

# **REGISTRAR'S REPORT TO COUNCIL**

**June 8, 2023**

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## INTRODUCTION

I am pleased to present the College's second quarterly report to Council in 2023. The report is organized around the College's three strategic priorities and provides statistics and activity for the first quarter of 2023 (January 1-March 31, 2023). The report also includes updates on recent regulatory and legislative activity, and the College's responses thereto, the staff complement, membership services, investigations and hearings, among others.

## HIGHLIGHTS OF THIS REPORT

### Expedited Certification Action Plan

In a letter to the College dated April 17, 2023, the Minister of Education expressed appreciation for the College's September 27, 2022 action plan to expedite certification of new teachers in Ontario. The Minister acknowledged that "the College has acted and moved on several of the recommendations", while noting that "a swift turnaround on regulation implementation" is still required "to increase access to qualified teachers" in the province.

All of the operational enhancements outlined in the Action Plan have now been implemented, including:

- continued digitization of the certification process (e.g. electronic document uploads)
- approval of new digital transcript providers
- where possible, automating the upload of transcripts
- automating the upload of transcripts received from MyCreds.ca
- additional self-serve options for members, applicants and third parties (e.g. documents uploaded directly into the College system; ability to reset College accounts via text message or email; ability to download and print professional designation documents)
- reallocation of Client Services staff to better manage email.

### Bill 98, Better Schools and Student Outcomes Act, 2023

On April 17, 2023, the government introduced Bill 98, *Better Schools and Student Outcomes Act, 2023*. Schedule 3 of the bill proposes a number of significant amendments to the *Ontario College of Teachers Act, 1996*, all of which reflect requests the College has made to the Ministry in recent years:

- Authorizing the Investigation Committee to require a member to undertake remedial training or education.
- Authorizing both the Investigation Committee and the Discipline Committee to deal with members convicted of *Criminal Code* offences more efficiently, including allowing the Discipline Committee to make a decision without a hearing in cases where a member has been found guilty of a criminal sexual offense that carries a mandatory revocation penalty.
- Formalizing that the Registrar, rather than the employer, becomes the complainant when an employer files a report about a member.
- Requiring a member who has not completed the Sexual Abuse Prevention Program and whose certificate has been suspended or revoked, to successfully complete the

Program before their suspension is lifted or their certificate is reinstated (see more below).

- Expanding the Registrar’s authority to fine an employer up to \$25,000 for failing to provide *additional* information after making an initial report about a member.
- Allowing student victims of alleged sexual abuse, child pornography or criminal sexual acts committed by *any* Ontario Certified Teacher (OCT) to be eligible for funding from the College’s therapy or counselling program (i.e. not solely where there was a direct connection to the OCT’s professional practice or the OCT directly supervised/was responsible for the student victim).

The College has closely studied the proposed legislation and is preparing for implementation should the proposed changes become law.

On May 5, 2023, College and Ministry staff began preliminary discussions regarding the end of the Temporary Certificate in June 2023 and the development of a new certificate type that would allow students enrolled in an Ontario faculty of education program to teach in the public education system before they graduate from the program. The Minister’s April 17, 2023 letter describes this certificate as one that would “Enable eligible teacher candidates to gain real-life experience working as a teacher while finishing Initial Teacher Education through a transitional certificate”. Consultations with stakeholder groups are planned to support this process, with an implementation target date of September 2023.

### **Sexual Abuse Prevention Program**

In January 2022, the College launched its Sexual Abuse Prevention Program to reinforce the importance of maintaining healthy professional relationships with students and recognizing warning signs of grooming behaviour and sexual abuse. The Program, which can be accessed via the Members’ Area on the College website, is available in English and French and consists of a series of video modules and an assessment. The Program was developed in partnership with the Canadian Centre for Child Protection (C3P), one of Canada’s premier youth safety organizations.

As of May 9, 2023, 94.4% of members in good standing had completed the Program; an additional 1.5% of the membership (3,220) obtained an extension to September 15, 2023; and 4.1% of members (10,193) were recorded as “Incomplete”.

Completion of the Program is now a certification requirement for all applicants, save for those who qualify for a later completion date under the *Ontario Labour Mobility Act*.

Due to the Program’s popularity, and requests for additional and ongoing access from numerous members, the College is currently working with C3P to extend the Program so that members can continue to access it after successful completion. All existing members and new applicants who have not yet completed the Program will continue to have access in the ordinary course.

Finally, if passed, Bill 98 would introduce changes to the *Ontario College of Teachers Act, 1996* that require members whose status is suspended or revoked (and who have not completed the Program to date) to complete the Program, pay outstanding fees/penalties, or comply with any other condition before their suspension is removed or they are reinstated (after a successful reinstatement hearing).

## Technological Education

The College's work to consider new certification pathways for Technological Education teachers has continued through the first quarter of 2023. The new pathways will help increase the number of Technological Education teachers in Ontario and create parity with certification pathways for General Education teachers. Key proposals have been developed based on consultations with relevant stakeholders and include adjusting the work experience requirement for Technological Education teachers and promoting an accessible pathway to leadership programs for more Technological Education teachers. Related changes would provide for a similar pathway for First Nation, Inuit and Métis Ancestry and Native Language teachers. Additional feedback from critical stakeholders will be gathered and used to inform proposed regulatory amendments. These changes will then be brought forward to Council for review and approval. For more information, see **Improve stakeholder engagement** below.

