June 27th, 2014

Hon. Paul Davis
Minister of Health and Community Services
P.O. Box 8700
1st Floor, West Block, Confederation Building
St. John’s, NL A1B 4J6

Re: Newfoundland and Labrador College of Physiotherapists
2014 Annual Report and Council Positions

Dear Mr. Davis,

As required through legislation please find enclosed our 2014 Annual Report including our Chairperson’s Report, Executive Director/Registrar’s Report, Committee Reports, Treasurer’s Report and Financial Report for the Newfoundland and Labrador College of Physiotherapists.

The Council positions for 2014 are as follows:

<table>
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<tr>
<th>Council Positions</th>
<th>Term Expires</th>
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<tbody>
<tr>
<td>Chairperson: Ryan Johnston</td>
<td>2015</td>
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<td>Vice Chairperson: Judy Kay</td>
<td>2015</td>
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<tr>
<td>Treasurer: Laura Bryant</td>
<td>2016</td>
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<td>Secretary: Deb Noseworthy</td>
<td>2015</td>
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<td>Members at Large:</td>
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<tr>
<td>Linda Hardiman</td>
<td>2016</td>
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<td>Michelle Strang</td>
<td>2016</td>
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<tr>
<td>Michelle Sheppard</td>
<td>2015</td>
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<tr>
<td>Public Members:</td>
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<td>(2 public members, appointed by the minister, required under the Act )</td>
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<tr>
<td>1. Debbie Tiller (originally appointed April 22, 2010 – April 22, 2013).</td>
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<tr>
<td>2. Vacant Position</td>
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Executive Director/Registrar: Josephine Crossan
Committee Positions:
Complaints Authorization Committee: Judy Kay (Chair); Linda Hardiman; Debbie Tiller
PTA Advisory Committee (CONA): Thelma Hardy
Alliance Representative: Deb Noseworthy
Membership Committee: Josephine Crossan (Chair); Debbie Tiller; Raeleen Baggs; Ashley Loder
Legislative Review Committee: Deb Noseworthy (Chair); Sue Quinton; Bobbie Bailey; Lorie Paterson
Policy Review Committee: Chair (vacant); Chris Cluett; Josephine Crisp; Josephine Crossan
Continuing Competence Committee: Chair (Vacant); Laura Bryant; Cheryl Faseruk; Shari Diamond; Josephine Crossan
Disciplinary Panel:
Registered Physiotherapist Members:
1. Raelene Baggs – Chairperson
2. Marcel Billard
3. Lori Collins
4. Mike Mulrooney
5. Cheryl Faseruk
6. Kathy Winsor
7. Heather Foley
8. Elizabeth Porter
9. Michelle O’Brien
10. Susan Quinton

Disciplinary Panel appointed public members: Lester Watton
Doug Neary
3 vacant positions

I trust this information is satisfactory. If you require any further information, please feel free to contact me.

Yours truly,

Josephine Crossan
Executive Director/Registrar
2014 Annual General Meeting

CHAIRPERSON'S REPORT

Speaking Points:
1. Areas of NLCP involvement
2. Strategic planning, including and new AGM format
3. Succession planning

This has been another busy year for the College, with work expanding as our numbers grow. I ask you to take time to read the reports of all the committees, if you have not yet had the opportunity to review all that is being done on your behalf and for the public. The regulatory side of our profession is presenting growing challenges and is under increasing scrutiny. For a small College, this poses some challenges- to balance creating a capacity to respond to the workload while keeping the financial demands at a reasonable level. We have requests that range from inquiries from government and CIHI for data, to a range of questions from clients and the public or, as some may have noticed on the CONA website, a request to review the proposal for a new Physiotherapy Assistant program by Academy Canada. The approval of the College is required before any programs can send their proposals to the Newfoundland and Labrador government for consideration.

