



College  
of Dietitians  
of Ontario

ANNUAL REPORT

2001 - 2002

# A Year of Transition

## President's Message

*“Excellent  
dietetic  
practice  
in the  
interest of  
Ontarians”*

The term that best characterizes the efforts of the College of Dietitians of Ontario in 2001/02 is “transition”. After its first eight years of operation, the College saw the need to step back and question its fundamental governance and direction and set a new direction for the future. This was perhaps part of the natural evolution of an organization that had progressed from its initial establishment to meet its statutory mandate under the Regulated Health Professions Act, to a period of program growth and strong operational control.

In 2001/02, the College undertook a review of how it oversees and interacts with the profession and how it governs the affairs of the Council and Committees and the staff functions. The Council, with the help of a facilitator, reviewed and identified key values and redefined the parameters for dealing with the Registrar, staff, stakeholders, and Council itself. The review resulted in a renewed emphasis on accessibility, respect for stakeholders, accountability, transparency, and communications. These are the values driving the governance of the College and the development of a new strategic plan.

Having redefined its direction to become a leader and valued team player within the profession and with stakeholders such as other regulated health profession colleges and the provincial government, the College was in a better position to articulate a clear mandate for a new registrar. It was apparent that the College needed someone who would not only continue to prudently and competently oversee the business of the College, but who would also be committed to the implementation of a new vision and strategies. Mary Lou Gignac was hired as Registrar in January 2002 to fulfill this mandate.

The hard work of 2001/02 will allow us to move forward with a clear vision for the future. Through a commitment to defined values, the College is better positioned to articulate and achieve our mandate to protect the public and support the profession.



**DAVID DAWSON  
PRESIDENT**

# Registrar's Message



Annual reports give organizations an opportunity to reflect on the milestones and achievements of the past year. By year-end, March 2002, my tenure with the College had been two months. My reflections are, therefore, filtered through the eyes of a newcomer and the eyes of those who have taken the time to share their experiences with me.

There is no question that 2001/02 has been a difficult year for the College, affected by an unusually high turnover in staff and all the recruitment, training and adjustment that this has meant. During this difficult time, the business and statutory mandate of the College had to be carried out, and very competent people were hired on an interim basis to do this task. The College appreciates the work done by Laryssa Holynski and Paulette Vinette who shared the role of the Registrar. Laryssa handled the statutory functions of registration, complaints, reports and overseeing elections, while Paulette acted as Executive Director managing business, staffing issues and providing the overall coordination to support the College Council.

Our two longest serving staff members, Elsene Randall, who moved into the position of Registration Coordinator, and our accountant Wendy Lampard, are both commended for providing stability to the organization through the second half of the year. Their patient sharing of information with new staff and their knowledge of established process ensured that the College was efficient and remained compliant with good business practices.

As is often the case, adversity brings opportunity. I applaud the College for seeing the potential for change and moving forward to build an organization that will serve the public as well as its members to achieve even higher standards of dietetic services in Ontario. I am delighted to be able to be a part of this change and provide leadership.

The College will move forward to give what Registered Dietitians need to provide excellent services to people in Ontario. The best public protection that the College can achieve is excellence in dietetic services.

**MARY LOU GIGNAC**  
**REGISTRAR**

# College of Dietitians of Ontario

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ANNUAL REPORT



# Statutory Committees

## Executive Committee

David Dawson (Chair, June to March and Committee Member, April to March)

Irene Lees (June to March)

Gayle Owen (April to March)

Teresa Barr (Chair, April to June)

Mary Ann Bocock (April to June)

*The Executive Committee considers mandatory and other reports received by the College and determines the most appropriate course of action. The action can include: ordering an investigation, referring to the Complaints or Discipline Committees, or establishing a board of inquiry for an incapacity assessment, or taking no further action. The Executive Committee also has the powers of the Council between Council meetings with respect to any matter that requires immediate attention other than approving by-laws and proposing regulations.*

The Executive Committee met 15 times during the course of the year and once exclusively as the search committee for the new registrar.