## COLLEGE STRATEGIC PRIORITIES

### 1. Strengthen transparency and accountability

#### New Additional Qualification and Professional Advisory

At its March 21, 2023 meeting, Council approved the development of a new Additional Qualification (AQ) titled *Holocaust Education and Countering Antisemitism* and moved this request forward to the Ministry in a letter dated April 4, 2023.

Once the new AQ is enacted into regulation by the government, the College can develop the AQ course guidelines (Note: The College does not design or deliver AQ courses, but does develop and publish guidelines for course providers to follow).

Council also endorsed the Standards of Practice and Education Committee's recommendation to develop a new professional advisory to inform College members of their professional responsibilities to uphold human rights and combat hate and intolerance. Cross-departmental planning to develop the professional advisory is underway. Standards of Practice and Education staff have prepared an online session to inform AQ providers of the following:

- updates on the development of the new AQ and new professional advisory;
- the possibility of submitting for accreditation a focused version of the existing Social Studies, Primary and Junior AQ that would highlight Holocaust education and countering antisemitism;
- existing resources provided by the Friends of Simon Wiesenthal Center for Holocaust Studies (FSWC) and Liberation 75 to support teachers' ongoing professional learning and professional practice in relation to Holocaust Education and antisemitism.

#### Social Media

The College's social media presence continued to expand across all platforms (i.e. Twitter, Facebook, LinkedIn, Instagram, Pinterest and YouTube) through the first quarter of 2023. From January 1 to March 31, our total number of followers increased by 2.7 percent (1,638) to 60,764.

This continued growth is a clear indication of the success of our social media approach, which has shifted our efforts from a quantity-based approach to one focused on quality,

including popular topics. In short, we are posting less, yet gaining more followers. This approach continues to help us build brand awareness and cultivate a stronger relationship with our target audience, including members of the profession and members of the public.

The College's Communications team manages all inquiries received through social media platforms. From January 1 to March 31, the total number of inquiries increased by 10 percent, from 202 in Q4 2022 to 222 in Q1 2023. This increase is attributed to an increase in the number of internationally educated teachers inquiring about how to become an Ontario Certified Teacher.

The College continues to highlight the professional development resources offered by the Margaret Wilson Library, such as eBooks, digital magazines and other materials. Since the last report, these resources have received 16,933 views on social media.

### **Digital Newsletters**

Communications tracks and analyzes online data for the College's newsletters, including *Your College and You (YCA)*, which is sent to members and applicants monthly, and *The Standard*, our quarterly publication for the public. Both newsletters have above industry-standard open rates. On average, education-based emails have an open rate of 29 percent.

Through Q1 2023, YCA had an open rate of 57 percent for English emails and 46 percent for French emails. The rate increased by 10 percent for English emails and decreased by 11 percent for French emails from Q4 2022.

*The Standard* had an open rate of 41 percent for English emails and 44 percent for French emails. The rate increased by 2 percent for English emails and decreased by 7 percent for French emails from Q4 2022. The fluctuations in open rates for both newsletters are a regular occurrence.

### **Accessibility and AODA Compliance**

Communications works collaboratively with internal staff to ensure that all documents posted on the College website meet accessibility guidelines, as required by the *Accessibility for Ontarians with Disabilities Act (AODA)*. The unit also ensures that videos uploaded to the College's YouTube channel meet these criteria.

During the first quarter of 2023, Communications focused on assessing and remediating the following documents and videos to ensure they meet accessibility standards:

- *Hold and Checkout from the Margaret Wilson Library* and the *Emprunts et réservations à la bibliothèque Margaret Wilson* how-to videos
- *2021 Fair Registration Practices Report*
- *Tribunals Practice Direction for Electronic Hearings*
- Technical production on closed captioning and transcription for AODA were reviewed and created for the 2023 Investigations and Professional Conduct webinar for employers and posted to the College's YouTube channel
- Technical production on closed captioning and transcription for AODA were reviewed and updated for nine Membership Services information video sessions.

### **Media Inquiries**

The College continues to receive inquiries from alternative media outlets that are following high-profile cases. Responses continue to draw clear and distinct lines between the work of

the College, boards and the government, and to distance ourselves from processes that are outside of our regulatory mandate.

### **Annual Membership Fees**

A series of invoices were distributed to members along with reminders to pay their 2023 membership fee. Due mid-April, a reminder was sent out mid-February, with one following in early April. Reminders also ran in the January, March and April issues of YCAY.

### **Complaint Resolution**

Complaint Resolution (CR) is a process for concluding complaints early in the investigation process that leads to a final disposition. Resolving less significant matters through CR is a responsible use of resources, freeing up the Investigations unit's time and resources for more serious complaints. CR panel meetings are conducted electronically and take place in either English or French, as required.

Single-member panels of the Investigation Committee (IC) held between January 1 and March 31, 2023 adopted 14 CR agreements between members and the College. Panels for the same period in 2022 adopted a total of 9 CR agreements. This reflects a 55 percent increase in 2023 over 2022.

Staff assess every complaint for possible suitability for the CR program. In Q1 of 2023, 47 complaints were assessed, and CR was offered in 14 matters (30 percent). As is the case for all IC dispositions, CR outcomes are not made public. However, the Member, employer(s), and complainant(s) each receive a copy of the IC's Decision and Reasons, thus creating accountability. CR also allows the College to resolve low-risk complaints more expeditiously, in line with the College's commitment to be both nimble and responsive to members whose conduct has been impugned.

