



COLLEGE OF
PHYSIOTHERAPISTS
of ONTARIO
Regulating Physiotherapists



The College of Physiotherapists of Ontario

Annual Report

April 1, 2021 to March 31, 2022

About the College



Land Acknowledgement

We would like to acknowledge with respect that the land we operate on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee, and the Wendat peoples. These lands are now home to many diverse First Nations, Inuit, and Métis peoples. We also recognize that the meeting place of Toronto, traditionally known as Tkaronto, is covered by Treaty 13 with the Mississaugas of the Credit and is within the lands of the Dish With One Spoon covenant.

We honour these lands as part of a deeper commitment to Ontario's Indigenous communities. As provincial health regulators, we have a large role to play in reconciliation to meet the broader goal of public protection.

We encourage you to reflect on the lands you call home and how you came to inhabit them, and on the Indigenous communities who have a traditional kinship with these lands.

OUR WORK

PROTECTING THE PUBLIC

As the regulator for physiotherapists in Ontario, we set rules and develop programs to ensure that members of the physiotherapy profession practice in the best interest of the public.

Every patient should have access to safe, competent and ethical physiotherapy care. We work to protect the rights of patients by continually improving the practice of more than 10,000 physiotherapists.

What We Do

REGISTRATION: Physiotherapists need to be registered with the College to practice in Ontario and they must have the appropriate qualifications.

PROVIDE INFORMATION: We help the public make informed decisions about their care by maintaining a list of registered physiotherapists called the Public Register.

ENSURE QUALITY CARE: We set the standards of practice that physiotherapists must follow, and make sure they are committed to their ongoing learning and development.

INVESTIGATE CONCERNS: We consider all complaints or concerns about physiotherapists.

Joint Letter from Leadership



Theresa Stevens, Council President



Rod Hamilton, Registrar

To say that the past year was challenging and unpredictable would be an understatement. Physiotherapists continued to be tested both professionally and personally by the pandemic, while the profession experienced ongoing challenges with exam cancellations and entry to practice pathways.

The pandemic has taken an incredible toll on the health care system, health providers and the communities they serve. COVID has created situations that seemed almost unimaginable in a pre-pandemic world, and the challenges we have experienced have not been easy to navigate.

However, it is these moments of adversity that inspire improvement. We have heard the calls for change, and the passion within the physiotherapy community is palpable.

Despite everything this past year, physiotherapists continued to deliver essential care to thousands of patients across Ontario. As a college, we always kept our mandate to protect the public at the forefront of key decisions. We helped ensure that physiotherapists were delivering safe, competent and ethical care — in person or virtually, and alongside the changing landscape of the pandemic.

We fully appreciate the uncertainty that physiotherapists, PT Residents, students, exam candidates and other stakeholders have experienced. We made every effort to adapt to the unusual circumstances and sought innovative solutions in support of the public interest. The changes we have implemented have helped build a solid foundation for the future of physiotherapy in Ontario. There are still many moving parts, but we are inspired by what is to come.

As you continue through the annual report, you will learn more about our accomplishments in the past year, the challenges we experienced, and our path forward.

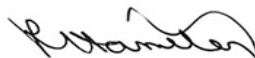
We would also like to extend our gratitude to Council, Committees and staff at the College. Everything that we accomplished this year would not have been possible without their adaptability and commitment to our mandate to protect the public.

There is much to come, and we look forward to a productive year ahead.

Sincerely,



Theresa Stevens, President



Rod Hamilton, Registrar

A Snapshot of Physiotherapists in Ontario



Registration

In 2021-2022, there were 11,023 physiotherapists registered with the College. 621 were newly registered physiotherapists.

7,636

REGISTRANTS
EDUCATED
IN CANADA



REGISTRANT EDUCATION

3,387

REGISTRANTS
EDUCATED
OUTSIDE OF CANADA

We welcomed new registrants mainly from these 5 countries

NEW REGISTRANTS
TOP 5 COUNTRIES

INDIA: 1,156

UK: 415

PHILIPPINES: 195

USA: 310

AUSTRALIA: 163



How do physiotherapists identify?

Gender	Registrants
Female	7,815
Male	3,203
X	4

Canadian Labour Mobility (AIT)

39 individuals registered in Ontario using the Canadian Free Trade Agreement (CFTA) provisions between April 1, 2021 and March 31, 2022.

REGISTRATION COMMITTEE

12 CASES

1 APPLICANT WAS GRANTED A CERTIFICATE

8 APPLICANTS GRANTED CERTIFICATES
WITH TERMS, CONDITIONS AND LIMITATIONS

2 APPLICANTS NOT GRANTED CERTIFICATES

Exam Exemption Policy

There was no national clinical exam offered in 2021 – 2022 due to logistical challenges related to COVID-19.

In the absence of a clinical exam, the College's Registration Committee introduced the [Exam Exemption Policy](#) in December 2021. This policy allowed some people with a Provisional Practice Certificate of Registration to apply for an Independent Practice Certificate of Registration without completing a clinical exam.

306 certificates were issued under this policy as of March 31, 2022, and the number continues to grow. This policy will be rescinded on March 31, 2023, when the Ontario Clinical Exam (OCE) will be available.

Quality Assurance Program Update

The new Quality Assurance program launched in January 2021.

- 676 total Screening Interviews completed (533 were Quality Assurance Screening Interviews and 143 Screening Interviews conducted as part of the Exam Exemption Policy)
- 21 Assessments based on Screening Interview results
- 14 decisions released by the Quality Assurance Committee

SCREENING INTERVIEWS



676

Completed

143

Conducted

(Exam Exemption Policy)



New Quality Assurance Program



IN THEIR OWN WORDS: Screening Interview Participants



The entire process was very worthwhile and made me study the standards and other requirements more thoroughly than ever before. Thank you!

- Screening Interview participant

I believe the work done to prepare for the interview and the interview itself allows us as physiotherapists to self-reflect and evaluate our own competencies.

- Screening Interview participant

Investigating Concerns: The Inquiries, Complaints and Reports Committee

COMMON ISSUES

Considered
by the Committee



Inadequate communication, boundary violations
Allegations of sexual abuse
Fraudulent billing
Falsification or incomplete records

Dispositions of the Inquiries, Complaints and Reports Committee

* Some decisions may include more than one outcome.

	2021-2022	2020-2021
Total Decisions	96	63
No Action	30	23
Advice and Recommendations	13	7
Caution	4	1
Specified Continuing Education and Remediation Program	2	1

(SCERP)		
Referral to Discipline Committee	20	6
Referral to Fitness to Practise Committee	0	0
SCERP and Caution	8	2
Undertakings	9	5
SCERP and Undertakings	0	0
Frivolous and Vexatious	4	18
Withdrawal	1	0

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

	2021-2022
Number of Cases Appealed to the Board	6

Outcomes

The College received 10 decisions from HPARB:

- 8 ICRC decisions upheld by HPARB
- 1 decision returned for reconsideration by the ICRC Committee
- 1 matter withdrawn by registrant

Patient Relations

Applications and Additional Funding

There were 3 requests from the public for funding for therapy and counselling. Individuals who meet the criteria are entitled to \$17,370 over a five-year period.