The key activities of the Executive Committee in 2001/02 were as follows:

- Coordinating the College's response to reports released by the Minister of Health and Long-Term Care. These reports had been prepared by/for the Health Professions Regulatory Advisory Council. Most of the reports dealt with regulating new professions under the *Regulated Health Professions Act* or the review of the *Act* and health professions college programs. These reports included: *Adjusting the Balance: A Review of the Regulated Health Professions Act* (response to *Weighing the Balance*), Naturopathy, Traditional Chinese Medicine and Acupuncture, the reviews of the colleges' Quality Assurance and Patient Relations Programs, and the report of the Special Task Force on Sexual Abuse of Patients chaired by Marilou McPhedran.
- Handling a referral from the Quality Assurance Committee for non-compliance in submitting the Self-Directed Learning (SDL) Tool and monitoring two matters resulting from confidential reports.
- Approving, on behalf of Council, a proposal for Bridge-funding from the Ministry of Colleges, Training and Universities to better support internationally trained people to enter the profession of dietetics. The proposal has been developed through a coalition involving the dietetic university programs and dietitians in the Toronto area. Janet Chappel of Ryerson spearheaded the project.
- Coordinating the College's input into consultations held by the provincial government on legislative and regulatory matters such as: health professional

incorporation, the protection of personal information, and advertising and conflict of interest regulations for health professionals.

- Continuing to re-draft a comprehensive set of College by-laws.

In addition, the Executive Committee supported the work of the Alliance of Canadian Dietetic Regulatory Bodies in adopting common policies for the Canadian Dietetic Registration Exam and finalizing the Mutual Recognition Agreement (MRA) allowing for greater mobility of dietitians within Canada. The MRA was signed in Halifax and ratified by all provinces except Quebec.

With the departure of the former Registrar, Shirley Lee, the Executive Committee put in place interim arrangements with Laryssa Holynsky and Paulette Vinette who shared the duties of the Registrar. The transitional year presented an opportunity for CDO to go through an organization and governance review. The organization review was completed in the summer and, in the Fall, the Executive Committee acted as the search committee for a new Registrar. The Executive Committee's recommendation to hire Mary Lou Gignac was approved by Council in December and Ms. Gignac started with the College at the end of January 2002.

## Complaints Committee

Maureen Salter, RD (Chair)

Daniela Catallo, RD

Emmanuel DeFreitas

Margaret Hedley, RD

John Morrison

*The Regulated Health Professions Act requires the College to investigate complaints about members' professional conduct, competence or fitness to practise. The complaint process is designed to ensure procedural consistency and fairness to both the complainant and the member who is a subject of the complaint.*

The role of the College's Complaints Committee is to ensure that complaints are handled in accordance with the provisions of the *Act* and disposed of within 120 days from the filing of the complaint.

The Complaints Committee considered two complaints in 2001/02. One matter was referred to the Quality Assurance Committee. The second complaint was dismissed with no further action. Neither complaint was appealed to the Health Professions Review and Appeal Board.

An orientation was held at the first meeting. Panels met four times to consider the two complaints, and both complaints were dealt in accordance with the policies and procedures in place. Investigators were hired to investigate both complaints. Due to circumstances

beyond the control of the College, both complaints took longer than 120 days.

## Discipline Committee

Colin McSweeney (Chair)  
Doreen Wilson (April to June 2001)  
Diane Marcou (April to June 2001)  
Gil Boyce (from January 2002)  
David Buell  
Donna Hennyey, RD  
Mary Ann Bocock, RD  
Deborah Wildish, RD

*The Discipline Committee is responsible for holding hearings about allegations of professional misconduct or incompetence of members as referred by the College's Executive Committee or the Complaints Committee. Discipline Committee must provide a fair process for hearing evidence, determining member conduct and the most appropriate action to deal with the conduct and protect the public.*

The Committee process and decision-making must be in keeping with the provisions of the *Health Professions Procedural Code of the Regulated Health Professions Act* and regulations under the *Dietetics Act*. Discipline hearings are typically open to the public and a report of discipline decisions must be featured in the College's annual report.