### **Internal Resolution**

Between January 1 and March 31, 2023, staff assessed 11 referrals to the Discipline Committee for suitability for prosecution by internal staff (12 for the same period in 2022). Of those 11 matters, 3 (5 in 2022) were retained for internal prosecution (27 percent) and the remainder were transferred to external counsel.

In addition to having carriage of files internally, Professional Conduct (PC) continues to provide prosecution, penalty and scheduling instructions to the College's two external legal teams. PC staff address novel issues as they arise and help implement legislative changes (e.g. posting members' criminal charges and convictions to the public register; recovery of therapy and counselling costs; etc.).

### **Tribunals**

The Tribunals Unit continues to make improvements to the discipline process to better reflect public expectations, and to this end, has maintained its focus on reducing hearings timelines, implementing process efficiencies, and ensuring that hearings processes are transparent. In Q1 of 2023, staff have, among other things:

- continued to close hearings files on a weekly instead of monthly basis, to shorten the overall lifespan of a file;
- worked with the Discipline and Fitness to Practise Committees to revise the *Practice Direction for Electronic Proceedings* (effective March 7, 2023), in order to clarify (1) how media observers should identify themselves on screen in electronic hearings for

transparency reasons and (2) how public observers may choose to identify themselves or remain anonymous for privacy reasons;

- implemented a more streamlined and automated scheduling process with respect to panel selection for Discipline and Fitness to Practise hearings; and
- initiated a longer-term project to develop publicly available resources (i.e. FAQs) that will provide accessible and transparent information about various parts of the hearings process, particularly in order to inform and assist self-represented members in Discipline or Fitness to Practise proceedings.

## **2. Manage risk more strategically**

### **Generation Black Symposium**

College staff attended the Elementary Teachers' Federation of Ontario (ETFO) *Generation Black: You're Next* symposium debrief in February 2023. Attendees reviewed and discussed various symposium recommendations on how to reduce barriers to the recruitment and retention of Black educators in Ontario.

### **Newly Accredited French-Language Programs of Initial Teacher Education**

Accreditation Unit staff facilitated virtual work with a panel of three roster members and one institution nominee on the review of Université Laurentienne's French-language programs. This review included the addition of areas of study in the Primary and Junior divisions to the faculty's existing concurrent and multi-session consecutive programs. At its March 7, 2023 meeting, the Accreditation Committee granted general accreditation of Laurentienne's French-language concurrent, consecutive and multi-session consecutive programs with areas of study in the Primary/Junior and Junior/Intermediate divisions.

### **Intake**

An ongoing goal of the Investigations and Professional Conduct department this past year has been to optimize the lifespan of files associated with complaints against members. This means ensuring that adequate staff time is allocated to ensure quality of work for the carriage of these matters, as well as taking steps to minimize delays that are within the control of College staff. The Intake business unit is consistently meeting two targets in support of this goal. The target for processing Intake files has been reduced by seven days. This is significant, given that 85 percent of Intake files are completed within 30 days. Intake has also reduced the standard response time for emails and voicemails to within 24 hours.

### **Investigation Committee Panels**

Investigations has established a completion target of three weeks for investigation reports on files that originate from employer reports. Once a response has been received from the member, Investigations staff are consistently meeting this three-week target.

Between January 1 and March 31, 2023, panels of the IC met nine times. Five of these meetings were a part of the regular schedule and four panels were convened for seized or urgent matters. The panels considered 83 files (14 of those matters were considered by a single-member Complaint Resolution panel of the IC). Nine matters were referred to the Discipline Committee and two matters were referred to the Fitness to Practise Committee. The referral rate to the DC and FTPC was approximately 17 percent, which is within a sustainable rate. This rate helps to ensure that only the most serious matters are referred to Discipline or Fitness to Practise, which means the resources of those committees are focused on matters that raise issues of protection of children and governing the profession

in the public interest.

On March 31, 2023, Investigation Committee and roster members attended Equity, Diversity and Inclusion (“EDI”) training. The EDI training will help support committee and roster members in their decision-making with respect to files involving allegations of discrimination and racism, which is important in ensuring the College appropriately addresses such conduct. The College will next look to continue capacity building for Investigation Committee and roster members beyond this initial training.

### **Professional Conduct**

The Professional Conduct unit has continued to manage risk more strategically in 2023 by (a) staying up-to-date with Investigation Committee precedents when assessing matters for Complaint Resolution suitability, ensuring that resolutions proposed through the CR process are consistent with prior IC decisions and take into account the feedback of IC panel members; and (b) pressing forward with hearings using videoconference and electronic document sharing technologies, thereby avoiding delay and reducing the risk of waning attention among participants, and other intervening events (e.g. health issues); and (c) continuing to offer members Undertakings to Resign & Never Reapply in suitable cases, which reduces the need to hold costly and protracted hearings in some cases and eliminates the risk of a sub-optimal hearing outcome.

In addition, the PC Unit has set a maximum interval of 45 days between CR panel dates to ensure that matters are not delayed until a panel agenda reaches a minimum threshold of matters to consider. While holding monthly panels is the goal (or more often if volume requires), all CR matters that are ready for IC panel review will now be considered inside 45-days.

