

2017/2018

ANNUAL REPORT



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

REGULATING PSYCHOLOGISTS &
PSYCHOLOGICAL ASSOCIATES





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MESSAGE FROM THE PRESIDENT & REGISTRAR

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

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

The work of the College continued to reflect the Council's commitment to, and focus on, transparency, governance and accountability. We are pleased to provide an update on College initiatives undertaken this year in pursuit of regulating the practice of psychology in Ontario in the public interest.

Some significant changes were made to the College By-law regarding *The Register and Related Matters*. These amendments were initiated to bring the College public register listings in line with the requirements of the *Regulated Health Professions Act, 1991* and further the publicly available information about members. Policies were enacted which clearly set out the Criteria for Exemption or Deferral within the College's Quality Assurance Peer Assisted Review process and also those which establish Responding to Requests for Extensions to Make Written Submissions within the ICRC process.

A number of governance initiatives were undertaken. During the course of the year, the Terms of Reference for all of the College Committees, both statutory and non-statutory were reviewed. In addition, the College continued its annual practice of engaging independent, external audits for two of its Committees. This year audits were conducted with the Finance and Audit Committee and the Client Relations Committee; both of which were found to be carrying out their roles and responsibilities in a satisfactory manner, consistent with their Terms of Reference and/statutory obligations. The Council continued its practice 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 and adopted a *Code of Conduct for Council and Committees*.

In December 2017, the College adopted an Integrated Risk Management program made available through the Healthcare Insurance Reciprocal of Canada (HIROC). Through this process, the Registrar and Senior Management Team have reviewed and documented a series of potential risks to the College, implementing mitigation strategies as required. This is an ongoing process to ensure the identification of new potential risk as well as monitoring the strategies introduced to mitigate those already identified.

Following a lengthy consultation process, the revised *Standards of Professional Conduct, 2017* came into force. The implementation of the Standards went very smoothly because of the numerous member consultations conducted prior to finalization as well as the 6-month lead time, from approval in March 2017 to the September 2017 'in force' date. The revision of the Standards included a comprehensive review of the requirements for members in supervising others in the practice of psychology including supervision related to the recently proclaimed controlled act of psychotherapy.

In March 2018 the Council began a discussion of the current registration criteria for psychological practitioners. These deliberations focused on two main topics; a review of an earlier Council decision to seek closure of registration to those with a Masters degree plus four years of supervised experience, and the use of the title Psychologist by all those qualifying to practice in Ontario. There were lengthy and thoughtful discussions on both of these topics with a diversity of opinions. It was recognized that the importance of these discussions and the impact of any decisions required further conversations and therefore decision-making was deferred to the next Council year.

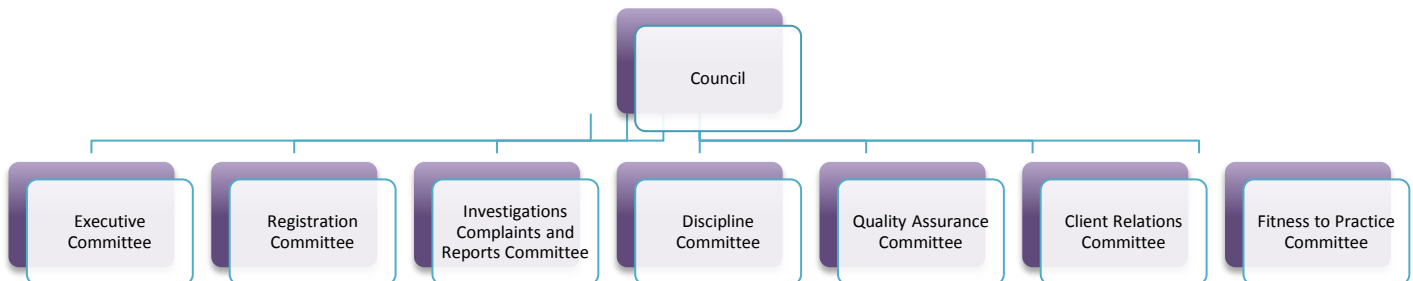


MESSAGE FROM THE PRESIDENT & REGISTRAR

The College Executive Committee continued its practice of holding two meetings per year outside of Toronto. As part of this, the Executive hosted a member reception and Town Hall Meeting for members and graduate students. This year, the Executive Committee visits to Guelph and Kingston were well received by the members who attended the reception reinforcing the importance of this type of continued interaction and involvement with the membership.

The past year has been a busy and challenging one for the College. This Annual Report offers more details about the College's work and that of the ongoing Committees. The work of the College is made possible through the involvement of many professional members and the public members on Council giving of their time and expertise to both the Council and its Committees. We want to take this opportunity to acknowledge their contribution and publicly thank them for their commitment and the integrity which they bring to the work of regulating the profession of psychology in Ontario.

Statutory Committees



Non-Statutory Committees





ABOUT THE COLLEGE

The College of Psychologists of Ontario is the regulatory body governing the profession of psychology in Ontario. The College receives its authority from the *Psychology Act, 1991* and the *Regulated Health Professions Act, 1991*.

STRATEGIC PLAN 2017-2022

Vision *[What we aspire to be]*

The College strives for excellence in self-regulation in service of the public interest.

Mission *[Why we exist]*

To regulate the practice of psychology in serving and protecting the public interest.

Strategies *[How we accomplish our Mission]*

In accomplishing our Mission, the College promotes excellence in the practice of psychology by:

- Enforcing standards fairly and effectively through:
 - Developing, establishing and maintaining standards of qualifications for individuals seeking registration,
 - Developing, establishing and maintaining standards of practice and professional ethics for all members,
 - Developing, establishing and maintaining standards of knowledge and skill and programs to promote continuing evaluation, competence and improvement among members;
- Communicating clearly and effectively with stakeholders, particularly applicants, members and the public;
- Supporting and assisting members to meet high standards;
- Responding to changing needs in new and emerging practice areas;
- Collaborating in shaping the regulatory environment;
- Acting in a responsibly transparent manner; and,
- Advancing the Council's governance practices.

Values *[What we uphold in all our activities]*

Fairness The College approaches decisions in a just, reasonable and impartial manner.

Accountability The College acts in an open, transparent and responsible manner and communicates about its processes.

Integrity The College acts honestly, ethically, and responsibly.

Respect The College treats members of the public, members of the College, prospective members and other stakeholders with respect.



