#18

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Page 1: Fair Registration Practices Report 2022

Q1

Please indicate which regulator you are and your main point of contact should we require follow up.

College of Naturopaths of Ontario – Erica Laugalys, Director, Registration & Examinations

Q2

Section 1 - During the reporting period (January 1st–December 31st, 2022), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below.Registration requirements either through regulation, by-law or policy.

Yes,

Description of change/improvement that would impact fair registration outcomes:

Existing policies (Registration, Proof of Identity, and Language Proficiency) were amended, and a new policy (Alternative Documentation) was created, which provided additional flexibility for both applicants and Prior Learning Assessment and Recognition (PLAR) applicants, as detailed in this report.

Q3

Assessment of qualifications

No

Q4

Timelines for registration, decisions and/or responses

No

Q5

Registration and assessment fees

No

Q6

Resources for applicants

No

Q7

Changes to internal review or appeal process

No

Q8

Access by applicants to their records

No

Q9

Mutual recognition agreements

No

Q10

Training and resources for staff regarding registration

Yes,

Description of change/improvement that would impact fair registration outcomes:

Decision Maker Guidelines for Committees and staff of the College were approved and implemented.

Q11

Relationship with third party service provider(s)

No

Q12

Accreditation of educational programs

No,

Description of Change/Improvement that would impact Fair Registration Outcomes:

Not applicable; the College does not accredit educational programs.

Q13

Technological or digital improvements

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:

Many of the College's fillable PDF forms were moved to online (Smartsheet) forms for ease of use and submission. These included but were not limited to the Accommodation Request form and Healthcare Provider Recommendation form, to allow exam candidates, applicants, PLAR applicants and Registrants to seek an accommodation, the Public Register Photo Submission form, required of applicants and Registrants when submitting a new or updated photo for the public register (see additional information in response to question 17) and the Name Change Request Form, for applicants and Registrants seeking to change the name on file with the College and the name displayed (or the name that will be displayed once issued a certificate of registration) on the public register.

Q14

Anti-racism and inclusion-based policies and practices

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:
The Council of the College approved and released a Statement on Equity, Diversity, Inclusion and Belonging (EDIB) in December 2022, acknowledging the historic and ongoing harm caused by racism and discrimination, committing the Council to examining racism and discrimination in the College's regulatory proceedings and policies, and taking steps to rectify and/or eliminate them through a variety of means. An EDIB Council Governance policy and updates to the College's Workplace Harassment Executive Limitations policy were also approved, and an EDIB statement was added to the Career Opportunities page of the College's website to highlight the College's commitment to fostering a diverse and inclusive work environment.

Q15

Organizational structure

No

Q16

Contingency or continuity of operations plans

No

Q17

Documentation requirements for registration

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:
In recognition that some police agencies/jurisdictions no longer issue hardcopy criminal record checks, the College began accepting electronic reports (an amendment to the Registration Policy). Hardcopy reports are still required where the agency/jurisdiction still issues these. To reduce timelines and allow for ease of submission, the guarantor requirement for public register photo submissions was also removed (an additional amendment to the Registration Policy), thereby allowing softcopy submissions to be made by applicants and Registrants (see comments in response to question 13). Additionally, an Alternative Documentation policy was created for the handling of instances where an applicant or PLAR applicant is unable to produce a required document (including proof of identity, reflected in amendments to the College's Proof of Identity policy) due to exceptional circumstances.

Q18

English / French language proficiency testing

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:
In an effort to remove unnecessary barriers for foreign trained professionals, by reducing duplicative testing requirements and associated costs, the College's Language Proficiency Policy was amended to recognize those language tests approved under the Immigration and Refugee Protection Act (Canada).

Q19

Section 2 – If applicable, please list your organization's top three accomplishments during the reporting period that relate to fair registration practices.

1	**The development and approval of a new Strategic Plan (http://www.collegeofnaturopaths.on.ca/wp-content/uploads/2023/02/Strategic-Plan-23-27-with-Appendices.pdf) by the Council of the College in January 2023, which included (but was not limited to) priorities related to ensuring regulatory processes are relevant, fair, objective, impartial and free of bias.**
2	**n/a**
3	**n/a**

Q20

Section 3 – If applicable, please list the top three risks that impacted your organization's ability to achieve better registration outcomes for applicants during the reporting period. Please also indicate the measures you have taken to mitigate the impacts of these risks.

1	**n/a**

Q21

Section 4 – Do you believe that you have a Canadian Experience Requirement (CER)? If so, please describe the applicant competencies that you seek to develop through this requirement in the comment box below CER: work experience or experiential training obtained in Canada.

No

Q22

QUANTITATIVE SECTION The following quantitative information is collected for the purpose of discerning statistical changes and trends related to a regulator's membership, application volumes, licensure/certification results, and appeals year over year. Languages Indicate the languages in which you make available application materials and information about the application process.

English ,

French,

Other (please specify below),

Other (please specify):

While the College continued its work to ensure full compliance with provincial language requirements (English and French) with translation of the College's website and associated documents, French documentation and information was made available upon request. Staff of the College can converse in multiple languages (as posted on our staff directory webpage) and the College's contracted translation services company, All Languages Ltd, was available to translate documentation into other languages as requested and offer live translator services as needed.

Q23

Membership Data Demographics Data As of December 31, 2022, please indicate the number of members in each gender category identified below and the number of total members.

Total Male	**309**
Total Female	**1484**
Total Non-binary	**0**
Gender not provided	**0**
Overall Total	**1793**

Q24

In relation to your members: Do you collect race-based data?

No

Q25

Do you collect other identity-based or demographics data?

