

HEALTH PROFESSION REGULATORS OF ONTARIO

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Sharing highlights between HPRO’s 2023 and 2024 Annual Meetings.

The Health Profession Regulators of Ontario (HPRO) is a not-for-profit organization, incorporated in 1998 as the Federation of Health Regulatory Colleges of Ontario. Its members are the *Regulated Health Professions Act’s (RHPA’s)* 26 Colleges.

Ontario’s health profession regulators have the duty to protect the public, making sure healthcare professionals are safe, ethical, and competent. They currently regulate 29 distinct professions — almost 400,000 healthcare professionals in the Province, and these numbers will increase later in 2024 when the College of Psychologists of Ontario will begin to regulate applied behaviour analysts, effective July 1, 2024.

Along with a full-time Executive Director, HPRO is supported by innumerable volunteers, including all College Registrars who make up the Board of Directors, as well as our Chair, Vice-Chair and Treasurer, and an active Management Committee and other Committees, Networks, and Working Groups. Because of that support, we are able to share highlights of HPRO’s successes over the past year, including the development of a new statement of purpose:

HPRO advocates for ongoing regulatory improvement that supports the public interest.

Strategic Priorities



Government Relations



Equity, Diversity, Inclusion (EDI)



Excellence in Member Services

**Management
Committee Members:**

Dan Faulkner, Chair

Maureen Boon, Vice-
Chair

Shenda Tanchak,
Treasurer

Elinor Larney, Past Chair

Judy Rigby, Member

Joe Jamieson, Member

CHAIR & MANAGEMENT COMMITTEE REPORT

This report covers HPRO’s corporate year from the May 19, 2023, Annual Meeting, reporting to the June 3, 2024, Annual Meeting.

HPRO’s leadership is thankful to all who support the work of HPRO, making significant advancements in health profession regulation in Ontario.

GOVERNMENT RELATIONS

One of HPRO’s strategic priorities focuses on government relations. HPRO is committed to cultivating and maintaining positive, collaborative relations with all levels of Government, with the focus on regulatory excellence. HPRO’s members are in a unique position to be able to influence change in the public interest.

On May 6, 2024, HPRO wrote to Health Minister Sylvia Jones, inviting the Minister to HPRO’s June 3rd Annual Meeting. The following is an excerpt from that letter, highlighting three key topics that HPRO has identified as areas of potential work with Government:

- **Health Human Resources (HHR):** *We are committed to continuing to work with Government to find innovative solutions to the HHR crisis while ensuring patient safety. Health profession regulators are uniquely positioned, given our legislated registration responsibility, to assist Government in this important work.*
- **Effective Governance:** *Public involvement in our regulatory work is critical. That is why we are working on strategies to improve that involvement and would welcome your feedback on strategies that will allow Colleges to do our work as effectively and efficiently as possible.*
- **Public Input:** *HPRO has taken on the responsibility of the Citizen Advisory Group (CAG) which gives a voice to patient and caregiver perspectives through the CAG members. These are patients and caregivers who are representative of the Ontario population and who provide essential feedback on topics such as professional rules, standards of practice, strategic priorities, and communications directed at the public.*



**Government
Relations**

HPRO cultivates and maintains positive, collaborative relations with the Government, influencing decision-making and change in support of regulatory excellence.

CHAIR & MANAGEMENT COMMITTEE REPORT (CONT.)

COLLEGE PERFORMANCE MEASUREMENT FRAMEWORK (CPMF)

HPRO continues to support Colleges in their reporting on the Ministry's College Performance Measurement Framework (CPMF). HPRO will continue to work toward making the best use of the information provided in these reports, noting the commendable practices identified each year.

OFFICE OF THE FAIRNESS COMMISSIONER (OFC) – RISK-INFORMED COMPLIANCE FRAMEWORK (RICF)

HPRO wrote to Ontario's Fairness Commissioner Irwin Glasberg on February 28, 2024, regarding the OFC's Risk Informed Compliance Framework (RICF). HPRO shared that its members "are committed to effective and efficient licensure practices and are interested in contributing to broader provincial policy decisions to address labour shortages in specified professions and geographic regions", confirming HPRO's mutual commitment to transparency, objectivity, impartiality, and fairness in registration practices. Discussions with the OFC continue.

