FAIRNESS COMMISSIONER

COMMISSAIRE À **L'ÉQUITÉ**

Fair Registration Practices Report 2020

The Fair Registration Practices Report was created as required in the:

- Fair Access to Regulated Professions and Compulsory Trades Act, 2006 (FARPACTA) s.20 and 23(1), for the regulated professions named in Schedule 1 of FARPACTA
- Health Professions Procedural Code set out in Schedule 2 of the Health Professions Act, 1991 (RHPA) s. 22.7(1) and 22.9(1), for health colleges

Guidelines for this report are available to download as a .pdf on the OFC website.
https://www.fairnesscommissioner.com/en/Publications/Pages/Guidelines.aspx

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Sections of the Report

Qualitative Information

The following qualitative information is collected for the purpose of highlighting a regulator's enhancements to improve fair access year over year, including actions that result from recommendations made in the OFC's Assessment of Registration Practices.

For each of the categories below, where applicable, please describe any improvements/changes implemented in the last year by your organization or a third-party for the purpose of changing fair access.

Please also describe the impact of these improvements/changes on applicants. If you have been working on improvements/changes over the last year that have not yet been implemented, describe your progress and the expected impact the improvements/changes will have on applicants and your organization.

Provide as much detail as possible. This can include the rationale for the improvements/changes, relevant findings from preliminary work leading up to the improvements/changes, methodology, relevant dates and anything else you think is important.

Include as much supporting material as possible to support your description (e.g., relevant reports, policies, protocols, websites, other documents and anything else you think is important). This material can be provided in the form of hyperlinks to electronic sources.

    a. Requirements for registration, including acceptable alternatives

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

           At their June 19th, 2020 meeting, Council adopted a motion to approve the draft revised Registration Regulation to be submitted to the Ministry of Health for approval, subject to any revisions that may arise from the Ministry's consultation. The revised Registration Regulation includes several changes – the details can be reviewed in the link below.

           See Council Package Materials – [June 19, 2020 agenda item #12](#) and the [meeting minutes](#).

At their September 18th, 2020 meeting, Council adopted a motion to approve the revised National Competency Profile.

See Council Package Materials – [September 18, 2020 agenda item #7](#) and the [meeting minutes](#).

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

Revisions to the Registration Regulation did not impact applicants or candidates as the revised Registration Regulation was not in force during the 2020 reporting year.

Approved academic denturism programs in Ontario were advised of the changes to the national competency profile so that changes to curriculum could be implemented for incoming cohorts.

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

Revisions to the Registration Regulation did not impact the organization as the revised Registration Regulation was not in force during the 2020 reporting year.

Revisions to the national competency profile did not impact the organization as it will take a few years for the revised competency profile to be integrated into the academic program curriculum. Therefore, changes to the content of the Qualifying Examination were not required. The new National Competency Profile will not be examinable for at least 3 years when the first cohort educated under the new, modified curricula enter the Qualifying Examination process.

b. Assessment of qualifications

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

Due to the COVID-19 pandemic, unofficial documentation was accepted to initiate academic assessments with the Registration Committee. Original documentation is required to be submitted, however, delays in accessing documentation and mailing it to the College as a result of COVID-19 were mitigated.

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

This change provided additional fairness to applicants/candidates who wished to apply for an academic assessment but were unable to submit original/official documentation due to the pandemic.

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

This change created some additional follow up work for registration staff but it was not unmanageable.

c. Provision of timely decisions, responses, and reasons

There were no changes.

i)   Describe any improvements/changes implemented in the last year
ii)   Describe the impact of the improvements/changes on applicants
iii)   Describe the impact of the improvements/changes on your organization

d. Fees

There were no changes.

i)   Describe any improvements/changes implemented in the last year
ii)   Describe the impact of the improvements/changes on applicants
iii)   Describe the impact of the improvements/changes on your organization

e. Timelines

There were no changes.

i)   Describe any improvements/changes implemented in the last year
ii)   Describe the impact of the improvements/changes on applicants
iii)   Describe the impact of the improvements/changes on your organization

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

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

At their June 19th, 2020 meeting, Council adopted a motion to approve revisions to the "Roles and Responsibilities and Eligibility Requirements" document for the Chief Examiner role. Updates included a three-year term limit and sections for Time Commitment & Terms and Honoraria.

See Council Package Materials – June 19, 2020 agenda item #16 and the meeting minutes.