The work through the office continues to grow and I extend a very sincere thank-you to Josephine Crossan for the level of professionalism and dedication she brings to her positions of Registrar and Executive Director. She has insured we meet the deadlines for CIHI, the AGM, and registration etc. while also dealing with calls from the public, government, third party payers, new graduates, conditional registrants and ensuring appropriate mentoring for the failed candidates from the practical portion of the national examination process- to name a few of the areas she covers. My work as chair over these past 4 years has been possible due to the level of support she provides. Please take time to read through her report to familiarize yourselves with all that is completed, in the part time hours we currently set. I can’t thank you enough, Jo.

The Council made a decision to address Strategic planning as an ongoing process rather than setting aside one day. We knew there were a number of projects and documents that needed review or consideration. Over this year we have dedicated time at the regular Council meeting to work on those planning items:

1. Rejuvenating the standing committees- began with the task of reviewing all the Terms of References and consider plans for the coming year. (completed)
2. Specialization- the positions of other Colleges across the country were reviewed and a consensus statement was made regarding PT staff use of specialist designation in our province. This statement can be found on our website http://nLipt.com. (completed)
3. AGM format change- the need to increase the number of members accessing the AGM was acknowledged; the goal being to increase the awareness of the work of the College and, in particular, the growing concern around the increased number and range of complaints being brought to the College attention by such routes as the general public, patients/clients and third party payers. (completed)
4. Policy and Procedure Manual- to review, update and map out any new topics needing to be addressed through a policy/procedure format (ongoing)
5. Website - begin planning for the members only website (to be completed)
6. Standards Document - designated as a document for review, to see if any updates are required. (to be completed)
7. Guidelines for the use of support personnel in Physiotherapy - (in progress)
8. Potential Education session or series - to consider this option to assist risk modification for membership re: elements arising in the complaints process or raised in other jurisdictions (to be considered)

Throughout the year, there are many new requests and issues that are presented to the office from local to national levels. I remind everyone that other than the part time Registrar/Executive Director positions, all other work is being completed on your behalf on a volunteer basis by your colleagues on Council, on our committees or those who have assisted on an ad hoc or project basis. My work as the Chair of this Council has been made possible by all the strong efforts of these individuals. I thank them for this work and the support they have given me over the past 2 terms on Council.

In particular I want to acknowledge the Council members - Ryan Johnson as Vice Chair and wish him well as he takes over as Chair in the coming year; Michelle Sheppard who amongst other tasks has kept us moving forward with the Website project; Laura Bryant who as Treasurer reviewed our finances with the accountants and banking officials to ensure we have a clear financial path and gradually growing legal funds to address today's reality; Deb Noseworthy who has taken on the dual roles of Secretary and Alliance Representative at the national Alliance meetings. She has actively represented our issues at this level, where nationwide regulation issues are tabled and resolved. Please take time to read that report to familiarize yourselves with the ever growing, and intricate, national concerns. Linda Hardiman has been a member at large for a number of years and the past few years her wealth of experience has been invaluable on the Complaints Authorizing Committee. Both Linda, from Gander and Michele Strang, another member at large, from Burin are commended for attending our monthly 2 hour council meetings via teleconference. I have already spoken of Josephine's contribution, and last but not least is Debbie Tiller's invaluable contribution as our sole public representative; she provides that external public viewpoint to our deliberations. Without the presence of this position, by our legislation, Council does not have a quorum and thus any activity that requires a vote would not be able to proceed. As you'll see in the Complaints Authorizing Committee report she has also been working diligently with the reviews completed by that committee.

Council choses the positions of each member after the AGM but to facilitate succession planning for the Chair position we discussed and agreed to a mentorship year this year with Ryan prepared to take on the chair position after this AGM. I wish Ryan well in his new role and offer whatever support may be needed for my final year on Council.

It has been a privilege to serve the Council and my colleagues in this capacity as chair over the past 2 terms. I have learned a lot and feel the work we have completed to date provides a sound base for the work of future Councils.

Respectfully submitted,

Judy Kay
Chairperson
2014 Annual General Meeting

TREASURER’S REPORT

2013 Fiscal Year
The financial statements for 2013 demonstrate a net loss of $2047.18. These losses are primarily due to a total of $9761.93 in legal fees, which resulted in $4762 being drawn from the Legal/Contingency Reserve Fund (leaving this fund, as of December 31, 2013, at $25,238). Utilizing the reserve fund left the general fund in a surplus of $2714.75 which will be redirected to the reserve fund along with any fines recouped through disciplinary matters.

