

College of
Chiropractors
of Ontario

FOOTPRINT

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PRESIDENT'S MESSAGE



My First CNAR Conference

Earlier this month, I, along with the Registrar and College staff, had the privilege of representing our College in attending the Canadian Network of Agencies for Regulation (CNAR) conference in Ottawa. This is the largest, national conference of regulators which this year boasted over 900 attendees. This conference is the annual highlight for all regulators, not just those of the healthcare sector, all sharing the common mandate with their organization – to safeguard the public. To say that the conference was run like a well-oiled machine is a significant understatement. We were treated to lectures and panel discussions on diverse and varied thought-provoking topics from internationally recognized leaders, legal minds, and innovators in the world of regulation. Topics included the influence or application of artificial intelligence in providing optimal healthcare to patients and the role of regulators in respect of AI. On this theme, the overriding message was that, while there is uncertainty as to just where this will take us as regulators we must proceed cautiously. Another theme was the need to mitigate bias in the decision-making role we play as regulators. A general acknowledgment was made by presenters that much more work continues to be needed on this front. Additionally, the role regulators play in improving access to care and justice was also a recurring theme across the several days of the conference.

As is often the case at such think-tank conferences, the panel discussions post-lecture in response to questions from the audience were often the most informative in that they challenged the presenters to resolve some of the practical day-to-day issues regulators are contending with. During the lunch breaks and for dinner our College team met to share and discuss some of the topics of interest or strategies applied by other regulators that they were introduced to. Personally, this conference afforded me the opportunity to meet and share ideas with several Presidents/Chairs from other health regulatory colleges in Ontario. The exchange of experiences and challenges with these committed individuals was invaluable in helping me to better apply my abilities to fulfilling my duties. Such interchange of ideas and networking with other regulators is invaluable to helping us work toward doing our job better.

What I did come away with from this conference is the quiet self-assurance and peace of mind that, even though we are a relatively small college, with much smaller budgets and staffing size, there is a lot we are doing right that is consistent with the overarching tenets expressed through the principles of Right Touch regulation and best practices in health regulation. By always putting the public interest first and foremost in all our considerations and actions, we can continue down the right path in regulation.

Fraternally yours,

A handwritten signature in black ink that reads "Peter Stavropoulos, DPM". The signature is written in a cursive style with a long horizontal line extending from the end.

Peter Stavropoulos, DPM | President



A WORD FROM THE REGISTRAR AND CEO



First Annual Footcare Regulator Conference: April 2025!

With the regulation of podiatrists (equivalent to our chiropody registrants) most recently in Nova Scotia and Prince Edward Island, and possibly New Brunswick and Newfoundland and Labrador in the near future, it struck me as being the perfect time to connect all of the footcare regulators across the country by way of a national conference. Such a conference scheduled for April 2025 will be, to my knowledge, the first of its kind. The conference will be quite small, including the following invitees: British Columbia, Alberta, Saskatchewan, Manitoba, Quebec, Nova Scotia and PEI. The event will be hosted by our College in Toronto. The response from the regulators has been very positive, and we are currently working towards creating what we anticipate will be an interesting and productive conference for all attendees.

The first part of our planning for the conference that we recently executed was to survey all footcare provider regulators about their specific legislative framework, the title used for regulated footcare providers in their respective province, scope of practice(s), prescribing privileges and the like. We will collate the survey results and share those with Canadian regulators at our conference to understand the current nature of regulation across Canada.

As many of you may know, there is a lack of consistency across the provinces in the regulation of chiropody and podiatry. The first difference is, of course, the title. In BC, Alberta, Ontario and Quebec, the title “podiatrist” is used to refer to a registrant with the education and designation of a Doctor of Podiatric Medicine (DPM) while in Saskatchewan, Manitoba, Nova Scotia and PEI the term “podiatrist” is used to refer to those registrants with education similar to Ontario chiropodists but with expanded scope of practice. Ontario remains the only jurisdiction using the title “chiropodist”.

