



Professional Regulation in the Public Interest

2019 ANNUAL REPORT

COLLEGE OF CHIROPODISTS OF ONTARIO



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Mission Statement

The College of Chiropodists of Ontario regulates Chiropodists and Podiatrists in the public interest. The College ensures that the public receives competent care from Chiropodists and Podiatrists by:

- Regulating the practice of the profession and governing the members in accordance with the Chiropody Act, the Regulated Health Professions Act and the regulations and by-laws
- Establishing standards of practice
- Establishing educational requirements for entry to practice and continuing competence
- Addressing concerns from the public
- Educating and providing information to the public about Chiropody and Podiatry

College Council

President

Martin Hayles, Chiropracist

Elected Members

Ed Chung, Podiatrist

Mathew Doyle, Chiropracist

Stephen Haber, Podiatrist *(until October 2019)*

Peter Ferguson *(from October 2019)*

Sasha Kozera, Chiropracist

Jamie Mandlsohn, Chiropracist

Sonia Maragoni Chiropracist

Cesar Mendez, Chiropracist

Peter Stavropoulos, Podiatrist *(from October 2019)*

Millicent Vorkapich-Hill, Podiatrist

Selected Member

Adrian Dobrowsky *(until October 2019)*

Tony Merendino *(until October 2019)*

Eliot To, Chiropracist *(from October 2019)*

Public Members

Donna Coyne

Jim Daley

Andrew Gassmann *(from October 2019)*

Winnie Linker

Sohail Mall *(until June 2019)*

Aladdin Mohaghegh

Agnes Potts

Non-Council Committee Members

Riaz Bagha

Bill Bitaxis

Marcella Cowan

Anna Georgiou

Megan Grantham

Kay Hayles

Andrew Klayman

Sylvia Kovari

John Lanthier

Cindy Lewis

Pauline Looi

Irv Luftig

Jamie Maczko

Ann-Marie McLaren

Meera Narenthiran

Neil Naftolin

Tracy Oliver

Nat Rave

Kim Resmer

Anamelva Revoredo

Stephanie Shlemkevich

Peter Stavropoulos

Ruth Thompson

College Staff

Registrar

Felecia Smith

Executive Assistant

Tera Goldblatt

Manager, Professional Conduct and Hearings

Meghan Hoult (*until February 2019*)

Coordinator, Professional Conduct and Hearings

Lisa Dalicandro (*until September 2019*)

Meghan Clarke (*September 2019-Present*)

College Advisors

Alan Bromstein, *Legal Counsel*

Debra McKenna and Alexandra Wilbee, *Legal Counsel to the Inquiries Complaints & Reports Committee*

Hilborn LLP, *Auditor*

CG Management Group, *Government Relations*

Dr. Dwight Harley, *Registration Examination*

The Year 2019 in Review

Report from the President & Registrar

The College of Chiropractors of Ontario has an important role in regulating chiropractors and podiatrists in the public interest. This past year the College had an extremely productive year as it prepared for anticipated future changes and moved forward in improving its regulatory processes in order to better serve the public.

In October 2018, Martin Hayles, Chiropractor, was elected President and Millicent Vorkapich-Hill was elected Vice-President. In October 2019, Mr. Hayles was elected President for a second term and Cesar Mendez was elected Vice-President.

In 2019, the College continued to work closely with Public Health Ontario to finalize the checklists in relation to infection control. This is an important undertaking because it will allow members to self-reflect and it will be used by Public Health if it is called on to review a member's practice.

The College amended General By-law No. 1 dealing with the public register to be consistent with Bill 87 – *Protection Patients Act*. It was circulated to members and other stakeholders and finally approved. It also amended By-Law No. 2 on fees to indicate that annual fees are due and payable on or before February 14 for the year commencing January 1 and ending in December 31. The College discontinued the use of renewal stickers for 2020.



The College also suggested amendments to Ontario Regulation 203/94, which governs injecting substances and prescribing drugs, with the understanding that any drugs that are no longer approved by

Health Canada at the time the amendments are approved will be removed from regulations. It was circulated to members and other stakeholders and finally approved by the College.