It is the intent of the College to continue to build this reserve fund via the transfer of funds from the general account in years with an excess of revenue over expenses. In this regard the College has made some changes to its investment strategy in order to maximize interest gained over the year. This will be accomplished through a 3-year laddering strategy of GIC’s and the use of a high-power savings account.

2014 Fiscal Year
The proposed budget for 2014 demonstrates a net loss of $2065.72. One major factor in this deficit is the increase in the Registrant Levy from the Alliance. This cost has increased $4.50/registrant for the 2014 year resulting in an increase cost of $1500. This cost will be absorbed by the College for the 2014 fiscal year.

Additional increases in costs (e.g. rent, office expenses, salaries, etc.) have resulted in an overall increasing operating budget; In order to maintain a balanced budget for the 2015 (and future) fiscal year(s), the College will be evaluating potential registration fee increases.

The treasurer acknowledges that this budget reflects as accurately as possible at this time our fiscal outlook for the upcoming year.

Respectfully Submitted,

Laura Bryant
Treasurer
### 2013 Budget

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<td>2,714.75</td>
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2013 was a year of transformation for The Alliance with the primary focus of activity being a governance model review. Since 2005 The Alliance had a Board of Directors made up of 24 directors including the Registrar and an Alliance Representative from each member jurisdiction which included 10 provinces and 1 territory. With the governance review the new structure of the Board of Directors will be made up 12 members including one appointed representative from each member jurisdiction and the Alliance CEO.

In the past year Jo Crossan and I attended three face to face meetings in Toronto and a number of teleconferences as Alliance Board of Directors. Along with the governance restructuring was the review of the financial framework and ongoing work on the development of updated Bylaws with this new structure. All of these activities work towards ensuring effective Board management.

Last year’s report focused upon the Vision, Mission and Values of the Alliance. This year’s report highlights some of the key goals identified in the Alliance’s 2013 – 2015 Strategic Plan to help enhance NLCP’s member’s understanding of the work of the Alliance. Highlights include:

Provide high quality evaluation services that instill confidence among Members, governments, employers, applicants, partner organizations and the general public. This includes the administration of the Physiotherapy Competency Examination and credentialing services required for foreign applicants. November 2013 had the largest clinical and written exam participants ever with 323 and 795 exam participants respectively.

Ensure the Alliance has the organizational capacity and infrastructure to achieve its strategic goals and attract, retain and support great staff, volunteers and partners. This includes assuring a culture of engagement and empowerment within the organization as well as ensuring efficient information management infrastructure.

Implement effective and efficient governance and sustainable funding models that are acceptable to Members. This includes the work on governance and funding model reviews. 2014 has brought an increase in NLCP’s member fee from $400 to $500 annual fee as well as an increase in registrant levy from $14 to $14.50 per NLCP physiotherapist registrant. These fees had not changed in over 10 years.

Support Pan-Canadian awareness of regulatory education, practice and other matters in Canada and in international jurisdictions in order to inform local and national activity.

Develop Pan Canadian regulatory policy positions on issues of importance to Members and best addressed at a Pan Canadian level to inform physiotherapy regulation and the provincial/territorial level.

Sitting around the table with The Alliance provides the opportunity to continue to be engaged in the work of the Alliance and its impact on physiotherapy regulation in Canada and our province. I feel privileged to have the support of Council to continue to represent NLCP and look forward to being part of the newly structured Alliance Board of Directors following the Alliance AGM in May 2014.

Respectfully submitted,

Deb Noseworthy
Speaking points:
1. Current case outcome
2. Overview of CAC process
3. Thank-you to committee members

The CAC was involved with the completion of one case from last year and is currently investigating a new case for 2013-14; while a third case has been referred that will be processed over this year.