### **Tribunals**

In Q1 of 2023, the implementation of a departmental reorganization continued to further separate the Tribunals’ Unit, which supports the work of the Discipline and Fitness to Practise Committees, from the intake, investigation and prosecution functions of the College (now known as the Investigations and Professional Conduct Department). The establishment of the new Policy, Governance and Tribunals Department is intended to further ensure the independence of the discipline and fitness to practise processes, and aligns with best practices at other large regulators who have moved in a similar direction in recent years.

In December 2022, Council approved the appointment of several new members to join the rosters of the Discipline and Fitness to Practise Committees to fill vacancies and, in particular, to bolster bilingual capacity. New appointees received legal and other training in Q1 of 2023 when their terms began. These appointments will help the Discipline and Fitness to Practise Committees maintain their expected hearings volume, in English or French, in 2023.

While all discipline and fitness to practise hearings are presumptively held electronically, Tribunals’ staff are working with IT and Facilities staff, and third-party providers, to ensure that hybrid hearings technology and on-site hearings spaces are updated and optimized. This ongoing work ensures that the Discipline and Fitness to Practise Committees can hold safe, procedurally fair, and efficient hybrid and/or in-person hearings, as needed.

The College is closely monitoring the safety situation at other regulators in Ontario that have prohibited the public from accessing their office buildings following violent threats made to staff and incidents of vandalism stemming from contentious investigations or hearings. The College will continue to carefully assess this situation, and will prioritize the health and safety of staff, committee and roster members, and all hearings participants and observers.

### **3. Improve stakeholder engagement**

#### **Technological Education**

In January, the Standards of Practice and Accreditation department leadership team participated in a National Dialogue on Technological Education, hosted by York University. Participants from seven provinces and one territory discussed challenges and strategies related to teacher supply and certification of Technological Education teachers. Participants agreed to co-develop a shared document containing links to Technological Education curriculum, teacher education program models and teacher certification requirements. Conversations continue with a provincial Technological Education consortium.

#### **Office of the Fairness Commissioner**

On March 3, 2023, College staff met with the Office of the Fairness Commissioner. The meeting focused on the implementation of the *Fair Access to Regulated Professions and Compulsory Trades Act* (FARPACTA), updates to the College's language proficiency requirement, and the College's initiatives to address the supply of certified teachers in the province. To facilitate these changes, existing correspondence was updated and a series of checklists were introduced to help guide applicants through the process, thereby helping to facilitate faster certification decisions.

#### **Information Sessions**

Staff in Membership Services have continued to collaborate with the Ministry of Labour, Immigration and Skills Development in delivering information sessions. One of the information sessions is to help Internationally Educated Teachers interested in applying for certification to understand the application process. There is also a session for applicants who have already started the registration process and who need help with obtaining documents for registration. In addition, there is a session where newly certified teachers are invited to attend a "Prepare to Teach in Ontario" debrief, including a presentation from school board representatives on employment and teaching in Ontario.

#### **College Scholarships**

An article profiling the 2022 [scholarship recipients](#) was published in the January 2023 edition of YCAY, on the College's website, and promoted via social media channels.

The College's scholarship program awards four \$1,500 scholarships to exemplary students enrolled in one of Ontario's accredited teacher education programs. This direct financial assistance helps future teachers who have a passion for and dedication to the highest ideals of teaching and who have demonstrated courage and perseverance.

The following recipients were selected to receive the 2022 awards:

- Brian P. McGowan Scholarship for resilience: Shawn Dhaliwal, York University
- Joseph W. Atkinson Scholarship for Excellence in Teacher Education: Grace Rajballie, Redeemer University

- Ontario College of Teachers Intermediate/Senior Scholarship: Kaitlyn Heasman, Queens University
- Ontario College of Teachers Primary/Junior or Junior/Intermediate Scholarship: Josée Lamoureux, Université Laurentienne.

The College is actively promoting the acceptance of applications for 2023 on social media and YCAY.

### **Stakeholder Engagement Events**

Every year, staff make presentations to faculties of education to provide teacher candidates with important information to help build awareness and knowledge of the College, the teacher certification process, and the wealth of services and supports available to members. A total of 11 faculty presentations took place in Q1 of 2023.

Tribunals' staff also continue to provide presentations about hearings processes to university students who are completing their studies in Education, and who attend discipline proceedings from time to time as part of their program requirements.

In January 2023, staff presented twice to Lakehead University teacher candidates on the topics of Additional Qualifications and Exercising Professional Judgement. College staff also did a similar presentation for internationally educated teachers hosted by the Centre Francophone du Grand Toronto (CFGT).

The College regularly presents to members enrolled in the Principals' Qualification Program (PQP) and the Supervisory Officer's Qualification Program (SOQP) across the province throughout the year. The presentations reinforce the concept and importance of self-regulation, including the College's mandate to operate in the public interest. Staff provide Ontario Certified Teachers with interactive case studies to help them understand and reflect on the Standards of Practice, and Ethical Standards for the Teaching Profession, and the investigations and hearing process from an administrator's perspective. These sessions also provide an opportunity for the College to highlight resources available to administrators to assist them in their roles.

College staff conducted a SOQP presentation for the Eastern Ontario Staff Development Network in January.