2021-2022	
Applications approved by Committee	1
Applications approved by Staff	3
Applications denied *	2
Requests for additional funding	1

* In two applications the applicants were submitting requests for physiotherapy coverage in addition to mental health support services. The mental health services coverage was approved but the physiotherapy coverage was not. The Committee is open to considering requests for coverage of physiotherapy services.

The Committee set 3 goals
to guide their program-specific activities.

GOAL 1

Aim to reduce the number of complaints identified as
boundary and sexual abuse violations.

GOAL 2

Highlight a culture of patient safety and professional
boundaries for PTs in Ontario.

GOAL 3

Support patient safety when attending a physiotherapy
appointment.

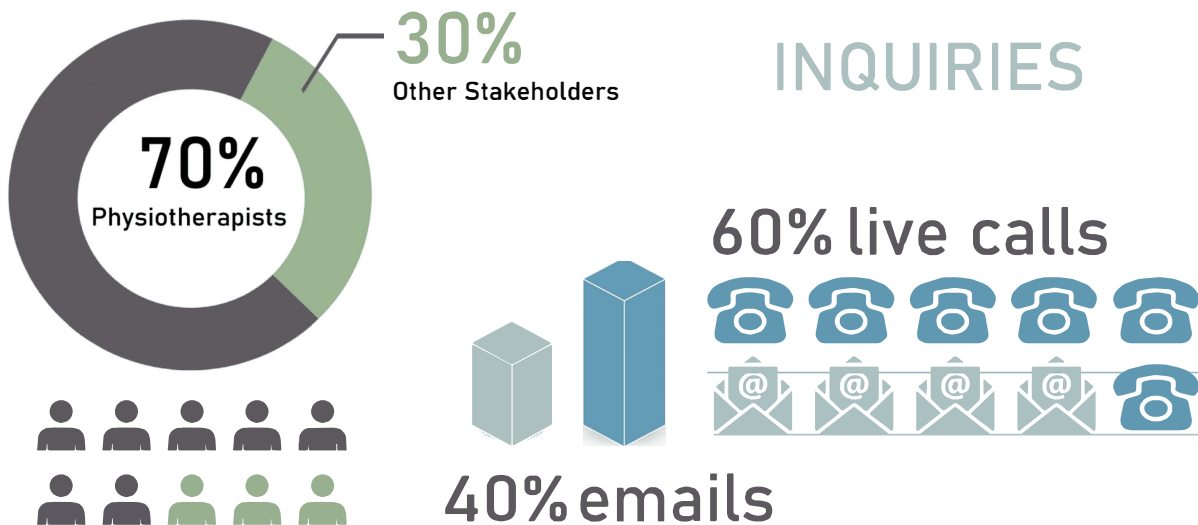
Practice Advice

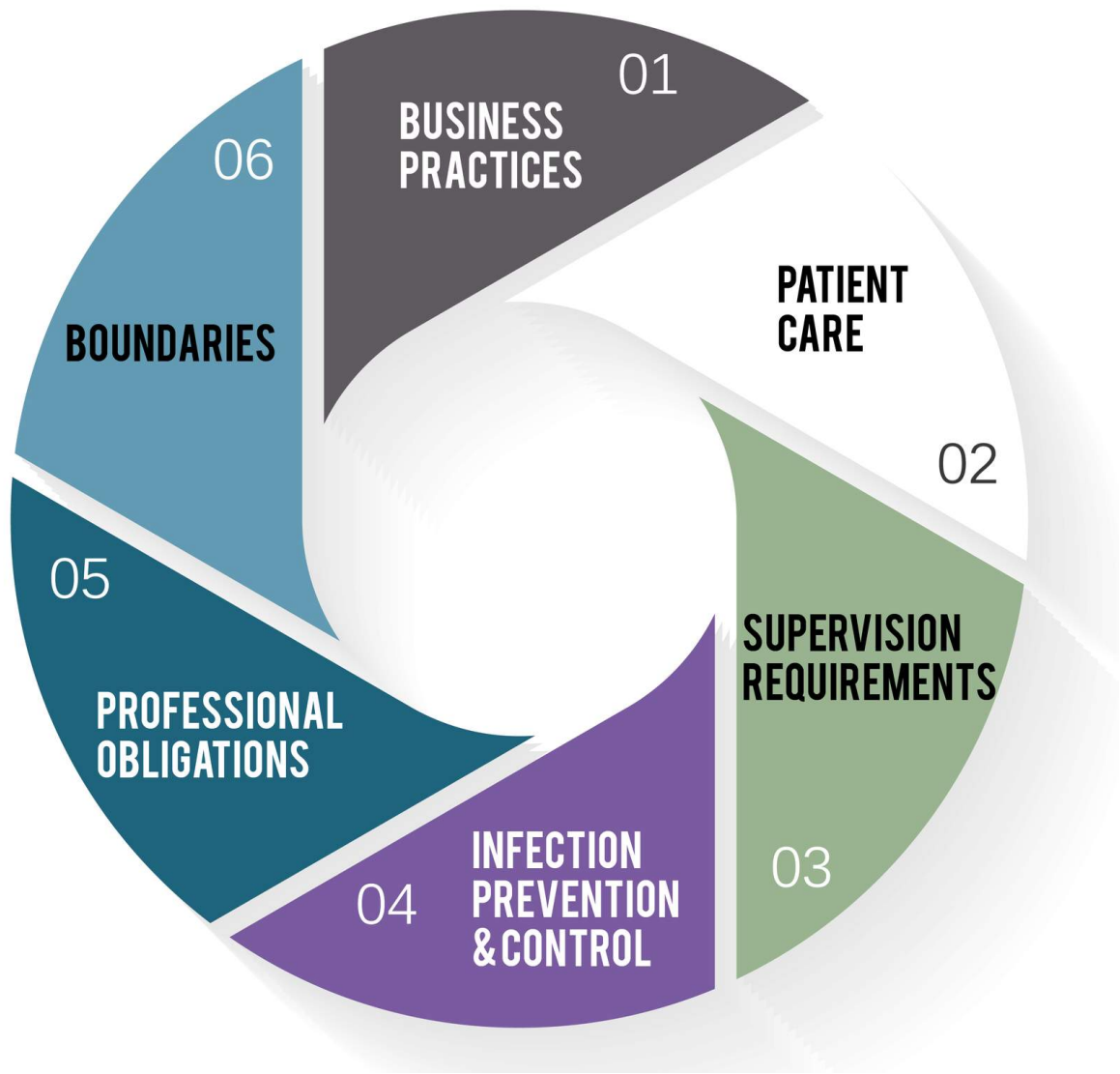
The Practice Advisors offer a safe place for physiotherapists, PT Residents, students, patients, employers and others to ask questions about physiotherapy practice.

