



COLLEGE OF  
**PHYSIOTHERAPISTS**  
of ONTARIO

# Annual Report

**2015–2016**



# About the College

## 2015–2016

The College of Physiotherapists of Ontario is the regulator for physiotherapists in Ontario. We believe patients have the right to safe, competent and ethical physiotherapy care.

We work to protect and serve the public interest, and to continually improve the practice of more than 8,500 physiotherapists, also known as physical therapists.

By law, we are required to:

- ✎ make certain that only qualified people can practice as physiotherapists
- ✎ ensure that physiotherapists continue learning throughout their career
- ✎ make sure that all physiotherapists meet our Standards for entry into the profession and for ongoing conduct and practice
- ✎ consider all complaints and concerns brought to the College's attention by the public

Our work is guided by the College Council, which is made up of:

- ✎ members of the public—appointed by the Lieutenant Governor of Ontario
- ✎ physiotherapists—elected by their peers
- ✎ academic representatives who are physiotherapists—appointed by their educational institutions



## Letter from the **PRESIDENT**

As my second term as President comes to a close and my ninth year on Council wraps up, this letter is a good opportunity for me to look back and share some parting thoughts.

### **ENGAGEMENT**

In the last four years, I have seen a dramatic increase in the dialogue between the College and physiotherapists. The conversation takes place in many ways, including comments on Shenda's Blog, responses to consultations and an increase in interested candidates running for Council.

The most recent and impressive example of this level of engagement has been the feedback from PTs on the Standards out for consultation. It's been an unprecedented response rate in health regulation. I hope this trend continues.

### **INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE (ICRC)**

I have sat on the ICRC every year that I have been at the College, and have read well over 1,000 case files involving PT conduct. In the early years, there were fewer cases before the Committee and the issues seemed straightforward.

Today, as we approach almost 9,000 members, the volume of cases has naturally risen. I have noticed a significant increase in the complexity and severity of the cases coming before the Committee.

We now have cases involving patient files and patterns of concerning behaviour where PTs are falling below not just one but multiple Standards of the profession. My most concerning observation is the rise of private sector business models that challenge the very definition of physiotherapy.

### **ONTARIO PHYSIOTHERAPY ASSOCIATION (OPA)**

I am happy to say that I believe the working relationship with the OPA remains strong. While the two organizations have different mandates and interests, both are necessary for the profession to be well positioned, and the public to be protected.

I have enjoyed working with OPA Past President Stephen Patton for the last two years and I have absolutely no doubt that new College President, Stephen Mangoff, will continue this productive relationship with the new OPA President Wendy Smith.

I'd like to finish by thanking Council and College staff.

I don't even want to think about what the last nine years would have been like had I not taken the risk and put my name forward for a seat at the table.

Sincerely,

Peter Ruttan, PT  
President  
College of Physiotherapists of Ontario  
president@collegept.org



## Letter from the **REGISTRAR**

Each year when it is time to prepare our annual report, I am tasked with the happy job of thinking back over our accomplishments. This year I am prouder than ever and I hope you are too.

I think that the measure of a profession might just be its participation in self-regulation and the forward momentum of the regulator. We keep getting things done and you keep pushing us forward.

It's amazing!

Here are some examples of what I mean about participating in self-regulation:

- More of you than ever ran in the Council elections this spring, with 13 physiotherapists running in two districts.
- Our voting rates improved to 23% participation this year, compared to 11% 5 years ago. That's more than double.

- More than 150 people provided comments on my Blog.
- More than 1,800 people contributed to the consultation about two new Standards: Performing Controlled Acts and Other Restricted Activities and Physiotherapists Working with Assistants.

And here are examples of what I mean about pushing regulation forward:

- We were one of the first Colleges to introduce and implement new transparency rules that permit patients and others to have access to more information than ever before about physiotherapists on the Public Register.
- Our College led a group of 13 health Colleges (talk about interprofessional cooperation) in an exploration of how clinic regulation might address problems we see in clinics where physiotherapists work but have no control over the quality of the care delivered or the business practices.

And finally, the icing on the cake?

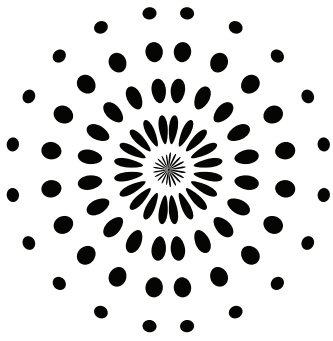
We've created a Citizen Advisory Group that works as a think tank and offers us honest feedback about our regulatory activities. The group has met several times already and they have provided us with great input into what the public needs from the regulation of the physiotherapy profession.

We've accomplished a lot more, but I wanted to make sure I highlighted these accomplishments up front.

You can read more about what happened over the past year in the rest of the report.

Thanks for caring for your patients, and for your profession. As ever, I am grateful to be working alongside you to regulate physiotherapy in Ontario.

Shenda Tanchak  
Registrar and CEO  
College of Physiotherapists of Ontario  
stanchak@collegept.org



2015–2016

# COUNCIL MEMBERS



**President**  
Peter Ruttan



**Vice-President**  
Stephen Mangoff

## Elected Representatives



**Catherine Hecimovich—Central**



**Janet Law—Toronto East**



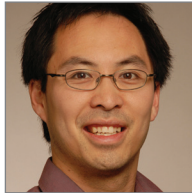
**Darryn Mandel—Toronto West**



**Sharee Mandel—Central Eastern**



**Stephen Mangoff—Northern**



**Dennis Ng—Toronto East  
(Until June 2015)**



**Gary Rehan—Eastern**



**Peter Ruttan—Central Western**



**John Spirou—South Western**

## Public Appointees



**Ronald Bourret**



**Jane Darville**



**Zita Devan**



**Jennifer Dolling**



**Shadi Katirai**



**James Lee**



**Saeid Sajadi** (Until June 2015)



**Tyrone Skanes**

### Academic Representatives



**Cheryl Cott**  
University of Toronto  
(Until June 2015)



**Deborah Lucy**  
Western University



**Nadine Graham**  
McMaster University

### Professional Committee Members

Michelle Addison  
Jatinder Bains  
Kelly Brewer  
Sheila Cameron  
Marcia Dunn  
Christine Homonylo (Until June 2015)  
Jennifer Jackson (Until June 2015)  
Vinh Lu  
Lori Neill  
Theresa Stevens  
Helen Zipes (Until June 2015)