In February and March 2023, staff from Investigations and Professional Conduct hosted three webinars – two English sessions and one French – for employers of Ontario Certified Teachers. Approximately 140 participants attended the webinars, where they learned about sections in the *Ontario College of Teachers Act* that impact them, including the medical inquiries process, member self-reporting obligations, employer reporting obligations and the therapy and counselling program.

In March, staff completed a presentation on Additional Qualifications for the Qualifications Evaluation Council of Ontario's (QECO).

Also in March 2023, Council Chair Diana Miles and Registrar and CEO Linda Lacroix brought greetings to delegates at the Ontario English Catholic Teachers' Association 2023 annual general meeting.

Staff ended the first quarter of 2023 with an information session for internationally educated teachers hosted by the Société économique de l'Ontario.

The Standards of Practice and Accreditation Department and the Membership Services Department co-facilitated one of the first international delegations to visit the College since the pandemic. The session was conducted in a hybrid format with teacher educators from Saudi Arabia and provided a positive model for future information exchanges.

Tribunals' staff co-founded and continue to co-organize regular meetings of the Adjudicative Tribunals Network, which is a group comprised of hearings staff from multiple Ontario regulators who meet to share best practices relating to tribunals processes, and to discuss common challenges and recent trends in disciplinary hearings.

## STATISTICS

### Human Resources

Recruitment is ongoing as vacancies arise from time to time in the 204 regular staff positions approved in the 2023 budget. The following summary includes regular College staff, staff seconded from school boards, and temporary staff as of March 31, 2023:

Budgeted positions for 2023	<u>204</u>
Staff with regular appointments	172
Temporary staff replacing staff on leaves and vacancies	11
Staff seconded from school boards	5
Vacant positions at the time of reporting *	16
	<u>204</u>

\*Funding for vacant FTE positions was redeployed to Membership Services to hire temporary staff as a short-term measure.

### Services to Applicants and Members

Certification outcomes, new members:

CERTIFICATES ISSUED		
Certificate Type	Language of Teaching Qualifications	Jan. 1-Mar. 31, 2023 (Q1)
Certificate of Qualification and Registration	English	623
	French	92
Temporary Certificate of Qualification and Registration	English	1,800
	French	85
Transitional Certificate of Qualification and Registration	English	35
	French	73
TOTAL		<b>2,708</b>

The continuance of the temporary certificate program in 2023 has resulted in earlier certification for applicants completing programs of professional education. In the first quarter of 2023, this resulted in a total of 2,708 newly certified members. In the first quarter of the previous four years, there was an average of 1,200 newly certified members.

<b>AVERAGE CERTIFICATION TIMELINE BY APPLICANT TYPE (Q1 2023)</b>			
<b>Applicant Type</b>	<b>January 2023</b>	<b>February 2023</b>	<b>March 2023</b>
Ontario	Same day	Same day	Same day
Labour Mobility	44 days	31 days	25 days
International	140 days	143 days	123 days

The average certification timeline represents the number of calendar days from the date the College is in receipt of all documents to the date the certification decision was issued. For the first quarter of 2023, the average certification timeline for labour mobility applicants (applicants from other Canadian jurisdictions) and internationally educated teachers (applicants from outside Canada) has continued to decline each month.

<b>EXPEDITED LICENSURE LIST</b>		
	<b>Language of Teaching Qualifications</b>	<b>Jan. 1– Mar. 31, 2023 (Q1)</b>
Received a Certificate of Qualification and Registration or had a certificate converted	English French	47 14
<b>TOTAL</b>		<b>61</b>

The table above shows the numbers of individuals who received an initial certificate or had an expiring certificate converted to a permanent one.

- The Membership Records Unit worked with the Information Technology Unit to further support the digitization of the application process. This involved the addition of a registration verification procedure for any external third parties or institutions prior to uploading documents. This addition provides the necessary information to determine whether documents received through the upload portal were received directly from the issuing authority or whether they require further verification.
- The Evaluation Services Unit has developed a new calculation worksheet and associated guidelines for determining the duration of teacher education coursework completed in programs that combine academic and professional coursework. Developing tools and resources to assist staff members who assess credentials and make licensure decisions and recommendations is an initiative outlined in the Optimus Report to promote efficient and independent decision-making.

The revamped “Contact us” page on the website is offering greater access to self-serve options.

In the first quarter of 2023, Client Services responded to 13,973 calls and completed 16,855 emails.

## Member Statistics

Status	March 31, 2023	March 31, 2022
Inactive/Non-Practising	245,231	238,096
Good Standing	233,007	233,115
Expired	21,496	21,550
Cancelled – Resigned	3,190	3,225
Revoked	476	448
Cancelled	265	265
Suspended – Interim	90	87
Suspended	18	28
<b>Total</b>	<b>503,773</b>	<b>496,814</b>