COUNCIL MEMBERS

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 up to 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

Christine DiZazzo

District 7: Psychological Associates

Marilyn Keyes, 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

Judy Cohen

Cory Richman (From September 2017)

D'Arcy Delamere

Kristin Bisbee

Ethel Teitelbaum (Until May 2018)

Jaffar Hayat

Emad Hussain (From November 2017)

Donna McNicol



Legislation

The Council responded to a consultation from the Ministry of Health and Long-Term Care on proposed regulations being considered in relation to Bill 87, *Protecting Patients Act, 2017*.

Bylaws

Council approved amendments to By-Law 21: *Committee Composition*, By-law 20: *Election Qualifications, Terms of Office and Conditions for Disqualification* and to By-Law 18: *Fees*.

Strategic Issues

Council undertook several Generative Discussions on a variety of topics including: the establishment of a Code of Conduct for Council and Committee Members; Ways to Enhance Committee Reporting to Council; the Potential Role of the College of Psychologists in the Regulation of Applied Behaviour Analysis; Bill 87 and its Implication for the College and College Members; and, Council Self-Evaluation.

Policy Issues

Council approved amendments to the following:

- Policy II 3(ii): *Release of the Member's Response to the Complainant*;
- Policy III F-4: *Per Diems and Council and Committee Compensation*;
- Policy II 10(i): *Jurisprudence and Ethics Examination Committee: Terms of Reference/Role*;
- Policy II 4(i): *Discipline Committee: Terms of Reference/Role*;
- Policy II 4(ii): *Discipline Committee: Rules of Procedure*; and,
- Policy III F-2: *Reserve Funds*.

In addition, Council approved a new policy:

- Policy II 3(iii): *Appearance before a Panel of the Inquiries, Complaint and Reports Committee to be Cautioned*.

Business

Council received quarterly and annual reports from the statutory committees, and approved participation in an Integrated Risk Management program made available through the Healthcare Insurance Reciprocal of Canada (HIROC).

Council approved the recommendation to pursue a project directed toward updating and improving how the College communicates with the public, members, and other stakeholders. This will include preparing an RFP directed toward the development and implementation of a formal Communication Strategy and Modernization Plan.

Financial

Council appointed signing officers for the year, received quarterly financial statements, approved the audited financial statements for the fiscal year ending May 31, 2017 and appointed the auditors for the following year. In addition, Council authorized a transfer of funds from the unrestricted net assets to the Investigations and Hearings Reserve Fund, Contingency Reserve Fund, and the Premises Reserves Fund. Council approved the annual budget for 2018-2019.



2017- 2018

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
Fitness to Practice
Quality Assurance
Client Relations



Introduction

The Executive Committee of the College of Psychologists is elected from members of the College Council. Its role is to monitor and coordinate the work of Committees and ensures that Council has all the pertinent information 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 23, 2017, 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. Among the variety of issues discussed by the Executive Committee were the transparency initiatives, Applied Behaviour Analysis, the Shaping the Future Implementation Plan, the Examination for Professional Practice in Psychology, and the impact of the controlled act of psychotherapy on College members.

The Executive Committee brought forward new policies to Council regarding the appearance before a panel of the Inquiries, Complaints and Reports Committee, as well as a Peer Assisted Review Exemption and Deferral Criteria policy and an ICRC Criteria for Extensions for Submissions policy. They reviewed the revised terms of reference/role for the Finance and Audit Committee, Nominations and Leadership

Committee Members

Lynette Eulette (President)	Council
Ruth Berman (Vice-President)	Council
Kristin Bisbee	Public Member
D'Arcy Delamere	Public Member
Christine DiZazzo	Council
Michael Grand	Council

Staff Support

Rick Morris
Caitlin O'Kelly

Development Committee, Jurisprudence and Ethics Examination Committee and the Discipline Committee. In addition, they brought forward to Council recommended amendments to *By-Law 20: Election to Council*, *By-Law 21: Committee Composition*, *By-Law 18: Fees*, *By-Law 25: The Registrar and Related Matters*, *By-Law 5: Selection of Committee Chairs and Committee Members* and *By-Law 21: Committee Composition*.

Following review by the Finance and Audit Committee, the Executive Committee considered the draft 2018-2019 budget and recommended its approval to Council.

In conjunction with Executive Committee meetings held outside of Toronto, the Executive hosted two receptions for members. The first was held on November 15, 2017 in Guelph and the second on May 3, 2018 in Kingston. Member response to these events was very positive.

The President, along with the Registrar & Executive Director, represented the College at meetings of the Association of State and Provincial Psychology Boards and of the Association of Canadian Psychology Regulatory Organizations.



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, or international agreements such as the Association of State and Provincial Psychology Board’s Reciprocity Agreement.

Meetings

18	• Meetings Held
6	• Plenary Sessions

Results of Plenary Deliberations

The Committee completed its work on updating the College’s Guidelines for Autonomous Practice Members Changing Area of Practice. It also established a sub-committee to undertake a

Committee Members

Marnee Maroes, Chair	College
Robert Gauthier	College
Michael Grand	Council
Jaffar Hayat	Public Member
Patricia Minnes	Council
Denise Milovan	Council
Marjory Phillips	College
Cory Richman	Public Member
Ethel Teitelbaum	Public Member
Wanda Towers	College

Staff Support

Lesia Mackanyn
Myra Veluz
Shannon Elliott
Deneika Greco

review of the retraining plan process for Supervised Practice Members.

Panel Deliberations

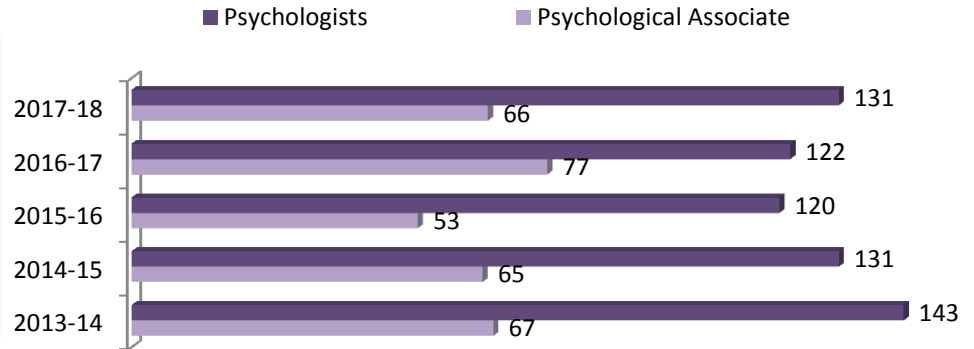
All cases referred by the Registrar & Executive Director to the Registration Committee require thorough preliminary staff review with multiple interactions between the applicants and staff. Many cases require multiple reviews by a panel of the Registration Committee during the period of supervised practice and for approval to participate in the oral examination. In some instances, where the decision is not favorable to the applicant, appeals are made to the Health Professions Appeal and Review Board (HPARB). Decisions from the HPARB provided direction to the panels in rendering more detailed orders and in communicating with applicants in a manner consistent with the provisions of RHPA.