### Executive Committee

Peter Ruttan—Chair  
Jane Darville (Until June 2015)  
Zita Devan  
Darryn Mandel  
Sharee Mandel (Until June 2015)  
Stephen Mangoff  
Gary Rehan  
Tyrone Skanes (Until June 2015)

### Patient Relations Committee

Sharee Mandel—Chair  
Jatinder Bains  
Cheryl Cott (Until June 2015)  
Nadine Graham  
Catherine Hecimovich (Until June 2015)  
Shadi Katirai  
Saeid Sajadi (Until June 2015)

### Registration Committee

Stephen Mangoff—Chair  
Zita Devan (Until June 2015)  
Jennifer Dolling  
Marcia Dunn  
Christine Homonylo (Until June 2015)  
Shadi Katirai  
Deborah Lucy

### Finance Committee

Darryn Mandel—Chair  
James Lee  
Stephen Mangoff  
Peter Ruttan  
Saeid Sajadi (Until June 2015)  
John Spirou

### The Canadian Alliance of Physiotherapy Regulators Representative

John Spirou

### Discipline and Fitness to Practise Committee

Catherine Hecimovich—Chair  
Ronald Bourret  
Sheila Cameron  
Zita Devan (Until June 2015)  
Jennifer Dolling  
Nadine Graham  
Jennifer Jackson (Until June 2015)  
Janet Law  
Vinh Lu  
Lori Neill  
Gary Rehan (Until June 2015)  
Saeid Sajadi (Until March 2015)  
Tyrone Skanes  
John Spirou (Until June 2015)  
Theresa Stevens  
Helen Zipes (Until June 2015)

### Inquiries, Complaints and Reports Committee (ICRC)

Peter Ruttan—Chair  
Michelle Addison  
Jane Darville  
Sharee Mandel  
John Spirou  
Tyrone Skanes  
*Alternates:*  
Jatinder Bains (Until June 2015)  
Sheila Cameron  
Zita Devan  
Christine Homonylo (Until June 2015)  
James Lee  
Saeid Sajadi (Until June 2015)  
Theresa Stevens

### Quality Assurance Committee

Jane Darville—Chair  
Jatinder Bains  
Kelly Brewer  
Christine Homonylo (Until June 2015)  
Janet Law  
James Lee  
Dennis Ng (Until June 2015)  
Gary Rehan  
Tyrone Skanes (Until June 2015)

# STRATEGIC PLAN

## THE COLLEGE'S STRATEGIC PLAN 2013 TO 2017

Having a strategic plan allows the College to set priorities and direction, to be most efficient and effective with its resources, and to communicate more successfully with its stakeholders.

### OUR MISSION STATEMENT

To protect and serve the public interest by promoting collaboration and accountability for self-regulation and enabling a culture of continuous improvement to ensure that physiotherapists provide competent and ethical services.

# 1

IMPROVE PROTECTION OF THE INTEGRITY OF THE TITLE PHYSIOTHERAPIST AND THE COLLEGE REGISTRATION NUMBER.

# 2

IMPROVE OVERSIGHT OF PHYSIOTHERAPISTS' USE OF SUPPORT PERSONNEL/ PHYSIOTHERAPIST ASSISTANTS.

# 3

ENSURE THAT COLLEGE EXPECTATIONS RESPOND TO THE EVOLVING PRACTICE ENVIRONMENT.



HOW WE ACHIEVED  
OUR GOALS



IMPROVE  
STAKEHOLDER  
AWARENESS OF  
COLLEGE  
EXPECTATIONS





# IMPROVE PROTECTION OF THE INTEGRITY OF THE TITLE PHYSIOTHERAPIST AND THE COLLEGE REGISTRATION NUMBER

..... ENSURE TITLE AND REGISTRATION NUMBER: PROVIDE PUBLIC ASSURANCE OF QUALITY AND INTEGRITY



## EXPLORE CLINIC REGULATION

- Collaborative partnerships (13 formal partners + 6 with observer status)
- Stakeholders engaged (>10,000 contacts)
- Final report to government expected in summer 2016



## IMPROVED ENTRY TO PRACTICE OVERSIGHT & REQUIREMENTS



- Member of a national working group exploring alignment in good standing requirements
- Introduced prorated fees and eliminated 4-month certificates that contributed to illegal practice



## INCREASE MEMBER AWARENESS OF STRATEGIC ISSUES

In 2015, compared to 2013:

- 100% increase in calls to Practice Advisor about registration number use
- 84% increase in calls about inappropriate business practices



## ESTABLISH A COUNCIL POSITION OF ZERO TOLERANCE FOR INAPPROPRIATE BUSINESS PRACTICES

Registration, Quality Assurance, Inquiries, Complaints and Reports and Discipline Committee incorporated statement into decision-making and deliberations

### IN 2015 COMPARED TO 2013



**18%**  
INCREASE

Average hits to website materials



**31%**  
INCREASE

Average hits to the Public Register



**20%**  
INCREASE

Average number of calls to Practice Advice



HOW WE ACHIEVED  
OUR GOALS

## IMPROVE COLLEGE OVERSIGHT OF PHYSIOTHERAPISTS' USE OF PHYSIOTHERAPIST ASSISTANTS



**IMPROVE PHYSIOTHERAPISTS' SUPERVISION AND MONITORING OF PHYSIOTHERAPIST ASSISTANTS**



A tool has been drafted to assist physiotherapists to assess and monitor the competency of the physiotherapy assistants they work with.