EQUITY, DIVERSITY, INCLUSION (EDI)



Equity, Diversity, Inclusion (EDI)

HPRO commits to and promotes the principles of Equity, Diversity, and Inclusion, supporting Colleges in their EDI journeys.

ANTI-RACISM IN HEALTH REGULATION PROJECT (ARHR)

2023 saw the completion of HPRO's ARHR Project, which was led by Judy Rigby and supported by a nine-member Steering Committee and a Project Management Team from Graybridge Malkam, partially funded by a grant from the Federal Government's Community Support, Multiculturalism, and Anti-Racism Initiatives (CSMARI) Program. The project had three deliverables which included an EDI framework and strategy to support sustainable current and future EDI initiatives and structural change in regulation; an EDI self-assessment checklist and reporting tool; and the development of an EDI toolkit, including internal training components for colleges.

Anti-Racism in Health Regulation Project Steering Committee:

Judy Rigby (CDTO), Chair
 Deborah Adams (CRPO)
 Brian Fehst (CKO)
 Naakai Garnette (CMTO)
 Zahra Grant (CMO)
 Tim Mbugua (COTO)
 Kevin McCarthy (CNO)
 Brian O'Riordan (CASLPO)
 Delia Sinclair Frigault (OCP)

HPRO's work has reached hundreds of College staff, Council/Board and committee members, and through the Colleges' work, hundreds of thousands of health professionals. Additionally, HPRO continues to share the outcomes of this project with other regulators to support their health profession regulators in their EDI journeys.

Thanks are extended to the Steering Committee members (see right), who have dedicated their time, energy, and expertise over the last two years.

CHAIR & MANAGEMENT COMMITTEE REPORT (CONT.)

EQUITY, DIVERSITY, INCLUSION (EDI) (CONTINUED)

EDI NETWORK

HPRO has a dedicated EDI Network. It includes staff from all HPRO Colleges who have a role related to or interest in EDI. The EDI Network is led by Co-Chairs Preeya Singh (CASLPO) and Michelle Tremblay (RCDSO).

The EDI Network has received presentations or focused discussion on the following topics:

- Use of the HPRO EDI Toolkit
- EDI and the Ministry of Health’s CPMF
- Demographic Data Collection (Dr. Nafeesa Jalal, NJGC Inc.)
- Land Acknowledgements
- Truth and Reconciliation
- The future of EDI



Equity, Diversity, Inclusion (EDI)

HPRO commits to and promotes the principles of Equity, Diversity, and Inclusion, supporting Colleges in their EDI journeys.



Excellence in Member Services

HPRO provides its members with the services Colleges need to support their work.

EXCELLENCE IN MEMBER SERVICES

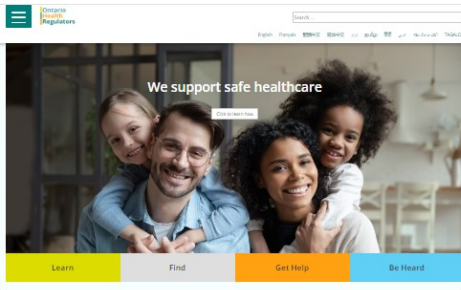
The remainder of our 2023-2024 Highlights document will focus on how HPRO is providing its members with the services Colleges need to support their work.

HPRO’S ONLINE RESOURCES

- **[Interprofessional Guide on the Use of Orders, Directives and Delegation for Regulated Health Professionals in Ontario](#)**
- **[Consent and Capacity Resources](#)**
- **[Positions available at HPRO Member Colleges](#)**
- **[Information on College Board of Directors/Council Meeting dates](#)**

COMMUNICATIONS COMMITTEE

HPRO’s Communications Committee, led by Chair Michelle Price, focuses both on supporting Communications Network members and on promoting HPRO’s public-facing website.



ontariohealthregulators.ca (OHR) provides links to Colleges’ general information for the public, their public registers, information about complaints, and public consultations. Also included on that site are a number of featured stories and a video about health regulatory bodies. This work is consistent with Colleges’ duty to promote and enhance relations between Colleges and the public.

