

Council 2008/2009

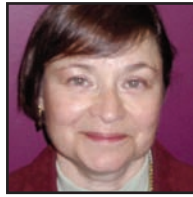
EXECUTIVE COMMITTEE



Cecily Alexander, RD
President



Irene Lees, RD
Vice-President, to
to June 08



Sharon Zeiler, RD
Vice-President
from June 08



Elizabeth Wilfert,
to June 08



Edith Brown,
from June 08



Harpal S. Buttar
to Aug 08



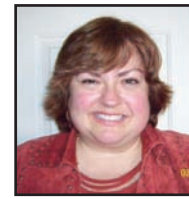
Jane Dummer
to June 2008



Laurel Hoard, RD



Terry Koivula, RD



Lesia Kicak, RD
From June 08



Flora Manlapaz
From Aug 08



Francis Omoruyi



Elsie Petch



Fiona Press, RD



Jeannine Roy-Poirier



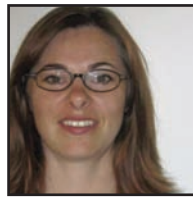
Carole Wardell

Non-Council Members 2008/09

Fiona Aris, RD
to June 08 (picture not shown)



Laura Bewick, RD



Nicole Carnochan, RD



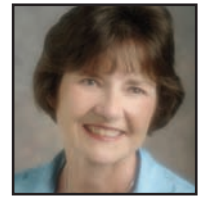
Linda Hines, RD



Charlene Kennedy, RD
From June 08



Shari Noell, RD
From June 08



Sue Skopelianos, RD

The College of Dietitians of Ontario exists to regulate and support all Registered Dietitians in the interest of the public of Ontario.

We are dedicated to the ongoing enhancement of safe, ethical and competent nutrition services provided by Registered Dietitians in their fields of practice.

External Drivers Affect College Activities



Laurel Hoard, RD
President



Mary Lou Gignac, MPA
Registrar & Executive Director

The College's internal culture of sound program management, continuous quality improvement, and accountability has supported program and service expansions to meet our regulatory duty to protect the public by supporting Registered Dietitians to provide safe, ethical and competent dietetic services as set out in the *Regulated Health Professions Act* (RHPA).

In 2008/09, the key external drivers affecting how the College invested its resources were: provincial government initiatives; the new Partnership for Dietetic Education and Practice and opportunities for collaboration with the Federation of Health Regulatory Colleges of Ontario.

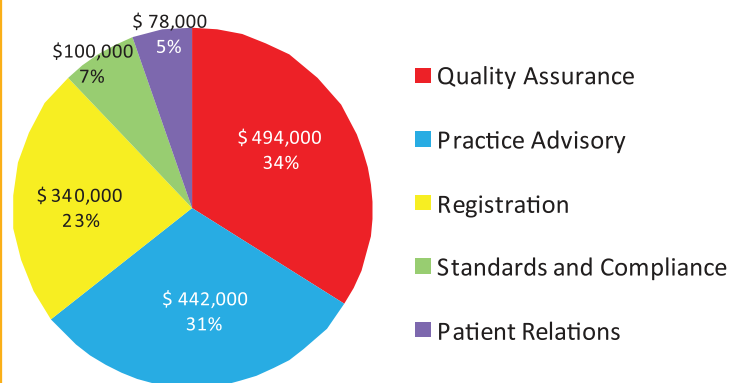
The most critical of the external activities was our work on changing the dietetic scope of practice. The College welcomed the invitation from the Health Professions Regulatory Advisory Council to propose changes to the dietetic scope of practice. The formal partnership with Dietitians of Canada, the multiple-source input from Registered Dietitians, and consultation with other health professions enriched the work. The College is optimistic that the proposed changes now introduced by the provincial government will improve interprofessional collaboration, client-centred care and enhance dietetic practice by removing barriers that now prevent Registered Dietitians from using the full scope of their expertise.

