Fair Registration Practices Report

Veterinarians (2019)

The answers seen below were submitted to the OFC by the regulated professions.

This Fair Registration Practices Report was produced as required by:

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

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1. Qualitative Information

a) Requirements for registration, including acceptable alternatives

i. Describe any improvements / changes implemented in the last year.

Determining Applicant Suitability to Practise Policy - The College's Applicant Character Assessment Policy Statement was approved by Council in 2014 and was last reviewed in 2015. This policy was reviewed and renamed to reflect that the policy statement is broader than an assessment of applicant's character. Suitability to practise includes an applicant's conduct and character, such as previous findings of professional misconduct, being found guilty of a criminal offence or academic misconduct. Suitability to practise also includes determining whether an applicant has a physical or mental condition or disorder that could affect their ability to practise safely. Council reviewed the Registration Committee's revised policy on applicant assessment at its September 2019 meeting and accepted the revised policy. The revised policy is now named Determining Applicant Suitability to Practise Policy and it was posted to the College's website in October 2019. Here is the link: https://cvo.org/getmedia /3b1750b0-2342-439b-ac4a-8ac6580b601f/PDDeterminingApplicantSuitabilitytoPractise.pdf.aspx

Document Translation Policy - Applicants are required to provide specific documentation to the College. When the documentation is in a language other than English or French, the College requires a translation and there were no specific standards regarding the types of translations that are submitted to the College. This resulted in confusion amongst applicants and staff as to what is acceptable. The Registration Committee adopted a policy that outlines what types of translations are acceptable. This new policy was posted to the College's website in early 2019. https://cvo.org/CVO/media/College-of-Veterinarians-of-Ontario/Applicant%20Section%20Documents /LicensurePolicies.pdf

Alternative Pathways - After reviewing a detailed report about the Program for the Assessment of Veterinary Education Equivalence (PAVE program), the Canadian Council of Veterinary Registrars (CCVR) accepted the following three additional General licence pathways for Internationally Educated Veterinarians in December 2019. 1. Registration with Canadian Veterinary Medical Association - National Examining Board (CVMA-NEB); credential assessment; successful completion of PAVE program; successful completion of North American Veterinary Licensing Exam (NAVLE) and Certificate of Qualification (CofQ).

2. Registration with CVMA-NEB; credential assessment; Basic Clinical Science Exam (BCSE); successfully passing PAVE's Evaluated Clinical Experience (4th year at an accredited veterinary college); successful completion of NAVLE and CofQ.

3. Registration with CVMA-NEB; credential assessment; BCSE; successful completion of 4th year at an accredited veterinary college; successful completion of NAVLE and CofQ.

The CVMA-NEB is expected to address these additions at its March 2020 meeting and put appropriate next steps into place, including but, not limited to informing partners and candidates.

The CVO's Registration Committee started granting general licences to applicants that are graduates of an unaccredited school who have completed the PAVE program in 2019. As a result, the CVO was able to supply key details and insights that were incorporated into the report that was provided to the CCVR.

The PAVE program is a multi-step licensure pathway comprised of two multiple choice exams and requires completion of a clinical year at an accredited veterinary school. The PAVE program is recognized in the majority of US states and in Australia and New Zealand. Here is the link to more information about PAVE: https://www.aavsb.org/PAVE/

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

Determining Applicant Suitability to Practise Policy - This revised policy explains to applicants how the College assesses information about an applicant's suitability to practise, identifies the criteria that the College uses when conducting such an assessment and details the process where an application moves from the Registrar's review to a Registration Committee referral. The policy statement indicates to applicants that may submit any supporting documentation they feel is relevant and the policy includes examples of documentation that can be submitted.

Document Translation Policy - In applicable situations, college staff can direct applicants to the Document Translation Policy. This reduces confusion, time and expenses for applicants now that a clear policy is in place. The College's policy permits flexibility when extraordinary circumstances arise.