This website is a gateway to all of the health professional regulators in Ontario. From here, you will find recent information about regulated health professionals and the organizations that oversee them.



Featured Stories



How to Get Reliable Information on Your Healthcare Provider
Are you looking to switch healthcare providers or ask someone else for the first time? With so much information available online, you might be unsure where to turn for reliable information. This video from Ontario Health Regulators can help. Every Ontario health regulator offers an online tool called the "Health Report".



Beware of Imposters: When it Comes to Healthcare, Titles Matter
When you ask the best line you thought about whether your doctor, manager, therapist, or dentist was actually allowed to use their professional title? For many, it's not a thought that crosses their mind often. Our new health tip is about Google search to see exact title of people joining as health professionals when they...

The Communications Committee, through its Communicators’ Network Event Planning Subcommittee, was also able to offer a half-day conference on December 13, 2023, which featured two sessions: “Strategic Marketing for Communicators”

by Mike Leon of Brand Heroes and Crisis Communications by Zimra Yetnikoff of the College of Psychologists of Ontario. On April 10, 2024, Jared Curtis of Maximus presented on artificial intelligence, noted to be one of the best presentations on this trending communication tool heard by Network members.

Communications Committee:

- Michelle Price, Chair (CMLTO)
- Jef Ekins (CMRITO)
- Maria Feldman (CMTO)
- Victoria Marshall (CMO)
- Ryan Pestana (CDHO)
- Mark Sampson (CPSO)
- Taylor Turner (College of Physiotherapists of Ontario)

Communicators’ Network Event Planning Subcommittee :

- Ryan Pestana (CDHO) - Chair 2023
- Michelle Price (CMLTO) - 2023 and Chair 2024
- Aaron Ma (CMTO) - 2023
- Wellie Chihaluca (CCRTO) - 2024
- Amandine Viaud (RCDSO) - 2024

NOMINATIONS COMMITTEE

The Nominations Committee facilitated the call for nominations for HPRO’s Officers and Management Committee members as well as HPRO’s Committee membership appointments for the 2024-2025 year. As recognized each year, the dedication of volunteers and support from member Colleges is a most important and valued resource.

Nominations Committee:

- Elinor Larney, Chair
- Carole Hamp (CRTO)
- Ann Zeng (CTCMPAO) (to January 2024)
- Kelly Dobbin (as of March 2024)
- Nancy Leris (as of March 2024)

DISCIPLINE ORIENTATION COMMITTEE

Discipline Orientation Committee Members:

- Tina Langlois (CMRITO), Chair
- Genevieve Plummer (OCP)
- Cara Moroney (COTO) as of 2024

Discipline Orientation Faculty:

- Luisa Ritacca (Stockwoods, LLP)
- Julie Maciura (Steinecke Maciura LeBlanc)

The Discipline Orientation Committee continues to deliver quality education and training programs, providing comprehensive orientation for regulatory adjudicators who will be panel members or chairs of discipline hearings. Sessions continue to be held virtually, consistent with Colleges’ practices.

In 2023, the Committee and talented volunteers created a new mock discipline hearing video to demonstrate the new way hearings are being held post-COVID.

Fall 2023 Workshops

- November 3 – Basic Session: 34 registrants (12 Colleges)
- November 20 – Advanced Session: 27 registrants (9 Colleges)

Spring 2024 Workshops

- May 16 – Basic Session: 28 registrants (11 Colleges)
- June 13 – Advanced Session (scheduled)

REASONS WRITING WORKSHOP

HPRO provides an interactive workshop that directly addresses a major subject from the Discipline Orientation sessions — writing reasons for regulatory decisions. The session covers the identification of issues that need to be addressed, developing deliberation styles that provide content of the reasons, providing explanations for the decision made and wording those explanations persuasively, and more.

Julie Maciura serves as faculty for workshop.