The provincial legislative agenda in 2008/09 involved extensive work on the part of health professions colleges. The legislative framework for regulation in Ontario as provided by the RHPA has recently been subject to more

frequent amendments. In 2008/09, we prepared to implement changes to comply with new procedural rules for handling complaints and reports, new information collection requirements and expanded College objects. The College provided input into changes to the *Agreement on Internal Trade* and the proposed Ontario *Labour Mobility Act* and worked within Ontario and with Canadian dietetic regulatory bodies to prepare for changes in registration practices to enable labour mobility within Canada. The collective work of health professions colleges continues to shape planned amendments to the RHPA.

Perhaps the most exciting and promising development in 2008/09 is the creation of the Partnership on Dietetic Education and Practice (PDEP). This exciting new Canadian partnership brings together educators from university and practicum programs, the association, and regulatory bodies from ten provinces to work in areas where our mandates depend on each other. The top priority for our collective work is developing a set of competencies and learning outcomes that are integrated to support education, regulation, and the accreditation of university and practical education programs.

Distribution of College Funds to Programs



TOTAL 2008/09 CDO EXPENDITURE — \$ 1,496,426

Costs allocated to programs include specific program administration and the proportional allocation of general administration costs such as governance, general management, information systems, office supplies, rent, and communications (e.g., website, *résumé*, annual report). While, there have been consistent patterns of expenditure over the past three years, the percentage cost for each program varies annually reflecting planned program activities.

Council

The College Council acts as the link between the College and the people of Ontario, advocating for public policies that protect Ontarians against incompetent, unethical or unsafe dietetic practices. Council is responsible for establishing the policies, program and standards that regulate the profession of dietetics. It governs the College through oversight of committees and College operations.

Council is composed of eight dietitians elected by members of the College and seven public representatives appointed by the Lieutenant Governor in Council. Together, they set the

direction for the College's work and make decisions based on their mandate to operate in the best interest of the public.

Key Decisions

- Scope of Practice Recommendations
- Approval of a proposed Quality Assurance Regulation
- Approval of a draft advertising regulation that prohibits client testimonials and direct solicitation of clients
- Review and amendment of College by-laws
- Appointment of Non-Council committee members in place of an election

EXECUTIVE COMMITTEE

President & Chair

Cecily Alexander, RD

Vice-President

Elizabeth Wilfert, Public
Appointee, to June 08

Sharon Zeiler, RD, from June 08

Third Member

Irene Lees, RD, to June 08

Edith Brown, Public
Appointee, from June 08

The Executive Committee acts for Council between Council meetings. It has all the powers of Council with respect to any matter that, in the Committee's opinion, requires immediate attention, other than the power to make, amend or revoke regulations or by-laws.

Key Decisions

From April 2008 to March 2009, the executive committee met fourteen times and

- an Executive Committee Task Group, Formed by the Committee and two other Council members, revised the approach to the Registrar & Executive Director's annual performance appraisal and prepared the performance review for Council consideration.
- developed an orientation manual for new members to the Executive Committee;
- developed a compensation report for the Registration & ED position for Council;
- approved a budget adjustment for creating a new senior position at the College;
- jointly with the Legislative Issues Committee responded to the HPRAC report, "Critical Links: Transferring and Supporting Patient Care";
- reviewed reserve funds and the proposed 2009/10 budgets for Council.

Reports

The Executive Committee considers mandatory and other reports from employers and dietitians about members and referrals from the Quality Assurance Committee. The action following a report can include: requesting an investigation; approving the Registrar & ED's request for investigations; establishing a board of inquiry for an incapacity assessment or referral for a fitness-to-practice or professional misconduct hearing; pursuit of a voluntary undertaking by the RD; or taking no further action. From April 2008 to March 2009, the Executive Committee considered 11 reports (nine new reports and two carried over from 07/08).

- seven reports are under investigation
- two cautions were issued
- two decisions were made to take no action

Quality Assurance Program

The College is required by law to have a Quality Assurance (QA) Program. The QA Program develops, operates and monitors learning and assessment tools to support RDs in continuing competency and education in order to enhance the delivery of high quality dietetic services to people in Ontario.