The Practice Advisors addressed 6,685 inquiries in 2021 – 2022.

INQUIRIES

70% Inquiries were from physiotherapists
30% Inquiries from Other Stakeholders
(patients, employers, insurers, etc.)





Top 6 Themes in Practice Advice Inquiries:

Business Practices (business ethics, suspected fraud)

Patient Care (scope of practice, controlled acts, how to access physiotherapy care)

Supervision Requirements (when supervising students or physiotherapist assistants)

Professional Obligations (mandatory reporting, liability insurance requirements and rostering to perform controlled acts)

Infection Prevention & Control (COVID guidance, updates from the Ministry of Health, personal protective equipment)

Boundaries (identification and maintenance of appropriate professional boundaries)

Student Outreach

The Practice Advisors hosted information sessions with the following institutions to help raise awareness of the role of the College, and the rules and standards:

- University of Toronto
- University of Ottawa
- McMaster University
- Western University
- Queen's University
- Ontario Internationally Educated Physical Therapy Bridging Program
- Conestoga College — Physiotherapist Assistants (PTA) Program

WEBINARS

All Things Privacy with Kate Dewhirst: Information for Regulated Health Professionals

Ask the Advisors: Answering Your Questions About Physiotherapy Practice

College Council and Committees



The College Council is the 16-member governing body and board of directors that sets the strategic policy direction for the College. Council members support our ongoing mandate to protect the public interest by regulating the practice of physiotherapists in Ontario.

For more information about the activities of the College Council,
please visit our website www.collegept.org.

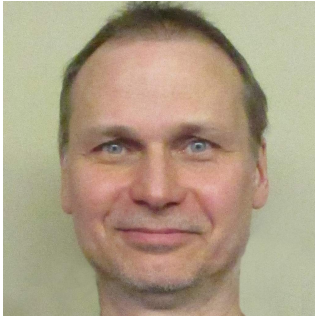


Theresa Stevens,
Council President
(Elected
Representative)



Jennifer Clifford,
Council Vice-President
(Elected
Representative)

Elected Representatives



Hervé Cavanagh



Jennifer Clifford



Anna Grunin
(from June 2021)



Janet Law



Sharee Mandel-
Benyacar
(until June 2021)



Darryn Mandel
(until June 2021)



Dennis Ng
(from June 2021)



Katie Schultz



Theresa Stevens



Karen St.
Jacques

Academic Representatives



Martin Bilodeau
University of
Ottawa
(until June 2021)



Sharon Gabison
University of
Toronto
(from October
2021)



Paul Parikh
Western
University
(from June 2021)



Sharon Switzer-
McIntyre
University of
Toronto
(from
September 2020
to April 2021)

Public Appointees



Carole Baxter
(from June 2021)



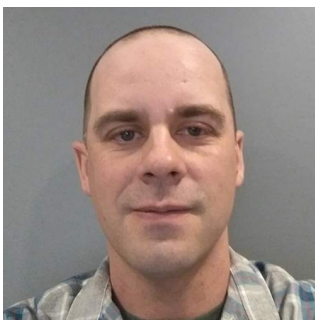
Jesse Finn



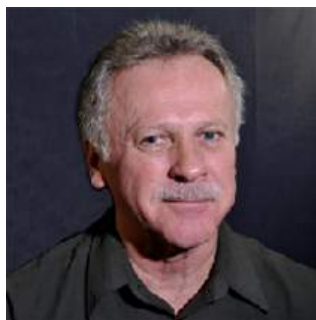
Myles MacLeod
(until January
2022)



Nitin Madhvani



Tom McAfee
(until June 2021)



Richard O'Brien
(from October
2021)



Tyrone Skanes



Laina Smith
(from March
2022)

Committee Members

Jim Wernham

Daniel Negro

Sue Grebe

Nicole Graham

Angelo Karalekas

Richa Rehan

Theresa Kay

Felix Umana

Beth Bergmann

Antoinette Megens

Monica Clarke

Gary Rehan

Anastasia Newman

College of Physiotherapists of Ontario Committees

In addition to Council, the College has statutory Committees described in the legislation. The College also has one non-statutory Committee. These Committees are made of a combination of Council and Committee members.

Executive Committee —

Theresa Stevens (Chair from June 2021)
Jennifer Clifford (from June 2021)
Nitin Madhvani (from June 2021)
Darryn Mandel (Chair until June 2021)
Sharee Mandel (until June 2021)
Katie Schulz (from June 2021)
Tyrone Skanes



Inquiries, Complaints and Reports Committee —

Gary Rehan (Chair)
Carole Baxter (from June 2021)
Monica Clarke
Jennifer Clifford
Tom McAfee (until June 2021)
Dennis Ng (from June 2021)
Richard O'Brien (from October 2021 until March 2022)
Tyrone Skanes
Theresa Stevens (until June 2021)

Discipline and Fitness to Practise Committee —

Sharee Mandel (Chair until June 2021)
Jim Wernham (Chair from June 2021)
Carole Baxter (from June 2021)
Martin Bilodeau (until June 2021)

Hervé Cavanagh (from June 2021)
Jennifer Clifford (until June 2021)
Jesse Finn
Sharon Gabison (from October 2021)
Nicole Graham
Sue Grebe
Anna Grunin (from June 2021)
Angelo Karalekas
Theresa Kay (from June 2021)
Janet Law
Myles MacLeod (until January 2022)
Nitin Madhvani
Tom McAfee (until June 2021)
Daniel Negro
Richard O'Brien (from October 2021)
Paul Parikh (from June 2021)
Richa Rehan
Katie Schulz
Laina Smith (from March 2022)
Theresa Stevens (until June 2021)
Karen St. Jacques (from June 2021)
Sharon Switzer-McIntrye (until April 2021)
Felix Umana (from June 2021)

Quality Assurance Committee —

Theresa Stevens (Chair until June 2021)
Antoinette Megens (Chair from June 2021)
Beth Bergmann
Hervé Cavanagh
Jesse Finn (from July 2021)
Myles MacLeod (until January 2022)
Nitin Madhvani (until June 2021)
Tom McAfee (until June 2021)
Dennis Ng (from July 2021)
Laina Smith (from March 2022)

Registration Committee —

Tyrone Skanes (Chair)
Carole Baxter (from June 2021)
Martin Bilodeau (until June 2021)
Jesse Finn
Sharon Gabison (from October 2021)
Anastasia Newman
Paul Parikh (from June 2021 until October 2021)
Katie Schulz

Patient Relations Committee —

Karen St. Jacques (Chair from June 2021)
Anna Grunin (from June 2021)
Myles MacLeod (until January 2022)
Nitin Madhvani (from June 2021)
Antoinette Megens

Finance Committee —

Janet Law (Chair)
Jennifer Clifford
Anna Grunin (from March 2022)
Myles MacLeod (from June 2021 until January 2022)
Nitin Madhvani
Darryn Mandel (until June 2021)
Theresa Stevens

The Canadian Alliance of Physiotherapy Regulators Representative —

Gary Rehan

A Look Ahead: Strategic Plan 2022 – 2026



New Strategic Plan 2022-2026

In 2021 the College completed a comprehensive strategic planning process. As part of this process, we developed and introduced a new Strategic Plan for years 2022 through to 2026.