## Margaret Wilson Library

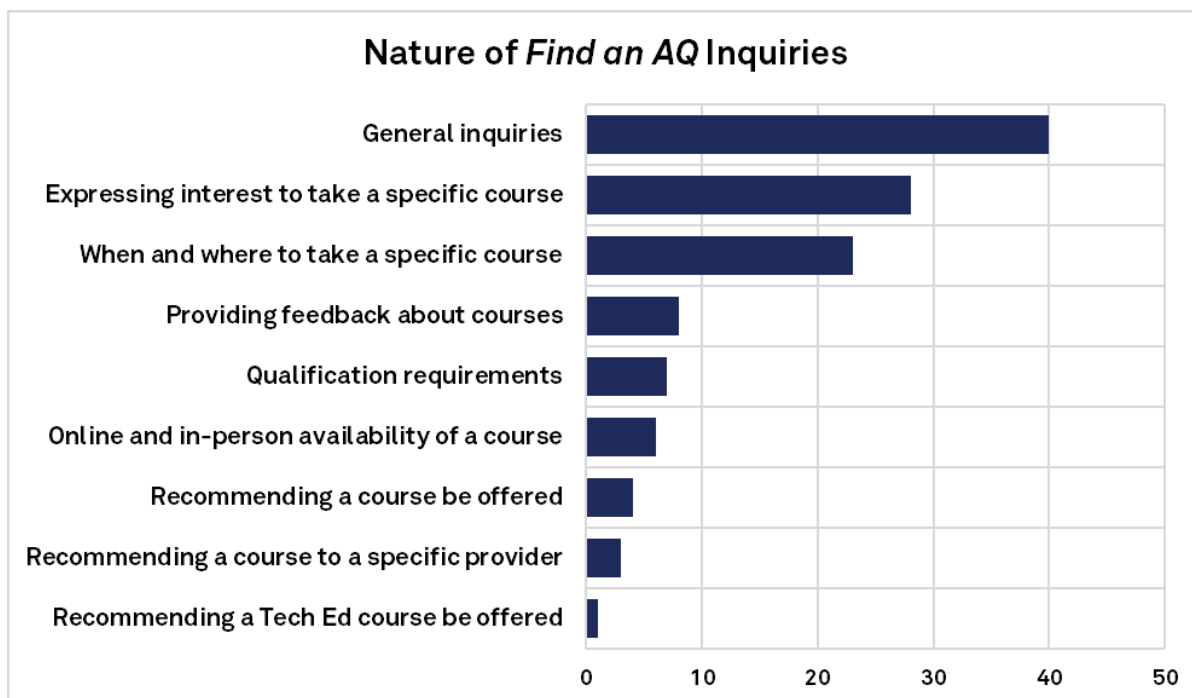
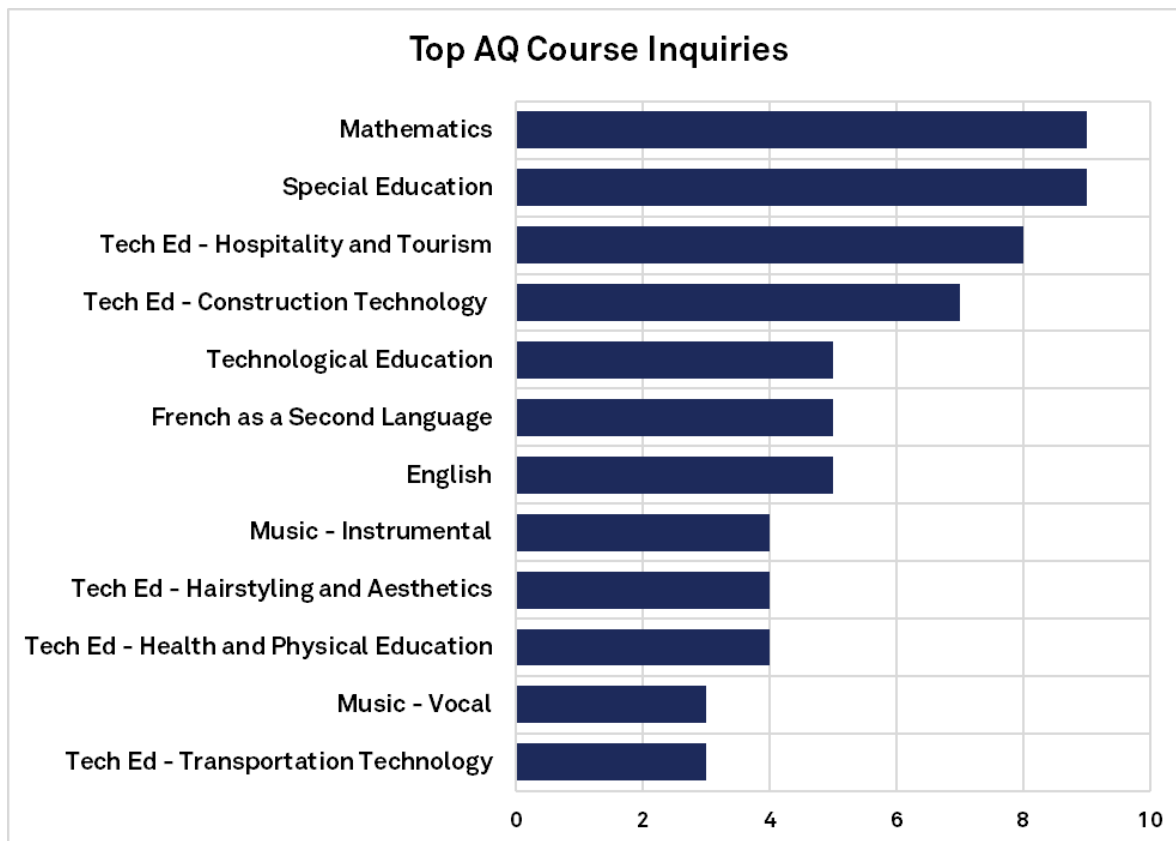
Library subscribers continue to enjoy the benefits of both print and electronic resources. In Q1 of 2023, the total library circulation increased 13% year-over-year. Members borrowed 6,105 items versus 5,426 items in the same period the previous year (including eBooks). eBook circulation increased 15%, with 4,103 borrowed in Q1 of 2023 and 3,582 in the same period in 2022.