In respect of scope of practice, DPM podiatrists in BC, Alberta, and Quebec can engage in varying degrees of full-scope podiatry. Ontario DPM podiatrists remain, of course, the outlier in this respect with a more limited scope of practice. The scope of practice for podiatrists in other provinces is essentially what the College is seeking for its chiropody registrants, with the ability to communicate a diagnosis, order labs and x-rays, referrals and prescribing to scope of practice rather than a list or category. I understand that Nova Scotia may, at a future time, recognize DPM education and training with an expanded scope of practice.

With so much disparity in the regulation of footcare providers across the country, we anticipate that the inaugural footcare regulator conference will help to foster a positive network of Canadian regulators to share best practices and help to generate greater consistency Canada-wide for increased protection of the public. We are willing to lead this initiative by acting as the host for the 2025 conference in Toronto because the time is right for such a conference with the expansion of footcare regulation in the country. Although the current legislative framework in Ontario is not reflected in any other Canadian jurisdiction, as the largest Canadian regulator of footcare providers, we look forward to sharing lessons learned and strategies for regulating effective footcare that meets the needs of Canadians.

We also recognize that our regulatory peers in other Canadian jurisdictions have much to share with us from their experience in regulation. For example, the College of Physicians and Surgeons of British Columbia (CPSBC) has developed a Cultural Safety, Cultural Humility and Anti-Racism Practice Standard to ensure cultural safety in the treatment of First Nations, Métis and Inuit patients, following extensive consultation. We are following in their footsteps, using their standard as a guide to assist us in developing an appropriate standard for our registrants. There will undoubtedly be many more opportunities for the exchange of ideas and information at the national level that will assist each regulator in best protecting the public.

I will report back to our Footprint readers with highlights from the April 2025 conference. Although we have not yet set an agenda, we expect to have some interesting guest speakers and topics of particular relevance to overall modern healthcare regulation, and of course, footcare regulation.

A Note of Congratulations to our new Council Members and new Executive Committee

I want to pass along my congratulations to our three new Professional Members on Council – Elected Members, Jinyu Gu (chiroprapist) and Mary Ellen Kennedy-Mitchell (chiroprapist), and new Selected Member from The Michener Institute at UHN, Tobi Mark (chiroprapist).

We also welcome our newest Public Member, Guransh Brar.

Jannel Somerville (chiroprapist) was re-elected in her district, and Edward Chung was appointed by Council to serve as the podiatry representative in Combined Districts 1 and 2 (Podiatrists District 1).

I am also delighted to congratulate our new Executive Committee! Peter Stavropoulos was acclaimed as the President and Chad Bezaire is the new Vice President of the College. Allan Katz continues to serve as a public member of the Executive Committee. Jannel Somerville joined the Executive Committee as a Professional Member and Reshad Nazeer joined as a Public Member.

It was a pleasure having our new and current Council members at the September 2024 Council meeting and I look forward to working with them to advance footcare regulation in Ontario.

Finally, I would like to extend my gratitude and appreciation to the Council members whose last Council meeting was in May 2024:

- Deborah Loundes (Selected Member from The Michener Institute)
- Melanie Atkinson (Professional Member)

And to the members whose last Council meeting was in September 2024:

- Jim Daley (Public Member)
- Ramesh Bhandari (Public Member)
- Andrew Simmons (Public Member)

Thank you very much for your service in helping the College to fulfill its mandate of public protection!

Sincerely,



Nicole Zwiers, LLB, LLM | Registrar and CEO



PRACTICE ADVISORY SERVICE UPDATE

The Practice Advisor (PA) helps registrants with guidance on their professional services in Ontario and supports the public and stakeholders with questions about the practice of chiropractors and podiatrists. The PA typically receives hundreds of inquiries in a year, covering a wide range of topics such as scope of practice, prescribing orthotics, record-keeping, guidelines on procedures, drug regulation and questions about College policies and standards.



The PA has developed answers to some **Frequently Asked Questions (FAQs) for registrants and learners** and **for the public and stakeholders** to help address concerns or questions related to common topics such as scope of practice for chiropractors and podiatrists, prescribing orthotics, fees and billing, and College policies, standards and guidance.