This strategic plan highlights our updated mission, vision and values along with four key pillars that will guide our strategic initiatives in the next four years.

VISION

Inspiring **public confidence** in the physiotherapy profession.

MISSION STATEMENT

To **protect** the public interest by ensuring physiotherapists provide **competent, safe, and ethical care**.

VALUES

Integrity & Trust

Inclusion & Respect

Transparency & Accountability

Collaboration

FOUR KEY AREAS

1. Regulation and Risk —

Effectively regulate the physiotherapy profession in Ontario and advance its statutory work through a risk-based approach.

2. Performance and Accountability —

Implement strong corporate and governance structures and systems that include effective data, technology, and processes to enable informed decision-making and progressive corporate performance to extend CPO's work and impact.

3. Engagement and Partnerships —

Collaborate, partner and engage with the public, profession, and other stakeholders in a clear, transparent and timely manner to enhance trust and credibility.

4. People and Culture —

Promote a collaborative environment and a culture based on equity, diversity and inclusion principles while ensuring staff and Council have the resources they need to do their best work.

[Review the College's Strategic Plan](#)

College Performance Measurement Framework (CPMF) Highlights 2021



In 2020, the Ministry of Health established a new annual reporting requirement for all health regulatory colleges. The College Performance Measurement Framework (CPMF) allows us to measure and report, in a standardized way, how we are acting in the public interest.

Completing the CPMF is an opportunity for the College to reflect on our achievements, better understand how we measure up to best practices in regulation and to identify areas of improvement.

The Ministry requires us to report on seven domains that relate to how we accomplish our key statutory functions and serve the public interest. Under each domain are standards that outline best practices of regulatory excellence. Colleges will update this report annually, noting any progress on areas identified for improvement or adding new or updated information required by the Ministry of Health. After reviewing the reports, the Ministry will provide the College with performance feedback. These reports are one of the ways colleges demonstrate their commitment to the public interest for the people of Ontario.

Questions addressed by the CPMF

Question 1

How well does a College ensure that only qualified individuals who demonstrate that they are competent and safe are practicing?

Question 2

How well does a College ensure that its governance and operations are transparent, effective, and efficient in serving and protecting the public interest?

Question 3

How well does a College ensure sustained competence and quality of care is delivered by all registrants?

Question 4

How well does a College help ensure that those in need of care can access qualified health professionals when and where they need them?

Question 5

How responsive is a College in addressing the changing practice environment of its registrants?

Highlights and Important Activities for 2021

Equity, Diversity, and Inclusion

- Identified as a strategic priority for the College.
- Work will be included in all regulatory areas of the College including standards, policies, guidelines, and the Code of Ethics.
- Specific internal initiatives include sharing a land acknowledgement and position statement, adding EDI resources to the College website, a shift to gender neutral communications and qualitative research regarding the experiences of internationally educated physiotherapists.

Public Interest Rationale in Public Materials

- We now include a public interest assessment in most Council briefings.
- Ongoing work to find avenues to make public interest considerations more accessible to the public.

Data and Technology

- Large-scale project to renew database technology — this continued to be a priority in 2021 and the work will extend into the next reporting period.
- Improved efficiencies for registrants and complainants that help further the College's public interest mandate.
- Next steps include a cybersecurity audit to further improve data processes.

Collaboration (System Partner Standards)

- Demonstrated collaboration with system partners to address the challenges around the unavailability of a clinical exam.
- Worked with other regulators to develop creative solutions to challenges posed with respect to the COVID-19 pandemic.

Areas of improvement for the next reporting year and beyond

Many College resources were redirected to help address the unavailability of a clinical exam. As a result, several initiatives that were planned for this reporting cycle were put on hold.

We are committed to furthering these initiatives and making these improvements where we can.

1

We responded that we did not meet the measure that “Council review framework includes a third-party assessment at a minimum of every 3 years.”

- We are planning to pursue an independent review of Council effectiveness, and we hope to start that process soon.

2

Risk Management — we answered “not met” to the measure asking us whether we had a formal approach to risk management that is reflected in strategic planning

- We are currently developing an Enterprise Risk Management (ERM) policy in response to the need for risk assessment and mitigation strategies.

- Plan to share risk dashboards within management teams and present to Council during regular reporting.

3

Status Update on Council Decisions

- We now include an action items list with status updates in the Registrar’s Report.

4

Using performance indicators such as KPIs against our strategic objectives and making their results available to the public

- Plan to resume use of dashboards at Council meetings, which will include key risk indicators and performance in strategic projects.

Learn more: www.collegept.org



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Discipline Summaries 2021-2022



College of Physiotherapists of Ontario

Discipline Hearings (April 1, 2021 to March 31, 2022)

In 2021–2022 there were 9 Discipline Hearings that took place at the College of Physiotherapists of Ontario.

See a complete list of past Discipline Hearings and decisions by visiting [CanLII.org](https://www.canlii.org) or www.collegept.org.

Be sure to visit the College's **Public Register**, also known as *Find a Physiotherapist* to access important information before visiting a physiotherapist. All regulated health care providers have a similar Public Register on their College's website. See a complete list of Public Registers at [ontariohealthregulators.ca](https://www.ontariohealthregulators.ca)

Taddeo, Jason—Registration #12526 Case: 2017 0168

On December 10, 2018 the Inquiries, Complaints and Reports Committee (ICRC) referred a matter involving Jason Taddeo to the Discipline Committee for a hearing.

The hearing took place on February 24, 2021 and April 22, 2021. This matter was resolved by way of an Agreed Statement of Facts and a Joint Submission on Penalty.

Finding

The panel of the Discipline Committee issued a decision on the finding on April 22, 2021, on the penalty on April 22, 2021 and on costs on April 22, 2021.

After having considered all of the evidence, a panel of the Discipline Committee found Jason Taddeo to have committed the following acts of professional misconduct:

- Paragraph 1 (Reg 388/08) failing to maintain the standards of the profession);
- Paragraph 27 (Reg 388/08) (falsifying a record);
- Paragraph 28 (Reg 388/08) (signing or issuing a document that the Registrant knows or ought to know contains a false or misleading statement);
- Paragraph 32 (Reg 388/08) (submitting an account or charge for services that the Registrant knows or ought to know is false or misleading);
- Paragraph 18 (Reg 388/08) (engaging in conduct or performing an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by Registrants as disgraceful, dishonourable or unprofessional

Penalty

- The panel of the Discipline Committee ordered the following penalty. That Jason Taddeo: Receive a reprimand at the conclusion of the hearing (delivered on April 22, 2021).
- Serve a suspension for the period of April 23, 2021 through to and including April 22, 2022.
- Complete a review of various College, standards, tools and resources.
- Successfully complete the ProBe program.
- Meet with a practice coach on no more than three occasions.
- The physiotherapist shall not practice as a physiotherapist assistant (PTA) during the period of the served suspended.