Yes,
Other (please specify):
As required by the Ministry of Health via the Health Professions Database (HPDB), which includes year of birth, gender (as answered in question 24), education (in and outside of the profession) and employment information (e.g., practice status, number of practice weeks, hours etc.). Registrants are also required to have a photo of themselves (added at point of initial registration and updated at regular intervals) displayed as part of their profile on the College's public register.

Q26

Do you plan to collect race-based data in the future?

Yes,
If yes, please indicate the type::
While no firm or final decisions have been made on the collection of race-based data, the topic continues to be actively considered as part of the College's commitment to EDIB.

Q27

Class of License/Certificate Data As of December 31, of the reporting year, please indicate the number of members under each class or license category as applicable.

Full/Independent Practice	**1624**
Provisional/Limited License/Certificate	**169**
Emergency License/Certificate	**0**
All other classes	**0**
Overall Total	**1793**

Q28

Jurisdiction where members were initially trainedAs of December 31, of the reporting year, please indicate the membership type and total number of registered members for each category listed below.

Ontario	**1767**
Other Canadian Provinces and Territories	**22**
USA	**4**
Other Countries	**0**
Multiple and/or Unspecified Jurisdiction	**0**
Total	**1793**

Q29

Please indicate the total number of registered members for the top 12 international countries or jurisdictions where these individuals obtained their initial education in the profession or trade.

1	**n/a**

Q30

Applications Data Demographics Data Indicate the number of applicants who filed an application between January 1 and December 31 of the reporting year, in each applicable category.

Total Male	**12**
Total Female	**82**
Total Non-binary	**0**
Gender not provided	**0**
Overall Total	**94**

Q31

In relation to the applications, you received:Do you collect race-based data?

No

Q32

Do you collect other identity-based or demographics data?

Yes,

If yes, please indicate the type: :

See answer for question 26, the same data/information is collected during the application for registration process.

Q33

Category of Applicants Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31, 2022:

1

Q34

Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2022 for the following categories as applicable.

Number of Applicants	**91**
Number of Applicants Licensed/Certified	**79**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**1**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**1**

Q35

Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2022 for each of the following categories as applicable.

Number of applicants	**2**
Number of applicants fully licensed/certified	**1**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**1**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**1**

Q36

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	**3**
Number of applicants fully licensed/certified	**1**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**1**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**1**

Q37

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q38

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q39

Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q40

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2022 for each of the categories as applicable.

Number of applicants	0
Number of applicants fully licensed/certified	0
Average Time to Process Application in Weeks from First Point of Applicant Contact	0
Average Time to Process Application in Weeks from Receipt of all Required Documents	0

Q41

Please provide any additional comments you may have for questions 33-41.

The College's registration year runs April 1st to March 31st. As such, number of reported applications received differs from number of certificates issued due to calendar year reporting.

Average processing time in weeks is for non-referred applications for registration. Processing time in weeks for those requiring referral is 3 weeks.

Q42

Jurisdiction where applicants obtained their initial educationPlease indicate the total number of applicants for the top 12 international countries or jurisdiction where applicants obtained their initial education in the profession or trade.

1	**n/a**

Q43

Processing Time As of December 31, 2022, how many full licenses/certificates did your organization issue?

81

Q44

Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2022, according to the following timelines.

0 – less than 3 months	**81**
3 months – less than 6 months	**0**
6 months – less than 12 months	**0**
12 months – less than 18 months	**0**
18 months – less than 24 months	**0**
24 months and greater	**0**

Q45

Age of Active Applications As of December 31, 2022 what were the total number of active applications in your case inventory?

10

Q46

Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.

0 – less than 3 months	**10**
3 months – less than 6 months	**0**
6 months – less than 12 months	**0**
12 months – less than 18 months	**0**
18 months – less than 24 months	**0**
24 months and greater	**0**
TOTAL	**10**

Q47

Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applicants who were issued an alternative class of license* that your organization processed in the reporting year (January 1-December 31, 2022).Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.

Ontario	**0**
Other Canadian Provinces and Territories	**0**
Certificate to Certificate (Labour Mobility)	**0**
USA	**0**
Other International	**0**
Multiple and/or Unspecified Jurisdictions	**0**
TOTAL	**0**

Q48

Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	**0**
Other Canadian Provinces and Territories	**0**
Certificate to Certificate (Labour Mobility)	**0**
USA	**0**
Other International	**0**
Multiple and/or Unspecified Jurisdictions	**0**
TOTAL	**0**

Q49

Other Licenses/Certificates of Registration ProcessedPlease indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	0
Multiple and/or Unspecified Jurisdictions	0
TOTAL	0

Q50

Number of Reviews and Appeals Processed State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2022). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	1
Other Canadian Provinces	1
USA	0
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	2

Q51

State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2022). For applicants who initiated an appeal of a registration decision. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces	0
USA	0
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	0

Q52

State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces	0
USA	0
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	0

Q53

State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31, 2022). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	**0**
Other Canadian Provinces	**0**
USA	**0**
OtherCountries	**0**
Multiple and/or Unspecified Countries	**0**
TOTAL	**0**

Q54

List the top three reason for appeals (by percentage) of a registration decision

1	**Not applicable, no appeals of registration decisions were initiated by applicants in 2022.**

Q55

List the top five reasons (by percentage) for not Issuing a License/Certification to Internationally Trained Individuals

1	**Not applicable, no applicants were denied issuance of a certificate of registration in 2022.**

Q56

List the top Five Reasons (by percentage) for not Issuing a License/Certification to Canadian Graduates

1	**Not applicable, no applicants were denied issuance of a certificate of registration in 2022.**

Q57

Please provide any additional comments you may have:

Respondent skipped this question