**IMPROVE THE RELEVANCE AND EFFICACY OF COLLEGE STANDARDS**



Public consultation underway for the revised Standard: Physiotherapists Working with Assistants



**INCREASE COLLEGE  
KNOWLEDGE OF  
PHYSIOTHERAPIST  
ASSISTANTS**

**60%**   
of registered PTs report working with physiotherapist assistants

**400**   
physiotherapist assistants have signed up to receive the College's e-newsletter



**MODERNIZE AND  
IMPROVE COMMUNICATIONS**

New resources (infographic, videos, FAQs, case of the month) available in dedicated section of website.



# ENSURE COLLEGE EXPECTATIONS RESPOND TO THE EVOLVING ENVIRONMENT



## Improve the Relevance and Efficacy of College Standards

All College Standards will undergo review and revision to ensure the expectations align with the current environment.



### PHASE 1



Develop a new framework based on best practices in knowledge transfer and incorporate into website.

### PHASE 2



Review and revise all Standards.

### PHASE 3



Measure impact.





### Provide Enabling Technology, Equipment and Infrastructure Improvements

Technology improvements to enhance connectivity in the office and to facilitate staff working from home.

Implementing a new database and website.

Review and improvement of Human Resource practices.

Business process review of all program areas.



### Modernize and Improve the Communications Model

Moving to primarily email rather than paper communications, sending significantly fewer emails overall; including all important information in a monthly online newsletter; introducing new communication channels (YouTube videos, Twitter, Facebook and Shenda's Blog etc.)

# 50%



Reduction in the average number of technology-related incidents per quarter

# 56%



Increase in the average number of staff education events per quarter

# 7 DAYS



Average processing time for registration applications reduced from 10 to 7 days

# 117,000+

### Average number of interactions

maintained with PTs *per quarter* despite 68% reduction in mass emails sent.

# >60%

### Newsletter Open Rate



# >30%

### Newsletter Click Through Rate



# 98%



**Reduction** in the number of members who did not complete the annual professional issues self-assessment questionnaire (PISA)

# DISCIPLINE SUMMARIES

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## 2015–2016

Over the past year the College had six Discipline Hearings

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### Ankur Bulsara

#### Discipline Case Summary

On January 8, 2015, the Inquiries, Complaints and Reports Committee (ICRC) confirmed that the following concerns related to Mr. Bulsara’s conduct and practice while he was affiliated with MyBody Health Institute and/or Spectrum Physiotherapy warranted a referral to the Discipline Committee for a Hearing:

- Assessment and Treatment Practices
- Record Keeping Practices
- Supervision of Support Personnel
- Fees and Billing
- Falsification of Records

The hearing took place on Friday, August 21, 2015. The Panel found that Mr. Bulsara had committed acts of professional misconduct.

#### Penalty

The Panel ordered the following penalty:

Mr. Bulsara’s certificate of registration will be suspended for six months. Mr. Bulsara will be required to serve only three months of the suspension if he completes the remainder of the Order. The suspension is in effect from August 21, 2015 through to and including November 20, 2015.

- Mr. Bulsara will receive a reprimand.
- Mr. Bulsara will complete a number of practice enhancement activities within 12 months of the Order.
- Mr. Bulsara will participate in a practice monitoring program for two years.
- Mr. Bulsara is not permitted to supervise students or members of the College who hold a provisional practice certificate of registration during the time that his practice is subject to practice monitoring.

- In the event that Mr. Bulsara provides physiotherapy services under the supervision of a registered member of the College (the “supervising physiotherapist”) during the period that his certificate of registration is suspended, Mr. Bulsara will, prior to providing supervised physiotherapy services be required to meet certain conditions.
- Mr. Bulsara is required to pay costs to the College in the amount of \$15,000.

#### Decision

The Panel’s decision and reasons are available on CanLII ([www.canlii.org](http://www.canlii.org)).



## Judith Hunter

### Discipline Case Summary

On November 25, 2014, the Inquiries, Complaints and Reports Committee (ICRC) confirmed that Ms. Hunter's failure to appear before a Panel of the ICRC to receive a caution warranted a referral to the College's Discipline Committee for a hearing.

The hearing took place on Thursday, April 30, 2015.

The Panel found that Ms. Hunter had committed acts of professional misconduct in that she failed to comply with an Order of a statutory Committee and engaged in conduct relevant to the practice of the profession that, having regard to all of the circumstances, would reasonably be seen by members as disgraceful, dishonorable or unprofessional.

### Penalty

The Panel ordered the following penalty:

- That Ms. Hunter shall appear before the Panel to receive a reprimand.
- That Ms. Hunter shall pay costs to the College in the amount of \$2,000.

### Decision

The Panel's decision and reasons are available on CanLII ([www.canlii.org](http://www.canlii.org)).

# DISCIPLINE SUMMARIES

## Aerry Patel

### Discipline Case Summary

On September 16, 2014, a Panel of the Inquiries, Complaints and Reports Committee (ICRC) referred allegations about Aerry Patel to the Discipline Committee for a hearing.

The hearing took place on April 13, 2015.

### Summary of the Allegations

Aerry Patel was the co-owner of Square One Physio in Mississauga, Ontario. Mr. Patel's business partners, who is also a physiotherapist, had his certificate of registration suspended between September 21, 2012, and November 2, 2012.

It was alleged that:

- Mr. Patel failed to report to the College that his business partner, SS, was practicing physiotherapy while his certificate of registration was suspended.
- Mr. Patel assisted his business partner, SS, to practice physiotherapy while his certificate of registration was suspended.
- Mr. Patel falsified records and submitted accounts or charges for services that he knew or ought to have known were false or misleading.

### Findings

The parties agreed and the Panel confirmed that Mr. Patel had committed the following acts of professional misconduct in that:

- Mr. Patel failed to meet the Standards of practice of the profession.
- Mr. Patel engaged in conduct or performed an act relevant to the practice of the profession that having regard to all the circumstances would reasonably be regarded by members as disgraceful, dishonorable or unprofessional.
- Mr. Patel submitted an account or charge for the services that the member knew or ought to have known were false or misleading.

### Penalty

The Panel accepted a joint submission on penalty as proposed by the parties. In doing so the Panel ordered the following:

Mr. Patel's certificate of registration was suspended for a period of 4 weeks. Mr. Patel was required to serve 2 out of the 4 weeks if he completed the following:

- Mr. Patel received a reprimand.
- Mr. Patel was required to complete an Ethics course.