Alternative pathways - Internationally Educated Veterinarians now have additional licensure pathways available to them.

iii. Describe the impact of the improvements / changes on your organization.

Determining Applicant Suitability to Practise Policy - This revised policy helps staff explain to applicants how their suitability to practise is assessed. This document also assists the Registration Committee in its review of applications.

Document Translation Policy - This policy has been in place for approximately one year. College staff find it useful to have a document that explains what is acceptable and what is not. In applicable situations, college staff can direct applicants to the Document Translation Policy. This reduces confusion, time and expenses for applicants now that a clear policy is in place. The College's policy permits flexibility when extraordinary circumstances arise.

Alternative pathways - The College is pleased to provide internationally educated veterinarians with alternative ways to demonstrate competency. The Registration Committee and staff have studied these new pathways.

b) Assessment of qualifications

i. Describe any improvements / changes implemented in the last year.

CVO Jurisprudence Exam - The exam was updated in September 2018 and a statistical analysis was performed in the fall of 2019. The College requested an interim review of the pass rates and functioning of the two Jurisprudence Examination forms in use. Item analysis suggested that a small number of items should be removed from the Jurisprudence Examination. Revised forms and pass marks have been provided to College. The revised exam will have 100 questions and the revised pass mark is 67%. The exam has also been updated to reflect current standards and legislation. The revised exam will be launched in early 2020.

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

CVO Jurisprudence Exam - Refreshing the exam ensures applicants enter the profession with current knowledge of Ontario legislation and regulations, as well as College standards and guidelines.

iii. Describe the impact of the improvements / changes on your organization.

CVO Jurisprudence Exam - Staff will continue to monitor results and plan for the next modification.

c) Provision of timely decisions, responses, and reasons

i. Describe any improvements / changes implemented in the last year.

The College has employed a full-time dedicated Decision and Reasons writer. This Decision and Reasons writer is drafting all Registration Committee decisions which will ensure a consistent approach to decision writing across the organization.

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

This workload distribution change means that applicants/members receive their Registration Committee decision and reasons documents within a 4-6 week timeline. The documents are also prepared in a more consistent manner.

iii. Describe the impact of the improvements / changes on your organization.

The College has brought on an additional staff person. This staff person is drafting all College decision and reasons and has freed up time from other staff members in the licensure area.

d) Fees

i. Describe any improvements / changes implemented in the last year.

No changes this year

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

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

e) Timelines

i. Describe any improvements / changes implemented in the last year.

No changes this year

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

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

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

i. Describe any improvements / changes implemented in the last year.

Deidentifying information - As a way to enhance fairness and reduce opportunities for bias, the Registration Committee now reviews licence requests with all identifying applicant information removed. Applicant names, gender, addresses, birth dates and schools where the degree in veterinary medicine was obtained are now redacted from the Registration Committee meeting materials.

Modified Registration Committee motions - The Registration Committee's current motion wording has implied that once a Restricted licence holder has completed the Clinical Proficiency Exam then a General licence will be issued with no additional steps. A final assessment form is always requested from the Restricted licence holder's supervisor but there are no other additional steps for the Restricted licence holder to complete. A review of the General licence application is unable to occur with the current motion wording. This situation and practice was identified as an area of risk and the Committee has revised its standard motion wording for Restricted licences with a supervision condition and to ensure that a new licence application form for the requested licence is completed and submitted to the College for review. This will ensure that a full file review is completed and any suitability to practise issues will be identified and addressed.

Database and online application portal - The College continues to make improvements to the applicant/member database and online application portal. All relevant information is readily available.

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

Deidentifying information - The College is in the process of updating its website to let applicants know that their applications are reviewed in a deidentified manner by the Registration Committee.

Modified Registration Committee motions - Communication sent to applicants when they are applying for a Restricted licence, when they receive the Committee's decision and when they request the change from a Restricted to a General licence has been revised so that it is clear what documents the College expects to be submitted when someone is in this particular situation and that a review will occur. The Restricted licence holder completes and submits a licence application form and there are no additional fees levied.