The FAQs are meant to help answer some common questions and help members of the profession and the public find information quickly and easily before reaching out to the PA. Please note: the role of the PA is not to provide legal advice.

[Learn more about the Practice Advisory Service.](#)

Maintaining Good Records: The Ultimate Best Practice

It cannot be stressed enough how important record-keeping is to the overall provision of care to a patient. The patient health record is the medical-legal document that defines to the reader what transpired in the care a registrant has rendered to a patient at a given point in time. Sound record-keeping, in accordance with the **Records Standard**, is vital to ensure appropriate continuity of care by the registrant, or by any other healthcare provider that might also become involved with the management of the patient's concerns. Unfortunately, record-keeping by a registrant that falls short of the College's Standard is an issue that commonly comes before panels of the **Inquiries, Complaints and Reports Committee (ICRC)** and **Discipline Committee (DC)**.

While it may not specifically be the primary reason for a complaint, a review of the patient documentation that may transpire in the course of the panel's consideration of a complaint or inquiry can lead to the discovery of such inadequacies. Sound record-keeping practices are the registrant's best defense against allegations of misconduct. Sound record-keeping practices, in addition to appropriate charting, also involve ensuring the storing of the medical records in compliance with the mandatory confidentiality requirements and in a manner that can be easily accessed by the registrant to expeditiously produce to the College, if called upon to do so.

Registrants are encouraged to review the **Standards, Guidelines, Policies and Advisories** relating to record-keeping provided in the links below to stay informed as to their obligations in these regards. If any questions arise relating to this topic, do not hesitate to contact the PA for assistance.

BY-LAWS 1 AND 2 UPDATED: Outstanding Fees Added to Annual Renewal



Registrants are sometimes required to pay fees to the College outside of the annual renewal fee. For example, a registrant may owe costs to the College because of a Discipline Committee order. In some cases, registrants do not pay outstanding costs/fees on time, which places an administrative and financial burden on the College.

After reviewing the feedback received during the 60-day consultation period between June and August, Council approved the amendments to By-laws 1 and 2. To ensure that registrants bring their account up to date at renewal time, **By-law 1: General and By-law 2: Fees** have been amended to require that any outstanding fee(s) be added to the annual renewal fee and that Registrants are unable to renew without paying the full balance.

It is in the public interest that the College maintains financial stability by ensuring that all costs owed to the College are recovered on an annual basis. It is also in the public interest that the College enforces the payment of costs/monies it is owed to demonstrate to registrants and stakeholders that it takes the enforcement of its committees' orders seriously, and that registrants who breach a committee order will lose the privilege of practising the profession. Additionally, the College is modernizing its by-laws by changing the term "member" to "registrant" to reflect its role as a regulator, not an association.

Registration Regulation Amendments: Consultation



On May 1, 2023, the College submitted a Proposed Registration Regulation to the Ministry of Health to modernize chiropractor registration, remove barriers, enhance public protection, and create an Emergency Class of registrants. The proposal was circulated to registrants and posted on the Ontario Regulatory Registry before submission. The Emergency Class amendment took effect on August 21, 2023. The MOH has indicated that it will consider suggested revisions to the College's registration regulation.

The College conducted a further review of the Proposed Registration Regulation and is now proposing some additional enhancements, such as including clarifying language, expanding applicant disclosures, enhancing reporting requirements, and facilitating labour mobility for podiatrists from outside the province.

We need your feedback on these proposed amendments! Please submit your comments on the [Revised Proposed Registration Regulation](#) via email to info@cocoo.on.ca by December 2, 2024.

NEW POLICY ON REMOVING INFORMATION FROM THE PUBLIC REGISTER



The College developed the ***Removing Information from the Public Register Policy***, as part of its commitment to ensuring that Ontarians have access to information about their chiropractors and podiatrists that is relevant, timely, useful and accurate, and improves their ability to make informed healthcare decisions. This aligns with the principle of transparency, which includes the requirement that certain information be posted on the College's Public Register.