Mr. Patel completed the Ethics program prior to the hearing taking place.

Mr. Patel was ordered to pay costs in the amount of \$8,000 to the College to offset some of the costs of investigating and prosecuting this matter. This cost order was paid on the day of the hearing.

### Decision

The Panel's decision and reasons are available on CanLII ([www.canlii.org](http://www.canlii.org)).



# Dimitrios Tsaprailis

## Discipline Case Summary

On September 17, 2015, the Inquiries, Complaints and Reports Committee referred a matter involving Dimitrios Tsaprailis to the Discipline Committee for a hearing.

The hearing took place on December 15, 2015.

### Summary of the Allegations

Between the winter of 2012 and October 9, 2013, Mr. Tsaprailis invoiced patients using his name and registration number for massage therapy sessions delivered by SM who was not a registered massage therapist.

Between October 8, 2013, and October 17, 2013, Mr. Tsaprailis fabricated clinical notes for patient files requested by the College.

Between October 8, 2013, and June 29, 2015, Mr. Tsaprailis misled the College and made false representations to the College in response to the College's investigation.

Between the winter of 2012 and October 9, 2013, Mr. Tsaprailis failed to obtain informed consent from his patients for SM's involvement in the delivery of their physiotherapy care, failed to supervise SM in her capacity as a physiotherapy support person and failed to maintain clinical notes and records in respect of patients receiving treatment at the clinic.



### Penalty

The Panel ordered the following:

- a suspension of 6 months
- a requirement that Mr. Tsaprailis receive a reprimand
- a requirement that Mr. Tsaprailis review and complete a number of College resources
- a requirement that Mr. Tsaprailis complete the ProBE ethics course
- a requirement that Mr. Tsaprailis' practice be subject to practice monitoring for a period of one year.

- restrictions related to the supervision of students and physiotherapists who hold a Provisional Practice Certificate of Registration while under practice monitoring
- that Mr. Tsaprailis pay to the College costs in the amount of \$25,000 no later than January 31, 2016.

### Decision

The Panel's decision and reasons are available on CanLII ([www.canlii.org](http://www.canlii.org)).

# DISCIPLINE SUMMARIES

## Jeffrey Scott

### Discipline Case Summary

On July 30, 2015, the Inquiries, Complaints and Reports Committee (ICRC) referred a matter involving Jeffrey Scott to the Discipline Committee for a hearing.

The hearing took place on March 15, 2016.

### Summary of the Allegations

During the period of 2009 to April 2015, Mr. Scott submitted invoices to patients that were false, misleading and inaccurate.

Invoices were issued to patients for initial physiotherapy assessments using Mr. Scott's name and registration number when an employee (not a physiotherapist) performed the assessment.

- Assessments and the development of treatment plans were assigned to a non-physiotherapist.
- Mr. Scott failed to obtain informed consent from patients for the use of support personnel.
- Mr. Scott directly and/or indirectly held a non-physiotherapist out as a registered physiotherapist.
- Mr. Scott misrepresented information to the College.

At the conclusion of the hearing, the Panel found that Mr. Scott had committed acts of professional misconduct.

### Penalty

The Panel ordered the following penalty:

Mr. Scott's certificate of registration will be suspended for a period of fifteen months. Mr. Scott will be excused from seven months of the suspension if he completes the remainder of the Order.

- Mr. Scott will receive a reprimand.
- Mr. Scott will complete a number of practice enhancement activities within 12 months of the Order.
- Mr. Scott will participate in a practice monitoring program for a period of two years.
- Mr. Scott will not be permitted to supervise students or members of the College who hold a provisional practice certificate of registration during the time that his practice is subject to practice monitoring.

- In the event that Mr. Scott provides physiotherapy services under the supervision of a registered member of the College (the "supervising physiotherapist") during the period that his certificate of registration is suspended, Mr. Scott will, prior to providing supervised physiotherapy services be required to meet certain conditions.
- Mr. Scott is required to pay costs to the College in the amount of \$7,500.

### Decision

The Panel's decision and reasons are available on CanLII ([www.canlii.org](http://www.canlii.org)).

# Samir Shah

## Discipline Case Summary

On September 16, 2014 a panel of the Inquiries, Complaints and Reports Committee referred allegations pertaining to Samir Shah to the Discipline Committee for a hearing. The hearing took place on April 13, 2015.

### Summary of the Allegations

Samir Shah was the Co-owner of Square One Physiotherapy in Mississauga, Ontario along with another physiotherapist.

Mr. Shah's certificate of registration was suspended between September 21, 2012 and November 2, 2012 as a result of an order made by a panel of the Discipline Committee of the College. During this time Mr. Shah continued to practice as a physiotherapist. Invoices for services provided during this time by Mr. Shah referenced the co-owner as the provider of record which was incorrect. In addition Mr. Shah falsified records during this period.

### Findings

The parties agreed and the panel of the Discipline Committee confirmed that Mr. Shah had committed the following acts of professional misconduct in that he:

- failed to meet the standards of practice of the profession
- practiced the profession while his certificate of registration was suspended
- failed to comply with an Order of a statutory Committee
- engaged in conduct or performed an act relevant to the practice of the profession that having regard to all the circumstances would reasonably be regarded by members of the profession as disgraceful, dishonorable or unprofessional
- falsified a record
- submitted an account or charge for services that he knew or ought to have known were false or misleading

### Penalty

The panel rejected the joint submission on penalty (in part) as presented by the parties and imposed a penalty that reflected a longer period of suspension. The Panel ordered the following:

That Mr. Shah's certificate of registration is suspended for a period of nine months. Mr. Shah will be required to serve six months (of the nine) if he completes the following within the required timelines:

- Mr. Shah will receive a reprimand
- Mr. Shah will be required to complete a number of practice enhancement activities
- Mr. Shah's practice will be monitored for a period of two years following his return to practice
- Mr. Shah will pay costs to the College in the amount of \$12,000.

### Decision

The Panel's decision and reasons are available on CanLII ([www.canlii.org](http://www.canlii.org)).