QUALITY ASSURANCE COMMITTEE

Chair

Fiona Press, RD

The *Regulated Health Professions Act* mandates the College's Quality Assurance Committee to identify quality standards which promote excellent dietetic care and to make program proposals to Council for implementation through the College.

Professional Members

Laura Bewick, RD

Nicole Carnochan, RD

Laurel Hoard, RD

Charlene Kennedy, RD, from June 08

Sharon Zeiler, RD

Key Activities

- Review of the evaluation of the 2008 *Jurisprudence Knowledge and Assessment Tool* (JKAT) and approved test forms for the 2009 English JKAT and the first French JKAT.
- Review of the policies for the JKAT after the first administration in 2008 to ensure fairness to members and that the consequences of non-compliance are in keeping with requirements under the law.
- Approval of a method of behavioural-based interviews administered by peer assessors and multi-source feedback surveys for the College's Practice Assessment. Approved assessment criteria from the Essential Competencies for Dietitians in Canada, 2006.
- With legal counsel and the *Registrar & Executive Director* of the College, revision of the Quality Assurance Regulation in preparation for the *Health Systems Improvement Act*, 2007, which came into effect in June 2009.
- Continued work on reviewing self-assessment resources and explored the need for revisions to the College's Self-Directed Learning Tool to ensure the Tool is in keeping with the latest research on self-assessment.

Public Appointees

Elsie Petch

Carole Wardell

Elizabeth Wilfert

QA PROGRAM HIGHLIGHTS

2673 RDs Completed the JKAT

The QA Program launched the second English *Jurisprudence Knowledge and Assessment Tool* (JKAT) and the First French JKAT in January 2009. This tool supports members in learning and appreciation of the laws, regulations, standards and guidelines that affect dietetic practice. Overwhelmingly, RDs have reported value in doing the JKAT and relevance to their practice.

Improved Program Efficiency & Delivery of SDL Tool

Completion of the SDL Tool ensures that RDs reflect on professional practice standards, set continuing competence goals, report on progress and application of learning and

keep continuing competence records. A record 96.4% of RDs completed the tool online in 2008, a 2.5% increase from 2007 (94.4%) resulting in improved program efficiency and delivery.

Revision of Peer and Practice Assessment

Using RDs as content experts, tools were developed for conducting structured behavioural interviews, the central assessment methodology in the new Peer and Practice Assessment. These tools include the competencies to be assessed for different areas of practice, questions and probes, and indicators for measurement.



Standards & Compliance Program

The Standards & Compliance Program develops and maintains standards and programs to assist individuals to exercise their rights under the *Regulated Health Professions Act*. It ensures that RDs practice competently and ethically in keeping with the standards and laws that affect dietetic practice in Ontario. It ensures that complaints or reports about professional conduct, competency and fitness to practice are handled in a fair, effective, transparent and legal way in keeping with laws and standards. The Standards & Compliance Program involves the work of the Discipline Committee, the Fitness to Practice Committee and the Complaints Committee.

Discipline/Fitness to Practice Committee Members

Chair

Francis Omoruyi, Public Appointee

Professional Members

To June 08

Jane Dummer, RD

From June 2008

Charlene Kennedy, RD

Lesia Kicak, RD

Shari Noell, RD

2008/2009

Cecily Alexander, RD

Laura Bewick, RD

Nicole Carnochan, RD

Linda Hines, RD

Laurel Hoard, RD

Terry Koivula, RD

Irene Lees, RD

Fiona Press, RD

Susan Skopelianos, RD

Sharon Zeiler, RD

Public Appointees

Edith Brown

Harpal Buttar (to August 08)

Flora Manlapaz

Elsie Petch

Jeannine Roy-Poirier

Carole Wardell

Elizabeth Wilfert

DISCIPLINE COMMITTEE

The Discipline Committee considers referrals from the Executive Committee and the Complaints Committee about allegations of professional misconduct or incompetence of members. In keeping with the *Regulated Health Professions Act*, the Discipline Committee must provide a fair process for both the complainant and the member for hearing evidence and determining the most appropriate action in the interest of public protection. Discipline hearings are typically open to the public.