REGISTRATION COMMITTEE

Summary of Registration Activities for 2017-2018

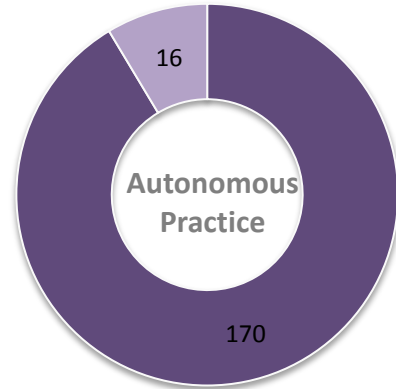
Supervised Practice Applications: Comparisons by Year



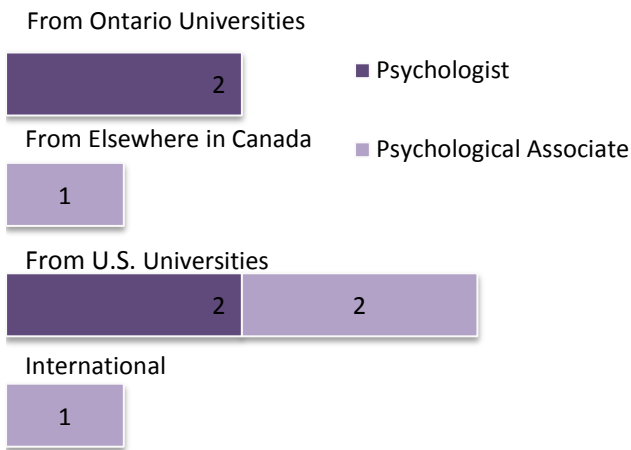
Certificates of Registration Issued by the College



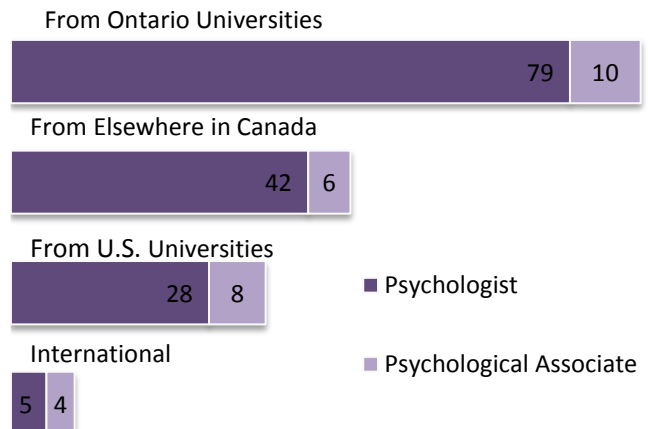
■ Psychologist
■ Psychological Associate



Applications Refused



New Members: Place of Education





INQUIRIES, COMPLAINTS & REPORTS COMMITTEE

Introduction

The Inquiries, Complaints and Reports Committee (ICRC) is responsible for investigating matters pertaining to members' conduct, and competence and capacity. As required by law, every matter is considered by a panel of the ICRC. A panel is composed of one public and two professional members of the ICRC.

Following a review of all relevant information regarding a matter, the panel decides upon a course or action or disposition. These can include taking no further action or referring the matter to the Discipline Committee. The panel may also decide that remediation is appropriate. This can include providing advice to the member or requiring a program of continuing education.

A party to a complaint may request a review of the ICRC decision by the Health Professions Appeal and Review Board (HPARB). HPARB will review whether the Committee's investigation was adequate and the decision was reasonable.

Investigations and Hearings staff also consider matters that do not become formal complaints or reports. For example, the College investigates non-members who may be holding themselves out as psychologists or misusing the titles "psychologist" or "doctor."

Committee Members

Sara Hagstrom	College
Diane Addie	College
Ruth Berman	Council
Gilles Boulais	College
Jason Brown	College
Judy Cohen	Public Member
Dorothy Cotton	Council
D'Arcy Delamere	Public Member
Lynette Eulette	Council
Emad Husain	Public Member
Elizabeth Levin	Council
Donna McNicol	Public Member
Fred Schmidt	College
David Smith	College
Laura Spiller	College
Joanne Taylor	College