The panel also ordered Jason Taddeo to pay costs to the College in the amount of \$25,000 to offset some of the costs associated with investigating and prosecuting this case.

As a part of the penalty the Committee issued a reprimand which read as follows:

The panel finds that your behaviour constituted serious misconduct, and this sort of misconduct cannot be tolerated by the profession. The public interest depends on the integrity of the profession. Protecting the integrity of the profession depends on a zero-tolerance of inappropriate business practices. The submission of false statements on several occasions brings into question your honesty, integrity, and professionalism.

We trust that this experience will allow you to reflect on your actions and grow as a therapist. The panel would like to advise you that any further findings of misconduct could result in a more severe outcome than that which has been imposed here today. The panel does not expect to see you before us again.

You can read the full decision of the Discipline Committee of the College of Physiotherapists of Ontario at: www.canlii.org.

Mathews, Darren (Darrin) Russell—Former Registration #12407 Case: 2020 0134

On January 19, 2021, the Inquiries, Complaints and Reports Committee (ICRC) referred a matter involving Darren (Darrin) Mathews to the Discipline Committee for a hearing.

The hearing took place on May 4, 2021 and adjourned sine die.

The Panel of the Discipline Committee agreed to adjourn the hearing sine die due to the Registrant having signed an Acknowledgement and Undertaking to resign his membership and certificate of registration with the College and never apply or reapply to practice physiotherapy in Ontario.

The Acknowledgement & Undertaking was signed April 29, 2021 and stated:

I, Darren (Darrin) Mathews, acknowledge and undertake as follows:

1. I acknowledge that allegations about my conduct as they relate to sexual misconduct directed towards Patient A have been raised before the Inquiries, Complaints and Reports Committee (ICRC) of the College of Physiotherapists of Ontario (the "College"). The ICRC referred these allegations to the Discipline Committee on January 19, 2021, in College Case Number 2020-0134. The hearing is pending.
2. I acknowledge that on March 4, 2021, I was advised that Patient B filed a complaint about my conduct as it relates to consent, communication and sexual abuse of a patient. This matter is before the ICRC.
3. This acknowledgement and undertaking does not constitute an admission of any professional misconduct, including sexual abuse.

4. I acknowledge and agree that, in exchange for my providing to the College an original copy of this Undertaking executed by me, the College agrees not to proceed with the current investigation into my conduct.
5. I acknowledge and agree that, in exchange for my providing to the College an original copy of this Undertaking, the College will ask a panel of the Discipline Committee to adjourn the hearing in College file number 2020-0134 sine die. I undertake to resign my membership and certificate of registration with the College effective May 4, 2021.
6. I hereby undertake never to apply or re-apply for membership, registration, licensure or similar status with the College as a physiotherapist or for a license to practice physiotherapy in Ontario.
7. I acknowledge that if I ever apply or re-apply, or attempt to apply or re-apply for membership, registration, licensure or similar status with the College in the future, the College will be entitled to rely upon this undertaking in any registration or other similar proceeding as reason to deny my application.
8. I acknowledge that if I ever apply or re-apply for membership, registration, licensure or similar status as a physiotherapist for a license to practice physiotherapy in Ontario after May 4, 2021, the College shall, in its sole discretion, have the right to proceed with a disciplinary proceeding on the basis of a breach of this undertaking and, if I am successful in being registered, the College shall also be entitled to proceed with the discipline hearing in case number 2020- 0134 and the investigation of my practice based on the complaint made against me.
9. I acknowledge that after I resign my membership with the College, I will not be entitled to use the title "physiotherapist", "physical therapist" or any abbreviation thereof or equivalent in another language. I will not be entitled to hold myself out as a person who is qualified to practice in Ontario as a physiotherapist/physical therapist and I will not be entitled to imply that I am a physiotherapist/physical therapist in Ontario.
10. I acknowledge that after I resign my membership with the College I will not be entitled to practice as a Physiotherapist Assistant (PTA) or in a similar role supporting the care provided by a registered physiotherapist.
11. I acknowledge that the College is required to include the fact of my resignation and the fact of this Undertaking on the College register and that it will also be published on the College's website. This publication is indefinite.
12. In the event of a breach of this undertaking and the College proceeding with discipline hearing 2020-0134 and the current investigation(s), I hereby agree to bear the risk of any prejudice that the passage of time might cause to my ability to make full answer and defence, and waive the right to seek any remedy on the basis of the passage of time, should the College proceed with the investigation and any allegations that may arise as a result of any future breach of this Undertaking by me.
13. I undertake to pay \$3,000 to the College to be applied to the College's fund for therapy and counseling by June 30, 2022, which sum may be paid in instalments.
14. I acknowledge that I have been advised of my right to obtain legal advice prior to entering into this Undertaking and have either availed myself of that right or chosen not to avail myself of that right.

You can read the full decision of the Discipline Committee of the College of Physiotherapists of Ontario at: www.canlii.org

Afkari, Poneh—Registration #14709 Case: 2019 0107

On November 2, 2020, the Inquiries, Complaints and Reports Committee (ICRC) referred a matter involving Poneh Afkari to the Discipline Committee for a hearing.

The hearing took place on June 7, 2021. This matter was resolved by way of an Agreed Statement of Facts and a Joint Submission on Penalty and Costs.

Finding

The panel of the Discipline Committee issued a decision on the finding on June 7, 2021, on the penalty on June 7, 2021 and on costs on June 7, 2021.

After having considered all of the evidence, the panel found Poneh Afkari to have committed the following acts of professional misconduct:

- paragraphs 1 (failing to maintain the standards of practice of the profession)
- paragraph 18 (engaging in conduct or performing an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional)
- paragraph 26 (failing to keep records in accordance with the standards of practice of the profession)
- paragraph 27 (falsifying a record)
- paragraph 28 (signing or issuing a document containing a statement that the member knows or ought to know is false or misleading)
- paragraph 32 (submitting an account or charge for services that the member knows or ought to know is false or misleading)
- paragraph 33 (failing to take reasonable steps to ensure that any accounts submitted in the member's name or billing number are fair and accurate.

Penalty

The panel of the Discipline Committee ordered the following penalty. That Poneh Afkari:

- Receive a reprimand at the conclusion of the hearing (delivered on June 7, 2021)

- Serve a suspension for the period of June 8, 2021 through to and including April 8, 2022. The suspension could be extended if they are unable to complete certain requirements
- Complete a review of various College, standards, tools and resources
- Successfully complete the ProBe program
- Meet with a practice coach on no more than eight occasions
- May not supervise physiotherapy students, physiotherapy assistant students or registrants of the profession who hold a provisional practice certificate of registration during the coaching period
- Practice as a PTA during their suspension only under the supervision of an approved, registered member of the College who is a full-time physiotherapist in Poneh Afkari's practice location. If this is a private practice setting, this location must be owned by a regulated health professional.