Referrals

From April 1, 2008, to March 30, 2009, there were no referrals to the Discipline Committee.

FITNESS TO PRACTICE COMMITTEE

The Fitness to Practice Committee provides a fair review of all matters regarding the potential incapacity of members to practice safely. Members suspected of incapacity are referred to the Fitness to Practice Committee by the Executive Committee. Based on the evidence given at a hearing, the Fitness to Practice Committee makes a finding about capacity, and may either move to revoke or suspend the member's Certificate of Registration or impose terms, conditions and limitations on the Certificate of Registration.

Incapacity Hearing

For the 2008/2009 fiscal year, there was one referral to the Fitness to Practice Committee. A hearing was held and a finding of incapacity was made. The Fitness to Practice Panel accepted a joint resolution submitted by the member and the College.

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COMPLAINTS COMMITTEE

Chair

Laurel Hoard, RD

Professional Members

From June 2008

Charlene Kennedy, RD
Lesia Kicak, RD

2008/09

Fiona Press, RD
Laura Buick, RD

Public Appointees

Flora Manlapaz, from
August 2008

Jeannine Roy-Poirier
Carole Wardell

Responding to complaints is one of the ways that the College of Dietitians of Ontario fulfills its mandate of protecting the public. Every complaint filed with the College is reviewed by a panel of the Complaints Committee. The *Regulated Health Professions Act* requires the College to follow a process to receive complaints designed to ensure procedural consistency and fairness to both the complainant and the member.

Complaints

From April 1, 2008 to March 30, 2009, the Complaints Committee considered seven complaints (five new complaints and two carried over from the previous fiscal period):

- six ongoing investigations
- one caution was issued



Practice Advisory Program

The central College mandate is public protection. The Practice Advisory Program is one of the tools used to fulfill this mandate. It provides practical information to Registered Dietitians in Ontario to ensure that they are informed about the standards, the *Code of Ethics*, the laws and regulations that affect their practice. Through this program, Registered Dietitians receive one-to-one support, group education

through workshops and presentations, and have access to professional resources online through the College website and through *résumé*, the College newsletter. The chart below shows that over the last three years increasingly, more members are using this valuable professional service. Top trends in inquiries include: scope of practice, record keeping, authority mechanisms and private practice.

PRACTICE ADVISORY PROGRAM HIGHLIGHTS

A record year! Practice Advisory Service inquiries for 2008-2009 were 15% higher than 2007-2008, and 35% higher than 2006-2007 (see the chart below).

High satisfaction rate! 99% of Practice Advisory Service users indicated they would use the service again.

Workshop success! Over 530 members (nearly 20%) attended CDO's 2008 annual workshop on electronic documentation.

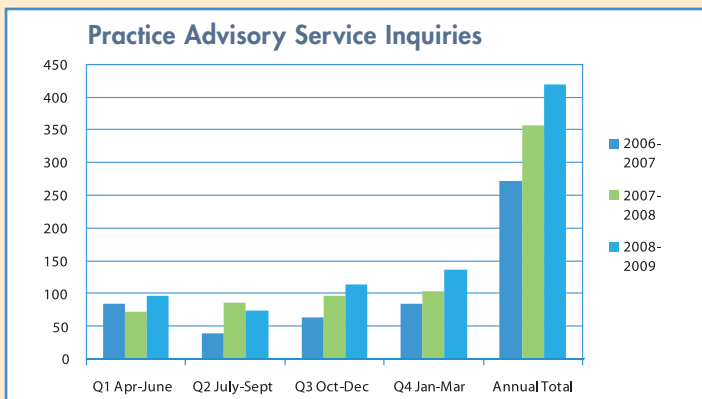
Positive feedback! 89% of workshop participants indicated that the College had undertaken activities of value to members.

Informative presentations!

- Five RD worksite presentations covering scope of practice, standards of care and record keeping;
- 10 dietetic internship presentations on the role of the College, exam preparation and the *Jurisprudence Handbook for Dietitians in Ontario*.

