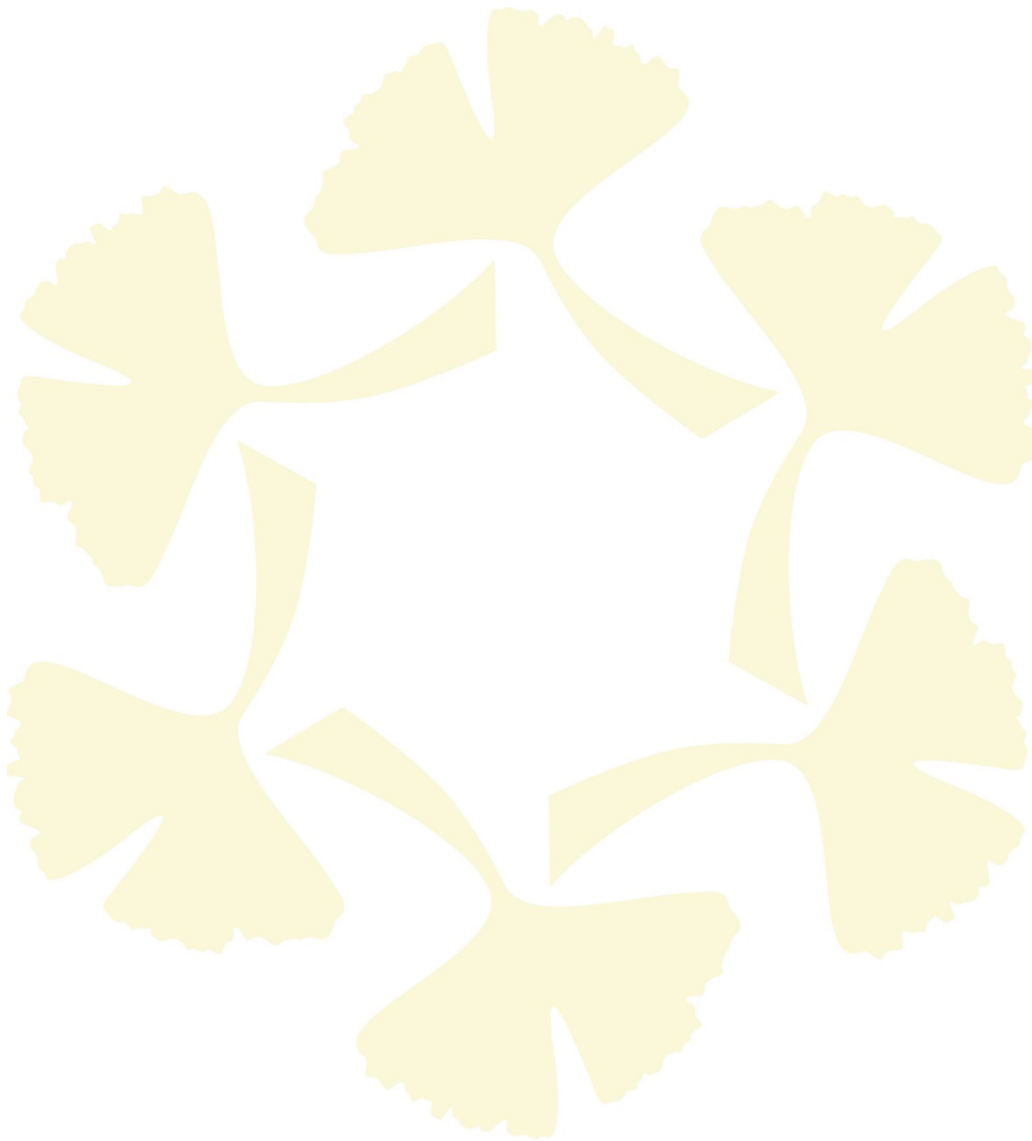




The College of Naturopaths of Ontario

FAQs: Registration Renewal 2020



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A. Registration Renewal Process

A1. When is the registration renewal period?