The Standards and Guidelines Committee continued to work closely with Public Health Ontario to finalize the checklists in relation to infection control. The checklists will allow members to audit their own infection control practices and will be used by Public Health if they are called on to review a member's practice. The Committee also began reviewing the *Prescription Custom Foot Orthoses* standard.

In February 2019, the College committed to adopting a more proactive approach to regulation by initiating a practice advisory service, improving and updating standards, as necessary, and communicating more strategically with members through quarterly newsletters, annual reports and other publications. It also adopted a zero-tolerance policy on inappropriate business practices, which was communicated to the membership in June 2019 and posted on the College's website.

The College continued to work on transferring the College's database to an iMIS platform. By the end of the year, most of the data had been migrated and was being tested.


Executive Committee

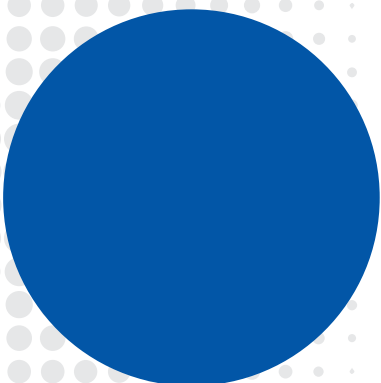
The Executive Committee (Committee) is a statutory committee that makes decisions between Council meetings. It has all the powers of the Council with respect to any matter that in the Committee's opinion requires immediate attention, other than the powers to make, amend or revoke a regulation or by-law.

The Committee had three face-to-face meetings this year and met on a regular basis by teleconference.

The Committee supported the development of a zero-tolerance policy on inappropriate business practices. The purpose of the policy was to protect the integrity of the profession and to educate members about their expectations as regulated health professionals. The policy was approved by Council and communicated to the membership in the June 2019 newsletter. As well, the President and the Registrar met with the President of the Canadian Life and Health Insurance Association ("CLHIA") to discuss how the College could work with CLHIA's anti-fraud division to deter orthotics fraud.

The Committee supported the work of the Profile of Competencies Working Group, which reviewed all external competency profiles from other professions and other podiatry groups to develop a new profile of competencies for entry to practice. The document was renamed

 Profile of Entry to Practice Competencies for clarity.



The Committee reviewed changes to the College's General By-law, specifically Article 42, to be consistent with Bill 87 – *Protection Patients Act*. The Executive recommended that the proposed changes be approved in principle and circulated for at least 60 days to members and other stakeholders for comments. The Committee also recommended that Article 42.06 – 2 be deleted to remove certificate of registration numbers from the public Register.

The Committee also approved Trois Riviere Podiatry program's courses on injecting and prescribing.

The Committee recommended to Council the approval of the proposed 2019 budget as well as the 2019 Audited Financial Statements.

Members

Martin Hayles, Chiropractor, *President*

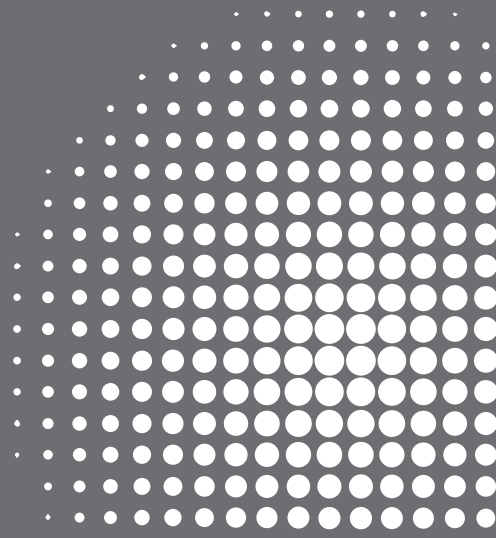
Donna Coyne, Public Member

Jim Daley, Public Member

Cesar Mendez, Chiropractor

Peter Stavropoulos, Podiatrist (*from October 2019*)

Millicent Vorkapich-Hill, Podiatrist (*until October 2019*)



Quality Assurance Committee

The primary objective of the Quality Assurance Program is to provide members of the College of Chiropractors of Ontario with the opportunity to enhance their knowledge base and clinical skills so as to encourage excellence in the delivery of foot care to the public.


