



THE COLLEGE OF PSYCHOLOGISTS OF ONTARIO
L'ORDRE DES PSYCHOLOGUES DE L'ONTARIO

ANNUAL REPORT 2016/2017

REGULATING PSYCHOLOGISTS &
PSYCHOLOGICAL ASSOCIATES

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Transparency, governance and accountability are words that describe the themes of the work of our College this past year. In this report, we are pleased to provide an update on College initiatives undertaken this year and information about the way in which the College does its work of regulating the practice of psychology in Ontario.

Over the course of the year, the College made some decisions that increased the transparency of our processes to the public. It had been our practice to post the Council Meeting Agendas and approved Minutes on our website, but now the accompanying materials are also available on the website in advance of the meeting. In this way, those who are interested can more easily be aware of the Council's deliberations if they are able to attend. A significant 'transparency' initiative has been undertaken by the Investigations, Complaints, and Reports Committee. They have been working to develop a transparent and structured process for assessing risk with regard to complaints that are brought forward by the public. These initiatives have been embraced and promoted by College Council and staff, and are consistent with the government's changes to the *Regulated Health Professions Act, 1991* via Bill 87.

Two significant accountability initiatives have also been a focus of the College and Council. The College completed a review and revision of the *Standards of Professional Conduct*. This was the culmination of a very lengthy process that included an environmental scan of the current and changing professional landscape (telepsychology, electronic file storage) as well as extensive member consultation regarding best practices. We are confident that our revised *Standards* set high professional benchmarks and provide relevant and timely guidance to members. The College has also completed a review and revision of its requirements for the continuing professional development of members. The new requirements promote the continuous development and refining of skills and knowledge among our members enhancing their ability to provide high quality services to the public.

Finally, the Council spent time considering aspects of its governance role and functioning. As the result of an internal audit, the role of the Executive Committee was re-worked to enable it to more effectively facilitate the work of the Council. As well, Council engaged in a process of self-assessment, aided by materials from the Governance Centre of Excellence, enabling it to be more focused and objective in its practice of self-reflection. In the coming year, the Council will continue to use the results of this self-assessment to consider ways it can be more effective and areas in which it can further enhance its skills and knowledge in its governance role.

The past year has been one of challenges and accomplishments and this Annual Report offers more details about the College's work and that of the ongoing Committees.

The College could not do its work without the involvement of many public and professional members. We would like to take this opportunity to acknowledge their work and publicly thank each of them for their commitment and the integrity which they bring to the work of regulating the profession of psychology in Ontario.

Lynette Eulette, Ph.D., C.Psych.
President

Rick Morris, Ph.D., C.Psych.
Registrar & Executive Director

PRESIDENT

Lynette Eulette, Ph.D., C.Psych.
District 2: Southwest

VICE-PRESIDENT

Ruth Berman, Ph.D., C.Psych.
District 5: GTA East

STAFF SUPPORT

Rick Morris, Ph.D., C.Psych.
Registrar & Executive Director

Caitlin O’Kelly
Administrative Assistant: Office of the Registrar

The Council is the Board of Directors of the College and is responsible for policy setting and oversight of the affairs of the College. In accordance with section 6 of the *Psychology Act, 1991*, the Council of the College is composed of up to eighteen individuals: eight members are elected by their peers; two academic members are appointed by the College Executive Committee and eight members of the public are appointed by the Lieutenant Governor in Council. The Council meets in open session four times a year. In addition, members of Council serve on at least two Committees.

ELECTED MEMBERS

Robert Gauthier, M.Sc., M.Ed., C.Psych.Assoc.
District 7: Psychological Associates

Gilles Hébert, Ph.D., C.Psych.
District 4: East

Dorothy Cotton, Ph.D., C.Psych.
District 3: Central

Denise Milovan, Ph.D., C.Psych.
District 6: GTA West

Elizabeth Levin, Ph.D., C.Psych.
District 1: North

Glenn Webster, M.Ed., C.Psych.Assoc.
Psychological Associate Non-Voting

ACADEMIC MEMBERS

Patricia Minnes, Ph.D., C.Psych.
Michael Grand, Ph.D., C.Psych.

PUBLIC MEMBERS

Peter McKegney (Until November 2016)
Judy Cohen
D’Arcy Delamere
Kristin Bisbee
Ethel Teitelbaum
Jaffar Hayat
Astra Josie Rose (Until April 2017)
Donna McNicol

Legislation

After the introduction of Bill 87, *Protecting Patients Act, 2017*, the College made a submission to the Standing Committee on the Legislation Assembly on the proposed amendments to the *Regulated Health Professions Act, 1991*.

Bylaws

Council approved an amendment to *By-Law 18: Fees* to reduce fees for the Jurisprudence and Ethics as well as Oral Examinations. In addition, a reduction in Professional Corporation applications and renewal fees was approved.

Strategic Issues

Council approved a new Strategic Direction for 2017-2022. At each meeting, Council monitored and noted progress on initiatives relating to the College's Strategic Direction.

Policy Issues

Standards of Professional Conduct: Council adopted the new *Standards of Professional Conduct* in March 2017, after extensive consultation with the membership. The new *Standards* are in effect as of September 1, 2017.

Continuing Professional Development: Council approved the implementation of the Continuing Professional Development program and requirements.

Role of Executive Committee: Council approved the amended *Policy II-1(ii) Executive Committee: Terms of Reference/Role*.

Examination Accommodation Policy: Council approved *Policy II-2(iv) Accommodation for College Administered Examinations*.

Non-Voting Psychological Associate Seat on Council: The Council amended *Policy I-13: Non-Voting Psychological Associate Seat on Council* to clarify that for the purpose of appointments to statutory committees, the non-voting Psychological Associate is a member of the College, not of the Council.

Jurisprudence and Ethics Examination Conflict of Interest Policy: Council approved *Policy II-10(ii): Conflict of Interest and Reasonable Perception of Bias (JEEC)* and the corresponding *Jurisprudence and Ethics Examination (JEE) Staff and Contributors' Agreement Respecting Confidentiality & Conflict of Interest*.

Business

Council received quarterly reports and annual reports from the statutory committees and an annual report on the Jurisprudence and Ethics Examination.

Financial

Council appointed signing officers for the year, received quarterly financial statements, approved the audited financial statements for the fiscal year ending May 31, 2016 and appointed the auditors for the following year. Council approved the annual budget for 2017-2018.

2016- 2017

The College of Psychologists has seven Statutory Committees, as mandated by the *Regulated Health Professions Act, 1991*. These committees are:

- Executive
- Registration
- Inquiries, Complaints and Reports
- Discipline
- Quality Assurance
- Client Relations
- Fitness to Practice

Executive Committee

Committee Members

Lynette Eulette (President)	Council	D’Arcy Delamere	Public Member
Ruth Berman (Vice-President)	Council	Robert Gauthier	Council
Judy Cohen	Public Member	Gilles Hébert	Council

Staff Support

Rick Morris, Ph.D., C.Psych., Registrar & Executive Director
 Caitlin O’Kelly, Administrative Assistant, Office of the Registrar

Introduction

The Executive Committee of the College of Psychologists is elected from members of the College Council. The Executive Committee monitors and coordinates the work of Committees and ensures that Council has all the pertinent information that it requires for effective decision-making. The Executive Committee held five regular meetings during the year.