Staff Support

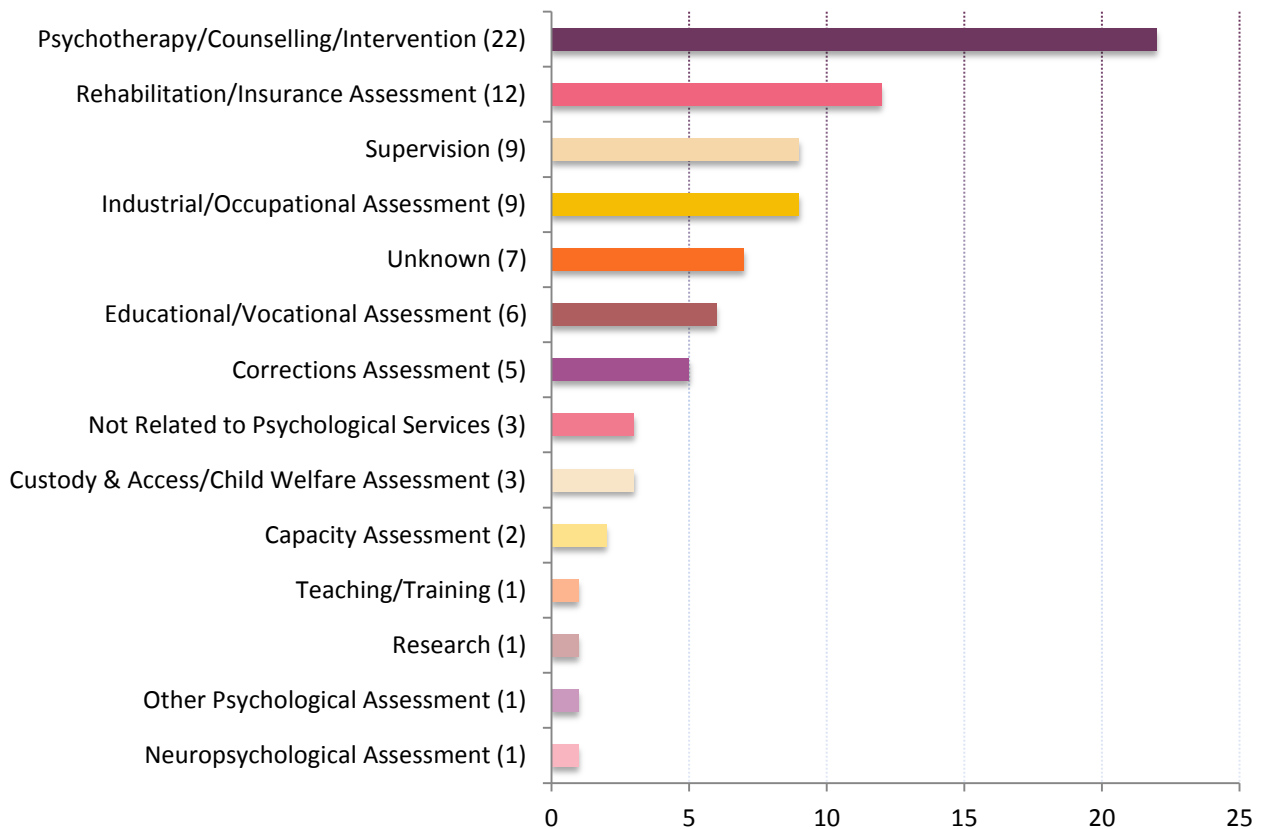
Zimra Yetnikoff
Amy Gates
Annie Song
Mona McTague
Hélène Théberge
Jasilyn Beetham
Indira Darshanand



Activities

New matters:

During the 2017-2018 fiscal year the College initiated the investigation of 79 complaints, one Registrar’s Investigation and two Health Inquiries, for a total of 82 new matters. These matters related to various areas of practice.



Health Professions Appeal and Review Board (HPARB)

There were 15 requests by complainants and/or members for reviews of ICRC decisions. HPARB issued 10 Decisions, including those for reviews requested in previous years.

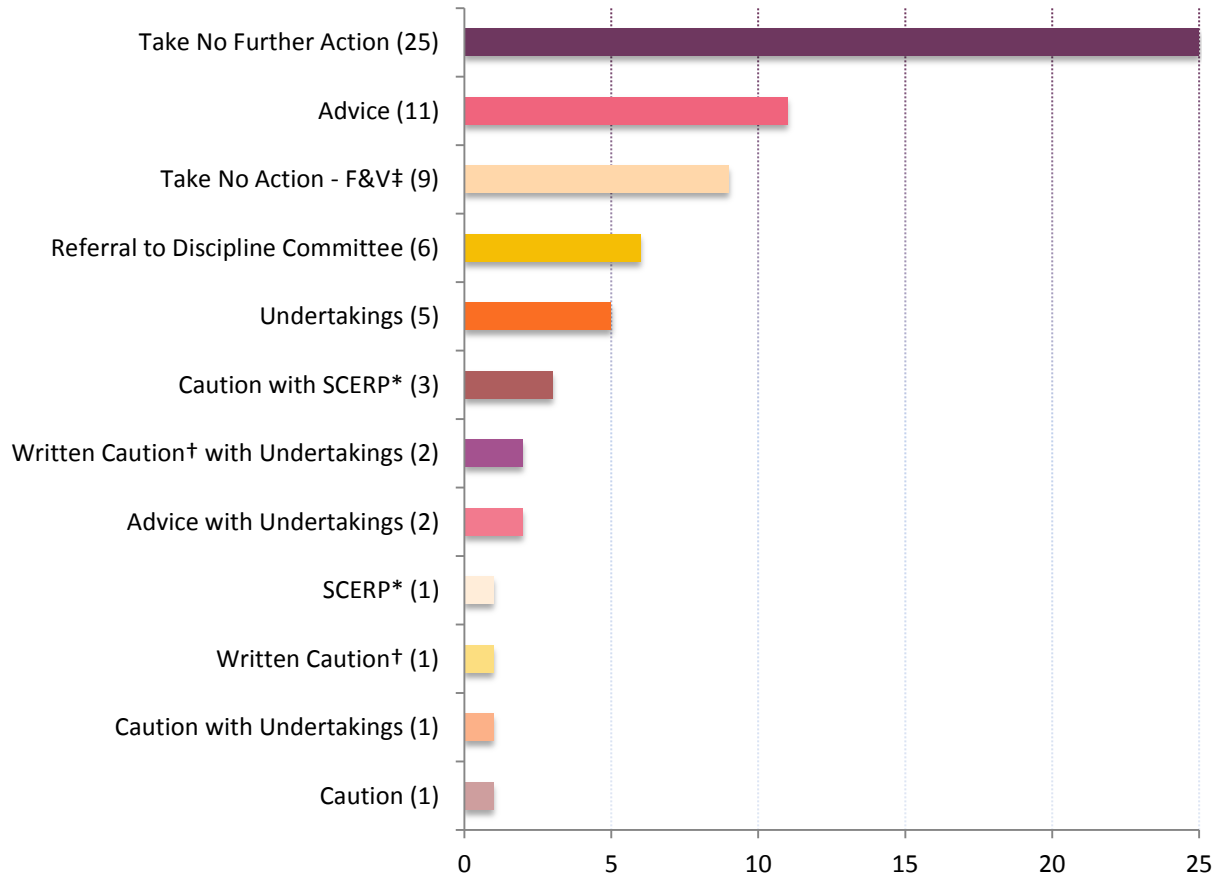
Decision Confirmed	No Review	Matter Returned to College
<ul style="list-style-type: none"> • College decision confirmed (4) 	<ul style="list-style-type: none"> • HPARB F&V (1) • HPARB Notice to Not Proceed (1) • Request for Review Withdrawn (2) 	<ul style="list-style-type: none"> • Inadequate investigation (1) • Unreasonable decision (1)

Dispositions:



INQUIRIES, COMPLAINTS & REPORTS COMMITTEE

The ICRC disposed of 67 cases in 2017-2018. It took some action in 33 (49%) of these cases, ranging from providing Advice to Referral to the Discipline Committee. The disposition for each case is represented below.