The panel also ordered Poneh Afkari to pay costs to the College in the amount of \$2,500.00 to offset some of the costs associated with investigating and prosecuting this case.

As a part of the penalty the Committee also issued a reprimand which read as follows:

The panel has found that you engaged in significant professional misconduct. As a physiotherapist in a leadership role as a clinic owner, other members of the profession are influenced by your actions. In this case, you also risked the reputations and livelihood of individuals from two other healthcare professions. The conduct was unethical and brought disrepute to the profession.

The panel wants to highlight that your deficiencies in recordkeeping is a recurring behaviour. Based on the prior history with the Inquiries, Complaints and Reports Committee in 2016, this panel found that you were previously made aware of similar shortcomings; therefore, you should have been able to avoid issues related to recordkeeping.

We expect that when you return to practice, you will ensure your adherence to the standards of the profession. We expect that you will never again find yourself before a discipline panel of this College. If you do, the outcome of this proceeding will weigh heavily on any future penalty consideration.

You can read the full decision of the Discipline Committee of the College of Physiotherapists of Ontario at: www.canlii.org

Yee, Silvana Christine—Registration #11159 Case: 2019 0015 —

On September 18, 2020, the Inquiries, Complaints and Reports Committee (ICRC) referred a matter involving Silvana Yee to the Discipline Committee for a hearing.

The hearing took place on June 17, 2021. This matter was resolved by way of an Agreed Statement of Facts and a Joint Submission on Penalty.

Finding

The panel of the Discipline Committee issued a decision on the finding on June 17, 2021, on the penalty on June 17, 2021 and on costs on June 17, 2021.

After having considered all of the evidence, the panel found Silvana Yee to have committed the following acts of professional misconduct:

- Paragraph 1 (failing to maintain the standards of practice of the profession),
- Paragraph 5 (practicing the professional while the member is in a conflict of interest),
- Paragraph 18 (engaging in conduct or performing an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional)
- Paragraph 26 (failing to keep records in accordance with the standards of practice of the profession),
- Paragraph 27 (falsifying records),
- Paragraph 28 (signing or issuing a document containing a statement that the member knows or ought to know is false or misleading),
- Paragraph 32 (Submitting an account or charge for services that the members knows or ought to know is false or misleading),
- Paragraph 33 (failing to take reasonable steps to ensure that any accounts submitted in the member's name or billing number are fair and accurate) and;
- Paragraph 40 (continuing the treatment of a patient where it is no longer indicated, has ceased to be effective or is unnecessary).

Penalty

The panel of the Discipline Committee ordered the following penalty. That Silvana Yee:

- Receive a reprimand at the conclusion of the hearing (delivered on June 17, 2021)
- Serve a suspension for the period of June 18, 2021 through to and including January 17, 2022. The suspension could be extended if they are unable to complete certain requirements
- Complete a review of various College, standards, tools and resources
- Successfully complete the ProBe program
- Meet with a practice coach on no more than four occasions

- The physiotherapist may not supervise physiotherapy students, physiotherapy assistant students or registrants of the profession who hold a provisional practice certificate of registration during the coaching period
- Practice as a PTA during their suspension only under the supervision of an approved, registered member of the College who is a full-time physiotherapist in Silvana Yee's practice location. If this is a private practice setting, this location must be owned by a regulated health professional.

The panel also ordered Silvana Yee to pay costs to the College in the amount of \$4,500 to offset some of the costs associated with investigating and prosecuting this case.

As a part of the penalty the Committee also issued a reprimand which read as follows:

The panel wishes to advise you that your pattern of behaviour over the 22-month period in question will not be tolerated by this profession. Your conduct was unethical and brought disrepute to the profession. Protecting the integrity of the profession demands zero tolerance of inappropriate business practises. Your actions constitute serious and most objectionable misconduct. As a physiotherapist, it is incumbent upon you to adhere to the standards established by the College to protect the public.

We do wish to acknowledge your cooperation with the College, and that you have no prior history with the College.

The panel hopes that this experience will provide you with a chance to reflect on the behaviour that has brought you before us today. The panel has provided you with an opportunity to correct your behaviours and return to the profession. We encourage you to use the resources available to you. Should you be subject to misconduct proceedings in the future, these findings today will certainly influence the outcome at that time.

You can read the full decision of the Discipline Committee of the College of Physiotherapists of Ontario at: www.canlii.org

Wang, Jian Li (Johnny)—Registration #12982 Case: 2018 0052 —

On January 19, 2021, the Inquiries, Complaints and Reports Committee (ICRC) referred a matter involving Johnny Wang to the Discipline Committee for a hearing.

The hearing took place on August 23, 2021. This matter was resolved by way of an Agreed Statement of Facts and a Joint Submission on Penalty.

Finding

The panel of the Discipline Committee issued a decision on the finding on August 23, 2021, on the penalty on August 23, 2021 and on costs on August 23, 2021.

After having considered all of the evidence, the panel found Johnny Wang to have committed the following acts of professional misconduct:

- paragraph 1 (failing to maintain the standards of practice of the profession);
- paragraph 18 (engaging in conduct or performing an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional);
- paragraph 26 (failing to keep records in accordance with the standards of practice of the profession);
- paragraph 32 (submitting an account or charge for services that the member knows or ought to know is false or misleading);
- paragraph 33 (failing to take reasonable steps to ensure that any accounts submitted in the member's name or billing number are fair and accurate); and
- paragraph 40 (continuing the treatment of a patient where it is no longer indicated, has ceased to be effective or is unnecessary).

Penalty

The panel of the Discipline Committee ordered the following penalty. That Johnny Wang:

- Receive a reprimand at the conclusion of the hearing (delivered on August 23, 2021)
- Serve a suspension for the period of seven months. The first three months of the suspension will begin on October 1, 2021 and be completed on December 31, 2021. The remaining four months will be served as directed by the Registrar. The suspension could be extended if Johnny Wang is unable to complete certain requirements
- Complete a review of various College, standards, tools and resources
- Successfully complete the ProBe program
- Meet with a practice coach on no more than eight occasions for a two-year period Johnny Wang may not use the title Physiotherapist, PT or any abbreviation thereof nor can Johnny Wang's name, PT title and/or registration number be used for billing purposes while serving the suspension
- Johnny Wang may not practice as a physiotherapist assistant (PTA) during their suspension

The panel also ordered Johnny Wang to pay costs to the College in the amount of \$4,000 to offset some of the costs associated with investigating and prosecuting this case.