May 28, 2024 Workshop – 10 registrants (5 Colleges)

GOVERNANCE TRAINING FOR RHPA COLLEGES

This two half-day webinar for College Staff, Board/Council, and Committee Members focuses on Colleges’ core public interest functions, providing a comprehensive understanding of governance for regulators. This includes the concept of governance, setting goals and strategies, fiduciary obligations, and a focus on the roles of various members of the governors and staff at Colleges.

Faculty for this training is Julie Maciura.

November 7 & 14, 2023 – 44 registrants (10 Colleges)

May 14 & 21, 2024 – 30 registrants (7 Colleges)



TRANSITIONS

HPRO MEMBERS:

- **College of Physiotherapists of Ontario: Craig Roxborough** was appointed Registrar and CEO, effective May 23, 2023. **Anita Ashton** had served as Interim Registrar since the passing of **Rod Hamilton** on August 11, 2022.
- **College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario: Ann Zeng** left her role as Registrar and CEO on February 1, 2024; **Sean Cassman** was appointed as Acting Registrar and CEO.
- **College of Audiologists and Speech-Language Pathologists of Ontario:** on May 15, 2024, it was announced that **Margaret Drent** would assume the role of Registrar upon the retirement of **Brian O’Riordan** on January 17, 2025.

HPRO :

- HPRO appointed its first full-time Executive Director, **Beth Ann Kenny** as of September 15, 2023.
- HPRO is piloting an **Affiliate program** for non-RHPA regulators to share in some of HPRO’s education, training, and other applicable benefits.

HPRO NETWORKS AND WORKING GROUPS

College staff have access to Networks that focus on key areas of College activity:

- CPMF
- Communications
- Compliance Monitoring
- Corporate Services
- Deputy Registrars
- EDI
- Enterprise Risk Management and Business Continuity
- Executive Assistants
- Investigations and Hearings
- Policy Advisors
- Practice Advisors
- Quality Assurance
- Records Management
- Registration (Previously ORAC)

Disclosure of Information by Colleges (Section 36) Working Group

This Working Group brought recommendations to the HPRO Board of Directors related to guidelines for the disclosure and sharing of information, which was approved in principle by the HPRO Board early in 2024. Thanks to the following who supported that work:

- Anita Ashton, College of Physiotherapists of Ontario (Lead)
- Angela Bates, OCP
- Carloyn Gora, CNO
- Eric Bruce, CDHO
- Tina Langlois, CMRITO



Members:

[College of Audiologists and Speech-Language Pathologists of Ontario \(CASLPO\)](#)

[College of Chiropodists of Ontario \(COCOO\)](#)

[College of Chiropractors of Ontario \(CCO\)](#)

[College of Dental Hygienists of Ontario \(CDHO\)](#)

[College of Dental Technologists of Ontario \(CDTO\)](#)

[College of Denturists of Ontario](#)

[College of Dietitians of Ontario](#)

[College of Homeopaths of Ontario \(CHO\)](#)

[College of Kinesiologists of Ontario \(CKO\)](#)

[College of Massage Therapists of Ontario \(CMTO\)](#)

[College of Medical Laboratory Technologists of Ontario \(CMLTO\)](#)

[College of Medical Radiation and Imaging Technologists of Ontario \(CMRITO\)](#)

[College of Midwives of Ontario \(CMO\)](#)

[College of Naturopaths of Ontario \(CONO\)](#)

[College of Nurses of Ontario \(CNO\)](#)

[College of Occupational Therapists of Ontario \(COTO\)](#)

[College of Opticians of Ontario](#)

[College of Optometrists of Ontario](#)

[College of Physicians and Surgeons of Ontario \(CPSO\)](#)

[College of Physiotherapists of Ontario](#)

[College of Psychologists of Ontario](#)

[College of Registered Psychotherapists Therapists of Ontario \(CRPO\)](#)

[College of Respiratory Therapists of Ontario \(CRTO\)](#)

[College of Traditional Chinese Medicine Practitioners and](#)

[Acupuncturists of Ontario \(CTCMPAO\)](#)

[Ontario College of Pharmacists \(OCP\)](#)

[Royal College of Dental Surgeons of Ontario \(RCDSO\)](#)

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