The following reflects the work of the committee during 2019.

CE Log Program

The Committee completed all outstanding matters relating to those members randomly selected to participate in the 2016-2017 continuing education program. This included a review of the members' CE submission and a decision as to whether or not each one met the College's CE requirements. Any deficiencies were noted to the member and corrective action was mandated. For example, those who did not fully meet the requirements were advised that they will need to go through the same process in the next cycle. The 2018-2019 cycle began in January 2018.

Declaration of Completion

Members of the College are required to execute a Declaration of Completion on the

 Member's Annual Renewal form which states that "I have reviewed my practice and completed the Quality Assurance Self-Assessment Tool. I have created a plan to address the continued professional developmental objectives I have identified in this Self-Assessment Tool. I understand that I must retain the completed Self-Assessment Tool and Continuing Education log in my files."

Practice Assessment Program

Random Practice Assessments

A roster of members from across the province were selected as practice assessors and completed training that allows them to act as practice assessors throughout the random practice assessment program. The random practice assessments continue on a 2-year cycle. When the assessors complete their reports, the QA committee reviews them and determines what, if any next steps are required. The QA Committee completed their review of the assessment reports that were conducted during this cycle and found that all members reviewed met the requirements of the assessment.

Members

Anna Georgiou, Chiroprapist (***Chair***)

Matthew Doyle, Chiroprapist

Peter Ferguson, Chiroprapist (*from October 2019*)

Andrew Gassmann, Public Member (*from October 2019*)

Winnie Linker, Public Member

Sonia Maragoni, Chiroprapist

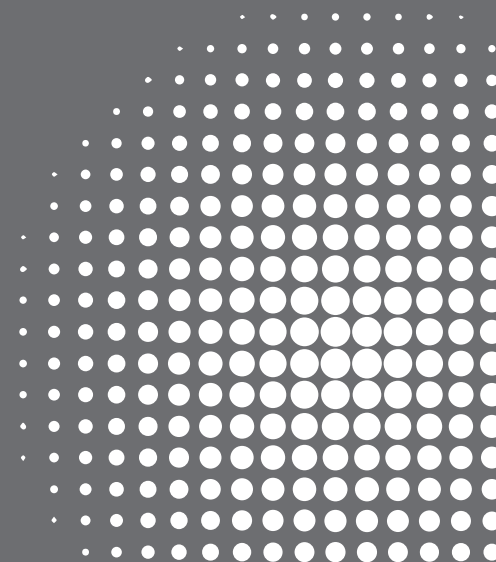
Ann-Marie McLaren, Chiroprapist

Cesar Mendez, Chiroprapist

Brooke Mitchell, Chiroprapist (*from October 2019*)

Aladdin Mohaghegh, Public Member

Millicent Vorkapich-Hill, Podiatrist



Inquiries, Complaints & Reports Committee

The Inquiries Complaints and Reports Committee (“ICRC”) investigates complaints and reports to address concerns about the conduct and practice of Ontario chiropractors and podiatrists. It is also responsible for inquiries into whether a member is incapacitated.

After a complaint or report is investigated, the ICRC decides what action to take. The ICRC may do any one or more of the following:

- refer allegations of the member’s professional misconduct or incompetence to the Discipline Committee;
- refer the member to a panel of the ICRC for a health inquiry;
- require the member to attend before a panel of the ICRC to be cautioned;
- require the member to participate in a specified continuing education or remedial program (educational program); or
- take other action including providing advice to the member, accepting an undertaking, accepting a permanent resignation or taking no action.
- If the ICRC is satisfied that a complaint is an abuse of process, it is required to take no action.



Summary of the 2019 Accomplishments and Activities at ICRC

In February 2019, the College adopted a new risk assessment framework tool that ICRC panels may use to determine what action, if any, they will take in response to a complaint of report.

The ICRC reviews three types of cases:

Complaints: The complaint process is a formal process set out in legislation. Complaints may be submitted by any member of the public.