As a part of the penalty the Committee also issued a reprimand which read as follows:

Mr. Wang, the panel has found that your behaviour has constituted professional misconduct and wishes to

comment on certain elements to remind you in the strongest possible way that your professional obligations demand that your patients' interests are always a priority, and that includes record keeping.

Focusing on record keeping, a patient record must include not only the clinical notes, but also the billing records. The sparsity of your clinical notes does not reflect clinical reasoning, though it very well may be present. The inadequacy of your records gives the impression of falsified and/or fraudulent billing behaviour.

The panel wishes to reinforce the importance of maintaining its standards in ensuring that your conduct is at all times professional. It is quite apparent that your behaviour was not a single occurrence, as you failed to demonstrate improvement following concerns raised by the third-party insurer. It is inconceivable to this panel that you were not aware of acceptable professional practice by the time the College commenced its investigation. Finally, as you are the owner of a practice, your position means that you are in a leadership role and a mentor to members of our profession. You are expected to provide care and lead in the highest ethical behaviour. Should you appear before a disciplinary panel for similar behaviour in the future, this proceeding will weigh heavily on penalty consideration at that time.

You can read the full decision of the Discipline Committee of the College of Physiotherapists of Ontario at: www.canlii.org

Vogel, Patricia—Registration #13677 Case: 2020 0140 and 2020 0153

On September 28, 2021, the Inquiries, Complaints and Reports Committee (ICRC) referred a matter involving Patricia Vogel to the Discipline Committee for a hearing.

Finding

The hearing took place on January 12, 2022. The panel of the Discipline Committee issued a decision on the finding on January 12, 2022, on the penalty on January 12, 2022 and on costs on January 12, 2022.

After having considered all of the evidence, the panel found Patricia Vogel to have committed the following acts of professional misconduct:

- paragraph 13 (failing to reply appropriately or within a reasonable time to a written inquiry from the College);
- paragraph 14 (contravening, by act or omission the Physiotherapy Act, 1991 the Regulated Health Professions Act, 1991 or the regulations under either of those Acts);
- paragraph 18 (engaging in conduct or performing an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional);

Penalty

The panel ordered the following penalty:

- Receive a reprimand at on a date to be fixed by the Registrar
- Serve a suspension until Patricia Vogel has successfully completed the following requirements.
- Complete a review of various College, standards, tools and resources
- Successfully complete the ProBe program

While suspended, Patricia Vogel may not use the title Physiotherapist, PT or any abbreviation thereof. Patricia Vogel also may not use their name, PT title and registration number for billing purposes while serving the suspension.

The panel also ordered Patricia Vogel to pay costs to the College in the amount of \$5,000 to offset some of the costs associated with investigating and prosecuting this case.

You can read the full decision of the Discipline Committee of the College of Physiotherapists of Ontario at: www.canlii.org

Khollari, Mohammad Saeed—Registration #13665 Case: 2017 O208

On August 5, 2020, the Inquiries, Complaints and Reports Committee (ICRC) referred a matter involving Mohammad Saeed Khollari to the Discipline Committee for a hearing.

The hearing took place on January 26, 2022. This matter was resolved by way of an Agreed Statement of Facts and a Joint Submission on Penalty.

Finding

The panel of the Discipline Committee issued a decision on the finding on January 26, 2022, on the penalty on January 26, 2022 and on costs on January 26, 2022.

After having considered all of the evidence, the panel found Mohammad Saeed Khollari to have committed the following acts of professional misconduct:

- paragraph 1 (failing to maintain the standards of practice of the profession);
- paragraph 18 (engaging in conduct or performing an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional);

- paragraph 26 (failing to keep records in accordance with the standards of practice of the profession);
- paragraph 40 (continuing the treatment of a patient where it is no longer indicated, has ceased to be effective or is unnecessary)

Penalty

The panel ordered the following penalty, Mohammad Saeed Kholari will:

- Receive a reprimand at the conclusion of the hearing (delivered on January 26, 2022)
- Serve a suspension for the period of two months, to be served on dates to be fixed by the Registrar. The suspension must be completed by December 31, 2024
- Meet with a practice coach for a maximum of eight occasions within a two-year period
- Not supervise physiotherapy students, physiotherapy assistant students or registrants of the profession who hold a provisional practice certificate of registration during the coaching period. The Registrant will be unable to supervise Residents moving forward until such time that they can meet the Practice Supervisor Eligibility Criteria

While Mohammad Saeed Kholari is serving their suspension they shall not use the title Physiotherapist, PT or any abbreviation thereof nor can their name, PT title and registration number be used for billing purposes.

Further, Mohammad Saeed Kholari's practice is restricted to the long-term care sector at this time.

The panel also ordered Mohammad Saeed Kholari to pay costs to the College in the amount of \$5,000 to offset some of the costs associated with investigating and prosecuting this case.

As a part of the penalty the Committee also issued a reprimand which read as follows:

Mr. Kholari, being a physiotherapist is not a right, but rather a privilege that comes with responsibilities, one of which is proper recordkeeping. Accurate and thorough recordkeeping allows us to ensure proper billing practices to facilitate continuity of care and to assist and demonstrate the clinical decision-making required to help our clients.

By your own admission and assessment by this panel, your practices in this regard have fallen below the standard and undermine the credibility of the profession. Moreover, the fact you have been sent previously to ICRC for recordkeeping issues and now sit in front of this panel shows a certain disregard for the College standards and your duties as a physiotherapist.

Subpar recordkeeping is a practice that will not be overlooked, nor will it be tolerated as it affects the quality of care that we provide our clients. Please review this as a second chance and try to learn from it. We collectively hope that we don't see you in front of the Discipline Committee again. Should you appear before a disciplinary panel in the future, this proceeding will weigh heavily on penalty consideration at that time.

You can read the full decision of the Discipline Committee of the College of Physiotherapists of Ontario at: www.canlii.org

Kalbasy, Mahmood—Registration #10692 Case: 2019 0036 and 2019 0132

On June 3, 2021, the Inquiries, Complaints and Reports Committee (ICRC) referred a matter involving Mahmood Kalbasy to the Discipline Committee for a hearing.

The hearing took place on March 8, 2022. This matter was resolved by way of an Agreed Statement of Facts and a Joint Submission on Penalty.

Finding

The panel of the Discipline Committee issued a decision on the finding on March 8, 2022, on the penalty on March 8, 2022 and on costs on March 8, 2022.

After having considered all of the evidence, the panel found Mahmood Kalbasy to have committed the following acts of professional misconduct:

- paragraph 1 (failing to maintain the standards of practice of the profession);
- paragraph 15 (contravening a federal, provincial or territorial law relevant to the member's suitability to practice);
- paragraph 18 (engaging in conduct or performing an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional);
- paragraph 26 (failing to keep records in accordance with the standards of practice of the profession);
- paragraph 27 (falsifying a record); paragraph 28 (signing or issuing a document containing a statement that the member knows or ought to know contains a false or misleading statement);
- paragraph 32 (submitting an account or charge for services that the member knows or ought to know is false or misleading); paragraph 33 (failing to take reasonable steps to ensure that any accounts submitted in the member's name or billing number are fair and accurate);
- paragraph 40 (continuing the treatment of a patient where it is no longer indicated, has ceased to be effective or is unnecessary).