At their September 18th, 2020 meeting, Council approved the following changes to current Registration policies as part of the policy revision project related to the Strategic Plan 2017-2020:

- Registration Appeals: The previous policy describes the registration appeals process outlined in the Health Professions Procedural Code itself. Therefore, a policy document was deemed unnecessary. However, it is important that applicants are aware of and understand the process and procedures associated with appealing a registration decision. Therefore, the information in the policy was transferred into a process guideline.
- Referral of a Registration Application to the Registration Committee Policy: This policy specifies how and why a registration application would be referred to the Registration Committee. The process and procedures section was removed from the policy and added into a process guideline.
- Access to Registration Applicant Records and Retention Policy: This policy ensures that all applicants have access to information in their application records and specifies the retention period for maintaining and disposing of this information. The policy was updated to reflect the current retention requirements and the process and procedures were moved into a process guideline.

See the Council Package meeting materials – September 18, 2020 agenda items #10, 11 & 12 and the meeting minutes.

At their December 11, 2020 meeting, Council approved the following registration policies in anticipation of the revised Registration Regulation coming into force:

- Revised Academic Equivalency Review Policy & Guidelines
- Jurisprudence Program Policy
- Practising the Profession Policy
- Refresher Program Policy
- Return to the General Class from the Inactive Class Policy & Guidelines
- Requesting an Extension to Complete the Qualifying Examination Policy

See the Council Package meeting materials – December 11, 2020 agenda item 9 and the meeting minutes.

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

The changes to the "Roles and Responsibilities and Eligibility Requirements" document for the Chief Examiner role did not impact applicants.

Registration Appeals Policy: This change did not impact applicants – the information stayed the same, the document type was changed from a policy to a guideline.

Referral of a Registration Application to the Registration Committee Policy: This change did not impact applicants – the information stayed the same and some information was transferred into a process guideline.

Access to Registration Applicant Records and Retention Policy: This change had minimal impact to applicants. The retention period for unsuccessful applications was increased from 15 years to indefinitely; the retention period for inactive applications was increased from one year to six years.

The registration policies approved by Council in anticipation of the revised Registration Regulation coming into force did not impact applicants or candidates because the revised regulation was not approved for implementation by the Ministry of Health during the 2020 reporting year.

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

The changes to the "Roles and Responsibilities and Eligibility Requirements" document for the Chief Examiner role assisted the College with formalizing the eligibility requirements for the appointment and onboarding of future Chief Examiners.

Registration Appeals Policy: The changes to this policy did not have any impact on the organization.

Referral of a Registration Application to the Registration Committee Policy: The changes to this policy did not have any impact on the organization.

Access to Registration Applicant Records and Retention Policy: The changes to this policy had a minimal impact on the organization. Staff adjusted processes for documentation retention.

The registration policies approved by Council in anticipation of the revised Registration Regulation coming into force did not impact the organization because the revised regulation was not approved for implementation by the Ministry of Health during the 2020 reporting year.

g. Resource for applicants

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

Process guidelines were published for Registration Committee Decision Appeals and Access to Registration Applicant Records.

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

The guidelines provide additional transparency to applicants and a clearer description for procedures.

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

There was no impact to the organization.

h. Review or appeal processes

There were no changes.

i)   Describe any improvements/changes implemented in the last year
ii)   Describe the impact of the improvements/changes on applicants
iii)   Describe the impact of the improvements/changes on your organization

i. Access to applicants' records

i)   Describe any improvement/changes implemented in the last year

Access to Registration Applicant Records and Retention Policy: This policy ensures that all applicants have access to information in their application records and specifies the retention period for maintaining and disposing of this information. The policy was updated to reflect the current retention requirements and the process and procedures were moved into a process guideline.

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

Access to Registration Applicant Records and Retention Policy: This change had minimal impact to applicants. The retention period for unsuccessful applications was increased from 15 years to indefinitely; the retention period for inactive applications was increased from one year to six years.

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

The changes to the policy had a minimal impact on the organization. Staff adjusted processes for documentation retention.

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

There were no changes.

i)   Describe any improvements/changes implemented in the last year
ii)   Describe the impact of the improvements/changes on applicants
iii)   Describe the impact of the improvements/changes on your organization

k. Mutual recognition agreements

There were no changes.

i)   Describe any improvements/changes implemented in the last year
ii)   Describe the impact of the improvements/changes on applicants
iii)   Describe the impact of the improvements/changes on your organization

l. Other

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

Due to the COVID-19 pandemic, the Qualifying Examination was postponed for the Summer 2020 administration. The College began to accept the submission of electronic documentation to allow candidates and applicants to proceed through the examination registration process with the condition that original documentation must follow for authentication.