## Standards of Practice and Accreditation

Description	Jan. 1-March 31, 2023 (Q1)
Accreditation: Submitted Additional Qualification Courses	77
Courses Accredited	98
Governance Reviewed	8
Final Guidelines posted to website	6 (EN:3, FR:3)
Final Guidelines re-posted highlighting inclusion of required elements related to explicit reading instruction	12 (EN:6, FR:6)

## Find an AQ Feedback Analysis

For the first quarter of 2023, a total of 121 inquiries (99 English, 22 French) were received via the web portal:



## Investigations and Professional Conduct

The College's complaints and discipline functions are carried out by the Investigations and Professional Conduct department, which consists of three units: Intake, Investigations and Professional Conduct.

### Intake

Description	2023 (Q1)	2022 (Q1)
<b>Origin of Concerns for New Intake files</b>		
- Member of the public	144	63
— Secretary of Board – Teacher Performance Appraisal <sup>(1)</sup>	0	0
- Member of the College	17	7
- Registrar (including employer notifications)	129	131
- Minister of Education	0	0
<b>Total New Intake files</b>	<b>290</b>	<b>201</b>
- Resolved at Intake <sup>(2)</sup>	73	51
• Employer notifications resolved at Intake	15	21
- Transferred to Investigations Unit <sup>(2)</sup>	175	138
- Active Intake files	122	70
<b>Therapy and Counselling Funding Program</b>		
- New applications	1	1
- Applications approved	1	1
- Applications denied	0	0
- Applications being processed at end of reporting period	0	0

<sup>(1)</sup> Reports related to resignation or termination as a result of unsatisfactory teacher performance appraisal.

<sup>(2)</sup> The number of Intake files noted as “Resolved at Intake” and “Transferred to Investigations Unit” in this chart may have been received by the College in a previous reporting period. The number of matters resolved or closed during a reporting period will therefore not match the number of new files received during the same period.

Between January 1 and March 31, 2023, Intake received approximately 200 telephone calls and email inquiries. The vast majority of calls to Intake are resolved on the day they are received.

In addition to addressing concerns by telephone and email, Intake completed the processing of 248 formal expressions of concern and employer notifications in Q1 of 2023. Intake processing timelines were as follows:

- Files completed in under 30 days – 211
- Files completed in 30 to 60 days – 17
- Files completed in over 60 days – 20

Extended processing timelines at Intake are primarily due to the need to obtain further information from employers, which may take a significant amount of time in certain circumstances where investigations are still underway at the employer level.

### Investigations

The following is a summary of the disposition of cases concluded by panels of the Investigation Committee in the first quarter of 2023, compared to the same period in 2022.

<b>Disposition of Cases</b>	<b>Jan. 1-March 31, 2023 (Q1)</b>	<b>Jan. 1-March 31, 2022 (Q1)</b>
Referred to Discipline Committee under subsection 26(5)(a)	9	12
Referred to Fitness to Practise Committee under subsection 26(5)(a)	2	1
Admonishment in person under subsection 26(5)(c)	10	18
Written admonishment under subsection 26(5)(d)	5	5
Caution in person under 26(5)(c)	2	5
Written caution under subsection 26(5)(d)	6	9
Advice under subsection 26(5)(d)	6	2
Reminder under subsection 26(5)(d)	5	4
Not referred following an investigation and no further action taken under subsection 26(5)(b)	12	11
Refused to investigate: not related to professional misconduct or incapacity under subsection 26(2)(a), OR, frivolous, vexatious, abuse of process, manifestly without substance or made for an improper purpose under subsection 26(2)(b) (Request for Direction)	9	1
Undertaking to Resign	3	5
TPA Undertaking	1	4
Complaint resolution	14	9
<b>Total</b>	<b>83</b>	<b>82</b>

The total number of files considered by the Investigation Committee does not include files that were abandoned or withdrawn. In Q1 of 2023, eight files were abandoned or withdrawn.

### Professional Conduct

	<b>2023 (Q1)</b>	<b>2022 (Q1)</b>	<b>2022</b>	<b>2021</b>	<b>2020</b>	<b>2019</b>
<b>Complaint Resolution</b>						
CR/Resolution by Undertaking assessments (all complaints are assessed for suitability)	47	59	301	299	284	386
CR resolutions (agreements adopted by single-member IC panels)	14	9	82	44	61	86
Resolutions by Undertaking (incompetence/TPA complaints)	0	0	2	6	3	9
<b>Internal Resolution</b>						
DC assessments (all DC referrals are considered for possible Internal Resolution prosecution)	11	12	76	39	65	158
DC hearings completed by Internal Resolution staff (in-house counsel)	4	2	24	19	25	36

## Policy, Governance and Tribunals

### Registration Appeals

The Registration Appeals Committee is a statutory committee established under the Act that reviews and makes decisions on appeals from applicants who were not granted College certification/membership or who were granted certification/membership with terms, conditions or limitations.