Database and online application portal - These tools make it easier to respond to questions, extract information and help provide timely responses.

iii. Describe the impact of the improvements / changes on your organization.

Deidentifying information - This is an additional but not an onerous step for College staff.

Modified Registration Committee motions - This is an additional but not an onerous step for College staff. It creates a more fulsome licensure record for the licensed member.

Database and online application portal - These tools make it easier for staff to communicate with applicants and members. The College continues to simplify the online application process. Some licensing processes are still completed manually and the College is looking to automate more of the licensing process.

g) Resources for applicants

i. Describe any improvements / changes implemented in the last year.

Website refresh - The College underwent a website refresh in 2019. The home page was updated and the links to the three main audience streams were revised. With this change, College staff reviewed the licensure section in its entirety to make sure that information was current and relevant.

CVO Jurisprudence Exam Information - The CVO Jurisprudence Exam Candidate Instruction Guide and Workbook are being revised for launch of the new CVO exam and the new CVO exam portal in early 2020.

Determining Applicant Suitability to Practise Policy Statement - see question a).

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

Website refresh - Applicants can now better navigate the CVO website and more easily search the information they are seeking.

CVO Jurisprudence Exam Information - Comments on improvements and changes for applicants will be provided with next year's Fair Registration Practices Report.

Determining Applicant Suitability to Practise Policy Statement - see question a).

iii. Describe the impact of the improvements / changes on your organization.

Website refresh - no changes for organization.

CVO Jurisprudence Exam Information - Comments on improvements and changes for the organization will be provided with next year's Fair Registration Practices Report.

Determining Applicant Suitability to Practise Policy Statement - see question a).

h) Review or appeal processes

i. Describe any improvements / changes implemented in the last year.

See question f) for information about deidentified information and Registration Committee motions.

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

See question f) for information about deidentified information and Registration Committee motions.

iii. Describe the impact of the improvements / changes on your organization.

See question f) for information about deidentified information and Registration Committee motions.

i) Access to applicant records

i. Describe any improvements / changes implemented in the last year.

No changes this year

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

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

j) Training and resources for registration staff, Council, and committee members

i. Describe any improvements / changes implemented in the last year.

The College continues to conduct an annual orientation session for all Registration Committee members. This orientation covers fairness in decision making, conflict of interest and confidentiality. Also covered during this orientation session is:

1) Anti-discrimination: New committee members are required to complete a learning module in Human Rights Principles.

2) Cultural Diversity: New committee members are required to review the Managing Cultural Differences document distributed by the Ontario Regulators for Access Consortium.

3) Objectives of FARPACTA: Committee members are required to review the "understanding fair-access law" module on the Ontario Fairness Commissioner website.

The Committee training schedule is reviewed and updated each year.

Council has regular education sessions throughout the year. Council members are required to complete an orientation session and a learning module on accessibility and the needs and experiences of persons with disabilities.

New College staff attend ORAC's Managing Cultural Differences workshops.

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

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

k) Mutual recognition agreements

i. Describe any improvements / changes implemented in the last year.

No changes this year

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

No changes this year

iii. Describe the impact of the improvements / changes on your organization.

No changes this year

l) Other (include as many items as applicable)

i. Describe any improvements / changes implemented in the last year.

Many policy initiatives related to entry to practice continued in 2019.

Customer Service Commitment - In 2019, the College posted a written customer service commitment that indicates the College's service standards and the brand promise to its website. Here are the links: https://cvo.org/About-CVO/Our-Service-Commitment.aspx and https://cvo.org/getmedia/4fe73e18-2460-43f9-ae22-21a5f049129b/CVOBrandPromise2019.pdf.aspx
The College also revised and updated its customer service policy in the College's staff operations manual. This policy indicates that the College has developed a culture committed to providing excellent customer service by ensuring that all customers, internal and external, are treated with respect and provided with the appropriate service in a timely manner. The policy also states that each team (including Licensure) is to establish a set of customer service standards to define timelines in relation to key areas of response.