The College posts information on its Public Register as required by the Code and the College's by-laws. Under subsection 23(7) of the Code, the Registrar has the discretion to consider removing information from the Public Register that is obsolete and no longer relevant to the registrant's suitability to practice. This policy sets out some of the factors the Registrar will consider in exercising her discretion and ensures that the public benefits from accurate and up-to-date information.

NEW POLICY ON RECORDS MANAGEMENT AND RETENTION

As part of its process to review its record-keeping processes, the College developed a new ***Records Management and Retention Policy***.

This policy is designed to ensure the identification, management, and preservation of records for their legal, fiscal, administrative, and historical value. It also supports information protection, compliance with legislation, risk management, and employee education on records management.

The policy applies to all record formats and outlines staff responsibilities for managing records throughout their lifecycle so that records are accessible and usable, reducing resource waste and time. This systematic approach will help retain necessary records and dispose of obsolete ones appropriately.



NEW GOVERNANCE MANUAL

At its September meeting, Council approved a new ***Governance Manual*** to support College Councillors and committee members in their roles and provide easy access to relevant policies, guidance and resources.

The Governance Manual includes a description of each committee's mandate and the time commitment required to serve on College committees.



REGISTRATION EXAM UPDATE

We are pleased to announce that the College has successfully returned to in-person registration exams this year. The spring exams were held on Friday, May 31, and Saturday, June 1, 2024, with 41 candidates participating in one or more of the three exam components. This marked the largest group of exam takers in the College's history. Of those who sat the exams, **30 candidates were successful**, and we have since welcomed many of them as new registrants this summer. The fall exam took place on Friday, October 25, and Saturday, October 26, 2024.

The tentatively scheduled dates for the exams in 2025 are as follows:

- **Spring 2025:** June 13, 2025 (Written) & June 14, 2025 (OSCE)
- **Fall 2025:** October 24, 2025 (Written) & October 25, 2025 (OSCE)

GEARING UP FOR 2025 ANNUAL RENEWAL

The 2025 annual renewal **begins on January 1, 2025**, and the deadline to complete your renewal is **February 14, 2025**. The renewal fee for this year is \$2,050. Complete your renewal on time to avoid any late penalties or interruptions to your practice.

Considering Retirement? Here's What to Do:

If you're planning to retire from practice, there are a few important steps to take. You will have to:

- Inform the College of your intention to retire, along with your planned retirement date.
- Review the College's ***Discontinuation of Services Advisory***, which provides crucial guidance on how to smoothly transition out of practice. This includes information on:
 - Notifying your patients about your retirement
 - Continuing care for existing patients during the transition
 - Handling patient records, accounts, and billing
 - Other essential aspects of winding down your practice.

For detailed information about retiring from practice or general questions about your annual renewal, please email us at info@cocoo.on.ca.



QUALITY ASSURANCE UPDATE

As you may be aware, all registrants are required to complete a minimum of **25 Continuing Education (CE) hours** annually.

These hours can be obtained through various sources and categorized into two types:

- **Category A:** Lecture-style programs provided by recognized educational institutions or professional health groups and associations. Registrants must obtain a minimum of 10 credit hours from Category A activities.
- **Category B:** Other educational activities such as workshops, supplier/provider programs, and self-directed independent learning. A maximum of 15 credit hours can be earned from Category B activities.

Additionally, registrants are required to complete at least 2 hours of continuing education focused on Equity, Diversity, and Inclusion (EDI).

For more information, please refer to the [Continuing Education and Self-Assessment policy](#).



Continuing Education (CE) Audits

Each year, the College conducts audits to ensure compliance with Continuing Education (CE) requirements. Approximately 10% of registrants are randomly selected for evaluation. If you are selected for a CE audit, you will be contacted directly by College staff.

Selected registrants will be required to submit a completed Continuing Education Log, along with supporting documentation, such as completion certificates, itineraries, or receipts, to verify their participation in CE activities.

The Quality Assurance Committee (QAC) will review each registrant's CE Log and Self-Assessment Tool (SAT). Based on the review, registrants will either meet the CE requirements or receive direction from the QAC on how to fulfill their regulatory obligations. Registrants will be notified early in 2025 if they are selected for an audit.