# FINANCIAL STATEMENTS

## REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS

### THE AUDITED FINANCIAL STATEMENTS WERE ACCEPTED AT THE ANNUAL GENERAL MEETING OF COUNCIL ON JUNE 17, 2016.

The accompanying summary financial statements, which comprise the summary statement of financial position as at March 31, 2016, and the summary statement of operations for the year then ended, are derived from the audited financial statements of the College of Physiotherapists of Ontario as at March 31, 2016 and for the year then ended, on which we expressed an unmodified opinion in our report dated June 17, 2016. Those financial statements, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on those financial statements.

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 of Physiotherapists of Ontario.

### MANAGEMENT'S RESPONSIBILITY FOR THE SUMMARY FINANCIAL STATEMENTS

Management is responsible for the fair summarization of the audited financial statements in accordance with the criteria disclosed in 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 Physiotherapists of Ontario for the year ended March 31, 2016 are a fair summary of those financial statements, in accordance with the criteria disclosed in the summary financial statements.

### Cowperthwaite Mehta

Chartered Accountants  
Licensed Public Accountants

June 17, 2016  
Toronto, Ontario

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For a complete set of audited financial statements, contact Peer Flach at [pflach@collegept.org](mailto:pflach@collegept.org) or 1-800-583-5885 ext. 245

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**SUMMARY STATEMENT OF  
FINANCIAL POSITION AS AT MARCH 31, 2016**

	2016	2015
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**ASSETS**

**Current assets**

Cash	\$ 6,721,636	\$ 6,339,353
Marketable securities	4,597,668	4,486,177
Accounts receivable	47,552	11,922
Prepaid expenses	273,320	216,442
	11,640,176	11,053,894

**Capital assets**

	153,332	185,036
	\$ 11,793,508	\$ 11,238,930

**LIABILITIES AND NET ASSETS**

**Current Liabilities**

Accounts payable	\$ 109,950	\$ 154,086
Lease inducements	20,087	54,522
Deferred revenue	4,752,081	4,710,899
	4,882,118	4,919,507

**Net assets**

Unrestricted	258,058	274,387
Invested in capital assets	153,332	185,036
Restricted reserves	6,500,000	5,860,000
	6,911,390	6,319,423
	\$ 11,793,508	\$ 11,238,930

**SUMMARY STATEMENT OF OPERATIONS  
FOR THE YEAR ENDED MARCH 31, 2016**

	2016	2015
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**REVENUE**

Registration fees	\$ 5,432,412	\$ 5,167,216
Interest	146,961	135,787
Sundry	88,562	22,037
	5,667,935	5,325,040

**EXPENSES**

Salaries and benefits	2,746,984	2,595,771
Administration and office	694,816	605,079
Programs	306,300	270,846
Communications	296,612	248,895
Professional fees	279,748	180,718
Organizational effectiveness	236,574	162,222
Committee fees and expenses	193,731	209,573
Information management	103,137	74,462
Networking, representation and travel	62,047	61,708
Amortization	156,019	159,523
	5,075,968	4,568,797

**Excess of Revenue Over**

<b>Expenses for the Year</b>	\$ 591,967	\$ 756,243
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**CRITERIA APPLIED IN THE PREPARATION OF THE SUMMARY FINANCIAL STATEMENTS**

The criteria applied by management in the preparation of these summary financial statements are as follows:

- a) the information in the summary financial statements is in agreement with the related information in the complete financial statements; and
- b) the summary financial statements contain all the information necessary to avoid distorting or obscuring matters disclosed in the complete financial statements, including the notes therein.

Management determined that the statement of changes in net assets and the statement of cash flows do not provide additional useful information, and as such has not included them as part of the summary financial statements.



## **BRINGING THE PATIENT PERSPECTIVE TO REGULATION**

**THE CITIZEN ADVISORY GROUP WAS FORMED IN THE FALL OF 2015 WITH THE GOAL OF ENSURING THAT PATIENTS WITH PHYSIOTHERAPY EXPERIENCE HAVE THE OPPORTUNITY TO BRING THEIR PERSPECTIVES TO THE COLLEGE'S WORK.**

**OVER THE PAST YEAR, THE CITIZEN ADVISORY GROUP PROVIDED FEEDBACK ON STANDARDS DEVELOPMENT, POLICY WORK, CLINIC REGULATION AND PATIENT RESOURCES.**

## **BECOME A PART OF THE TEAM**

Have you had a personal experience with physiotherapy or are you a caregiver for someone receiving physiotherapy care?

Consider joining a dynamic group of patients who work to ensure the patient experience informs College work. Contact Lisa Pretty at [lpretty@collegept.org](mailto:lpretty@collegept.org) or call 1-800-583-5883 ext. 234.



# THE CITIZEN ADVISORY GROUP

The Citizen Advisory Group is brought to life by its passionate and engaged members.

**TO OUR WONDERFUL CITIZEN ADVISORY GROUP MEMBERS, THANK YOU!**

## MANY THANKS TO

JILL ADOLPHE

JANICE TIERNEY DUNK

SHIRLEY HAWKINS

ARLA LONGHURST

ANNE LYDDIATT

DENYSE LYNCH

EVA MARSH

ANNETTE MCKINNON

ERINN MCQUEEN

MICHELLE MEGHIE

SUSAN STERN

MARILYN WALSH

KIRA WHITEHEAD

CHRISTEL WOODWARD

# PRACTICE ADVICE

Patients, family members, physiotherapists, employers, and others can contact the College for confidential practice advice. This service is offered as a support to physiotherapists to promote quality practice. The public can use practice advice to gain a better understanding of physiotherapy and their rights.

Trends and issues identified by the Practice Advisor provide the College with a broad perspective of emerging trends and issues.