The case recently completed was sent from the CAC to the disciplinary panel and a tribunal reviewed the outcome of our investigation through the two documents generated: an Agreed Statement of Facts and the Joint Submission. An overview of the case: it involved a notification to the Registrar by a third party payer of a significant lack of documentation by a physiotherapist. The case was referred by the Registrar to the CAC due to the extensive nature of the lack of patient records. In a private practice setting, the charting had deficits spanning more than 5 years, with few to absent entries of analysis, goals and plans as well as lacking of outcome measures to track change. As it was decided that the sanction did not involve a suspension of a license, the name of the physiotherapist is not required to be released. The Agreed Statement of Facts outlines the specific Standards and the degree to which they have been contravened. The Joint submission outlines the requirements and sanctions of the College: a physiotherapist has been selected to act as a mentor, and a monitor of a selection of charts for the next year, a fine of $1000.00, a payment of $4500.00 toward the costs to the College to process this complaint and the ongoing costs involved with the monitoring program. Those costs do not involve any payment to the physiotherapist completing the monitoring, as that is being done on a volunteer basis.

Given the gradually increasing activity being brought to the College the following review is provided for clarification and reminder about the process that is available through the College; we have 3 levels: the Registrar, the CAC and the Discipline Panel. The Registrar is the point of entry for all inquiries and complaints. If the matter is a practice issue, or cannot be resolved to the satisfaction of the Registrar, complainant and/or physiotherapist involved, the matter is referred to the CAC. This committee operates under the Public Inquires Act to investigate complaints. For many therapists there has been some confusion that a referral to this committee equals a disciplinary process. Referral to the disciplinary panel is actually one of 3 possible outcomes that this committee can determine:
1. the complaint is not founded for some reason and can be dismissed,
2. there is merit to some or all of the complaint but does not meet the level of severity or range requiring sanction and an alternate dispute resolution is recommended back to the Registrar or
3. the outcome of the deliberations of the CAC indicate the issue(s) is/are of a sufficient nature that they merit sanctions and it is these cases that are referred on to the level of disciplinary panel.
Over the years, our committee has completed deliberations that have resulted in all 3 outcomes above. At all these levels, the results of the CAC deliberations are sent back to the Registrar with recommendation for follow-up in one of the three options. If ever you are involved in such a case, you will always be notified of the final outcome by the Registrar, or in the case of any conflict of interest, by a designate who has been appointed by Council as a representative for the Registrar.

I have had the privilege of chairing this committee for the past 8 years and this coming year will be my final year, as my 3 consecutive terms on Council comes to an end. As chair, I have worked with a number of physiotherapists and public members, as this committee requires a public member present. It is a strong indication of the level of commitment to confidentiality that your colleagues and the public members exhibit that, at no point, are others aware a member is being investigated. The professionalism and discretion have always been of a very high level. As well, the feedback from the interviews and work have been that physiotherapists and the public felt they have been dealt with in a neutral and respectful manner; we have strived hard to meet the balance of diligent attention to the responsibilities of self-regulation and respectful, neutral consideration of all information.

The changed noted in the past couple of years has been the steady increase in referrals to the Registrar and CAC. As such I wish to highlight again for everyone the importance of reflecting on your practice to help mitigate risks and protect the public. Please re-familiarizing yourselves with our reference documents as posted on our website- which include our Physiotherapy Act, regulations, Standards of practice, Guidelines for Support Personnel document, Code of Ethics (which is the Code of Ethics for CPA) and to review past and upcoming Lessons Learned in our NLCP newsletters.

I extend a very sincere thank-you to Linda Hardiman and our public member, Debbie Tiller for the very dedicated, professional work they have regularly brought to this committee. You have been invaluable to the Council and this committee. Thank-you again.

Respectfully submitted,

Judy Kay
Chair
The Legislative Review Committee (LRC) resumed meetings in the past year to continue with issues of legislation.

The focus of the Committee included two primary tasks which were the development and completion of the LRC Terms of Reference and the review of the current Bylaws. The Bylaws review is predominantly to ensure inclusion of all necessary items as identified in *The Physiotherapy Act*. The issues being discussed for inclusion are Bylaws which make reference to a Code of Ethics, definitions of professional misconduct and conduct unbecoming of a Physiotherapist, advertisement guidelines, the current clinic registration process and professional standards and competence.