- Registration renewal opens on February 14 at 9:00 a.m. EDT and closes on March 31 at 5:00 p.m. EDT. Your completed Information Return form and registration fee must be received by 5:00 p.m. EDT on March 31, 2020.

A2. Why do I have to renew my registration?

- It is a legal requirement to be registered with the College of Naturopaths of Ontario in order to practise naturopathy in Ontario. It is illegal if you do not renew your registration for 2020 and continue to practise. The College will institute legal action as required in these cases.

A3. I forgot my username/password. What do I do now?

- Your username is your four-digit College registration number; for three-digit registration numbers, a zero must be added as the first number (e.g., if your registration number is 123 you would enter 0123).
- If you do not remember your password, click the “forgot my password” link on your College account login page. You will receive an e-mail with a link to reset your password; this will be sent to the e-mail address the College has on file for you.
- If you forget your password and attempt to log in too many times, you may be “locked out” of your account. For assistance, please contact the College at 416-583-6002 or send an e-mail to members@collegeofnaturopaths.on.ca with the subject “Locked Account”; be sure to include your registration number. Once your account is unlocked, you will be notified by the College via e-mail.

A4. I don't know my registration number. Where can I find it?

- You can search your name on the College [Public Register](#) to find your registration number.

A5. Why can I only renew online?

- For ease of receipt, review, and use of data, information must be submitted electronically. Receiving the information electronically ensures that the College does not have to manually input data to our database which saves time and money for the College. These savings allow us to keep fees at the lowest level possible.

A6. How can I renew online if I don't have a computer or internet access?

- You can use a computer at a local library or other public locations in your area. If you are unable to complete the form online, please review the Accommodation Request section of the [2020 Information Return Guide](#).

A7. I did not receive a renewal notice. Do I still have to renew my registration?

- Members who do not receive a renewal notice are still responsible for submitting their Information Return and paying their fees on time as well as any late fees incurred due to their annual registration fee being paid after the deadline. It is each Member's responsibility to ensure

they have paid their annual registration fee and submitted the Information Return by the due date.

A8. Do I need to submit a new photo for the public register as part of my renewal?

- No, submission of a new photo is not required as part of the renewal process; Members are notified individually when a new photo is needed.

A9. Can someone else (spouse, office manager, etc.) renew on my behalf?

- No. You must complete the renewal form yourself. You are making legal declarations which someone else cannot do on your behalf.

A10. Will I receive a new certificate of registration?

- Yes. Once you have paid your registration fee **and** successfully completed the Information Return for the 2020 registration year, you will be able to download your new certificate of registration by selecting the “Download Your Certificate” link, displayed under your profile photo on your online College Account page.

A11. How can I get an income tax receipt?

- Once your payment has been received, a receipt will be available for download by clicking on the “Download Your Receipts” link displayed under your profile photo on your online College Account page. Please allow 24 hours for the receipt to be generated. You will also have access to your receipts from previous payments made to the College, categorized by year.

A12. I will be on maternity/parental leave for a year. How should I renew?

- If you are on leave and not practising the profession, you can either remain registered in the General class of registration or change to the Inactive class.
- If you decide to change class during the renewal period, you have until 5:00 p.m. on March 17, 2020 (General and Inactive). Additional, important information about changing your class of registration is available in Section E of these FAQs.

A13. I am moving to another province or jurisdiction. Should I renew my registration?

- If you do not renew your registration and allow it to lapse, your certificate of registration will be suspended and will be subsequently revoked after two years. This revocation of your certificate will be noted on the College’s public register.
- If you are moving to another province or jurisdiction, you may wish to consider one of the following options:
 - renewing in your current class of registration;
 - changing your class of registration to the Inactive class, before 5:00 p.m. March 17, 2020; or
 - resigning your registration before the March 31, 2020 renewal deadline.

- When deciding, consider whether you are planning to return to Ontario and if so, when. You need to also remember that if you resign and later wish to reapply for registration, **you will be considered a new applicant and must meet the entry-to-practise requirements in effect at the time of your reapplication, including examinations and any related fees that will be required.** If you plan to practise outside Ontario for a short period of time, changing your class of registration to the Inactive class may be a more suitable alternative.