The Discipline Committee received no referrals in 2001/02 and there were no discipline hearings.

The Committee maintained the College's readiness to handle discipline matters. It met by teleconference to review issues associated with current policies and procedures, and education opportunities for Committee members were made available.

## Fitness to Practise Committee

Cecily Alexander, RD (Chair)  
David Buell  
Mary Ann Bocock, RD  
Melanie McKenna, RD  
Colin McSweeney

*The responsibility of the Fitness to Practise Committee is to provide a fair review of all matters regarding the potential incapacity of members to practise safely.*

*Executive Committee may appoint a board of inquiry to make inquiries and investigate suspected incapacity due to reasons such as physical, mental, emotional incapacity or substance abuse. After reviewing the report from the board of*

*inquiry, the Executive Committee may refer the member to the Fitness to Practise Committee for an incapacity hearing. After hearing the evidence, the Fitness to Practise Committee makes a finding about capacity and may move to revoke or suspend the member's certificate of registration or impose terms, conditions and limitations on the member's certificate of registration.*

There were no referrals to the Fitness to Practise Committee for an incapacity hearing. The role of the Committee was therefore to ensure that the College was prepared to handle issues of incapacity.

In August of 2001, the Fitness to Practise Committee met by teleconference and established the following goals:

- Translate the document *Information on the Incapacity Process for Members and the Public* into French
- Communicate this document in *résumé* and post it on the CDO website.
- The chair research and draft an article for *résumé* on Fitness to Practise that would define incapacity and explain how to recognize signs and symptoms of this illness in our membership.

The goals were achieved and both documents were published in the Spring *résumé* 2002. The Incapacity Coordinator of the College of Nurses graciously reviewed the Fitness to Practise article. We greatly appreciate the input.

## Patient Relations Committee

David Dawson (Chair)  
Mary Ann Bocock (April to June 2001)  
Michelle DesRoches (April to June 2001)  
Teresa Barr (April to June 2001)  
Colin McSweeney (from June 2001)  
Irene Lees (from June 2001)  
Melanie McKenna (from November 2001)  
Kristen Ticknor (from June 2001)

*The Regulated Health Professions Act requires health professions regulatory colleges to have a patient relations program for preventing or dealing with sexual abuse of patients. The program must include educational requirements for members, guidelines for the conduct of members with their patients, training for the College's staff; and the provision of information to the public. The College of Dietitians of Ontario has a zero tolerance policy on any form of abuse of patients and the Patient Relations Committee has the*

*responsibility to coordinate the program. It also will process requests for funding for therapy and counselling should a patient ever be sexually abused by a member of the College.*

The Patient Relations Committee met four times in 2001/02. There were no reports or complaints of sexual, emotional, or verbal abuse and no applications for therapy and counseling of individuals who, while patients, were sexually abused by a dietitian. The four new members to the Committee were oriented.

The Committee conducted a survey of health care facilities and community agencies that had received the College's public education pamphlet, *Sexual Abuse Has No Place in Your Health Care*. The feedback about the pamphlet was positive and the pamphlet will now be reprinted and distributed.

In the early part of the year the Chair of the Committee and the Registrar met with Ministry officials to finalize wording for a regulation to establish criteria for alternative funding for therapy and counselling. Council approved the draft regulation that was circulated to the members for comment. This proposed regulation was forwarded to the Ministry for approval in January 2002.