The Legislative Review Committee members include Bobbie Bailey, Lorie Paterson and Susan Quinton. I would like to thank the Bobbie, Lorie and Susan for dedicating their time and participation in our stimulating and thought provoking discussions over the past year.

Respectfully submitted,

Deb Noseworthy
Chairperson
2014 Annual General Meeting

MEMBERSHIP COMMITTEE REPORT

The Membership Committee, a standing committee of the college, is comprised of the Registrar; a Council member, representing the public; a College member representing the administrative perspective and a College member who is a recent graduate who successfully completed the Physiotherapy Competency Examination (PCE). The Registrar is currently the Chairperson.

The objectives of the Membership Committee are:

To make recommendations to the Registrar regarding issues arising from registration of members. Examples of issues include but not limited to Physiotherapy Competency Examination (PCE) failure, continuing competency issues or re-entry.

To research registration information and practices in other provinces and to maintain current knowledge of the PCE.

To provide input on policy development regarding registration of members.

The Committee met this year to review the registration status of 4 members. Three P.C.E. failed candidates and one member who had not submitted any practice hours for the past 5 years on the Annual Renewal Registration Form.

The Committee agreed with the remedial plan put in place by the Registrar for two of the failed P.C.E. candidates and recommended an extension of their Conditional Registration until the sitting and result of the next P.C.E. in June 2014.

For a third member, the Committee, after review of reports from the Registrar and Mentor, did not recommend an extension of the Conditional Registration. Subsequently Council revoked the Conditional Registration until such time the member could provide proof of passing the P.C.E. and able to meet all the requirements necessary for registration.

For the fourth member, the Registrar presented a letter of apology from the registrant for the omission of the practice hours and a witnessed remedial report of practice hours for the past 5 years. This was reviewed and considered acceptable by the Committee thus allowing the member to be eligible for Active Registration.

The next task for this Committee is to review the issue of practice hours for physiotherapists working in non traditional roles to maintain registration status. Recommendations will be presented to Council, the goal being that before the next registration renewal our members will have clarification so that they will be accurately submitting practice hours.

I would like to thank the members of the Membership Committee for offering to serve during 2013. Thanks to Debbie Tiller, public representative; Raeleen Baggs, administration representative; and to Ashley Loder, our recent PCE graduate.

Respectfully Submitted

Josephine Crossan
Chairperson
2014 Annual General Meeting

CONTINUING COMPETENCE COMMITTEE REPORT

Members: Michelle O'Brien, Chair
        Cheryl Faseruk
        Shari Diamond
        Laura Hancock, Council Liaison
        Josephine Crossan, Registrar NLCP

The Continuing Competence Committee has not formally met in the last year. The committee has been focused on the development of By-Laws to guide the integration of the professional portfolio into the licensure process, and is awaiting guidance from the By-Laws Committee. A draft document was provided to the By-Laws Committee in February to assist in this process. Once this task is eventually completed, policies and procedures will then be developed to address more specifically the process of ongoing implementation and evaluation of the portfolio.

Finally, as the original mandate of this committee has been completed, I wish to tender my resignation as Chair.

Respectfully Submitted,

Michelle O'Brien
The task at hand once again is to canvas additional volunteers to work on updating our Policy and Procedures Manual which is woefully out of date.

Terms of Reference have been circulated to all our Standing Committees and the following was deemed acceptable by the current members of this committee. This information below may be helpful to anyone considering volunteering on this Committee.

POLICY REVIEW COMMITTEE TERMS OF REFERENCE

A. PURPOSE:
The purpose of the Policy Review Committee is to ensure College Policies and Procedures reflect current practice and are accurately documented and to ensure that policies conform with The Act (2006), Regulations (By-laws) Standards, Guidelines and Agreements signed by the College and decisions of Council.