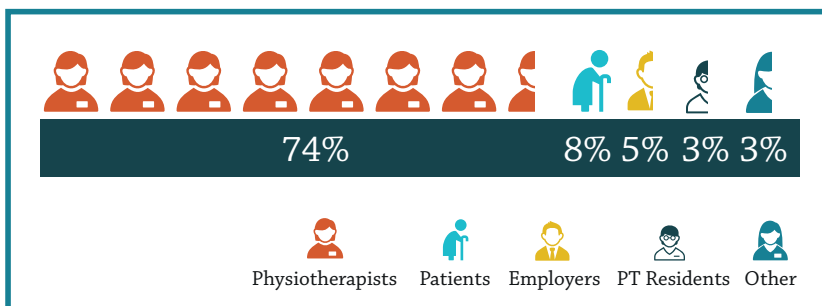
# 2,407

## CALLS & EMAILS

In 2015–2016, 2,407 calls and emails were answered by the Practice Advisor.

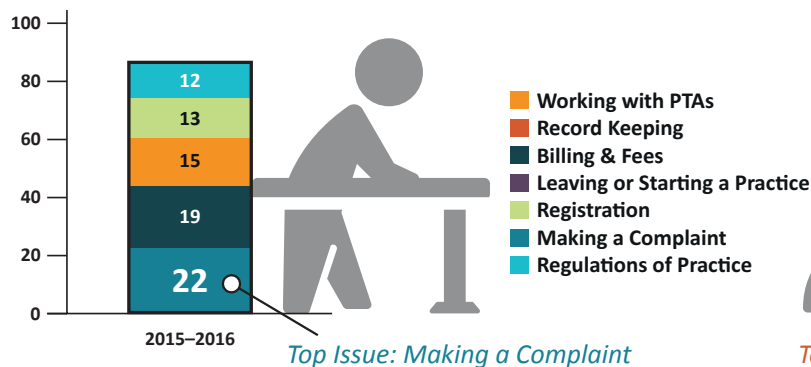


## MAIN USERS OF PRACTICE ADVICE

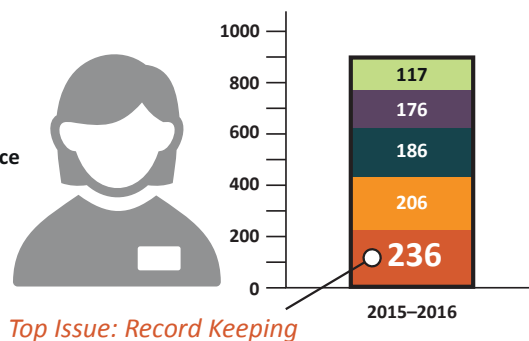


**PRACTICE ADVICE IS FREE, ANONYMOUS AND AVAILABLE TO ANYONE!**

### Top Issues Identified by Patients



### Top Issues Identified by PTs



You can contact the Practice Advisor for free and anonymous advice  
 1-800-583-5885 ext. 241 | 416-591-3828 ext. 241 | [practiceadvice@collegept.org](mailto:practiceadvice@collegept.org)





## PATIENT RELATIONS

There were no new applications for Funding for Therapy and Counselling to the Patient Relations Committee over the past year.

The Regulated Health Professions Act (RHPA) includes a number of provisions to require the reporting of the sexual abuse of patients by regulated health professionals, provide funding for therapy and counselling for patients who have been sexually abused by a regulated health professional and ultimately to eradicate the sexual abuse of patients. The College's Patient Relations program ensures that resources, advice, training and supports are available to prevent the sexual abuse of patients.

In December 2014, the Ontario Minister of Health and Long-Term Care announced the Minister's Task Force on the Sexual Abuse Prevention of Patients and the Regulated Health Professions Act. [www.collegept.org/Public/ProtectingthePublic](http://www.collegept.org/Public/ProtectingthePublic)

The College has been an active participant in this Task Force and in 2015, provided detailed information on the current status and operations of its patient relations program's measures for preventing and dealing with the sexual abuse of patients. We eagerly await the Task Force's report.

# REGISTRATION

## 2015–2016 By the Numbers

The College is responsible for ensuring individuals applying to become registered physiotherapists in Ontario are qualified.

Members of the College, who use the title physiotherapist or physical therapist in Ontario must be members of the College.

To maintain your membership you must renew annually.



### Canadian Labour Mobility

# 29

29 individuals became registered in Ontario through the use of the Agreement on Internal Trade provisions between April 1, 2015 to March 31, 2016.

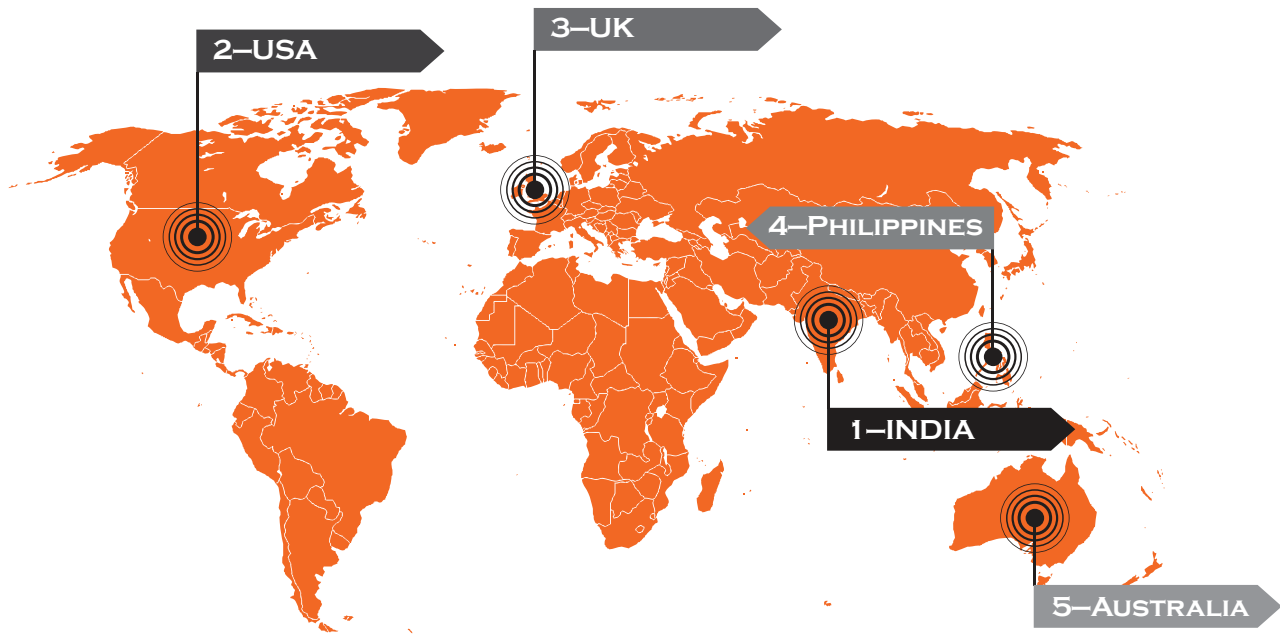
### REGISTRATION COMMITTEE DECISIONS

Most applicants unquestionably meet all registration requirements and are automatically registered. Those candidates whose applications are more complicated are considered by the Registration Committee.