Activities

Following their election at the Council meeting of June 17, 2016, the Executive Committee met to appoint members of Council and of the College to the six statutory committees as well as the non-statutory Jurisprudence and Ethics Examination Committee (JEEC), Finance and Audit Committee (FAC), and Nominations and Leadership Development Committee.

The Committee reviewed implementation of the Strategic Direction, monitored the progress of various initiatives and brought policy issues to the attention of Council for consideration. Subjects discussed by the Committee included the transparency initiatives, strategic planning for 2017-2022, the Shaping the Future Implementation Plan, the Continuing Professional Development program, and the review of the *Standards of Professional Conduct*. In addition, the Committee began discussions on Council evaluation mechanisms.

The Executive Committee recommended to Council a revised policy for the role and functioning of the Executive Committee which was approved. The revised role enhanced the way it can effectively facilitate the work of the Council. They brought forward to Council a proposed conflict of interest policy for the JEEC. In addition, the Executive Committee recommended amendments to policies on releasing a members response to the complainant, the non-voting Psychological Associate seat on Council, and examination accommodations.

Following a review by the Finance and Audit Committee, the Executive reviewed the draft 2017-2018 budget and recommended that it be approved by Council.

The Executive Committee hosted two receptions for members. The first was held on November 14, 2016 in Sudbury and the second on May 16, 2017 in London. Member response to these events was very positive. The President and the Registrar represented the College at meetings of the Association of Canadian Psychology Regulatory Organizations (ACPRO) and the Association of State and Provincial Psychology Boards (ASPPB).

Committee Members

Marnee Maroes (Chair)	College	Peter McKegney	Public Member
Ester Cole	College	Patricia Minnes	Council
Robert Gauthier	Council	Marjory Phillips	College
Michael Grand	Council	Astra Josie Rose	Public Member
Jaffar Mohammad Hayat	Public Member	Wanda Towers	College

Staff Support

Lesia Mackanyn, Director, Registration	Shannon Elliott, Administrative Assistant, Registration
Myra Veluz, Senior Registration Assistant	Kelly Russell, Administrative Assistant, Registration

Introduction

The major roles of the Registration Committee are:

- (1) to review all applications for registration of psychologists and psychological associates referred by the Registrar, at all steps in the registration or appeals process, and to make individual registration decisions;
- (2) to review applications under Section 19. of the *Regulated Health Professions Act, 1991 (RHPA)* for removal or modification of a term, condition or limitation;
- (3) to review applications for change of area of practice or change of status for autonomous practice members; and
- (4) to recommend registration policy and procedures consistent with the *RHPA*, with Regulation 74/15, Registration, with applicable interprovincial legislation such as the amended Agreement on Internal Trade (AIT) and the *Ontario Labour Mobility Act, 2009* or international agreements such as the Association of State and Provincial Psychology Board's Reciprocity Agreement.

Activities

Meetings

17	Meetings Held
5	Plenary Sessions

Results of Plenary Deliberations

The Committee completed its work on the Examinations Accommodations Policy; the policy was approved by Council and took effect

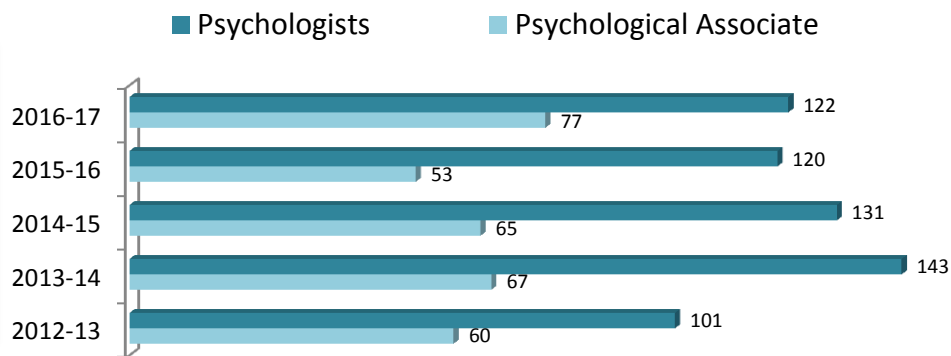
on January 31, 2017. The Committee completed its review of the College's Guidelines for Retraining for Supervised Practice Members including the Retraining Manual, Retraining Plan Proposal Form and Supervisor's Retraining Plan Evaluation Form and made revisions/improvements where necessary. The Committee discussed modifications to the Declaration of Competence form. Following review of decisions by the Health Professional Appeal and Review Board (HPARB) the Committee agreed to consider a more flexible interpretation of the non-exemptible registration requirement concerning undergraduate instruction in psychology as specified in the Regulation [s16. (1) 1. ii].

Panel Deliberations

All cases referred by the Registrar to the Registration Committee require thorough preliminary staff review with multiple interactions between the applicants and staff. Many cases require multiple reviews by a panel of the Registration Committee during the period of supervised practice or for approval for an oral examination. In some instances, where the decision is not favorable to the applicant, appeals can be made to HPARB. Decisions from HPARB have provided direction to each panel in rendering more detailed orders, communicated in a manner consistent with the provisions of RHPA.

Summary of Registration Activities for 2016-2017

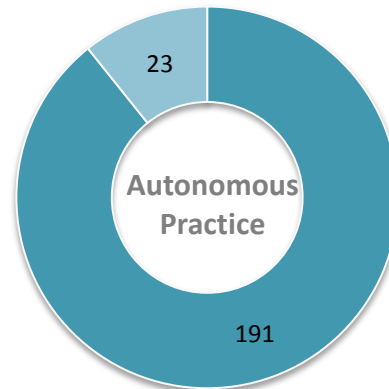
Supervised Practice Applications: Comparisons by Year



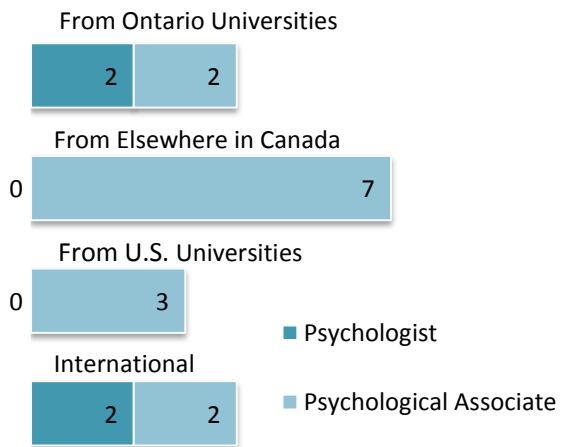
Certificates of Registration Issued by the College