Registrar's Report Investigations: Registrar's Investigations commence as a result of concerns that are not submitted as a formal complaint. Based on the information, the Registrar determines if there are reasonable and probable grounds to believe that a registrant may have committed professional misconduct, or the registrant may be incompetent, and initiates an investigation.

Health Inquiries: The ICRC conducts inquiries into whether a member has a mental or physical condition or disorder that impacts the member's capacity to practice safely. The ICRC makes inquiries and may require the member to undergo medical examinations and suspend the member's certificate of registration if he or she does not attend or comply. The ICRC, after reviewing the results of its inquiries, may refer the matter to the Fitness to Practise Committee.

Summary of ICRC Data for 2019

The College received 37 new complaints in 2019 and conducted five Registrar's investigations, for a total of 42 cases. Of the 42 matters, the Committee disposed of 17 within 2019, as well as carryovers from previous years. Six matters were referred to the Discipline Committee in 2019.

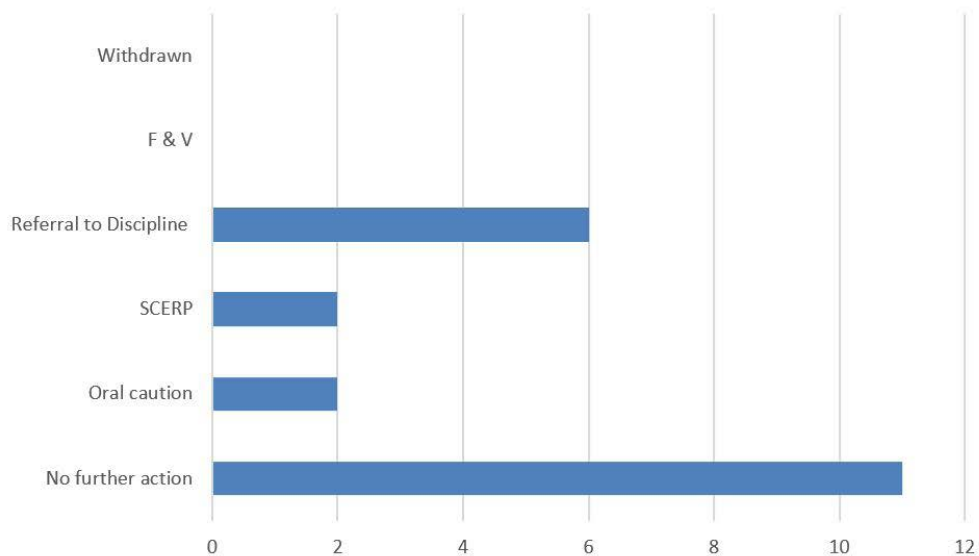
Inquiries, Complaints & Reports Committee *(continued)*

For the complaints and registrar's investigations that were disposed of in 2019, the issues related to Standards of Practice, Billing, Record Keeping, Conduct and Advertising.

The ICRC did not conduct any health inquiries in 2019.

Dispositions: Complaints, Registrar's Reports and Incapacity Concerns (2019)

Appeals



The Health Professions Appeal and Review Board (HPARB) reviews the adequacy of an investigation and the reasonableness of an ICRC decision. Both complainants and members can request HPARB reviews.

The review process is handled by HPARB, which is

composed of members of the public appointed by the Lieutenant Governor in Council on the Minister of Health and Long-Term Care's recommendation. More information about HPARB is available at www.hparb.on.ca.

In 2019, there were three decisions appealed to HPARB, but one was withdrawn. The College is still awaiting results of the three appeals.