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

The postponement of the Qualifying Examination has negatively impacted candidates as they were unable to complete the non-exemptible registration requirement to have successfully completed the Qualifying Examination.

Acceptance of electronic documentation positively impacted candidates and applicants because they were able to proceed through the registration process with minimal disruption.

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

The postponement of the Qualifying Examination did not impact the organization as the exam operates on a cost-recovery basis.

The acceptance of electronic documentation has minimally impacted registration staff who are required to complete additional follow-up activities to receive original documentation.

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

Provide any additional information:

The College continued to work closely with the Ministry of Health on the revised Registration Regulation moving through the regulation approval framework. As mentioned above, Council approved the draft revised Registration Regulation for submission to the Ministry for approval, pending the results of their registry consultation, at their June 19th, 2020 meeting.

Quantitative Information

The following quantitative information is collected for the purpose of observing statistical changes and trends related to application, licensure, appeals and staffing year over year.

a. Languages
   Indicate the languages in which application materials and information about the application process are available.

Language	Yes/No
English	Yes
French	Yes

The College has made significant improvements in providing registration information in French. All sections under Registering as a Denturist have been translated on our website: https://denturists-cdo.com/Applicants/Registering-as-a-Denturist.aspx?lang=fr-ca

Other (please specify):

b. Gender applications

Indicate the number of applicants in each category as applicable

Gender	Number of applicants
Male	18
Female	17
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	483
Female	261
None of the above	0

Additional Comments:

For the following sections d,e & f, the OFC recognizes that the term initial education infers that applicants may receive their education in multiple jurisdictions.

For the purpose of these questions, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

d. Jurisdiction where applicants obtained their initial education

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

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
27	7	0	1 - India	0	35

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 in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
27	7	0	1 - India	0	35

Additional comments:

f. Jurisdiction where members were initially trained

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

Ontario	Other Canadian Provinces	USA	Other International (list countries and # of applicants)	Unknown	Total
679	Alberta – 6 British Columbia – 2 Nova Scotia – 1 Quebec - 9	0	China – 1 Egypt – 1 India – 2 Jordan – 1 Philippines – 5 Ukraine – 1	36	744

g. Application processed

Indicate the number of applications your organization processed in the reporting year. Enter the data by 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.

January 1, 2020 to December 31, 2020	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	27	7	0	1 – India	0	35
Applicant actively pursuing licensing. Those who had some contact with your organization in the reporting year	27	7	0	1 – India	0	35
Inactive applicants. Those who had no contact with your organization in the reporting year.	n/a	n/a	n/a	n/a	n/a	n/a
Applicants who met all requirements and were authorized to become members but did not become members	n/a	n/a	n/a	n/a	n/a	n/a
Applicants who became fully registered members	27	7	0	1 – India	0	35
Applicants who were authorized to receive an alternative licence but were not issued a licence	n/a	n/a	n/a	n/a	n/a	n/a
Applicants who were issued an alternative class of licence*	n/a	n/a	n/a	n/a	n/a	n/a

- An alternative class of licence enables it 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/licence

Provide a description of the classes of certificate/license offered by your organization. You should have at least one class listed.

#	Certification	Description
1	General	This class is not specifically named in the Registration Regulation. It has been labelled as the General Class for reporting purposes. It is the only class available to applicants.

Additional comments:

i. Reviews and appeals processed

State the number of reviews and appeals your organization processed in the reporting year. Enter the data by 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.

January 1, 2020 to December 31, 2020	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applicants that were subject to an internal review or that were referred to a statutory committee of your governing council, such as Registration Committee	1	0	0	1 – India	0	2
Applicants who initiated an appeal of	0	0	0	0	0	0

a registration decision						
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	n/a	n/a	n/a	n/a	n/a	n/a

Additional comments:

j. Paid Staff

Provide the number of paid staff employed by your organization in the categories shown, as of December 31, 2020.

You may use decimals if you need to count half units. For example, on full-time employee plus one part-time employee will be equivalent to 1.5 employees.

Category	Number of staff
Total number of staff employed by the regulatory body	5
Number of staff involved in the appeals process	3
Number of staff involved in the registration process	3

Additional comments:

One full time staff member is responsible for overseeing the registration process and programs. This individual is also responsible for the Quality Assurance Program, policy and practice advisory.

Additionally, one full time staff member, who also undertakes other duties, is responsible for overseeing the qualifying examination process.

The Registrar is responsible for reviewing registration applications and making referrals to the Registration Committee when necessary.

Submission

Name of individual with authority to sign on behalf of the organization: Dr. Glenn Pettifer
Title: Registrar & CEO
Date: April 29, 2021