## Quality Assurance Committee

Martha Chown (Chair until June 2001)  
David Dawson (April to June 2001)  
David Buell  
John Morrison  
Louise Corriveau, RD  
Maureen Salter, RD (until January 2002)  
Melanie McKenna, RD (from January 2002)  
Daniela Catallo, RD (current Chair)

*The Quality Assurance (QA) Committee's mandate is to identify quality standards that promote excellent dietetic care and make related program proposals to the Council for implementation through the College. It also helps provide a fair assessment process in cases of possible sexual abuse in adherence to the Regulated Health Professions Act and College Regulations.*

*During 2001/02, the QA Committee focused on the development and validation of the Practice Assessment Component of the QA Program and the evaluation and dissemination of information to members regarding the SDL Tool.*

In June 2001, Council approved a contract with two consultants to develop Stage One and Stage Two Practice Assessment. College members from diverse practice settings were consulted to map critical competencies used in the development of the College's assessment process. Focus groups were also consulted for developing the Stage One and Two assessment tools in addition to reviewing scoring criteria and the assessor training guides. Also, the Committee and staff established criteria for appointing assessors.

Both Stage One and Two have been implemented for the first time. The QA Committee analyzed the results of this initial implementation and reviewed an evaluation of member and assessor perceptions of the QA process. As a result, changes were made to Stage One.

The fourth implementation of the College's SDL Tool took place in 2001/02. The profile of members' responses to the 1998 SDL Tool was analyzed and communicated to members and data entry of members' 1999/00 SDL Tools have been completed. Analysis and trend identification are underway. In addition, member feedback regarding the effectiveness of the SDL Tool was obtained and will be used to establish the Committee's strategic direction for the next year.

Other projects undertaken by the QA Committee were:

- Setting policies for the implementation of the Practice Assessment component;
- In January 2002, obtaining approval in principle from Council on a policy for the definition of Standards of Practice;
- Planning is underway to investigate the appropriateness and feasibility for the development of a rolling incorporation regulation;
- Having received its first referral from the Complaints Committee, the Committee negotiated an undertaking for mentoring with the member;
- Providing feedback to Council regarding recommended areas for amendment of the Long-Term Care Facility manual.

This past year has truly been a challenging one, but the Committee is now better positioned to improve the implementation of the QA Program. The QA Committee thanks Sue Behari and the Mary Lou Gignac for their support, research and ideas over the past year.

## Registration Committee

Donna Hennyey, RD (Chair)  
 Gil Boyce (from January 2002)  
 Emmanuel DeFreitas  
 Michelle DesRoches, RD  
 Gayle Owen, RD

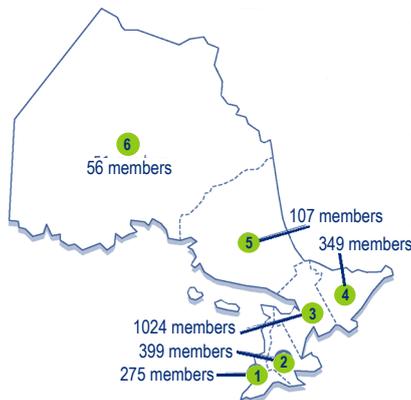
*The College of Dietitians of Ontario is empowered by Ontario legislation to register dietitians and regulate their practice in the province. The College sets the requirements for entry to the dietetic profession and registers only those who have met these requirements. The Committee receives referrals if the Registrar has doubts about whether an applicant has met registration requirements.*

The Committee contributed to the development of the Mutual Recognition Agreement (MRA) signed in October 2001 by the Alliance of Canadian Dietetic Regulatory Bodies. It has maintained liaison with Dietitians of Canada and completed a joint Alliance/DC survey regarding internationally trained applicants. It continues to work collaboratively to identify practicum opportunities for applicants.