Between January 1 and March 31, 2023, panels of the Registration Appeals Committee met four times. The following table shows the appeals received and decisions rendered in Q1 of 2023 and for the same period in 2022:

Registration Appeals	Jan. 1-March 31, 2023 (Q1)	Jan. 1-March 31, 2022 (Q1)
Appeals received	4	11
Decisions rendered	4	3

The committee will continue to process appeals fairly and expediently.

### Tribunals

#### Hearings Schedule

For up-to-date information regarding upcoming Discipline hearing dates, please refer to the College website's hearing schedule: <https://www.oct.ca/public/complaints-and-discipline/hearing-schedule>. Fitness to Practise hearing dates are not displayed on the College website because they are presumptively closed to the public.

#### Discipline Committee Dispositions

The following is a summary of the dispositions from the 14 concluded discipline hearings in Q1 of 2023 (i.e. January 1 to March 31, 2023). Where a disposition included multiple sanctions (e.g. (1) reprimand; (2) terms, conditions or limitations; and (3) suspension), only the most severe sanction ("suspension" in this example) is recorded below.

Disposition of Cases – Discipline Committee	Jan. 1-Mar. 31, 2023 (Q1)
Revocation	6
Suspension	5
Reprimand	1
Resigned – Cancelled	2
Terms, Conditions or Limitations	0
Withdrawal of Notice of Hearing	0
Not Guilty	0
Reinstatements denied	0
Reinstatements granted	0
<b>TOTAL</b>	<b>14</b>

#### Fitness to Practise Committee Dispositions

No Fitness to Practise hearings concluded in Q1 of 2023.

### Cumulative Volume of Open Hearings Files

The cumulative number of open hearing files at the end of Q1 2023 (March 31) for the Discipline Committee and Fitness to Practise Committee is summarized below:

2023	2022	2021	2020	2019
88	132	241	300	250

### Key data relating to the volume and nature of the work of the Discipline and Fitness to Practise Committees during Q1 of 2023

- There were **88 open hearings files** at the end of Q1 of 2023. This represents a **62% decrease** from the average cumulative volume of open hearings files at the end of Q1 from the previous four years (230.8 files).
- **14 hearings were concluded** in Q1 of 2023. A matter is considered to be concluded after the hearing has ended, and the panel has issued its Decision and Reasons. This represents a **50% decrease** from the average number of concluded matters (28) in Q1 of the previous four years.
- **32 panel days** were spent holding hearings, deliberation sessions, or pre-hearing conferences in Q1 of 2023. The amount of time spent conducting the work of the Discipline and Fitness to Practise Committees (32 days) was **1.6% higher** than the Q1 average during the previous four years (31.5 days).
- **17 days** were spent conducting **contested** Discipline and Fitness to Practise proceedings (i.e. hearings and/or motions) in Q1 of 2023. This represents a **106% increase** in the number of contested proceeding days compared to the Q1 average during the previous four years (8.3 days).
- **11 uncontested proceedings** were heard in Q1 of 2023. This represents a **49% decrease** compared to the Q1 average during the previous four years (21.8 uncontested proceedings).
- **1 pre-hearing conferences** was held in Q1 of 2023. This represents a **77% decrease** from the Q1 average during the previous four years (4.3 pre-hearings).

### Analysis

It is important to note that Q1 2023 data is limited, given the relatively short reporting period. Hearings trends will become clearer over the course of the year as more data becomes available. Five-year trends are considered in order to establish a proper baseline. Nevertheless, the following early indications should be monitored over the coming months.

First, as observed over the past few quarters, the number of contested proceeding days has increased significantly over previous averages. In Q1 of 2023, contested hearings consumed more than twice the time they normally do. This data is correlated with the significant decrease (49%) in the number of uncontested proceedings heard in Q1 of 2023. As a result, although the number of panel days in Q1 of 2023 (32 panel days) was comparable to the Q1 average of the previous four years (31.5 panel days), there was a 50% decrease in the number of concluded matters. In other words, the Discipline and Fitness to Practise Committees spent a similar amount of time conducting their work, but the nature of their work changed significantly (i.e. more contested hearings) such that their output decreased

because it takes significantly more time and resources to conclude contested proceedings than uncontested ones.

Second, the number of open hearings files has decreased dramatically over the past several years (88 at the end of Q1 of 2023 compared to a high of 300 at the end of Q1 of 2020). This decrease in the number of open hearings files is due primarily to the sustained, high volume of hearings held over the past several years. As noted above, the number of panel days held in Q1 of 2023 has remained consistent with previous averages. This is attributed to (1) the increased number of available adjudicators on the Discipline and Fitness to Practise Committee and Roster following the College's governance transition; (2) the shift to electronic hearings as the default hearings format (and the increased efficiencies of this format); and (3) the concerted effort of staff over the past several years to operationalize Council's strategic priority of improving discipline timelines by making various process improvements. However, with the current high volume of complaints and investigation files (a proportion of which will be referred to the Discipline or the Fitness to Practise Committee), and the significant increase in lengthy and complex contested hearings, it is anticipated that the number of open hearings files will begin to increase again.

I trust this information will be of assistance to you and look forward to any questions or comments you may have.

Linda Lacroix, OCT  
Registrar and Chief Executive Officer