A14. What resources are available to help me better understand the renewal process?

- In addition to the Renewal FAQs, [Information Return Guides](#) (both for General class and Inactive class) are available on [the College website](#). These Guides explain each section of the information return, including what data is being collected. Members are advised to refer to the Guide while filling out the online Information Return form, and
- A [pre-recorded webinar](#) to help Members understand the renewal process and provide direction on how to accurately complete the Information Return form.

B. Renewal Deadline

B1. What is the deadline for completing my renewal?

- The deadline for completing the Information Return form and submitting all applicable fees is 5:00 p.m. March 31, 2020. A late fee will apply if payment is received after that date.
- **Please note that your renewal is not complete until both the Information Return form and payment have been received by the College.** We strongly recommend not to leave completing your registration renewal until the last minute to avoid frustration and the potential of incurring additional charges.

B2. What happens if I miss the deadline for paying my registration fees?

- A Member who does not pay the fees by the deadline (5:00 p.m. on March 31), will incur a late fee of \$285 + HST and will receive a Notice of Intent to Suspend. The Member will be given 30 days to pay the required fees.
- If no payment is received within those 30 days, the Member will be suspended and will no longer be authorized to practise the profession. A formal notice will be sent to the Member confirming the suspension and an additional registration reinstatement fee of \$247 + HST will be applied.

B3. What happens if I miss the deadline for submitting my Information Return?

- A Member who does not submit the Information Return by the deadline (5:00 p.m. EDT on March 31, 2020), will incur an administrative fee of \$50 + HST and will receive a Notice of Intent to Suspend. The Member will be given 30 days to submit the Information Return and pay the required fee.
- If both the fee and the Information Return are not received within those 30 days, the Member will be suspended and will no longer be authorized to practise the profession. A formal notice will be sent to the Member confirming the suspension and an additional registration reinstatement fee of \$247 + HST will be applied.

C. Fees & Payment

C1. What is my registration fee for 2020?

- The fee for renewing your registration with the College is \$1,609 + HST for the General class of registration and \$807 + HST for the Inactive class.

C2. How can I pay my registration fee?

- The registration fee may be paid by credit card (Visa and MasterCard only, **excluding** American Express and debit cards), or by cheque, money order or bank draft payable to the College of Naturopaths of Ontario.
- If you choose to pay online, please select one of the following options to facilitate online payment:
 1. Click on the orange “Pay Registration Fees” button found on your account page; or
 2. Complete the Information Return and click the orange “Pay Registration Fees” button found at the end of the form; or
 3. Click on your cart in the top right-hand corner of the College website and follow the prompts to view invoices and add fees to your cart.
- If you wish to pay by cheque, money order or bank draft, please ensure that your payment is received by the College before 5:00 p.m. EDT on Monday, March 30, 2020 to avoid the late fee. For efficient processing, include your registration number on the cheque or money order.
- An additional fee of \$35 + HST will be issued to any Member whose payment is returned due to nonsufficient funds (NSF).

C4. Does the College have a payment plan available?

- No. In 2018 and 2019, the College ran a pilot Payment Plan Program that enabled the payment of the annual registration fee in installments rather than as a lump sum. Based on the information collected during this two-year pilot test, it was determined that the Program was not successful to warrant its continuation for the 2020 renewal year.

C5. Are post-dated cheques accepted?

- No; all cheques must have a current date and may not be post-dated.

C6. I'm out of the country right now; can I pay my fee when I return?

- A secure online credit card payment can be made from anywhere in the world. As such, extensions for the payment of fees are not available.

C7. Am I eligible for a refund if I resign my membership during the 2020 registration year or if I change my class of registration after renewal?

- No, the College will not refund any portion of the annual registration fee when Members resign or change class part way through the year.

C8. Why are my fees higher this year?

- It is built into the College by-laws that fees for registration are annually adjusted by an amount equivalent to the change in the provincial Consumer Price Index. This year, the fee increase was set at 1.9%, the inflationary rate published in the Ontario Consumer Price Index.

D. Data Collection – Information Return

D1. How do I access the Information Return form?