## Registration Statistics

Total applications	176
Canadian trained	156
Internationally trained	20
Referrals 2001/02	40
Applicants requiring additional training	9
Applicants refused	10
Referrals 2000/01	25
Referrals 1999/00	10

## Membership Data



DISTRICT	TOTAL	MEMBERS	TEMPORARY
1. South Western	279	275	4
2. Central Western	402	399	3
3. Central Eastern	1031	1024	7
4. Eastern	350	349	1
5. North Eastern	107	107	0
6. North Western	56	56	0
7. Out of Province	43	41	2
8. Out of Country	48	47	1
<b>Totals</b>	<b>2316</b>	<b>2298</b>	<b>18</b>

Dist	Admin	Clinical	Comm	Consult	Private	Other	No Info
1	41	132	42	29	17	16	24
2	51	197	62	40	26	33	33
3	152	467	140	84	68	118	80
4	47	160	52	36	21	38	36
5	16	58	25	6	4	7	5
6	8	34	10	3	2	3	5
<b>Total</b>	<b>315</b>	<b>1048</b>	<b>331</b>	<b>198</b>	<b>138</b>	<b>215</b>	<b>183</b>
	13%	43%	14%	8%	6%	9%	7%

Some members have more than 1 area of practice.

DISTRICT	ACTIVE (employed)	NON-ACTIVE (unemployed)
1. South Western	253	22
2. Central Western	368	31
3. Central Eastern	973	51
4. Eastern	326	23
5. North Eastern	101	6
6. North Western	54	2
7. Out of Province	29	12
8. Out of Country	33	14
<b>Total</b>	<b>2137 (93%)</b>	<b>161 (7%)</b>

**Attrition Rate**  
 In 2001, 23 dietitians have resigned.

**Gender of Dietitians**  
 Total Registered: 2298  
 Female: 2273 (99%) Male: 25 (1%)



## Auditors' Report

### To the Council of the College of Dietitians of Ontario

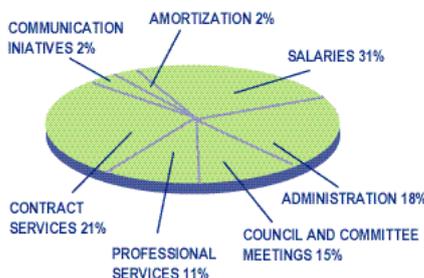
We have audited the financial statements of the College of Dietitians of Ontario as at March 31, 2002 in accordance with generally accepted auditing standards and expressed an unqualified opinion on these statements in our May 23, 2002 report.

The information presented in the accompanying Condensed Statement of Operations and Changes in Fund Balances is derived from the above-mentioned financial statements and in our opinion presents fairly the information therein.

KOPSTICK OSHER, CHARTERED ACCOUNTANTS, LLP  
TORONTO, ONTARIO, MAY 23, 2002

### College Expenses

For the Year Ended March 31, 2002



## College of Dietitians of Ontario

### Condensed Statement of Operations and Changes in Fund Balances

For the Year Ended March 31, 2002

	2002	2001
<b>Revenue</b>		
Membership fees	\$ 803,222	\$ 783,107
Other Income	155,961	137,485
	<u>959,183</u>	<u>920,592</u>
<b>Expenses</b>		
Salaries and benefits	330,812	327,374
Contracted services	221,896	46,419
Council and committee expenses	159,557	166,981
Communication initiatives	23,281	32,553
Administration	192,546	188,981
Professional services	117,011	53,244
Amortization	20,682	17,769
	<u>1,065,785</u>	<u>833,321</u>
Expenses over revenues	(106,602)	87,271
Fund balances – beginning of year	1,028,621	941,350
Fund balances – end of year	<u>\$ 922,019</u>	<u>\$ 1,028,621</u>

### Allocation of Fund Balances

End of year

	2002	2001
Investment in Capital Assets	\$ 58,172	\$ 47,980
Internally Restricted – Note 1	752,256	912,852
Unrestricted	111,591	67,789
Fund Balances – end of year	<u>\$ 922,019</u>	<u>\$ 1,028,621</u>

**Note 1** – Internally restricted funds are reserved for future hearings, investigations, therapy and counseling of sexually abused patients and development of examination and programs. These funds are not available for other purposes without the approval of Council.

Copies of the complete 2002 audited financial statements are available on request.



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