	2014–2015	2015–2016
Total Number of Decisions	23	18
Outcomes		
Certificate of Registration Granted	9	1
Certificate of Registration with Additional Terms, Conditions and Limitations Granted	14	12
Certificates Denied	0	5

# REGISTRATION

## 2015–2016 BY THE NUMBERS

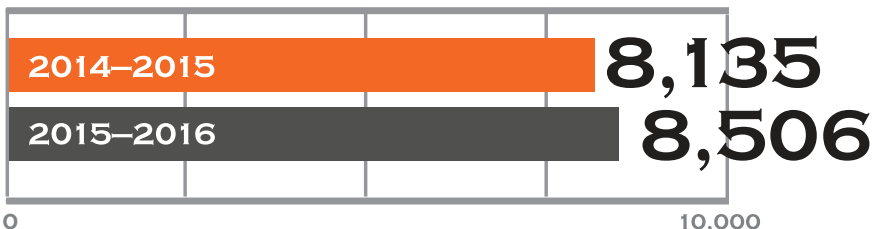


as compared to 75% Female and 25 Male in 2014–2015.



\*same percentages as in 2014–2015.

### TOTAL MEMBERS—PTs



# 598

### NEW MEMBERS

There were 598 new members registered between April 1, 2015 and March 31, 2016; a decrease of 4.5% from the year before.

**APPEALS: 2015–2016**  
Two appeals of Registration Committee Decisions to the Health Professions Appeal and Review Board (HPARB)

# 2

# QUALITY ASSURANCE

## 2015–2016 BY THE NUMBERS

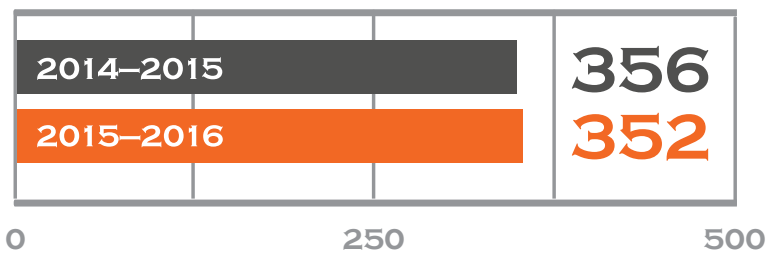
The College is responsible for creating programs to promote and assure the public of the competency of practicing physiotherapists. All registered physiotherapists must participate in the Quality Assurance program and demonstrate a commitment to continuous improvement and ongoing learning.

Practice assessments measure knowledge and application of the College's professional practice Standards.

If a practice assessment identifies areas of learning and growth, a practice enhancement could be required.

Practice enhancements provide resources and support to ensure a physiotherapist meets their professional expectations.

### PRACTICE ASSESSMENTS

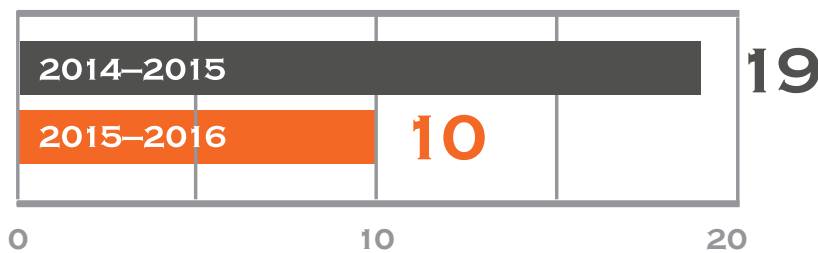


# 21%

### IMPROVEMENT REQUIRED

*21% of Practice Assessments Identified Opportunities for Improvement (Compared to 22% in 2014–2015)*

### PRACTICE ENHANCEMENTS



 **9% COMMITTEE REVIEWED**

 **91% STAFF REVIEWED**

*\*compared to 14% Committee Reviewed and 86% Staff Reviewed in 2014–2015.*

### ASSESSMENTS WHERE AUTHORIZED ACTIVITIES ARE PERFORMED

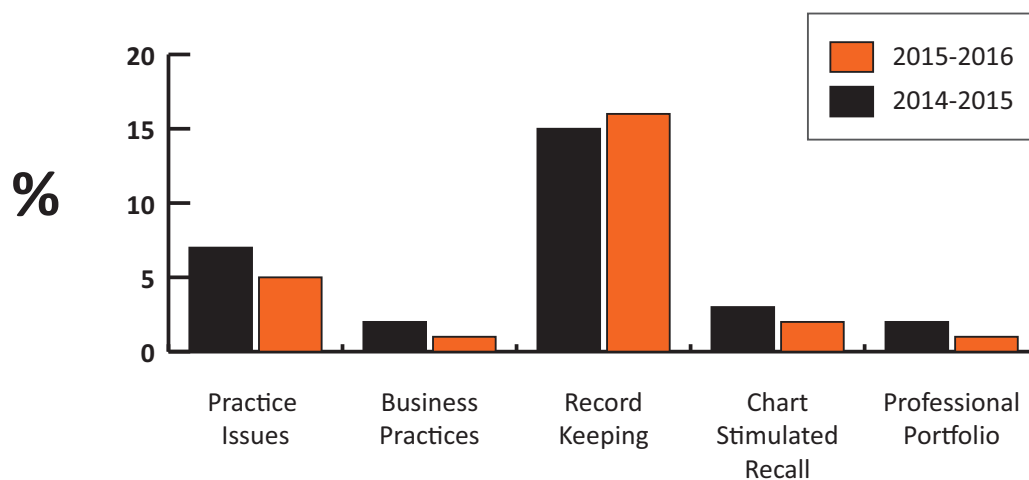
	Number of Authorized Activities Assessed	Number of PTs who have registered to perform each activity
Acupuncture	126	2607
Spinal Manipulation	47	1011
Tracheal Suctioning	39	704
Oxygen Administration	51	871
Pelvic Floor/Incontinence Care	16	249
Wound Care	0	37
<b>Total</b>	<b>279</b>	<b>5479</b>