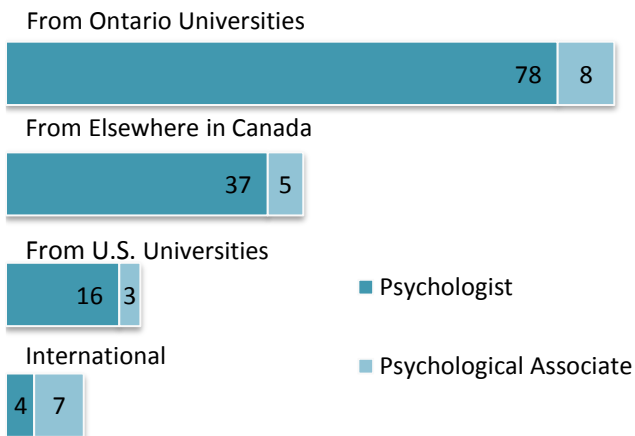
■ Psychologist
■ Psychological Associate



Applications Refused



New Members: Place of Education



Inquiries, Complaints and Reports Committee

Committee Members

Sara Hagstrom (Chair)	College	D’Arcy Delamere	Public Member
Diane Addie	College	Elizabeth Levin	Council
Ruth Berman	Council	Donna McNicol	Public Member
Gilles Boulais	College	Debbie Nifakis	College
Ian Brown	College	David Smith	College
Judy Cohen	Public Member	Ethel Teitelbaum	Public Member
Dorothy Cotton	Council	Glenn Webster	College

Staff Support

- Zimra Yetnikoff, Director, Investigations and Hearings
- Amy Gates, Case Manager, Investigations and Resolutions
- Mona McTague, Case Manager, Investigations and Resolutions
- Lee-Ann Siu, Case Manager, Investigations and Resolutions
- Annie Song, Case Manager, Investigations and Resolutions
- Hélène Théberge, Administrative Assistant, Investigations and Hearings
- Indira Darshanand, Administrative Assistant, Investigations and Hearings

Introduction

The Inquiries, Complaints and Reports Committee (ICRC) is responsible for the investigation of complaints, as well as the approval and disposition of Registrar’s Investigations, with respect to the conduct and competence of members. It is also responsible for inquiries into member incapacity. As required by statute, every matter is considered by a panel of the Committee, comprised of two professional members of the Committee and one member of the Committee appointed to the College by the Lieutenant Governor in Council. After the panel considers all of the relevant information in a matter, it renders a decision to the parties. Except when referring a matter to the Fitness to Practice or Discipline Committees, the Committee provides the parties with written reasons for its decision.

If either party to a complaint is dissatisfied with the adequacy of the Committee’s investigation

or believes the decision reached is unreasonable, he or she can request a review by the Health Professions Appeal and Review Board (HPARB). HPARB is an adjudicative tribunal under the *Regulated Health Professions Act, 1991 (RHPA)*. Through reviews, HPARB monitors the activities of the ICRC to ensure it fulfills its duties in the public interest and as mandated by legislation.

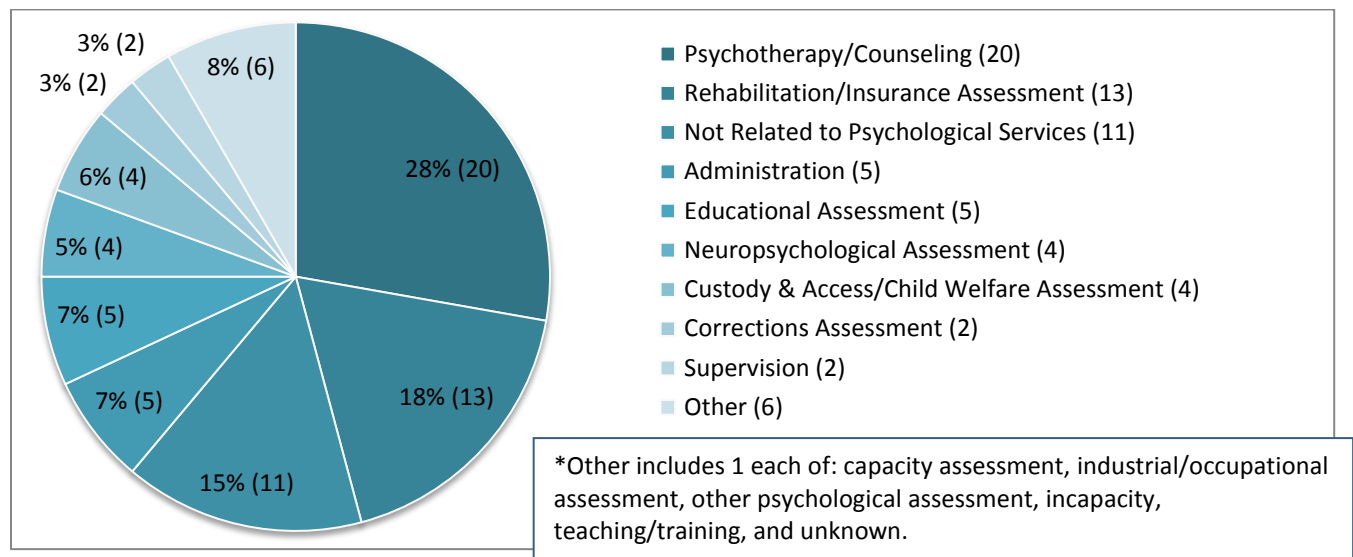
Investigations and resolutions staff also engage with matters that do not become formal complaints or reports. The College receives and responds to calls and emails from members of the College and the public regarding issues of professional misconduct and incompetence. College staff also investigate and process matters involving non-members who may be holding themselves out as authorized to practice psychology in Ontario, or misusing the titles “psychologist” or “doctor.”

Activities

New matters

During the 2016-17 fiscal year, the College initiated the investigation of 64 complaints, seven Registrar’s Investigations and one Health Inquiry, for a total of 72 new matters.

The highest proportion of matters investigated related to psychotherapy/counselling services and rehabilitation/insurance assessments. Matters were also investigated in relation to administration, teaching/training, supervision, and various psychological assessments.