Members

Millicent Vorkapich Hill, Podiatrist (**Chair**) (until October 2019)

Martin Hayles, Chiropractors (**Chair**) (from October 2019)

Riaz Bagha, Chiropractor, non-Council member

Ed Chung, Podiatrist

Donna Coyne, Public Member (until October 2019)

Jim Daley, Public Member

Mathew Doyle, Chiropractor

Adrian Dobrowsky, Chiropractor (until October 2019)

Peter Ferguson, Chiropractor (from October 2019)

Allen Frankel, Chiropractor (from October 2019)

Andrew Gassmann, Public Member (from October 2019)

Peter Guy, Chiropractor

Stephen Haber, Podiatrist

Martin Hayles, Chiropractor

Allan Katz, Public Member (from October 2019)

Sylvia Kovari, Chiropractor, non-Council member

Sasha Kozera, Chiropractor

Winnie Linker, Public Member

Irv Luftig, Podiatrist, non-Council member

Sohail Mall, Public Member

Jamie Mandlsohn, Chiropractor (until October 2019)

Sonia Maragoni, Chiropractor

Tony Merendino, Chiropractor (until October 2019)

Cesar Mendez, Chiropractor, non-Council member

Aladdin Mohaghegh, Public Member

Neil Naftolin, Podiatrist, non-Council member

Agnes Potts, Public Member

Nat Rave, Chiropractor, non-Council member

David Roth, Podiatrist (from October 2019)

Stephanie Shlemkevich, Chiropractor, non-Council member

Peter Stavropoulos, Podiatrist, non-Council member

Ruth Thompson, Chiropractor, non-Council member

Eliot To, Chiropractor (from October 2019)

Discipline Committee

The Discipline Committee is a statutory committee under the *Regulated Health Professions Act, 1991*. The Discipline Committee holds hearings into allegations of a member's professional misconduct or incompetence which has been referred to the Committee by the ICR Committee. If a panel of the Discipline Committee finds a member has committed an act of professional misconduct it may make orders doing any one or more of the following:

- Directing the Registrar to revoke or suspend a member's certificate of registration or to impose terms, conditions and limitations on the member's certificate of registration;
- Requiring the member to appear before the Committee to be reprimanded;
- Requiring the member to pay a fine not exceeding \$35,000.00 to the Minister of Finance
- Requiring a member to pay all or a portion of the College's costs related to the matter brought before the discipline committee.

Summary of the 2019 Accomplishments and Activities

In 2019, the ICRC made six referrals to the Discipline Committee. There were no Discipline Committee hearings in 2019.

Members

Cesar Mendez, Chiroprapist (*Chair*)

Riaz Bagha, Chiroprapist, non-Council member

Donna Coyne, Public Member

Jim Daley, Public Member

Adrian Dobrowsky, Chiroprapist

Julie DeSimone, Chiroprapist (*until October 2019*)

Peter Guy, Chiroprapist

Stephen Haber, Podiatrist

Martin Hayles, Chiroprapist

Grace King, Public Member

Sylvia Kovari, Chiroprapist, non-Council member

Irv Luftig, Podiatrist, non-Council member

James Maczko, Chiroprapist, non-Council member

Sohail Mall, Public Member

Tony Merendino, Chiroprapist

Neil Naftolin, Podiatrist, non-Council member

Agnes Potts, Public Member

Peter Stavropoulos, Podiatrist, non-Council member

Millicent Vorkapich-Hill, Podiatrist

Registration Committee

The Registration Committee is a statutory committee under the *Regulated Health Professions Act, 1991* with the mandate to consider referrals from the Registrar relating to applications for a certificate of registration. After considering an application for registration the Committee may direct the Registrar to:

- Issue a certificate of registration
- Issue a certificate of registration if the applicant successfully completes examinations set or approved by the Committee.
- Issue a certificate of registration if the applicant successfully completes additional training specified by the Committee.
- Impose specified terms, conditions and limitations on a certificate of registration of the applicant and specify a limitation on the applicant's right to apply for an order removing or modifying any term, condition or limitation imposed on a member's certificate of registration as a result of a committee proceeding, and/or
- Refuse to issue a certificate of registration.

The Committee also considers members' applications for an order removing or modifying any term, condition or limitation imposed on a member's certificate of registration as a result of a Committee proceeding.

Applications for Registration

The Registrar did not refer any applications for re-instatement to the Registration Committee in 2019.