154 PTs

44%

OF PHYSIOTHERAPISTS ASSESSED PERFORM ONE OR MORE AUTHORIZED ACTIVITIES

### AREAS FOR IMPROVEMENT IDENTIFIED THROUGH PRACTICE ASSESSMENT



# PROFESSIONAL CONDUCT

## 2015–2016 BY THE NUMBERS

The College receives complaints and reports about the practice or conduct of physiotherapists.

All complaints made by the public are investigated by the Inquiries, Complaints and Reports Committee (ICRC). The Registrar may also initiate investigations where reported information suggests reasonable and probable grounds to believe the physiotherapist may have engaged in professional misconduct.

The results of the investigations are considered by the ICRC, which may take no action, order a range of educational or remedial activities or refer the physiotherapist to the Discipline Committee for a hearing.

The College also receives information about individuals who are not registered with the College but refer to themselves as physiotherapists or physical therapists.

### Cases Received

	2014–2015	2015–2016
Total Cases	233	285
Complaints	63	77
Complaints Confirmed	46	49
Registrar’s Inquiries	170	208

### Registrar’s Inquiries

	2014–2015	2015–2016
Mandatory Report—Termination	6	0
Mandatory Report—Incapacity	4	1
Mandatory Report—Sexual Abuse	2	3
Mandatory Report—Self Reports Made by PTs about Offences, Malpractice and Negligence	19	0
Self Reports Made During the Renewal Process	19	11
Failure to Complete the Jurisprudence Module	0	0
Failure to Complete PISA	6	3
Other Member Specific Matters	81	170
Referrals from ICRC to the Registrar	0	1
PTs Reporting their Name and Registration Number Have Been Misused	19	11
Non-PTs Misusing Title/Holding Out	14	8

## Cases Closed by the Office of the Registrar

	2014–2015	2015–2016
Cases Closed	178	199
Closed Administratively	76	73
Flag for Re-entry	2	0
Education Letter	24	40
Refer to Another Regulator	3	0
No Action	12	55
Acknowledgement of Conduct Declaration during Renewal	19	0
Referred to the ICRC	29	27
Cease & Desist Regarding Title/Holding Out	2	3
Public Notice Related to Non-PTs Holding Out as PTs	0	1
Undertakings	4	0
Other	7	0

## Dispositions of the Inquiries, Complaints and Reports Committee (ICRC)

	2014–2015	2015–2016
Total Decisions	62	83
No Action	40	24
Advice & Recommendations <small>*Formerly known as Written Caution</small>	8	31
Verbal Caution (VC)	0	2
Acknowledgement & Undertaking (A&U)—Resignation	1	0
Specified Continuing Education and Remediation Program (SCERP)	4	13
Referral to Discipline	6	6
Referral to Fitness to Practise	0	1
Withdrawn	2	0
SCERP & Verbal Caution	0	5
Frivolous & Vexatious	0	1
Undertakings	/	3
Referral to Discipline & SCERP	1	0

\* Some decisions may include more than one outcome.

## Health Professions Appeal and Review Board (HPARB) Review Process (Complaints)

	2014–2015	2015–2016
Number of Cases Appealed to the Board	1	5
Number of Decisions Received from HPARB	2	3
Number of Decisions Confirmed by HPARB	1	2
Number of Decisions Returned for Reconsideration	0	1
Withdrawn	1	0

## Hearings

	2014–2015	2015–2016
Number of Hearing Days	3	6
Discipline Hearings Completed	3	6
Findings of Professional Misconduct	3	6
Fitness to Practise Hearings	0	1
Findings of Incapacity	0	1
Reinstatement Hearings	0	0

## Divisional Court Reviews

	2014–2015	2015–2016
Divisional Court Reviews	1	3



2016–2017 WILL BE FILLED WITH

# FORWARD MOTION



# WHAT'S ON THE HORIZON?



Ongoing work and public outreach to improve the Standards physiotherapists must follow. Watch for Supervision of Students, Conflict of Interest, Fees and Billing, Practice Transitions and more.

College staff are going to 10 locations in Ontario to meet with physiotherapists, discuss the challenges and opportunities of working with physiotherapist assistants and answer questions about the Standards.



Producing and sharing new resources that support the revised Standards—things such as checklists to assess the competence of assistants physiotherapists work with, videos, practice scenarios and more.

A review of the College's Provisional Practice program.



Publishing research the College commissioned on best practices in Quality Assurance programs and practice risks. These findings will be shared with the goal of improving practice and the College will use the findings to ensure its programs and resources remain effective in promoting public protection.

Outreach to physiotherapy students and internationally educated physiotherapists to make certain they enter the profession with the information they need and an established relationship with the College.



Launch a refreshed website that will give users an improved experience, with better access to the information they require.

### **Need to Reach Us?**

College of Physiotherapists of Ontario  
375 University Avenue, Suite 901  
Toronto, Ontario M5G 2J5

### **General Inquiries**

[info@collegept.org](mailto:info@collegept.org) | 1-800-583-5885 | 416-591-3828

### **Contact the Practice Advisor**

1-800-583-5885 ext. 241 | [practiceadvice@collegept.org](mailto:practiceadvice@collegept.org)

### **Concerns or Complaints**

1-800-583-5885 ext. 227 | [investigations@collegept.org](mailto:investigations@collegept.org)



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