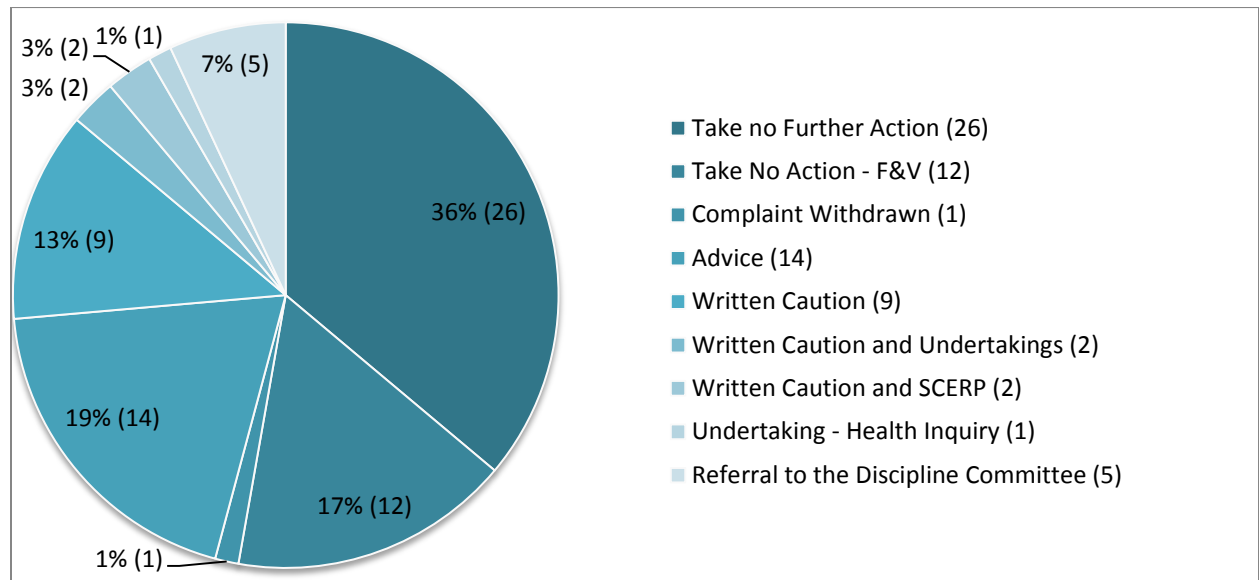


During the 2016-17 fiscal year the Registrar also initiated inquiries, on an informal basis, into 33 new matters. These include matters referred to the Registrar for investigation by the ICRC, as well as mandatory reports and other reports of information to the College.

In making informal inquiries, the Registrar has the opportunity to determine whether he has reasonable and probable grounds to believe that a member has committed an act of professional misconduct or is incompetent, and whether to appoint an investigator under section 75(1) of the Health Professions Procedural Code of the *RHPA* to investigate the matter on a formal basis. Five of these matters became formal Registrar’s investigations in the 2016-17 fiscal year.

Dispositions

During the 2016-2017 fiscal year, the ICRC disposed of 72 cases. The most significant disposition made for each case is represented here.



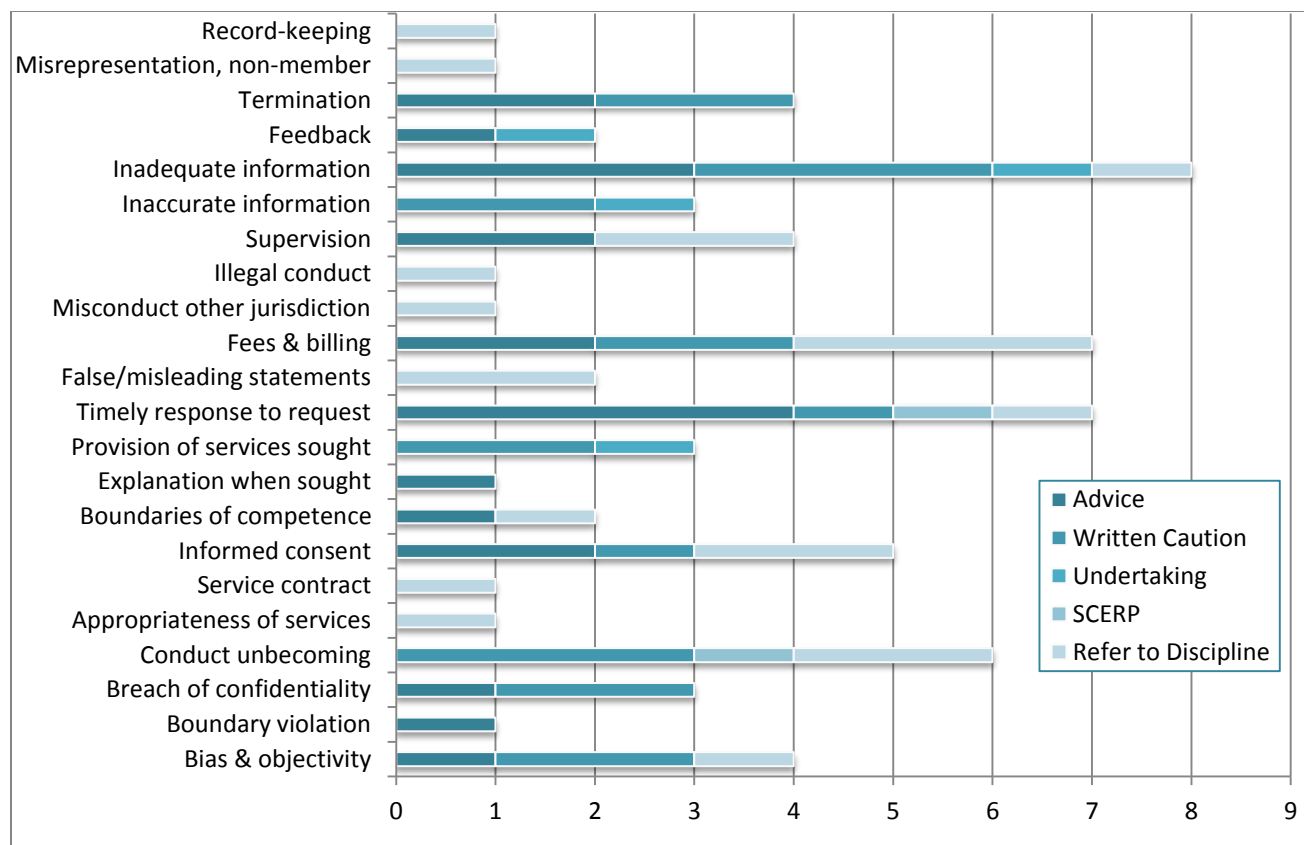
The disposition of these 72 cases involved the consideration of 174 allegations. The most common allegations made during the year related to: inadequate data to support conclusions (20); bias & objectivity (18); conduct unbecoming a member of the CPO (13); false or misleading statements (13); failure to respond to a request in a timely manner (12); fees & billing (10); failure to render services appropriate to a user's needs (10); breach of confidentiality (7); improper supervision (7); and inappropriate termination (6).

Three of these allegations were withdrawn. The ICRC took no further action with respect to 87 allegations, and with respect to another 23 allegations, took no further action pursuant to section 26(5) of the Health Professions Procedural Code, believing the complaints to be frivolous, vexatious, made in bad faith, moot, or otherwise an abuse of process (F & V).

The ICRC took some kind of action with respect to 61 allegations. In some cases, multiple dispositions (i.e. written caution and undertaking) were attached to a single allegation.