‡ F&V: Frivolous, vexatious, made in bad faith, moot or otherwise an abuse of process, pursuant to s.26(4) of the Health Professions Procedural Code

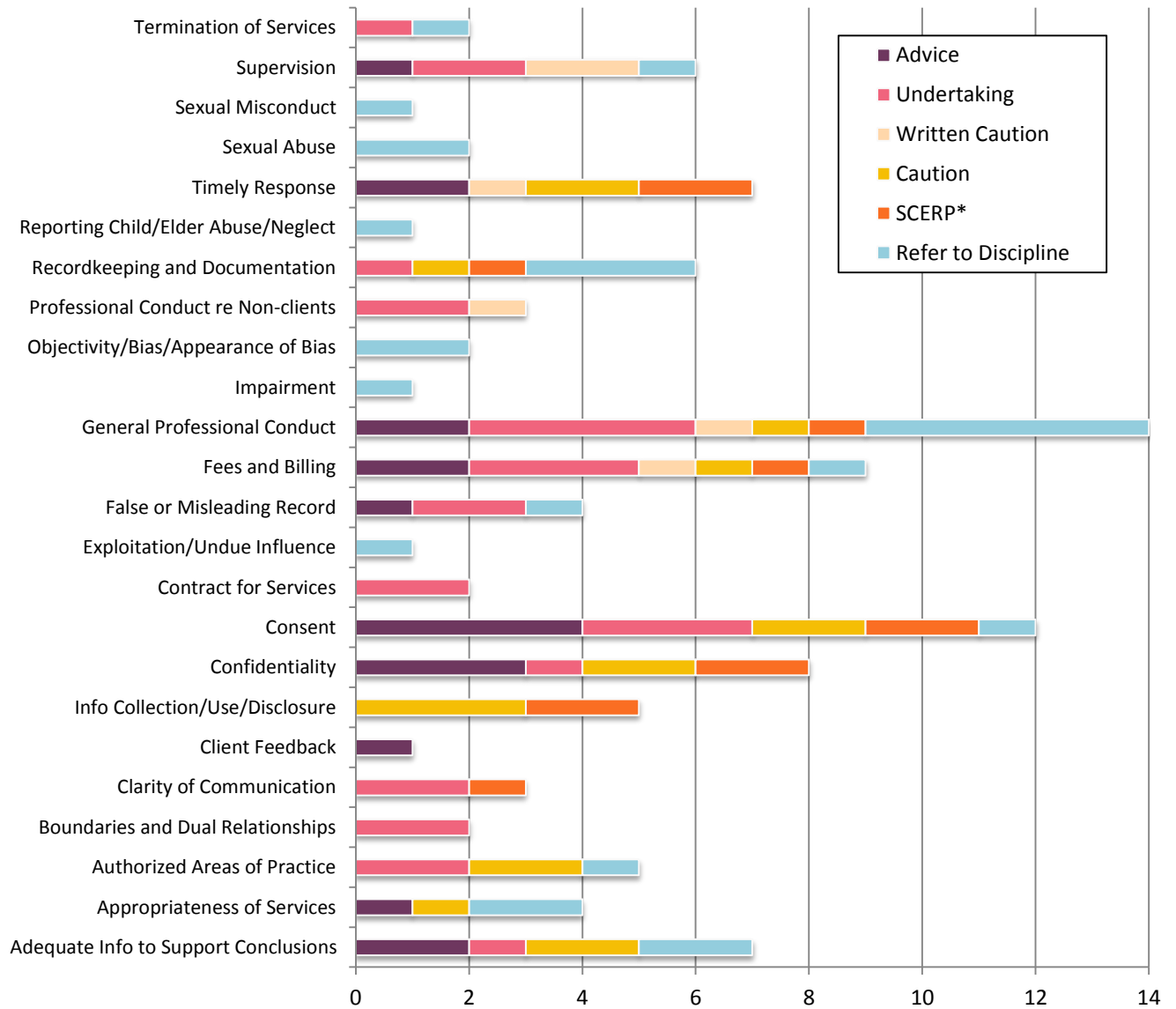
*SCERP: Specified Continuing Education and Remediation Program

† Written Cautions have been discontinued as of September 2017.



INQUIRIES, COMPLAINTS & REPORTS COMMITTEE

The disposition of these 67 cases involved the consideration of 211 allegations. The ICRC took action with respect to 93 of these allegations. In some cases, multiple dispositions (i.e., Caution and Undertakings) may be attached to a single allegation. These dispositions are illustrated below.