Members

Agnes Potts, Public Member (*Chair*)

Donna Coyne, Public Member (*until October 2019*)

Mathew Doyle, Chiropracist

Stephen Haber, Podiatrist (*until October 2019*)

Winnie Linker, Public Member

Sasha Kozera, Chiropracist

Aladdin Mohaghegh, Public Member

Peter Stavropoulos, Podiatrist (*from October 2019*)

Patient Relations Committee

The Patient Relations Committee is a statutory committee under the provisions of the *Regulated Health Professions Act, 1991*. The role of the Committee is to advise Council regarding the College Patient Relations Program. The Patient Relations Program must include measures for prevention and dealing with abuse of patients. These measures must include: Directing the Registrar to revoke or suspend a member's certificate of registration or to impose terms, conditions and limitations on the member's certificate of registration;

- Educational requirements for members;
- Guidelines for the conduct of members with their patients;
- Education of College Council and staff; and
- The provision of information to the public.

Summary of the 2019 Accomplishments and Activities

The Patient Relations Committee also administers the College program on the maintenance and administration of a fund for therapy and counseling for persons, who while patients, were sexually abused by a member. There were no patient applications for funding to the Committee in 2019.

Members

Peter Stavropoulos, Podiatrist (**Chair**) (from October 2019)

Stephen Haber, Podiatrist (**Chair**) (until October 2019)

Donna Coyne, Public Member (until October 2019)

Mathew Doyle, Chiropractor

Andrew Gassmann, Public Member (from October 2019)

Sylvia Kovari, Chiropractor, non-Council member (until October 2019)

Pauline Looi, Chiropractor, non-Council member

Sohail Mall, Public Member (until October 2019)

Fitness to Practise Committee

The Fitness to Practice Committee is a statutory committee. The Committee holds hearings relating to a member's incapacity that has been referred to the Committee by the Executive Committee. If the Committee finds that a member is incapacitated, it must make an order directing the Registrar to do any one or more of the following:

- Revoke the member's certificate of registration.
- Suspend the member's certificate of registration.
- Impose terms, conditions and limitations on the member's certificate of registration.

Summary of the 2019 Accomplishments and Activities

There were no incapacity hearings or other proceedings before the Fitness to Practise Committee in 2019. The Committee did not receive any referrals in 2019 and there were no matters carried over from 2018.

Members

Agnes Potts, Public Member (*Chair*)

Donna Coyne, Public Member (*until October 2019*)

Peter Guy, Chiropracist (*Chair*)

Donna Coyne, Public Member (*until October 2019*)