The ICRC provided Advice with respect to 21 allegations and Written Cautions with respect to 20 allegations. Undertakings were entered into by members with respect to four allegations, and the ICRC directed Specified Continuing Education or Remediation Programs (SCERP) with respect to two allegations. 21 allegations were referred to the Discipline Committee. The substance of these 61 allegations is as follows:

Inquiries, Complaints and Reports Committee



The Registrar also closed 23 informal Registrar’s inquiries in the 2016-17 fiscal year, as the Registrar did not believe he had reasonable and probable grounds to believe a member committed an act of professional misconduct or was incompetent, or because the matters were dealt with in other, appropriate ways. For example, the College may receive a mandatory report about a matter that is already being dealt with by the College through its complaints process. In such a case, the mandatory report matter may be closed.

Health Professions Appeal and Review Board (HPARB)

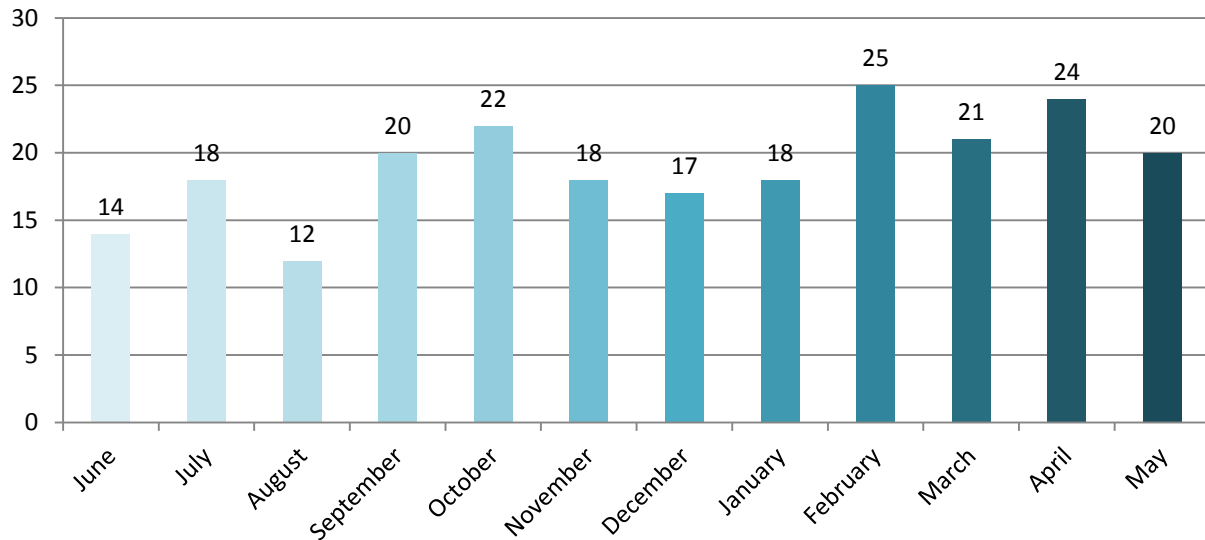
There were 13 requests by complainants and/or members to HPARB for review of ICRC decisions in the 2016-17 fiscal year. HPARB issued 13 Decisions, including those for reviews requested in previous years: 9 confirming the College’s Decisions; one granting a request to withdraw an application for review; one that HPARB declared F & V; and, one notifying the parties of a decision not to proceed with a review. HPARB decided that one matter had been inadequately investigated, and sent it back to the Committee for further investigation.

Inquiries, Complaints and Reports Committee

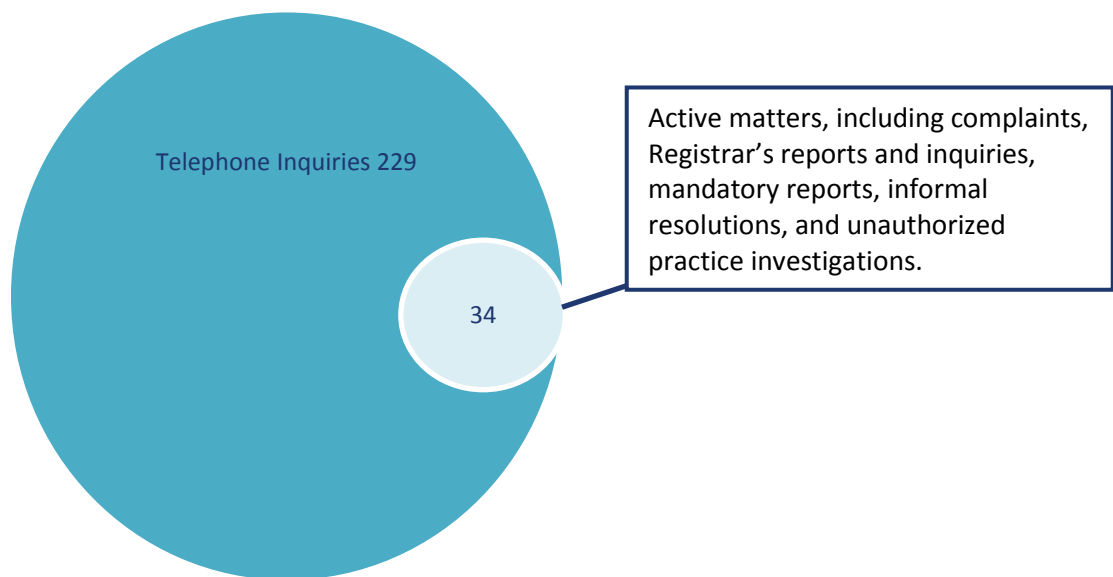
Telephone Inquiries

Investigations and resolutions staff fielded 229 telephone calls to the College in the 2016-17 fiscal year. The calls received included questions about professional conduct and how to submit a complaint or report, issues regarding access to information, and information regarding people who may be inappropriately holding themselves out as authorized to practice psychology in Ontario.

The calls were distributed throughout the year as follows:



Of the 229 calls received, 34 of them became some kind of investigation in the same fiscal year. An additional 48 current matters are related to telephone inquiries received in previous fiscal years.