Educational resources!

- Feature *résumé* newsletter articles:
- Extra Workload Responsibilities
 - Vitamin & Minerals & the RD Scope of Practice
 - Is Adjusting Insulin Within the Dietetic Scope of Practice?
 - Conflict of Interest & RD Practice



Patient Relations Program

The *Regulated Health Professions Act* requires regulatory colleges to have a Patient Relations Program for preventing or dealing with abuse of patients. The purpose of the Patient Relations Program is: 1) to provide information and services to support public access to the services of the College and of Registered Dietitians in Ontario, and 2) to enhance relations between dietitians and their clients and, by extension, the public.

The Patient Relations Program is responsible for:

- Public education and communications
- Member education about relations with clients
- Developing information regarding the value-added services received from a regulated health professional such as a Registered Dietitian
- Maintaining a system for funding for counselling and therapy of sexually abused clients
- Staff training for handling complaints of a sexual nature

PATIENT RELATIONS COMMITTEE

Chair

Sue Skopelianos, RD, to Sept 08
Sharon Zeiler, RD, from Sept 08

Professional Members

Cecily Alexander, RD
Fiona Aris, RD, to June 08
Lisa Kisak, RD, from June 08
Terry Koivula, RD
Shari Noell, RD, from June 08

Public Appointees

Flora Manlapaz, from Aug 08
Francis Omoruyi
Elsie Petch
Jeannine Roy-Poirier

The Patient Relations Committee will coordinate requests for funding for therapy and counselling. The College of Dietitians of Ontario has a zero tolerance policy for any form of patient abuse. Counselling is available should any patient suffer sexual abuse by a member of the College. The Patient Relations Committee will help plan member education about patient relations, guidelines for the professional conduct of members with their patients, and information to the public.

Key Activities

The Patient Relations Committee met three times in 2008/08. The Committee:

- Approved and reviewed the Committee terms of reference;
- Participated in a gap analysis comparing College information elements to those recommended by Health Professions Regulatory Advisory Council for patient relations programs;
- Reviewed Health Professions Regulatory Advisory Council requirements and CDO accomplishments in terms of patient relations and public education;
- Made recommendations for developing a public education campaign strategy which included a base-line survey to evaluate the impact of the campaign.

PATIENT RELATIONS PROGRAM HIGHLIGHTS

College Website Redesigned for Better Public Access

The most critical tool for public information is the College website. This year our website was redesigned to include a Public section to facilitate public access to information about the services of the College and of

dietitians. An Employer section was also developed to provides information and resources related to the responsibilities of employers, managers, or partners of regulated health professionals.



Registration Program

In the interest of public protection, the primary goal of the Registration Program is to ensure that only qualified applicants become Registered Dietitians and use the RD title to practice in Ontario. The Registration Program ensures that registration practices are fair, objective, transparent and impartial. The Registration Program:

- sets the entry to practice standards
- assesses equivalency of qualifications
- issues certificates of registration

- collects information about members during the renewal process
- uses registration and renewal information to support health human resources planning and advocacy
- investigates and handles inappropriate use of RD title

The Registration Program ensures that the public has access to accurate and reliable information about Dietitians in the Register of Dietitians available online at www.cdo.on.ca.