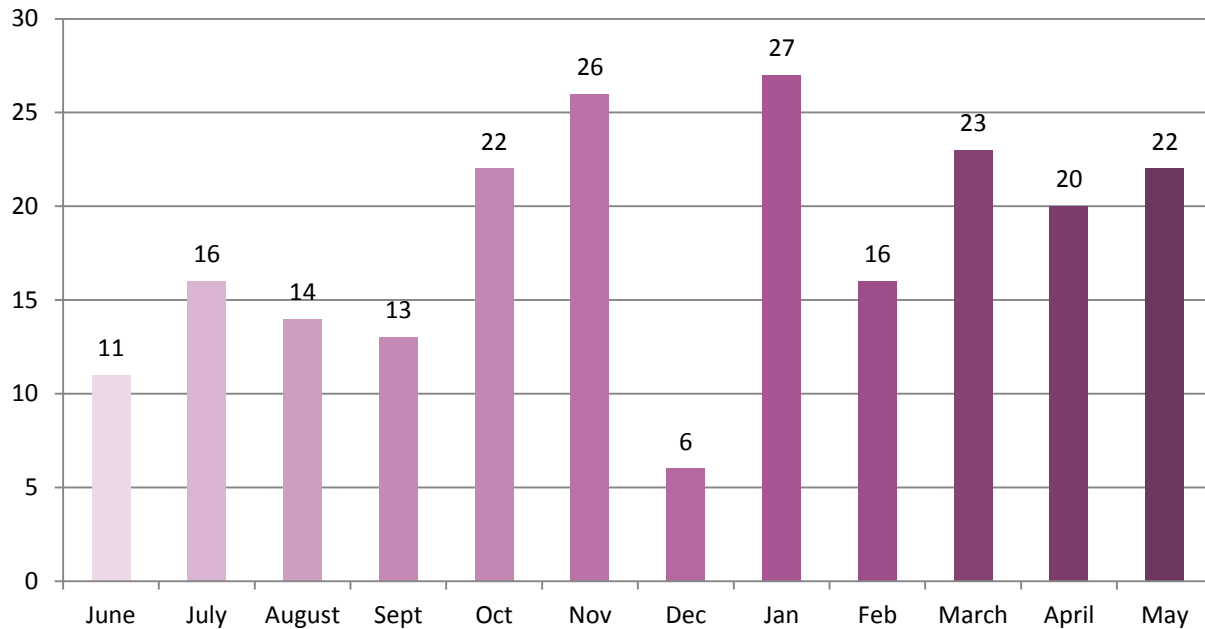


INQUIRIES, COMPLAINTS & REPORTS COMMITTEE

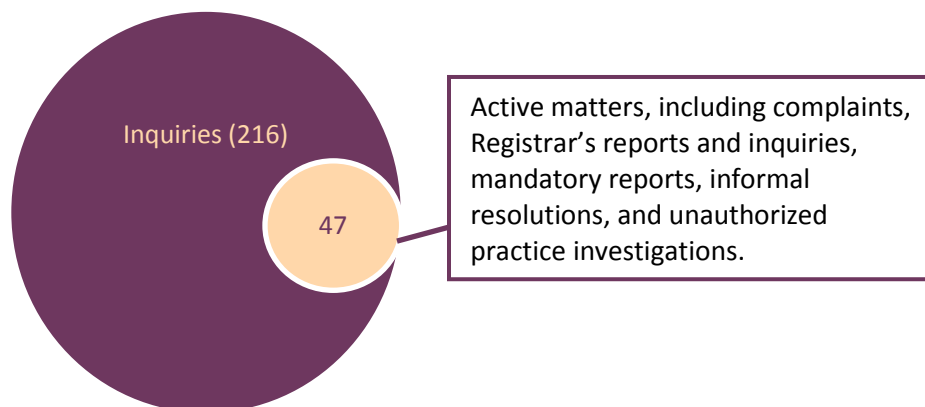
Inquiries

Investigations and Hearings staff fielded 216 general inquiries in 2017-18. These inquiries 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 inquiries were distributed throughout the year as follows:



Of the 216 inquiries received, 47 (22%) resulted in some type of investigation in the same fiscal year. An additional 32 current matters are related to inquiries made in previous fiscal years.





INQUIRIES, COMPLAINTS & REPORTS COMMITTEE

During 2017-2018, the Registrar initiated informal inquiries into 47 new matters. These included matters referred to the Registrar for investigation by the ICRC, as well as mandatory reports to the College.

In making informal inquiries, the Registrar considers whether there are reasonable and probable grounds to believe that a member has committed an act of professional misconduct or is incompetent. If so, the Registrar may appoint an investigator to investigate the matter on a formal basis. One such matter became a formal Registrar's investigation in 2017-2018.

The Registrar may close an informal inquiry, without appointing an investigator, if it is felt that further investigation is unnecessary. This was done in 19 matters in 2017-2018. For example, the College may receive a mandatory report about a matter that is under investigation through the complaints process. In such a case, the mandatory report matter may be closed.

Unauthorized Practice Investigations

In 2017-2018, the College opened 40 and closed 4 Unauthorized Practice cases. These cases relate to unregistered individuals who may be holding themselves out as authorized to practice psychology in Ontario. This may also include the inappropriate use of the titles "Doctor" and "psychologist." The College also investigates unauthorized performance of controlled acts, including the communication of a diagnosis.



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

Six hearings took place during the 2017-2018 fiscal year:

September 7, 2017: Dr. Eva Antczak, decision released on October 17, 2017:

https://members.cpo.on.ca/public_register/show/21428.

September 27, 2017: Dr. Rikardur Lindal, decision released on December 11, 2017:

https://members.cpo.on.ca/public_register/show/914.

February 14, 2018: Dr. Martin Rovers, decision released on March 1, 2018:

https://members.cpo.on.ca/public_register/show/3067.

March 26, 2018: Dr. Clifford Berish. At the hearing, the Discipline Committee ordered that the allegations of professional misconduct in the Notice of Hearing dated March 22, 2017 be withdrawn at the request of the College:

https://members.cpo.on.ca/public_register/show/2302.

April 11 and 30, 2018: Dr. Melanie Sapienza, decision released May 16, 2018:

https://members.cpo.on.ca/public_register/show/20259.

Committee Members

Robert Gauthier	College
Ruth Berman	Council
Kristin Bisbee	Public Member
Clarissa Bush	College
Judy Cohen	Public Member
Dorothy Cotton	Council
D'Arcy Delamere	Public Member
Christine DiZazzo	Council
Lynette Eulette	Council
Michael Grand	Council
Allyson Harrison	College
Jaffar Hayat	Public Member
Jan Heney	College
Tim Hill	College
Emad Hussain	Public Member
Marilyn Keyes	Council
Elizabeth Levin	Council
Maggie Mamen	College
Donna McNicol	Public Member
Denise Milovan	Council
Patricia Minnes	Council
Mary Ann Mountain	College
Cory Richman	Public Member
Donna Reist	College
Ethel Teitelbaum	Public Member
Glenn Webster	College
Pamela Wilansky	College

Staff Support

Zimra Yetnikoff
Hélène Théberge
Indira Darshanand

May 31, 2018: Dr. Gail Hutchinson, decision released June 26, 2018:

https://members.cpo.on.ca/public_register/show/754.



DISCIPLINE COMMITTEE

Referrals to the Committee

Six matters were referred to the Discipline Committee in the 2017-18 fiscal year, including the matters regarding Dr. Martin Rovers and Dr. Gail Hutchinson, noted above under Hearings.

The additional four matters are:

1. Mr. Mohammad Dehganpour:
https://members.cpo.on.ca/public_register/show/21494. (hearing held September 13, 2018);
2. Ms. Elena Baskakova:
https://members.cpo.on.ca/public_register/show/21556.
3. Dr. David Davies:
https://members.cpo.on.ca/public_register/show/21054. (hearing held June 4, 2018); and
4. Dr. Reuben Schnayer:
https://members.cpo.on.ca/public_register/show/328



FITNESS TO PRACTICE COMMITTEE

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.