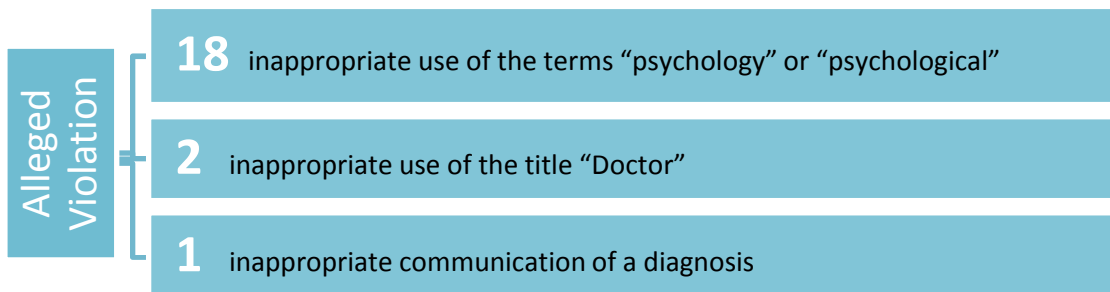
Unauthorized Practice Investigations

In the 2016-17 fiscal year, Investigations and Resolutions staff opened 44 new cases relating to individuals who may be inappropriately holding themselves out as authorized to practice psychology in Ontario. This includes inappropriate use of the title “Doctor,” as well as inappropriate use of the terms “psychology” and “psychological” or variations or abbreviations thereof, in any title or designation, or in any description of services offered or provided. The College also

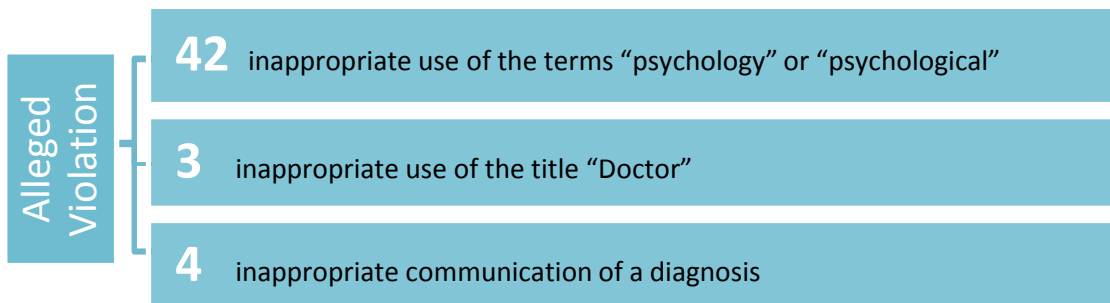
investigates unauthorized performance of controlled acts, which includes the communication of a diagnosis.

The College closed 19 of these cases. The College also prosecuted one case under the *Psychology Act, 1991* with a resulting court order issued.

Cases Closed



New Cases



* The numbers reflected here represent some overlap due to multiple allegations in some cases.

Discipline Committee

Committee Members

Robert Gauthier (Chair)	Council	Jan Heney	College
Ruth Berman	Council	Tim Hill	College
Kristin Bisbee	Public Member	Elizabeth Levin	Council
Clarissa Bush	College	Maggie Mamen	College
Judy Cohen	Public Member	Donna McNicol	Public Member
Dorothy Cotton	Council	Denise Milovan	Council
D'Arcy Delamere	Public Member	Patricia Minnes	Council
Lynette Eulette	Council	Mary Ann Mountain	College
Michael Grand	Council	Donna Reist	College
Allyson Harrison	College	Astra Josie Rose	Public Member
Jaffar Mohammad Hayat	Public Member	Ethel Teitelbaum	Public Member
Gilles Hébert	Council	Pamela Wilansky	College

Staff Support

Zimra Yetnikoff, Director, Investigations and Hearings

Indira Darshanand, Administrative Assistant, Investigations and Hearings

Introduction

The Discipline Committee conducts hearings into allegations of misconduct and/or incompetence, referred by the Inquiries, Complaints and Reports Committee. The Committee is also responsible for holding hearings of applications for the reinstatement of a certificate of registration which has been revoked as a result of a disciplinary proceeding.

Activities

Hearings

No hearings took place in the 2016-17 fiscal year.

Decisions

In the 2016-17 fiscal year, the Discipline Committee adjourned one matter on the basis of the Member's Undertaking & Agreement with the College. The full text of the Undertaking & Agreement is available here:

Ermine Theodora Leader:

https://members.cpo.on.ca/public_register/show/19200.

Referrals to the Committee

Four matters were referred to the Discipline Committee in the 2016-17 fiscal year, and are all still currently before the Committee. The Notices of Hearing for these matters are available here:

1. Rikaurdur Lindal:
https://members.cpo.on.ca/public_register/show/914?section=discipline#ui-tabs-12
2. Ewa Justyna Antczak:
https://members.cpo.on.ca/public_register/show/21428?section=discipline#ui-tabs-12
3. M.Melanie Sapienza:
https://members.cpo.on.ca/public_register/show/20259?section=discipline#ui-tabs-12
4. Clifford Morton Berish:
https://members.cpo.on.ca/public_register/show/2302?section=discipline#ui-tabs-12

Committee Members

Donna Ferguson (Chair)	College	Elizabeth Levin	Council
Judy Cohen	Public Member	Patricia Minnes	Council
Agnieszka Gajdzis	College		

Staff Support

Barry Gang, MBA, Dip.C.S., C.Psych.Assoc., Deputy Registrar/Director, Professional Affairs
 Julie Hahn, Practice Advisor/QA Coordinator

Introduction

The Health Professions Procedural Code, (*Regulated Health Professions Act, 1991 (RHPA), Schedule 2*) requires that the College establish a Quality Assurance Program. A Quality Assurance Program is defined as “a program to assure the quality of the practice of the profession and to promote the continuing competence among the members”. The Quality Assurance Committee has the statutory responsibility for the development and implementation of the College’s Quality Assurance Program.

Activities

Self-Assessment Guide and Professional Development Plans (SAG)

2066	Self-Assessment Declarations reviewed
11	late submissions required to forward completed SAG
3	Non-compliant*

*Required to undergo Peer Assisted Reviews during which their SAGs were reviewed by the reviewers.

The Committee reviewed the eight completed SAGs submitted. In two cases, the Committee observed that the member’s SAG was thorough and complete. The Committee made recommendations to the members in the remaining six cases. In more than one case, these recommendations included the need to be sufficiently familiar with the legislation with which all members are required to be sufficiently familiar and/or the need for a more well-developed Professional Development plan.

Committee Actions

Recommend to Council that the College increase the late fee to \$100 to reflect the resources involved in following up and reviewing the full SAGs of late submissions.

Changes to the SAG form to more strongly convey the need for all members to review certain key pieces of legislation and provide increased structure with respect to both review of legislation, standards and guidelines and the formulation of the Continuing Professional Development Plan.

Peer Assisted Reviews (PAR)

50	PARs conducted
9	Carried over to the next year (deferrals and incomplete)

In addition to the random selection of members for review, following the passage of amendments to Ontario Regulation 209/94 in April 2015 authorizing selection by stratified random sampling, the Committee decided to randomly select members from those requiring more than one reminder that their SAG was past due.

Selection of Peer Assisted Reviewers

Each PAR is conducted by one member of the College who is selected by the College and one who is nominated by the member. Until now, a member has been eligible to conduct a review so long he or she had previously been the subject of a PAR. The Committee decided to put in place further eligibility requirements:

- an interest in assisting peers to help improve and enhance their practices
- no current involvement in an Inquiries, Complaints and Review Committee investigation or disciplinary or
- incapacity hearing
- registration for autonomous practice for at least five years
- current active practice in psychology
- strong knowledge of relevant standards, legislation, policies and guidelines
- a strong sense of professional responsibility and commitment to peer support
- freedom from any conflict of interest with respect to the review, specifically including, but not limited to involvement in a relationship within which there is a power imbalance with respect to the person under review
- no current membership on Council or a College Committee

Mandatory Continuing Professional Development Program

Amendments to the College's Quality Assurance Regulation [Ontario Regulation 209/94 General] in April 2015 enabled the College to implement the QA mandatory Continuing Professional Development (CPD) program.