Penalty

The panel ordered the following penalty, Mahmood Kalbasy will:

- Receive a reprimand at the conclusion of the hearing (delivered on March 8, 2022)
- Serve a suspension for the period of seven months, the first two months will be served from March 31, 2022 up to and including May 30, 2022. The remaining five months will be served as directed by the Registrar
- Complete a review of tools, standards and resources
- Successfully complete (receive an unconditional pass) from the ProBE course
- Meet with a practice coach for a maximum of eight occasions within a two-year period
- Not practice as a physiotherapist assistant (PTA) during the periods of suspension

While Mahmood Kalbasy is serving their suspension they shall not use the title Physiotherapist, PT or any abbreviation thereof nor can their name, PT title and/or registration number be used for billing purposes.

The panel also ordered Mahmood Kalbasy to pay costs to the College in the amount of \$5,000 to offset some of the costs associated with investigating and prosecuting this case.

As a part of the penalty the Committee also issued a reprimand which read as follows:

Mr. Kalbasy you have been found to be in violation of the college standards. Your actions have been described as insurance fraud in this hearing. Had it not been a joint submission by you and the College, this panel would have imposed a much stricter penalty.

Your conduct is despicable and jeopardizes the future relationship between the physiotherapy profession and insurers. It undermines the integrity and brings disrepute to the profession. The College has a zero tolerance policy for inappropriate billing practices and we hope that the profession in general takes note of the serious penalties that have been imposed. The Panel is troubled by your lack of appropriate record keeping and the implication that has regarding the quality of care provided. We expect that when you resume your practice you will strictly adhere to all of the Standards of the profession.

We do wish to acknowledge your cooperation with the College, the unfortunate circumstances in your personal life, and that you have no prior history with the College. We expect you to put your full efforts into completing the rehabilitative portions of this penalty.

We do not expect to see you appear before a panel of this College again. And, I'm sure you will understand that, should you reappear for similar conduct, the consequences will be most serious.

You can read the full decision of the Discipline Committee of the College of Physiotherapists of Ontario at: www.canlii.org.

Cunanan, Michael Jr. Q—Registration #13905 Case: 2019 0034 and 2019 0131

On April 21, 2021, the Inquiries, Complaints and Reports Committee (ICRC) referred a matter involving Michael Cunanan to the Discipline Committee for a hearing.

The hearing took place on March 25, 2022. This matter was resolved by way of an Agreed Statement of Facts and a Joint Submission on Penalty.

Finding

The panel of the Discipline Committee issued a decision on the finding on March 25, 2022, on the penalty on March 25, 2022 and on costs on March 25, 2022.

After having considered all of the evidence, the panel found Michael Cunanan to have committed the following acts of professional misconduct:

- paragraph 1 (failing to maintain the standards of practice of the profession);
- paragraph 18 (engaging in conduct or performing an act relevant to the practice of the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable or unprofessional);
- paragraph 26 (failing to keep records in accordance with the standards of practice of the profession);
- paragraph 27 (falsifying a record);
- paragraph 28 (signing or issuing a document containing a statement that the member knows or ought to know contains a false or misleading statement);
- paragraph 32 (submitting an account or charge for services that the member knows or ought to know is false or misleading);
- paragraph 33 (failing to take reasonable steps to ensure that any accounts submitted in the member's name or billing number are fair and accurate).
- paragraph 40 (continuing the treatment of a patient where it is no longer indicated, has ceased to be effective or is unnecessary).

Penalty

The panel ordered the following penalty, Michael Cunanan will:

- Receive a reprimand at the conclusion of the hearing (delivered on March 25, 2022)
- Serve a suspension for a period of ten months, the first two months will be served from March 26, 2022 up to and including May 26, 2023. The suspension could be extended if certain requirements are not met.

- Complete a review of tools, standards and resources
- Successfully complete (receive an unconditional pass) the ProBE program
- Meet with a practice coach for a maximum of eight occasions within a two-year period

While Michael Cunanan is serving the suspension, he cannot practice as a physiotherapist assistant (PTA). While serving the suspension, Michael Cunanan cannot use the title Physiotherapist, PT or any abbreviation thereof. Michael Cunanan's name, PT title and/or registration number cannot be used for billing purposes while the suspension is being served.

The panel also ordered Michael Cunanan to pay costs to the College in the amount of \$5,000 to offset some of the costs associated with investigating and prosecuting this case.

As a part of the penalty the Committee also issued a reprimand which read as follows:

The panel has found that your behaviour constituted serious misconduct and this sort of conduct will not be tolerated by the profession. Practicing physiotherapy is a privilege not a right.

While serving your suspension, it is the expectation that you will reflect on this fact.

Public interest and trust depends on the integrity of the profession. Protecting the integrity of the profession demands zero tolerance of inappropriate business practice. The nature of your actions were particularly disgraceful and unprofessional. In your case, you knowingly engaged and encouraged patients to participate in fraudulent conduct with the insurer.

The additional risk of having insurers lose confidence in the profession could result in the public suffering from the consequences of loss of access to the public for physiotherapy care.

As a physiotherapist, it is incumbent upon you to maintain the standards of the profession particularly in the matter of record keeping and standards of practice.

The panel would like to advise you that any further findings of misconduct could result in a more severe outcome than that which was imposed today. We expect that you will not appear in front of a discipline panel again.

You can read the full decision of the Discipline Committee of the College of Physiotherapists of Ontario at: www.canlii.org.

Financial Statements



College of Physiotherapists of Ontario

Annual Report
(April 1, 2021 to March 31, 2022)

Contact the College

The financial statements are available for viewing or downloading.

For a complete set of audited financial statements or an accessible format of the financial statements, contact Zoe Robinson, Director, Corporate Services at zrobinson@collegept.org or 1-800-583-5885 ext. 244.



**College of Physiotherapists of Ontario Financial
Statements 2022.pdf**

478 KB



Contact the College



College of Physiotherapists of Ontario

College of Physiotherapists of Ontario

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Concerns or Complaints

1-800-583-5885 ext. 227 or 416-591-3828 ext. 227
investigations@collegept.org

Practice Advisors / Physiotherapy Information Advisors

1-800-583-5885 ext. 241 or 647-484-8800
advice@collegept.org

Registration and Renewal

1-800-583-5885 ext. 222
registration@collegept.org

Screening Interviews and Assessments

1-800-583-5885 ext. 212
qualityassurance@collegept.org

Financial Statements

To request a copy of the audited financial statements, please contact:
Zoe Robinson, Director of Corporate Services
1-800-583-5885 ext. 244 or 416-591-3828 ext. 244
zrobinson@collegept.org

www.collegept.org

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