Committee Members

Glenn Webster (Chair)
Christine DiZazzo
Jaffar Hayat
Sandra Jackson
Marilyn Keyes

College
Council
Public Member
College
Council

Staff Support

Zimra Yetnikoff
Indira Darshanand



QUALITY ASSURANCE COMMITTEE

Introduction

The Health Professions Procedural Code, which is Schedule 2 of the *Regulated Health Professions Act, 1991 (RHPA)* requires that the College of Psychologists 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 Continuing Professional Development Plan

Every member of the College is required to undertake a self-review every other year, through the completion of the Self-Assessment Guide (SAG) and Continuing Professional Development (CPD) Plan. Members with even registration numbers complete the self-assessment process in the even numbered years and those with odd registration numbers do so in the odd numbered years. Members holding Certificates Authorizing Supervised Practice or Interim Autonomous Practice are required to complete the SAG Guide and CPD Plan each year. This requirement also applies to members who have chosen to move to Inactive status as it is anticipated that these members will be returning to Active status. These members are required to take steps to remain current in their areas of competence during their inactive period and to document this in SAG and CPD Plan.

- 2068 Declarations of Completion of the SAG and CPD plan were due in 2017
- 2045 (all but 23) Declarations were provided by the required date

Committee Members

Donna Ferguson (Chair)	College
Kristin Bisbee	Public Member
Marilyn Keyes	Council
Maria Kostakos	College
Patricia Minnes	Council

Staff Support

Barry Gang
Julie Hahn

- 17 members who did not provide a Declaration by the required date provided a completed SAG to the College, as required by Ontario Regulation 209/94
- 6 members who did not provide a Declaration by the required date and then did not submit a completed SAG when required were referred for a Peer Assisted Review as required by Ontario Regulation 209/94; the PAR includes a review of the SAG.

Peer Assisted Review

The Peer Assisted Review (PAR) is an onsite review of a member's practice conducted by two other members of the College. Annually, the College selects members to participate in the PAR process. Members of the College may be selected for a Review through random selection, stratified random selection or as a result of their failure to comply with the requirement to complete the SAG.

- 47 Peer Assisted Reviews were completed
- 18 Peer Assisted Reviews are either pending completion or have been deferred until a later date due to members’ personal circumstances



QUALITY ASSURANCE COMMITTEE

Mandatory Continuing Professional Development Program (CPD)

Every member of the College, except those with a Retired Certificate of Registration, is required to satisfy the requirements of the Continuing Professional Development Program. The Mandatory CPD Program is designed to:

- promote continuing competence and continuing quality improvement among members;
- remedy gaps in knowledge and skills identified in members' self-assessment;
- address changes in practice environments; and

- incorporate standards of practice and advances in technology

The Mandatory CPD Program permits members to undertake continuing professional development and continuing education in a variety of ways as best suits their learning styles and needs.

Members are required to satisfy the minimum requirements of the program every two years. The CPD program was implemented in June 2017 and plans for auditing participation at the end of the first cycle, in June 2019 are under development.



CLIENT RELATIONS COMMITTEE

Introduction

Section 84 of the Health Professions Procedural Code (Code), which is Schedule 2 of the Regulated Health Professions Act, 1991, 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. Three individuals, approved for funding in previous years, continued to receive funding for therapy under the program.

Sexual Abuse Prevention Initiatives

The Committee has begun to work on the enhancement of its sexual abuse prevention program with the development of a Discussion Guide to facilitate members' review of the College's literature related to the prevention of sexual abuse and boundary violations.

Committee Audit Report

A compliance audit of the College's Client Relations Committee was completed this year. The purpose of the audit was to assess compliance with statutory requirements and the Committee's mandate. The auditor found that:

- The Committee is in compliance with the legislation and its terms of reference;

Committee Members

Denise Milovan (Chair)	Council
Kristin Bisbee	Public Member
Judy Cohen	Public Member
Ester Cole	College
Christine DiZazzo	Council
Maya Hammer	College

Staff Support

Barry Gang
Julie Hahn

- The College's educational materials regarding appropriate boundaries and conduct with clients are available on the College website for members, applicants, clients and potential clients and that they use clear language and include examples to help illustrate appropriate conduct and boundaries;
- Members of the Committee are oriented to their role including their responsibilities under the *Regulated Health Professions Act, 1991*; and,
- Decision-making criteria with respect to the approval of funding for therapy for individuals who have been sexually abused by College members are clear and in accordance with the legislation and Council policy and that eligibility for funding is being determined in an efficient manner.

The auditor made two minor recommendations. The first was with respect to the future planning of staff training in the area of sexual abuse and the second related to the addition of clear effective dates on sexual abuse related public documents. Both of these recommendations have been addressed.



MEMBER DASHBOARD

A snapshot of College membership as of May 31, 2018

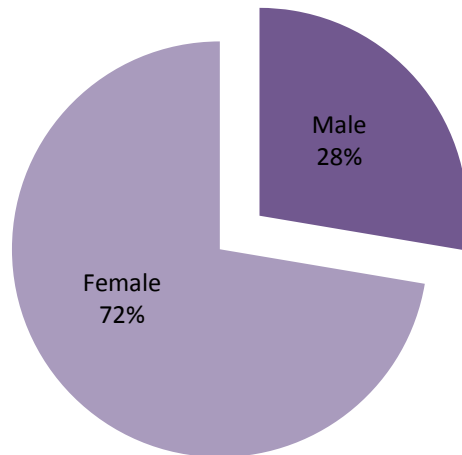
Total # of Members
4290
3808 Psychologists
482 Psychological Associates

3570	Autonomous Practice Members
29	Interim Autonomous Practice Members
204	Supervised Practice Members
166	Inactive Members
20	Academic Members
301	Retired Members

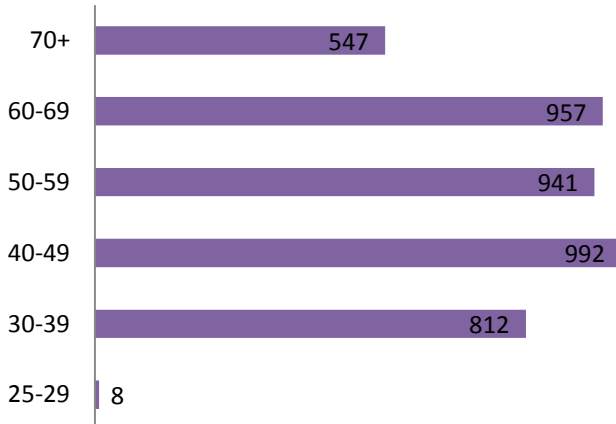
Areas of Practice

3035	Clinical Psychology
1607	Counselling Psychology
946	School Psychology
493	Rehabilitation Psychology
427	Health Psychology
392	Clinical Neuropsychology
335	Forensic Correctional Psychology
88	Industrial/Organizational Psychology