B. OBJECTIVES:
1. Review College policies on a regular basis and identify those in need of revision.
2. Choose a professional model for documentation of policies and procedures that is effective, cost efficient and facilitates revision
3. Consult with relevant persons and committees on whom the policy may impact for input, additional information and I or direction
4. Draft updates for presentation to Council
5. Circulate drafts to Council together with background information on rationale, options and consequences for approval
6. Circulate relevant policies to other Colleges for feedback in accordance with the Mutual Recognition Agreement
7. Summarize feedback, re-draft as required, return to Council for final approval and signature.

C. TERMS OF REFERENCE:
1. The Policy Review Committee is a standing committee of the College
2. Members are appointed to the committee by Council. Membership consists of the Executive Director of the College — Chairperson, a Council liaison member and one or two Council or College members - a term will be three years.
3. Meetings will be held monthly or at the call of the Chair
4. Minutes will be documented
5. Policies, and relevant supporting information will be circulated to Council in writing by mail, fax or e-mail one week before Council meeting

Current Membership:
Chris Cluett
Josephine Crisp
Josephine Crossan, Chairperson

Respectfully Submitted

Josephine Crossan
Chairperson
2014 Annual General Meeting

PTA ADVISORY COMMITTEE REPORT

The PTA Advisory Committee will have a name change to Rehabilitation Assistant (RA) Advisory Committee. There has only been one meeting since 2011 due to the time constraints required for the development and implementation of the new Rehabilitation Assistant (OTA and PTA) diploma program offered at CONA. The most recent meeting was held on June 13, 2013.

The new RA program was implemented in September 2012, and the first 2 RA diploma credential students graduated in June 2013. The capacity of the program is 40 students, and at that time, was still offered through distance. Several clinical placements are still included.

The accreditation process for OTA & PTA programs in Canada has been implemented, with 4 programs in Canada now accredited. The RA program at CONA was granted candidacy status and an accreditation site visit is scheduled for fall 2015. Members are asked for their clinical support in the development of new processes that will be required for accreditation. The accreditation team will, most likely, visit at least one clinical site. More information will be circulated once it becomes available.

There will be a meeting for the Committee upcoming on Thursday, May 1st 2014 that I will attend.

Respectfully Submitted,

Thelma Hardy
Chairperson
As I reflect on the past year I once again have to note that it has been a busy year for the College. Casting a backward glance at my last year’s report I realise that despite a concerted effort we did not achieve all our goals.

Council met for a total of 9 times during the year and worked hard to prioritise and focus on some strategic planning items we had identified in need of attention. Judy has alluded to these in her report. I am glad she mentioned the curveball we were thrown in January by Academy Canada who needed a total review and approval of their new proposed P.T.A. program in short time lines. A huge undertaking, we were required to address which is still in process but well underway.

In retrospect we do not have the financial and human capacity to do everything we would like to do. Attempts to do it all would result in mediocrity at best. This leads me to address the issue of self governance.

This was hard earned many years ago by a small number of dedicated physiotherapists and increasingly sought after by many other professions since. As a self governing profession it is important for us as members to appreciate this privilege of responsibility and accountability in fulfilling our role as professionals. To this end we need some new blood particularly to revitalise our standing committees and provide some respite to the members who have continually rotated through positions over the years.

A feedback survey will be circulated to all our members following the AGM which will include an opportunity for members to volunteer.

As another year comes to an end I would like to thank the continued work and dedication of our Council members and volunteers. I would be remiss if I did not make special note to thank Judy Kay our retiring Chair for her heroic efforts this past year. She truly is the epitome of a physiotherapist dedicated to her profession and it has been a distinct privilege to work with her over these past 4 roller coaster years. Thank you Judy for all you do for the College and the profession.

I have continued to represent the College at both Provincial and Federal levels as follows:

**Alliance of Physiotherapy Regulators (The Alliance):** Changes are afoot with the reduced structure of the Board following the May 2014 meeting. Each province now will appoint a single representative. Council has appointed Deb Noseworthy to fulfil this role on our behalf.

Deb, in her Alliance update has identified this change and highlighted key goals in the Alliance’s strategic plan.