Internationally Educated Veterinarian (IEV) Project - The College secured funding from the Ontario government to review the Veterinary Skills Training and Enhancement program and to assess and determine what the current needs of IEV applicants are to assist them in moving towards licensure. The IEV project was completed and a report was submitted to the Ontario Ministry of Citizenship on November 30, 2018. In March 2019, Council received the IEV project report and directed the Registration Committee to analyze the report to determine whether any further action should be taken. The Committee's comments were returned to the December 2019 Council meeting. Council was in support of the Registration Committee developing and implementing recommendations which can be managed within the College's mandate.

National Competency Profile and Limited Scope Assessments - The Canadian Council of Veterinary Registrars (CCVR) is working on a national competency profile for veterinarians. The CCVR has also had discussions about limited scope licensure and the challenges with assessing the competence of veterinarians who do not wish to pursue completing the National Board Examinations and become "general" practitioners. The CCVR is seeking federal government funding to study what tools could assess the competence of a veterinarian in any scope of practice.

Modernizing the Veterinarians Act - The initiative related to moderning the Veterinarians Act continues. It became clear in 2019 that new regulations would have to be drafted. College staff have been tasked to help to shape the proposed regulations and draft suggested regulation language for various parts of the regulations. There are two licensure projects related to this initiative:

1. *Licensure Categories* - In March 2018, Council directed the Registration Committee to conduct a licence category review and report its findings back to Council. Information was collected and analyzed and a licence category framework and recommendations document was developed. Council considered a briefing note on licence category review and the proposed recommendations and framework to modernize the licensure categories and pathways at its meeting in June 2019. Council directed the Registration Committee to continue its work on this project. Since this time the Registration Committee has continued to be involved in the licence category review and provided input into draft registration regulations.
2. *Criminal Record Screening* - In March 2018, Council directed the Registration Committee to study criminal record screening at the time of application and at intervals throughout licensure and report its findings back to Council. In September 2019, Council reviewed the Registration Committee's Criminal Record Screening briefing note which contained background research, data and the Committee's recommendation. Council considered the briefing note and indicated support for the addition of criminal record screening as a legislated requirement for initial licensure and directed the Registration Committee to continue work on the criminal record screening project.

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

Customer Service Commitment - This is a transparent demonstration to applicants that the College is committed to providing excellent customer service and what the College's service standards are. There is a section on this webpage where individuals can submit comments if their service expectations have not been met.

Internationally Educated Veterinarian Project - The IEV project report has been posted to the College's website. Here is the link: https://cvo.org/getmedia/d6b962cc-e2d1-4014-a412-1253341d3dc0/SupportingTransitions.pdf.aspx The College will be able to make further comments once recommendations have been implemented.

National Competency Profile and Limited Scope Assessments - no changes affecting applicants to report at this point.

Modernizing the Veterinarians Act - no changes affecting applicants to report at this point.

iii. Describe the impact of the improvements / changes on your organization.

Customer Service Commitment - no changes to report.

Internationally Educated Veterinarian Project - The College will be able to make further comments once recommendations have been implemented.

National Competency Profile and Limited Scope Assessments - no changes to report at this point.

Modernizing the Veterinarians Act - no changes to report at this point. The College is communicating with the Ministry of Agriculture Food and Rural Affairs related to moving forward with this work.