Mathew Doyle, Chiropracist

Andrew Gassmann, Public Member, Select

Stephen Haber, Podiatrist

Martin Hayles, Chiropracist

Pauline Looi, Chiropracist, non-Council member

Cesar Mendez, Chiropracist

Kim Resmer, Chiropracist, non-Council member

Statistics & Demographics

as of December 31, 2019

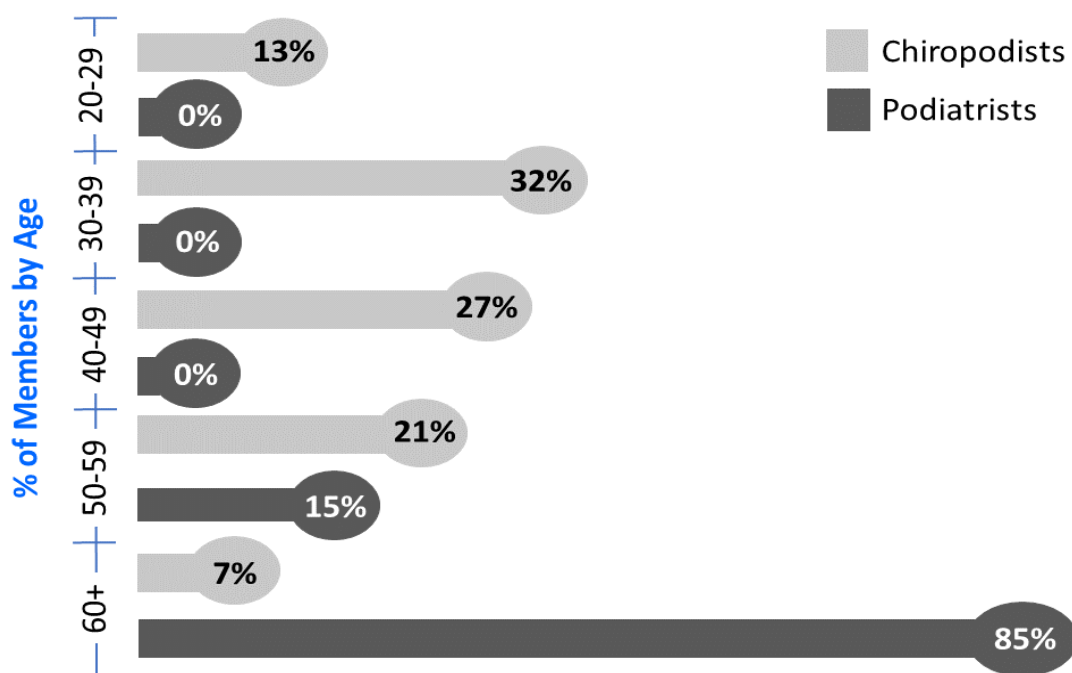
of Members

755

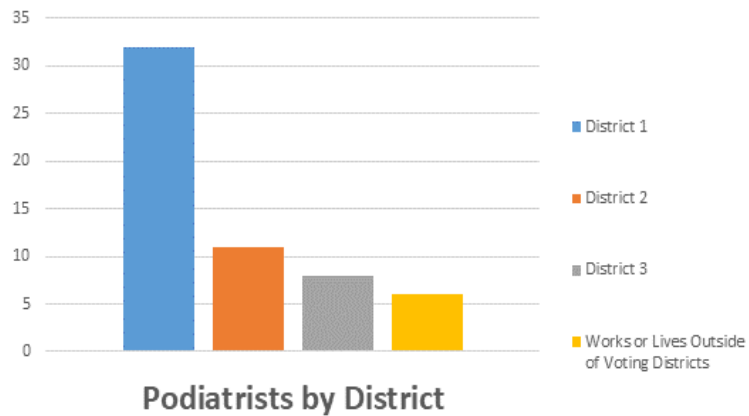
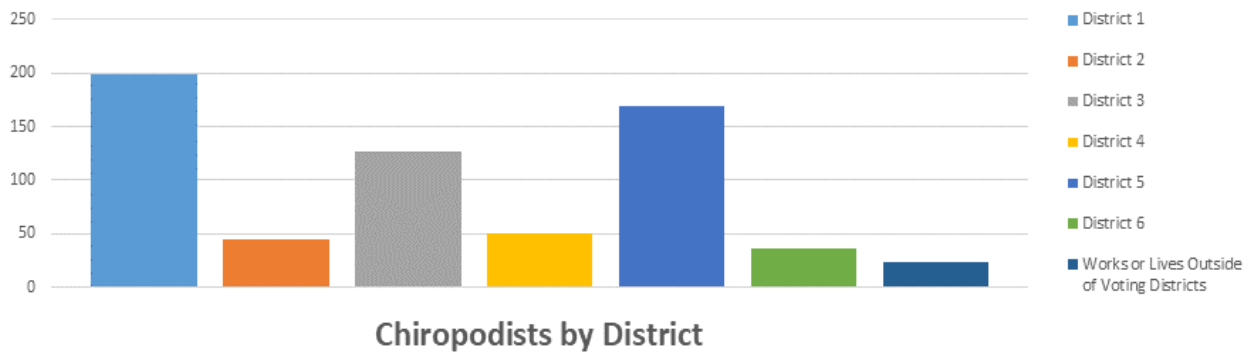
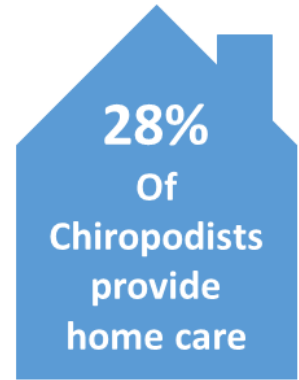
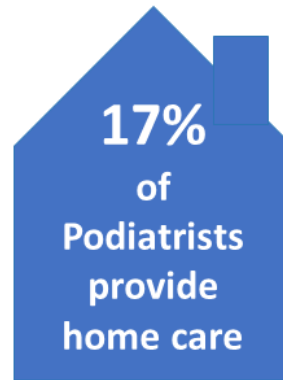
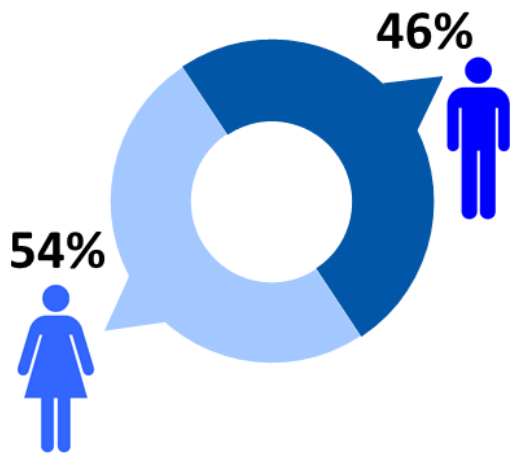
701 Chiropractors