The Committee finalized the requirements of the program, conducted a pilot trial and member consultation.

Mandatory Continuing Professional Development Program Auditing

Objectives for planned audit at the completion of the first CPD cycle in June 2019:

- motivating compliance of participants
- inspiring public confidence that the College holds members accountable in the public interest
- promoting transparency
- providing important data to the College and members in terms of successes as well as areas of challenge with respect to the program consistency with the practices of other health regulatory Colleges

Review of Full CPD Documentation

The Committee decided to review the full CPD documentation materials of members who did not meet the minimum requirements of the program by the due date set by the College. In addition, the Committee decided to review the CPD documentation of 5% (approximately 100) of randomly selected College members who declare completion of the requirements at the end of the first CPD cycle in June 2019. Each year following this, the Committee will review the documentation of 10% of members who declare completion.

Committee Members

Francine R. Layton (Chair)	College	Gilles Hebert	Council
Kristin Bisbee	Public Member	Denise Milovan	Council
Jaffar Hayat	Public Member	Leah Stein-Sagi	College

Staff Support

Barry Gang, MBA, Dip.C.S., C.Psych.Assoc., Deputy Registrar/Director, Professional Affairs
 Julie Hahn, Practice Advisor/QA Coordinator

Introduction

Section 84 of the Health Professions Procedural Code (Code), *Regulated Health Professions Act, 1991, Schedule 2* requires the College to have a Patient Relations Committee whose mandate is to enhance relations between members and their clients. This Committee is referred to as the Client Relations Committee at the College of Psychologists of Ontario.

The Code outlines some specific responsibilities for the Committee with respect to sexual abuse prevention while allowing the Committee to address a broader spectrum of client-member relations.

Activities

Funding for Therapy and Counselling

The Client Relations Committee administers the Funding for Therapy and Counselling program under the Code. No new applications for funding were received this year and three individuals who were approved for funding in previous years continued to receive funding for therapy under the program.

Review & Revision of the *Standards of Professional Conduct*

The first major revision of the *Standards of Professional Conduct* since 2005 was completed and approved by the Council of the College. The

new *Standards* will take effect on September 1, 2017. Significant changes to the *Standards* include:

- The addition of Practical Applications, which have replaced Supplementary Notes, which will allow for the addition of information about application of the Standards, as needed
- Clarification that a “Client” refers to who services are directed, not to who arranges or pays for the service
- Expansion of the definition of Psychological Services now includes education and training, scholarly activities and administration, all of a “psychological nature”, clarifying the College’s authority to effectively regulate these activities
- Replacement of “Reasonable Efforts” with “Best Efforts”, with respect to efforts a member must make to uphold the Standards
- New requirements for members supervising the provision of psychological services
- Formalization of requirements applicable to telepsychology

Fitness to Practice Committee

Committee Members

Denise Milovan (Chair)	Council	Astra Josie Rose	Public Member
Michael Grand	Council	Glenn Webster	College
Sandra Jackson	College		

Staff Support

Zimra Yetnikoff, Director, Investigations and Hearings
Indira Darshanand, Administrative Assistant, Investigations and Hearings

Introduction

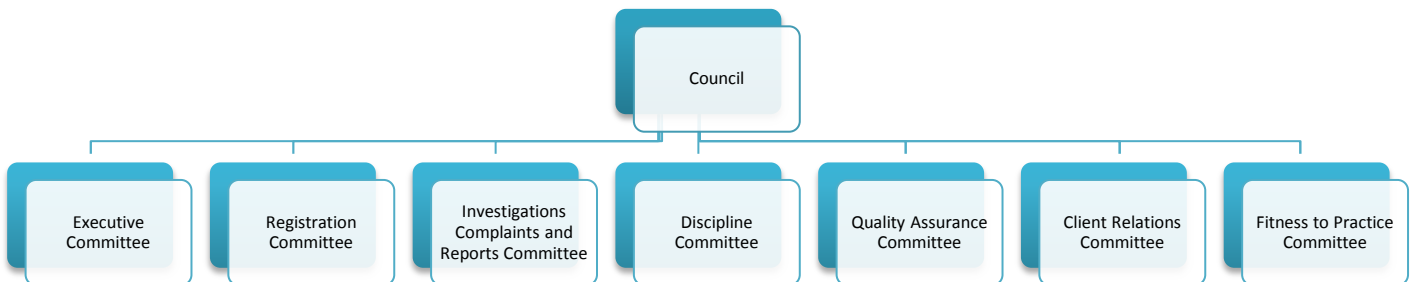
The role of the Fitness to Practice Committee is to conduct hearings in matters referred by the Inquiries, Complaints and Reports Committee concerning the alleged incapacity of a member. The Committee is also responsible for hearing applications for reinstatement by members whose certificate of

registration was revoked following incapacity proceedings.

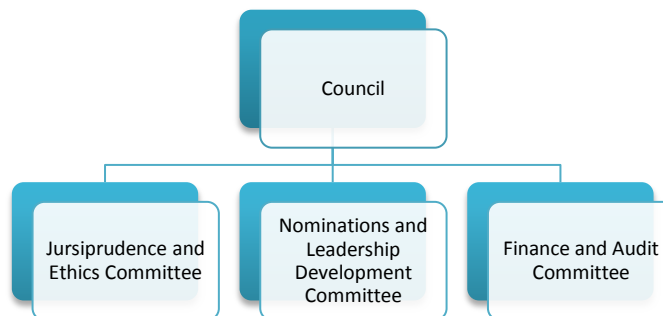
Activities

The Committee did not receive any referrals or conduct any hearings this year.