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

No changes this year

2. Quantitative Information

a) Languages

Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes
French	No
Other (please specify)	0

Additional comments:

b) Gender of applicants

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
Male	141
Female	238
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	1905
Female	3009
None of the above	0

Additional comments:

d) Jurisdiction where applicants obtained their initial education

Indicate the number of applicants by the jurisdiction where they obtained their initial education[1] in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
125	54	24	Argentina 1 Australia 13 Belgium 1 Brazil 4 Cayman Islands 4 Chile 3 Colombia 3 Czech Republic 1 Egypt 17 France 3 Germany 2 Grenada 5 India 25 Iran 8 Iraq 1 Ireland 19 Israel 2 Italy 1 Japan 1 Jordan 1 Malaysia 2	0	**379**

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Mexico 4		
			Netherlands 1		
			New Zealand 2		
			Nigeria 2		
			Pakistan 13		
			Romania 3		
			Russia 1		
			Saint Kitts And Nevis 8		
			Serbia 1		
			Korea, Republic Of 1		
			Taiwan, Province Of China 1		
			Thailand 1		
			Trinidad 1		
			Tunisia 1		
			Ukraine 1		
			U.K. 16		
			Venezuela 2		
			Total 176		

[1] Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

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[1] in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
122	49	25	Argentina 1	0	**353**
			Australia 11		
			Belgium 1		
			Brazil 3		
			Cayman Islands 3		
			Chile 2		
			Colombia 4		
			Egypt 10		
			France 4		
			Germany 2		
			Grenada 8		
			India 10		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Iran 8		
			Iraq 2		
			Ireland 20		
			Israel 2		
			Italy 2		
			Japan 1		
			Jordan 1		
			Malaysia 1		
			Mexico 5		
			Netherlands 1		
			New Zealand 3		
			Pakistan 7		
			Romania 3		
			Russia 1		
			Saint Kitts And Nevis 8		
			S. Africa 2		
			Spain 2		
			Sri Lanka 2		
			Switzerland 1		
			Taiwan, Province Of China 1		
			Thailand 1		
			Trinidad 3		
			Tunisia 1		
			Ukraine 1		
			U.K. 17		
			Venezuela 2		
			Total 157		

[1] Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

f) Jurisdiction where members were initially trained

Indicate the total number of registered members by jurisdiction where they obtained their initial education[1] in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
3281	417	109	Albania 1 Argentina 3 Austria 4	0	**4914**

Ontario	Other Canadian Provinces	USA	Other International		Unknown	Total
			Australia	82		
			Bosnia And Herzegovina	2		
			Bangladesh	4		
			Belgium	6		
			Bulgaria	5		
			Brazil	13		
			Switzerland	7		
			Chile	5		
			China	2		
			Colombia	15		
			Costa Rica	2		
			Serbia	10		
			Czech Republic	3		
			Germany	12		
			Denmark	1		
			Egypt	90		
			Spain	7		
			Finland	1		
			Belarus	1		
			France	12		
			U.K.	118		
			Grenada	26		
			Croatia	5		
			Hungary	12		
			Ireland	58		
			Israel	2		
			India	239		
			Iraq	7		
			Iran	47		
			Italy	6		
			Japan	3		
			Kenya	7		
			Saint Kitts And Nevis	44		
			Korea, Republic Of	12		
			Cayman Islands	6		
			Sri Lanka	25		
			Lithuania	1		
			Morocco	2		
			Mexico	14		
			Malaysia	1		
			Nigeria	5		
			Netherlands	4		
			Jordan	1		
			New Zealand	14		

Ontario	Other Canadian Provinces	USA	Other International		Unknown	Total
			Peru	3		
			Philippines	11		
			Pakistan	66		
			Poland	17		
			Portugal	1		
			Romania	15		
			Russia	6		
			Sudan	1		
			Sweden	1		
			Slovenia	1		
			Slovakia	4		
			Syrian Arab Republic	1		
			Tunisia	3		
			Turkey	2		
			Trinidad	7		
			Taiwan, Province Of China	3		
			Thailand	1		
			Ukraine	3		
			Uruguay	1		
			Venezuela	4		
			S. Africa	9		
			Total	1107		

