministry of Health for review
- Operational preparations under way to accommodate new regulation



Social media asset promoting the emergency class consultation



College of Occupational Therapists of Ontario

Regulator of occupational therapists in Ontario

Thank you

coto.org



Facebook

[facebook.com/
CollegeofOTs](https://facebook.com/CollegeofOTs)



Twitter

[@CollegeofOTs](https://twitter.com/CollegeofOTs)



LinkedIn

[College of Occupational
Therapists of Ontario](https://www.linkedin.com/company/College-of-Occupational-Therapists-of-Ontario)



YouTube

[College of Occupational
Therapists of Ontario](https://www.youtube.com/CollegeofOccupationalTherapistsofOntario)



Instagram

[@collegeofots](https://www.instagram.com/collegeofots)