ICRC AND DISCIPLINE COMMITTEE UPDATES

Complaints and Reports

Between June and September 2024, the College received **six complaints** and opened **zero Registrar investigations**, which is lower than last year. In the same period in 2023, the College received 13 complaints and opened two Registrar investigations.

Between June and September 2024, ICRC panels **disposed of 11 matters** as follows:

- 3 cases – no further action was taken
- 3 cases – referrals to the Discipline Committee
- 2 cases – SCERP and caution
- 2 cases – SCERP
- 1 case - withdrawn

There are currently **15 matters** that will be considered by panels of the ICRC.

Discipline Committee

As of the end of September, **12 cases** have been referred to the Discipline Committee.

Referrals are posted on the College website.

Disciplinary matters are resolved by way of uncontested or contested hearings. Matters are resolved or disposed of when:

- All allegations are withdrawn or dismissed;
- No findings of professional misconduct and/or incompetence are made by a panel;
- Findings of professional misconduct and/or incompetence are made, and a penalty is ordered;
- Reinstatement requests are granted, not granted or abandoned; and
- Removal of information requests are granted, not granted or abandoned.

Between June and September 2024, the Discipline Committee disposed of **one matter**.

In a second matter, the panel made a decision on liability with the penalty portion of the hearing being held in November.

Summarized Discipline Committee Decisions

[Read the Discipline Committee decisions on the website.](#)

COCOO v. Bowan Sancharra

The registrant signed an agreed statement of facts admitting that he engaged in professional misconduct, including that he: failed to cooperate with the Quality Assurance Committee or any assessor appointed by that committee; contravened a term, condition or limitation imposed on his certificate of registration; failed to meet or contravened a standard of practice of the profession; contravened the *Chiroprody Act, 1991*, the *Regulated Health Professions Act, 1991*, and the regulations under those Acts; engaged in conduct or performed an act, in the course of practising the profession that, having regard to all the circumstances, would reasonably be regarded by members as disgraceful, dishonourable, or unprofessional.

After finding the Registrant guilty of professional misconduct, the Panel made an order that included the following:

- An oral reprimand
- 9-month suspension (2 remitted) – to be lifted when the QAC terms are met
- ProBe Ethics Course

The registrant was also ordered to pay costs to the College in the amount of \$15,000.



Health Professions Discipline Tribunal

At its September meeting, Council voted to join a one-year pilot project with the Health Professions Discipline Tribunal (HPDT). Beginning in 2025, the College's discipline matters will be heard and decided by the HPDT. David Wright will be the Chair of the tribunal, and the College's professional and public members will sit on panels. Each panel will have an experienced lawyer/adjudicator to assist with decision-making and writing.

To date, four other Colleges have joined the HPDT on a pilot basis – the College of Physicians and Surgeons of Ontario, the College of Massage Therapists of Ontario, the College of Audiologists and Speech-Language Pathologists, and the College of Registered Psychotherapists of Ontario.

Each College has a separate name for its tribunal even though operating costs are shared among all the member Colleges. Our College's tribunal will be named the **Ontario Chiroprodists and Podiatrists Discipline Tribunal (OCPDT)**.

MEANINGFUL ENGAGEMENT

The College regularly participates in conferences, activities and events as part of its commitment to interprofessional collaboration and advancing footcare in Ontario and ultimately, contribute to the greater healthcare system. Engaging in important discussions with other footcare regulatory bodies, associations as well as other health regulatory bodies allows the College to exchange ideas and adopt innovative processes and approaches.



DECEMBER TOWN HALL

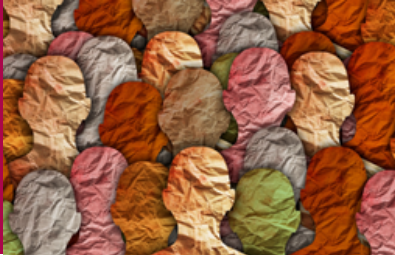
The College is pleased to invite registrants to its next Town Hall, which will take place on **Saturday, December 7th, 2024 at 11:00 am.**

Many of you may recall that College surveyed registrants to determine the preferred time for a Town Hall meeting. There was no clear preferred time with some preferring a weekday evening and others preferring the weekend. As a result, we will alternate Town Halls between a weekday evening and a Saturday.