54 Podiatrists

Members by Age Group



Members by Gender



Independent Auditor's Report

TO THE COUNCIL OF THE COLLEGE OF CHIROPODISTS OF ONTARIO

Opinion

The summary financial statements of the College of Chiropractors of Ontario (the "College"), which comprise the summary statement of financial position as at December 31, 2019, and the summary statement of operations for the year then ended, are derived from the audited financial statements of the College for the year ended December 31, 2019.

In our opinion, the accompanying summary financial statements are a fair summary of the audited financial statements of the College for the year ended December 31, 2019, except that information in respect of changes in net assets and cash flows has not been presented and notes to the summary financial statements have not been prepared as further described in the *Summary Financial Statements*.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial statements of the College and the auditor's report thereon. The summary financial statements and the audited financial statements do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial statements.

The Audited Financial Statements and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial statements in our report dated June 26, 2020.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of a summary of the audited financial statements in accordance with Canadian accounting standards for notfor-profit organizations, except that information in respect of changes in net assets and cash flows has not been presented and notes to the summary financial statements have not been prepared.

Auditor's Responsibility for the Summary Financial Statements

Our responsibility is to express an opinion on whether the summary financial statements are a fair summary of the audited financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements".

Toronto, Ontario
June 26, 2020

Hilborn LLP

CHARTERED PROFESSIONAL ACCOUNTANTS
Licensed Public Accountants

Summary Statement of Financial Position

AS AT DECEMBER 31, 2019

	2019	2018
ASSETS		
Cash	\$ 1,668,572	\$ 1,378,661
Accounts receivable and prepaid expenses	33,062	37,444
Equipment	26,704	-
	1,728,338	1,416,105
LIABILITIES		
Accounts payable and accrued expenses	211,901	86,469
NET ASSETS		
Abuse therapy fund	10,000	10,000
General reserve fund	120,000	120,000
Unrestricted balance	1,386,437	1,199,636
	1,516,437	1,329,636
	\$ 1,728,338	\$ 1,416,105

Complete audited financial statements are available upon request from the office of the Registrar.

Summary Statement of Operations

YEAR ENDED DECEMBER 31, 2019

	2019	2018
REVENUES		
Annual general and other fees	\$ 1,396,707	\$ 1,376,798
Other income - expense recoveries, interest	41,987	86,424
	1,438,694	1,463,222
EXPENSES		
Salaries and benefits	387,290	348,600
General and office	212,918	138,837
Legal	275,790	195,101
Council and committee expenses	126,627	132,736
Rent	65,175	50,374
Photocopy, postage, printing and telephone	17,123	27,217
Repairs and maintenance	6,111	2,259
	1,091,034	895,124
Special projects - Consulting fees, inhalation course and registration exam development	160,859	134,969
	1,251,893	1,030,093
Excess of revenues over expenses for the year	\$ 186,801	\$ 433,129

Complete audited financial statements are available upon request from the office of the Registrar.



College of Chiropractors of Ontario

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