**Health Professions Regulatory Network:** This is comprised of 16 regulated health professions in Newfoundland and Labrador which meets on a quarterly basis to discuss and share topics of mutual interest.
This group met on 3 occasions with topics of mutual interest and concerns. We all continue to have vacancies for public members on our boards and a letter was sent to the Deputy Minister of Health on behalf of the group which has resulted in some public members appointed however vacancies continue to exist and groups have followed up individually with the Dept. of Health.

In our case we are relying on our sole public member (who is on a second term) to fulfil all the roles necessary. This will now be a priority over the next few months to lobby government to appoint a public member. Terms of reference for this group have been amended and time limits for disciplinary process and optimal amounts for contingency funds and media training has been shared and discussed.

An Education Session on Alternative Dispute Resolution was held February 19th, 2014. Ryan Johnston, Deb Noseworthy and I attended this meeting. Highly informative, presented by members of government and the legal profession, it served to solidify the role of Registrar and it was noted to all that the physiotherapists in this province were first to have this included in our legislation.

**Office Management:** The activities of the College office are cyclical in nature. The major focus at the beginning of the year is registration renewal then AGM planning, clinic registration, CIHI submission and registration renewal notice at the end of the year. Interspersed within all of the foregoing are PCE Conditional candidates, registration and registrant and public enquiries. The current operations of the office are supported by Small Office Solutions (S.O.S.) in a timely and efficient manner as needed.

Some expenditure had to be made this year on a new filing cabinet to house the increased number of files and a new phone to address the need to have conference calls in a private setting.

**REGISTRAR'S REPORT**

My contract arrangement with the college is a dual role in nature of Executive Director/Registrar. I sometimes feel that this should be designated in reverse! A large proportion of my part-time hours per week is taken up by Registrar duties.

The website has helped to reduce the number of calls from third party payers and new registrants seeking information. In addition all our supporting documents are on the web site with the information to address member queries related to practice issues.

**Registration:**

Registrants to Dec.31st, 2013:

- Total 275
- Active 251
- Conditional 11
- Inactive 13

Again our numbers have increased with the expectation this coming year of a further approximately 7 registrations based on last year's numbers.

**Conditional Registrants**

- 11 applicants granted Conditional Registration (P.C.E. Candidates)
- 8 have been successful in P.C.E. and have been granted Active status.
Physiotherapy Clinics

- 41 clinics registered in 2013

Registrar's Committee Meetings:
This standing committee of the Alliance met face to face at the Alliance AGM in May 2013 and November 2013 with additional monthly teleconferences. An extra meeting was scheduled April 9, 2014.
Topics discussed:
- Pan Canadian approach to collection of documents and a possible central document depository.
- How the Registrars Committee will function in the new Alliance Board structure.
- Telepractice
- Specialization

Canadian Institute of Health Information (CIHI): The College continues to collaborate with CIHI and in 2012 provided data collection on NL registrants’ demographics in order that CIHI could develop a report on Physiotherapy across the country.
The following are some interesting demographics:

Physiotherapist Workforce, 2012

Demographics:
- Overall supply of registered physiotherapists grew by more than 16% between 2008 and 2012 for a total of 19,570. Almost half 49.0% worked in the public sector.
- Between 2008 and 2012 the physiotherapist workforce per 100,000 population increased from 51 to 53.
- More than 90% of physiotherapists worked in urban areas in 2012, which has remained stable since 2008.
- Female physiotherapists more likely to specialise in specific client age groups while male physiotherapists work with clients of all ages.

Discipline: Discipline depletes a considerable amount of the College’s available human and financial resources. It should therefore be a concern to our members that the College had to deal with 3 matters of discipline concurrently in one year. Judy has outlined the status of these complaints in her CAC report. In addition at the time of writing, I am dealing with a complaint by a member of the public regarding the billing practices of a private clinic. I am hopeful that this can be resolved at the Registrar level.
There have been several informal complaints once more directed at the College by both the public and physiotherapists throughout the year regarding advertising, ownership of patients’ charts, matters of privacy and issues of employment in private physiotherapy clinics and clinic contracts with landlords.

Respectfully submitted,

Josephine Crossan
Executive Director/Registrar