- Please follow the steps below:
 - Go to the College website: www.collegeofnaturopaths.on.ca
 - Sign in to your Account in the upper right top corner of the homepage
 - Click on the What We Do tab, and then the sub-heading Membership and Registration
 - By clicking on "Registration Renewal 2020" you will find a link at the bottom of the page which will direct you to the form

D2. I started to fill out my Information Return form and had to stop part way through. What do I do now?

- Log back in to your account and access the form. The information you entered to that point will be saved but you will return to the first page. Click "Continue" until you reach the page you last completed. Your information is retained this way until you submit your Information Return form.

D3. What happens if I make a mistake when completing the information return?

- It is imperative that information you have provided to the College is complete and accurate. Submitting incorrect or inconsistent information will prevent the College from being able to report on the data received. We encourage you to take your time when completing the form and to read the questions carefully.
- If your Information Return is found to contain errors, you will be issued a Notice of Correction and directed to update your information. This fee is applied when errors are found, regardless of when you submitted your information return. You will have 30 days to make necessary corrections and pay the associated administrative fee of \$56.50 (\$50.00 + HST).

D4. How can I confirm that my Information Return form was received?

- You will receive an e-mail confirming that the College has received your submission. This acknowledgment e-mail is automatically sent to the e-mail address on your Member profile within 24 hours of submission.

D5. Why do I need to submit information again this year? Why are there so many questions?

- The Ministry of Health mandates all Colleges to collect data that can be used for health human resources planning. The [Regulated Health Professions Act](#) (RHPA) also requires that the College collect information from Members about any offences they have committed and any findings of professional misconduct.

- The annual Information Return requires Members to report any updates and changes to the information they had provided previously. Information that has been previously collected and does not need to be updated annually is not being requested as part of this year's information return.

D6. What is being done with this data to help my patients or the profession?

- The information that you provide aids the Ministry in developing policies and programs to address the supply, distribution, education, recruitment and retention of NDs in Ontario and will help ensure Ontarians have access to naturopathic services when and where they need them. By completing the form accurately and thoroughly, you contribute to effective government decision-making.

D7. Is my personal information kept confidential when data is submitted to the Ministry?

- Yes, information submitted to the Ministry is kept completely anonymous. Protecting the privacy of our Members is of the utmost concern.

E. Changing Class of Registration

E1. Can I change my class of registration during the renewal period?

- Members who want to renew in a different class of registration (Active or Inactive) for 2020-21 have until 5 p.m. on March 17, 2020 to submit their class change application and fee so it can be approved, and the class change made, before the 5:00 p.m. March 31 renewal deadline.
- Class change applications received after March 17, 2020 will not be processed until April 1, 2020. Members who have not met the March 17 deadline for class changes will be expected to renew their registration in their current class of registration.
- Not renewing on time will result in the application of a late fee and the possible suspension of your certificate of registration.
- When you access your 2020 Information Return, you will have the option to submit a class change application instead of immediately accessing the Information Return form should you wish to renew in a different class. Alternatively, [access the Class Change application directly](#).
- In order for you to renew in your new class, you will have to wait for the College to notify you that your class change request has been completed.

F. Suspension and Reinstatement

F1. What do I need to do/provide to become reinstated?

- Requirements for reinstatement are outlined in the [Registration Regulation](#). In addition to resolving the issue which resulted in a suspension, Members must also:
 - pay the reinstatement fee (and all/any other fees owed to the College),
 - be in compliance with any/all orders of any Committee and any terms, conditions or limitations ordered by the QA Committee, and
 - provide proof of insurance and premiums paid.

F2. What do you consider “proof of payment” for insurance?

- When paying for your insurance premiums, your insurance broker will have issued you a receipt, order confirmation or statement of your account indicating a zero balance. All of these are acceptable as proof of payment (please do not send online banking information).

F3. Why do I have to pay a reinstatement fee on top of the late fee?

- In accordance with the College by-laws, Members who are suspended and wish to regain their good standing with the College must pay a reinstatement fee in addition to the registration fee and late fee. This is a processing fee, similar to those charged by many other organizations for the staff time and costs required to complete the transaction.