REGISTRATION COMMITTEE

Chair

Linda Hines, RD

Professional Members

Cecily Alexander, RD

Irene Lees, RD

Jane Dummer, RD, to June 08

Sue Skoplianos, RD, from Sept 08

Public Appointees

Jeannine Roy-Poirier

Elizabeth Wilfert

Carole Wardell

Edith Brown

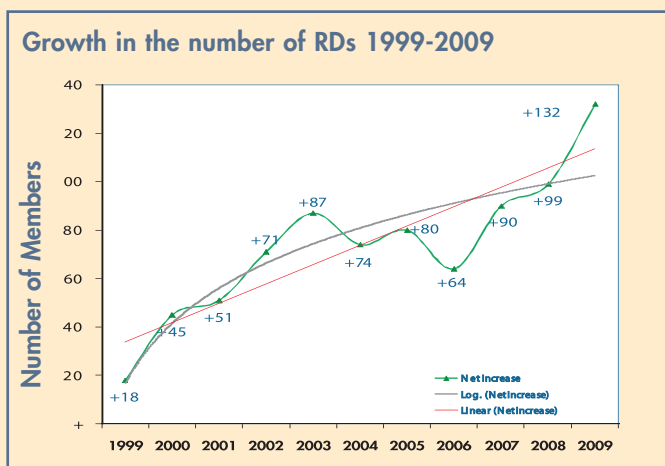
Under section 15 of the *Regulated Health Professions Act*, the Registrar & Executive Director submits application files to the Registration Committee when there are doubts about whether the applicants have met registration requirements. Between April 2008 and March 2009, the Registration Committee met eight times. The Committee:

- assessed 64 applications
- updated the registration policies, the procedures and tools for reviewing applicant files and writing decisions
- prepared *Guideline for Orientation of Registration Members* and *Tips on Writing Decisions and Reasons*
- reviewed the *Essential Competencies for Dietetic Practice in Canada*
- reviewed the process and criteria for an individualized entry-level competency attestation route
- reviewed upgrading and Canadian academic & practical training criteria for supervising RD's assessment of competency
- reviewed procedures for pre-approval of courses for applicants to meet their registration requirements
- held a dialogue with educators, representatives from Brescia, Ryerson and International Dietitians Pre-Registration Program about assessment approaches
- met with the International Dietitians Pre-Registration Program staff and viewed a presentation about international applicants by Ryerson University
- recommended to Council that the practical education component of the Brescia University Master's Program be approved as equivalent to a Dietitians of Canada accredited practicum program under section 30.2(iv) of the Registration Regulation

REGISTRATION PROGRAM HIGHLIGHTS

Record Growth in Membership

In 2008/09 the College's total membership grew by 132 members. The growth in members is normally 75-100 dietitians annually.



25% Increase in Applications

This remarkable increase in applications is mostly based on increased applications from internationally educated applicants. This is due to the success of the Internationally Educated Dietitians Pre-Registration Program (IDPP).

New Registration Program Manager Position

The Registration Manager position was created this year help respond to the increasing demands on the Program for reporting and accountability, which included documenting the College's registration processes and practice for the first annual report required by the Office of the Fairness Commissioner of Ontario and work on the Health Professions Database.

Improved Efficiency in Program Administration

We are pleased to report that efficiency of program administration continues to improve with an increase in online renewals: 94% of members renewed online this year.

TOTAL RDs REGISTERED (MAR 31/09) 2953

Female: 2,899 98.2% Males 54 1.8%

TOTAL APPLICATIONS 238

Professional Corporation 0
 Canadian Educated Applicants 183
 Internationally Educated Applicants 57

Total Admitted 204

Resignations/Retired 72

NET GROWTH 132 RDS

APPLICATIONS REFERRED TO THE REGISTRATION COMMITTEE

Some referrals were carried from the previous year.

2008/09 — 64 referrals

2007/08 — 51 referrals

2006/07 — 56 referrals

Decisions

Admitted — 26

More Training Required — 24

Refused — 9

Appeals — 2

NUMBER OF RDs BY DISTRICT

DISTRICT	TOTAL	GENERAL MEMBERS	TEMP.
1 South Western	346	354	1
2 Central Western	584	578	6
3 GTA/York	864	853	11
4 Eastern	425	416	9
5 North Eastern	120	117	3
6 North Western	67	66	1
7 Central	424	416	8
7 Out of Province	51	51	0
8 Out of Country	72	66	6
	2,953	2,908	45
		98.5%	1.5%

EMPLOYMENT STATUS FOR GENERAL MEMBERS ONLY

ACTIVE (employed)	NON-ACTIVE (not working)
318	28
534	50
790	74
394	31
116	7
60	4
387	37
39	12
54	18
2,692	261
91.2%	8.8%