At this session, Registrar and CEO Nicole Zwiers will discuss the latest initiatives and projects of the College, key registration and policy updates, and other news and updates regarding footcare regulation. A Q&A session will follow the presentation, where attendees will get an opportunity to ask questions and share their feedback.

If you're interested in attending the session, [please complete this survey](#) to indicate if you're attending virtually or in person by November 15th, 2024.

- In-person: at the College office at 180 Dundas Street West, Suite 1901, Toronto, ON, M5G 1Z8. Refreshments and treats will be provided.
- Virtual: a meeting link will be shared with you prior to the meeting.



EQUITY, DIVERSITY AND INCLUSIVITY (EDI) SPOTLIGHT

The College is committed to ensuring the delivery of safe, equitable foot care to Ontarians by addressing the barriers to care faced by minoritized and equity-deserving communities.

As a member of Health Profession Regulators of Ontario (HPRO) and its committees and groups, the College regularly attends and participates in discussions around continuously evaluating its processes and programs through Equity Impact Assessments and other methods. The goal is to continuously improve processes by intrinsically integrating and incorporating Equity, Diversity and Inclusivity (EDI) and anti-racism principles.

Through its social media channels, discussions with fellow regulators and footcare associations, communication with registrants and healthcare stakeholders, and newsletters and informational materials such as Footprint, the College endeavours to spread awareness about the structural inequities and systemic issues that may prevent vulnerable patients from accessing the health care that they deserve, potentially leading to harm and overall distress.



The College marked the **National Day for Truth and Reconciliation** and **Orange Shirt Day** on September 30, 2024, which is a day to remember and honour the children who never returned home and the Survivors of Residential Schools, their families, loved ones and communities.

We believe it's crucial to acknowledge and reflect on the history of anti-Indigenous racism and its impact on Indigenous health, not just on September 30, but throughout the year. Understanding the systemic barriers faced by Indigenous communities in their interactions with the healthcare system and beyond is not only important for healthcare professionals and organizations, but absolutely necessary.

First Nations, Métis and Inuit peoples face a disproportionate burden of diabetes-related foot complications, such as foot ulcers, lower limb amputations, and peripheral arterial disease. In Ontario, First Nations people's mortality rate after amputation was 15% higher. This is why chiropodists and podiatrists play a vital role in helping prevent several adverse health outcomes through essential foot care services and promoting fair access to quality and effective foot care can help address these health disparities and improve overall well-being.



The College is ever mindful of its role as a provincial health regulator to help realize the Truth and Reconciliation Commission of Canada's Calls to Action. CTAs 18-24 highlight the need for equitable healthcare for First Nations, Métis and Inuit communities, and the College aims to achieve this goal by continuing to engage in meaningful dialogue and build partnerships with Indigenous community members to confront and dismantle prejudices and structural inequalities. At its September meeting, the College Council moved to develop a Cultural Safety and Humility Standard, which will provide guidance to registrants on addressing the gaps in the system to ensure they provide culturally safe and trauma-informed care to First Nations, Métis and Inuit patients across Ontario.



The College joined its colleagues in marking **Canadian Patient Safety Week (#CPSW2024)** from October 28 to November 1, 2024. Recognizing and reducing healthcare harm matters to those receiving and delivering care in any setting. This nationwide campaign aims to spread awareness and broaden our understanding of healthcare harm as an important step in delivering safer care for all. Download and share Healthcare Excellence Canada's helpful resource for patients and caregivers.



Stay Connected!

Please ensure your email and contact information on your profile is current and accurate and regularly check your spam folder for emails from the College. Sign in to the Registrant Portal to review and update your profile.



College of
Chiropodists
of Ontario

REGULATOR OF ONTARIO CHIROPODISTS AND PODIATRISTS

FOOTPRINT | OCTOBER 2024