[1] Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

Additional comments:

g) Applications processed

Indicate the number of applications your organization processed in the reporting year:

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1st to December 31st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	125	54	24	176	0	379
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	7	4	3	33	0	47
Inactive applicants (applicants who had no contact with your organization in the reporting year)	17	4	2	31	0	54
Applicants who met all requirements and were authorized to become members but did not become members	2	4	0	4	0	10
Applicants who became FULLY registered members	122	49	25	137	0	333
Applicants who were authorized to receive an alternative class of licence[3] but were not issued a licence	2	0	0	23	0	25
Applicants who were issued an alternative class of licence[3]	0	0	0	24	0	24

from January 1st to December 31st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total

[1] 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/license

Inidcate and provide a description of the classes of certificate/license offered by your organization.

You must specify and describe at least one class of certificate/license (on line a) in order for this step to be complete.

#	Certification	Description
a)	Restricted Licence	**Description (a)** A restricted licence is a licence with conditions or limitations on the practice of veterinary medicine imposed by a committee under the Veterinarians Act, most often the Registration Committee. The conditions most often placed on a restricted licence are the requirement to be supervised, restricted to practising a specific scope of veterinary medicine or restricted to a specific employer. There are three defined levels of supervision - immediate, direct or indirect.
b)	Academic Licence	**Description (b)** A holder of an academic licence may engage in the practice of veterinary medicine only in the department of the Ontario Veterinary College of the University of Guelph in which he or she holds a professional appointment. An academic licence terminates when the licensee ceases to hold the professional appointment.
c)	Postgraduate and Resident Licence	**Description (c)** The holder of a postgraduate and resident licence must be enrolled as an intern, resident or Doctor of Veterinary Science student at the Ontario Veterinary College of the University of Guelph. The holder of a postgraduate and resident licence may engage in the practice of veterinary medicine only as required by the program in which he or she is enrolled and only at the

		Ontario Veterinary College. A postgraduate and resident licence terminates when the licensee ceases to be enrolled as an intern, resident or Doctor of Veterinary Science student.
d)	Educational Licence	**Description (d)** The holder of an educational licence must be enrolled in a non-clinical program of postgraduate veterinary education provided by the Ontario Veterinary College of the University of Guelph. Examples are Epidemiology and Pathology. The educational licence terminates when the licensee ceases to be enrolled in a program of non-clinical postgraduate veterinary education.
e)	Public Service Licence	**Description (e)** The holder of a public service licence may engage in the practice of veterinary medicine only in the course of employment as a veterinarian by the Crown in right of Canada (Federal employee)
f)	Short Term Licence	**Description (f)** The holder of a short term licence may engage in the practice of veterinary medicine only under the supervision of the member whose undertaking has been given, and to what extent required by the appointment for special purpose as a visiting veterinarian. A short term licence can be issued for not more then 30 days.
g)	General Licence	**Description (g)** The holder of a general licence may practise veterinary medicine in Ontario, without restriction on scope or place of practice.

Additional comments:

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i) Reviews and appeals processed

State the number of reviews and appeals your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

from January 1st to December 31st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total

Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	6	2	1	83	0	**92**
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	**0**
Appeals heard	0	0	0	0	0	**0**
Registration decisions changed following an appeal	0	0	0	0	0	**0**

Additional comments:

j) Paid staff

In the table below, enter the number of paid staff employed by your organization in the categories shown, on December 31 of the reporting year.

When providing information for each of the categories in this section, you may want to use decimals if you count your staff using half units. For example, one full-time employee and one part-time employee might be equivalent to 1.5 employees.

You can enter decimals to the tenths position only. For example, you can enter 1.5 or 7.5 but not 1.55 or 7.52.

Category	Staff
Total staff employed by the regulatory body	21
Staff involved in appeals process	3
Staff involved in registration process	4.5

Additional comments:

3. Submission

I hereby certify that:

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

Title:
CEO & Registrar

Date:
2020/02/27