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Distribution of RDs by District & Area of Practice

District	Clinical/ One-to-One	Food & Nutrition Management	Sales & Marketing	Community	Clinical Nutrition Management	Education & Research	Other
1	229	40	9	180	49	81	60
2	373	66	28	342	84	167	99
3	547	99	58	466	137	310	198
4	262	46	19	270	62	120	84
5	84	12	0	81	20	18	17
6	44	7	0	51	13	13	8
7	261	77	29	266	68	102	89
8	24	10	3	18	6	22	7
10	26	10	4	64	5	24	17
Total	1,850	367	150	1,390	444	709	579
	33.7%	6.7%	2.7%	25.3%	8.1%	12.9%	10.5%

Members, in Ontario, that have more than one area of practice, approximately: 1,483

Work Settings

1 Hospital including Chronic Care Institutions (Adult & Pediatric)	29.98%
2 Long-Term Care Organization	11.47%
3 Public Health Department	6.76%
4 Community Health Centre/Health Service Organization	6.61%
5 Business and Industry	5.84%
6 Private Practice-Clinical	4.81%
7 University / Community College	4.49%
8 Home Care Agency (CCAC case management or in-home service)	3.69%
9 Diabetes Education Centre	3.67%
10 Government (Federal and Provincial)	3.47%
11 Private Practice	3.44%
12 Family Health Team or Family Health Network	3.29%
13 Other	3.24%
14 Non-Governmental Organization and Association (e.g., Heart & Stroke, Dietitians of Canada)	2.37%
15 Media, Public Relations and Communications Agencies	1.85%
16 Occupational Health/Corporate Wellness	1.42%
17 Rehabilitation Centre	1.27%
18 Research Facility	1.22%
19 Elementary/Secondary Schools	1.12%
TOTAL	100.00%



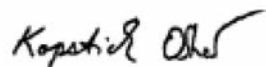
Financial Statements 2008 / 2009

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, 2009 in accordance with Canadian generally accepted auditing standards and expressed an unqualified opinion about these statements in our report of May 13, 2009.

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 13, 2009

Copies of the 2009 audited financial statements are available upon request.

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CONDENSED STATEMENT OF OPERATIONS AND CHANGES IN FUND BALANCES FOR THE YEAR ENDED MARCH 31, 2009

	2009	2008
Revenue		
Membership fees	\$ 1,449,758	\$ 1,397,872
Other income	101,306	140,525
	<u>1,551,064</u>	<u>1,538,397</u>
Expenses		
Salaries and benefits	765,405	674,803
Contracted services	42,145	49,306
Council and committee expenses	176,707	102,851
Communication Initiatives	104,195	69,706
Administration	284,035	269,784
Professional services	44,770	97,564
Amortization	79,169	77,526
	<u>1,496,426</u>	<u>1,341,540</u>
Revenue over Expenses	54,638	196,857
Fund balances, beginning of year	1,316,487	1,159,374
Fair value adjustment to investments ¹	(199,515)	(39,744)
Fund balances, end of year	<u>\$ 1,171,610</u>	<u>\$ 1,316,487</u>

Allocation of Fund Balances As at March 31, 2009

	2009	2008
Investment in capital assets	\$ 254,080	\$ 254,973
Internally restricted ²	767,223	787,370
Unrestricted	150,307	274,144
Fund balances, end of year	<u>\$ 1,171,610</u>	<u>\$ 1,316,487</u>

1. In accordance with standards recommended in the *Canadian Institute of Chartered Accountants* (CICA) Handbook on financial instruments, the College's investments are classified as available for sale and are recorded at fair value. Fair values are estimated using quoted market prices. The adjustment changes the value of the investments on the Statement of Financial Position to the fair value.

2. Internally restricted funds are reserved for:

- Strategic planning initiatives
- Hearings
- Therapy and counselling of sexually abused patients
- Development and implementation of new Quality Assurance components
- Capital asset purchases

These funds are not available for other purposes without the approval of Council.