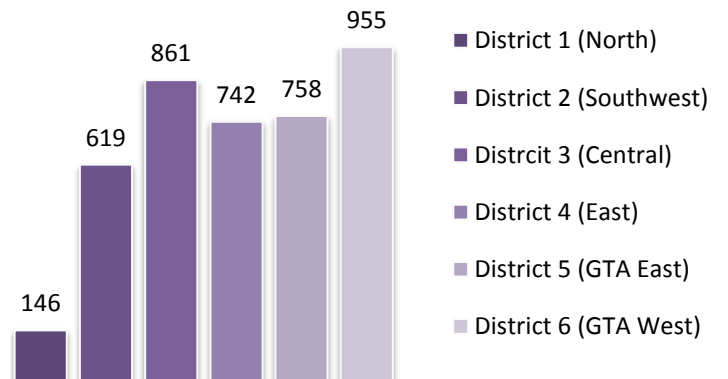
Gender



Age Distribution



Location of Members

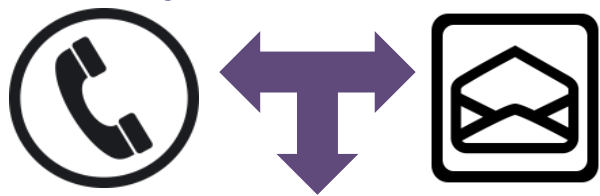




PRACTICE ADVICE

As a service to members and the public, the College of Psychologists of Ontario provides information about application of the Standards of Professional Conduct and the Legislation, Regulations, Code of ethics and other Guidelines which are relevant to the practice of psychology in Ontario. A summary of the number and types of queries the College received in 2017-2018 may be found below. The Practice Advisor may be contacted at practiceadvice@cpo.on.ca.

1,245



CALLS & EMAILS

Practice Advisory Users

79% Members

21% Public

TOP 10 ISSUES

- 1 Supervision of Unregulated Providers
- 2 Controlled Act of Psychotherapy
- 3 Telepsychology
- 4 Authorized Areas of Practice
- 5 Release of / Right of Access to Information
- 6 Non-Mandatory Reporting – Risk of Harm
- 7 Child Abuse and Neglect Reporting
- 8 Record Management and Retention
- 9 Termination of Services
- 10 Conflict of Interest

REPORT OF THE INDEPENDENT AUDITOR ON SUMMARY FINANCIAL STATEMENT

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

The accompanying summary financial statements, which comprise the summary statement of financial position as at May 31, 2018, and the summary statement of operations for the year then ended and related note, are derived from the audited financial statements of the College of Psychologists of Ontario (the "College") for the year ended May 31, 2018. We expressed an unmodified audit opinion on those financial statements in our report dated September 21, 2018.

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements therefore, is not a substitute for reading the audited financial statements of the College.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the audited summary financial statements on the basis described in the note to the summary financial statements.

Auditor's Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements".

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of the College of Psychologists of Ontario for the year ended May 31, 2018 are a fair summary of those financial statements, on the basis described in the note to the summary financial statements.



Toronto, Ontario
September 21, 2018

Chartered Professional Accountants
Licensed Public Accountants

SUMMARY STATEMENT OF FINANCIAL POSITION**AS AT MAY 31, 2018**

	2018	2017
ASSETS		
Current assets		
Cash	\$ 5,528,519	\$ 870,202
Prepaid expenses and sundry receivables	59,000	46,345
Investments - short term	3,132,706	7,725,609
	8,720,225	8,642,156
Investments - long term	43,412	97,595
Property and equipment	77,350	94,656
Intangible assets	28,612	82,679
	\$ 8,869,599	\$ 8,917,086
LIABILITIES		
Current liabilities		
Accounts payable and accrued liabilities	456,786	353,512
Registration fees received in advance	2,781,642	2,702,876
	3,238,428	3,056,388
NET ASSETS		
Invested in property and equipment and intangible assets	105,962	177,335
Internally restricted	4,173,810	3,685,014
Unrestricted	1,351,399	1,998,349
	5,631,171	5,860,698
	\$ 8,869,599	\$ 8,917,086

SUMMARY STATEMENT OF OPERATIONS**YEAR ENDED MAY 31, 2018**

Revenues		
Registration fees	\$ 3,205,619	\$ 3,152,598
Examination fees	118,214	160,011
Investment and miscellaneous income	93,651	74,339
	3,417,484	3,386,948
Expenses		
Administration	2,128,372	2,108,229
Professional services	236,216	150,801
Investigations, hearings and resolutions	620,184	262,447
Examination and seminar costs	299,095	281,699
Governance	91,659	79,678
Registration	84,544	70,147
Professional organizations	27,075	30,616
Communication, education and training	114,937	142,017
Quality assurance	44,929	36,377
	3,647,011	3,162,011
Excess (deficiency) of revenues over expenses for the year	\$ (229,527)	\$ 224,937

THE COLLEGE OF PSYCHOLOGISTS OF ONTARIO**NOTE TO SUMMARY FINANCIAL STATEMENTS****YEAR ENDED MAY 31, 2018**

Basis of presentation

These summary financial statements have been prepared from the audited financial statements of the College of Psychologists of Ontario (the "College") for the year ended May 31, 2018 on a basis that is consistent, in all material respects, with the audited financial statements of the College except that the information presented in respect of changes in net assets and cash flows has not been included and information disclosed in the notes to the financial statements has been reduced.

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



STAFF DIRECTORY

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 Mackanyyn

Manager, Administration

Stephanie Morton

Administrative Assistant, Office of the Registrar

Caitlin O'Kelly

Administrative Assistant, Investigations and Hearings

Jasilyn Beetham

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

Deneika Greco

Practice Advisor/Quality Assurance Coordinator

Julie Hahn

Information Systems Administrator

Gnana Fernando

Administrative Assistant: Member Services

Jennifer Taylor



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