Statutory Committees

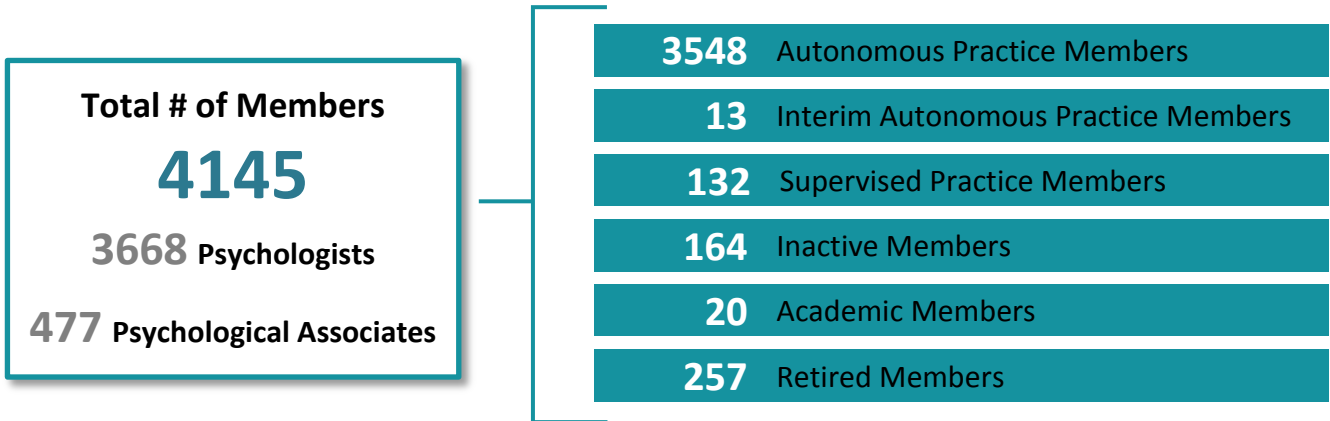


Non-Statutory Committees



Member Dashboard

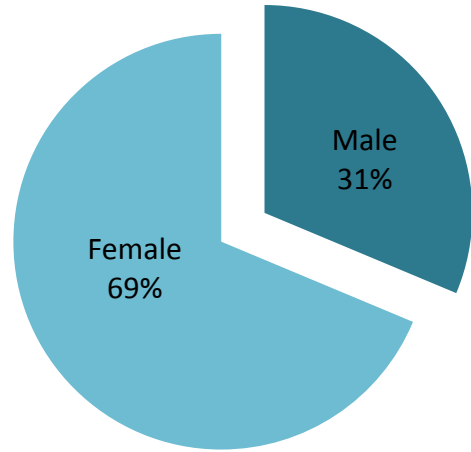
A snapshot of College membership as of May 31, 2017



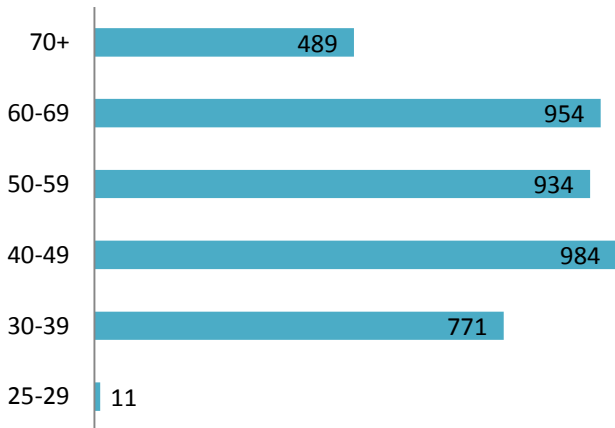
Areas of Practice



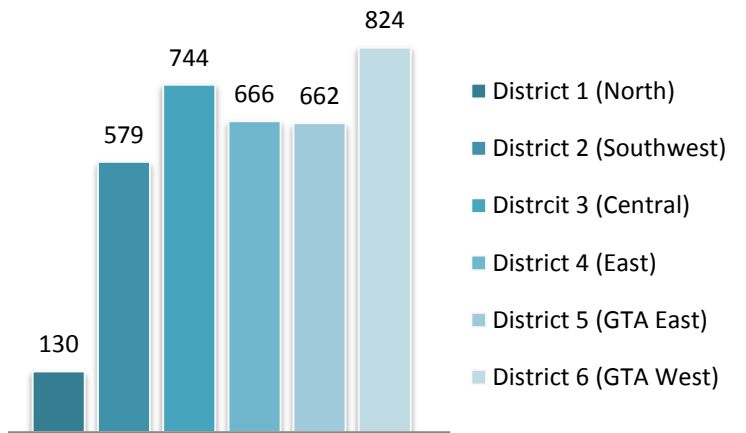
Gender



Age Distribution



Location of Members



INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF COUNCIL OF THE COLLEGE OF PSYCHOLOGISTS OF ONTARIO

We have audited the accompanying financial statements of The College of Psychologists of Ontario, which comprise the statement of financial position as at May 31, 2017 and the statements of operations, changes in net assets and cash flows for the year ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of The College of Psychologists of Ontario as at May 31, 2017 and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Toronto, Ontario
September 15, 2017



Chartered Professional Accountants
Licensed Public Accountants

SUMMARY STATEMENT OF FINANCIAL POSITION AS AT MAY 31, 2017

	2017	2016
ASSETS		
Current Assets		
Cash and cash equivalents	\$ 4,052,984	6,838,388
Prepaid expenses and sundry receivables	46,345	73,584
Investments - short term	4,542,827	1,120,052
	8,642,156	8,032,024
Investments - long term	97,595	353,116
Property and equipment	177,335	203,089
	8,917,086	8,588,229
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	353,512	271,600
Registration fees received in advance	2,702,876	2,680,868
	3,056,388	2,952,468
NET ASSETS		
Invested in capital assets	177,335	203,089
Internally restricted reserve funds	3,685,014	3,278,935
Unrestricted	1,998,349	2,153,737
	5,860,698	5,635,761
	8,917,086	8,588,229

SUMMARY STATEMENT OF OPERATIONS YEAR END MAY 31, 2017

Revenues		
Registration fees	3,152,598	3,121,522
Examination fees	160,011	162,880
Interest and miscellaneous income	74,339	96,347
	3,386,948	3,380,749
Expenses		
Administration	2,108,229	2,139,096
Professional services	150,801	92,850
Investigations, hearings and resolutions	262,447	246,759
Examination and seminar costs	281,699	277,142
Governance	79,678	90,895
Registration	70,147	98,883
Professional organizations	30,616	32,420
Communication, education and training	142,017	88,670
Quality assurance	36,377	5,501
	3,162,011	3,072,216
Excess of revenues over expenses for the year	224,937	308,533

Complete audited financial statements available upon request from the office of the Registrar

Registrar & Executive Director

Rick Morris, Ph.D., C.Psych.

Deputy Registrar/Director, Professional Affairs

Barry Gang, MBA, Dip.C.S. C.Psych. Assoc.

Director, Investigations and Hearings

Zimra Yetnikoff

Director, Registration

Lesia Mackanyn

Manager, Administration

Stephanie Morton

Administrative Assistant, Office of the Registrar

Caitlin O'Kelly

Administrative Assistant, Investigations and Hearings

Indira Darshanand

Administrative Assistant, Investigations and Hearings

Hélène Théberge

Case Manager

Mona McTague

Case Manager

Amy Gates

Case Manager

Annie Song

Senior Administrative Assistant, Registration

Myra Veluz

Administrative Assistant, Registration

Shannon Elliott

Administrative Assistant, Registration

Kelly Russell

Practice Advisor/Quality Assurance Coordinator


Julie Hahn

Information Systems Administrator

Gnana Fernando

Administrative Assistant, Member Services

Tyffany Adams



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L'ORDRE DES PSYCHOLOGUES DE L'ONTARIO
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