

# CRPO Town Hall

Trauma Informed Regulation: what recommendations resulted from the independent review of the College's conduct processes & what is the College doing with them?

June 5, 2024



# **Land Acknowledgement Welcome and Opening Remarks**

Kenneth Gunnar Lomp, RP  
President

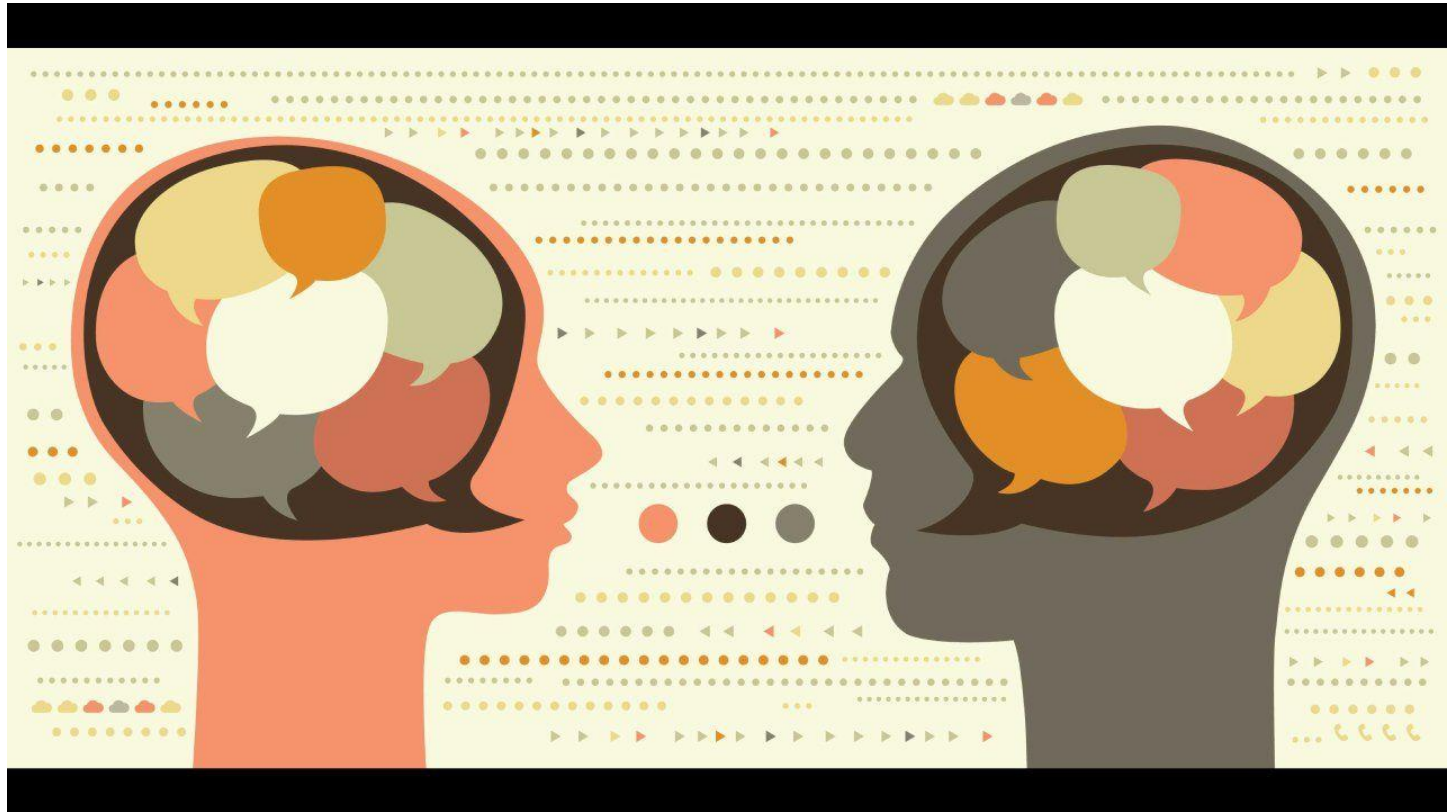
# Town Hall Schedule

Date	Topic
Monday September 23 <sup>rd</sup> @ noon	Quality Assurance update: how is the Case Based Assessment going?
Tuesday October 29 <sup>th</sup> @ 8:00 am	<del>L'année en revue et l'année à venir</del> : le point sur le travail de l'OPAQ.
Monday November 18 <sup>th</sup> @ noon	Private Practice and Self-Regulation: Issues for RPs who are in (or thinking about going into) private practice
January - date TBD	Conduct issues: information about what kinds of complaints the College is getting and how they are being addressed
February - date TBD	Clinical Supervision & Registration Requirements
March - date TBD	Diversity, Equity and Inclusion Efforts at the College: an update on the work CRPO is doing to ensure that the principles of DEI inform the work of public protection

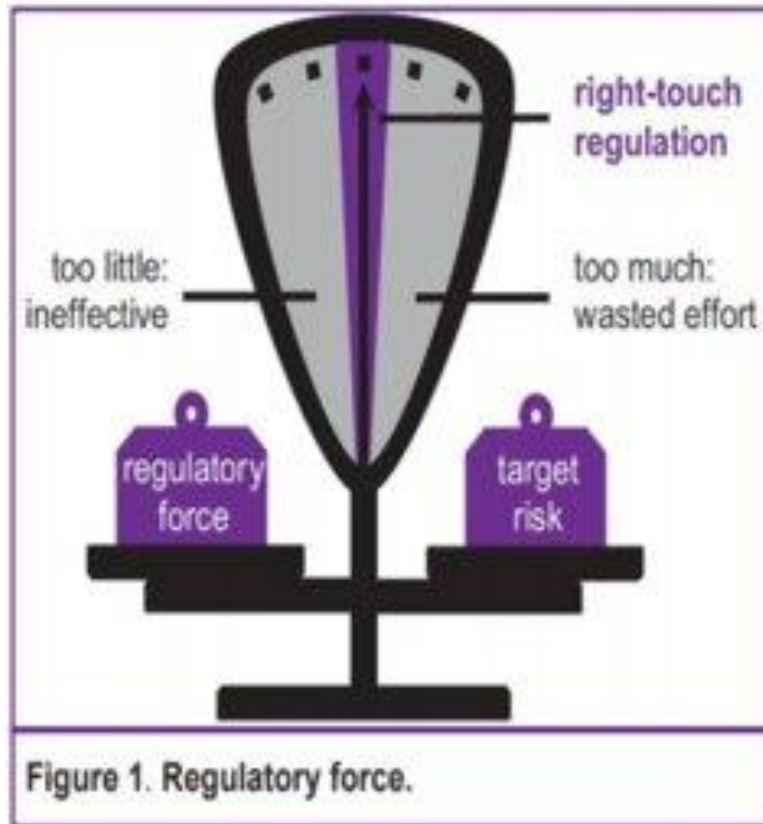
# Regulatory Approach

Amy Fournier  
Manager, Governance

# Council Competencies



# Right Touch Approach



The CRPO has adopted the right touch approach to regulation – understanding the problem before jumping to a conclusion.

# Strategic Plan (2023-2026)

## **Trusted Authority**

Build CRPO's presence as a trusted authority for psychotherapy.

## **Clear Communications**

Further develop communications to support clear, transparent and dynamic interaction with system partners.

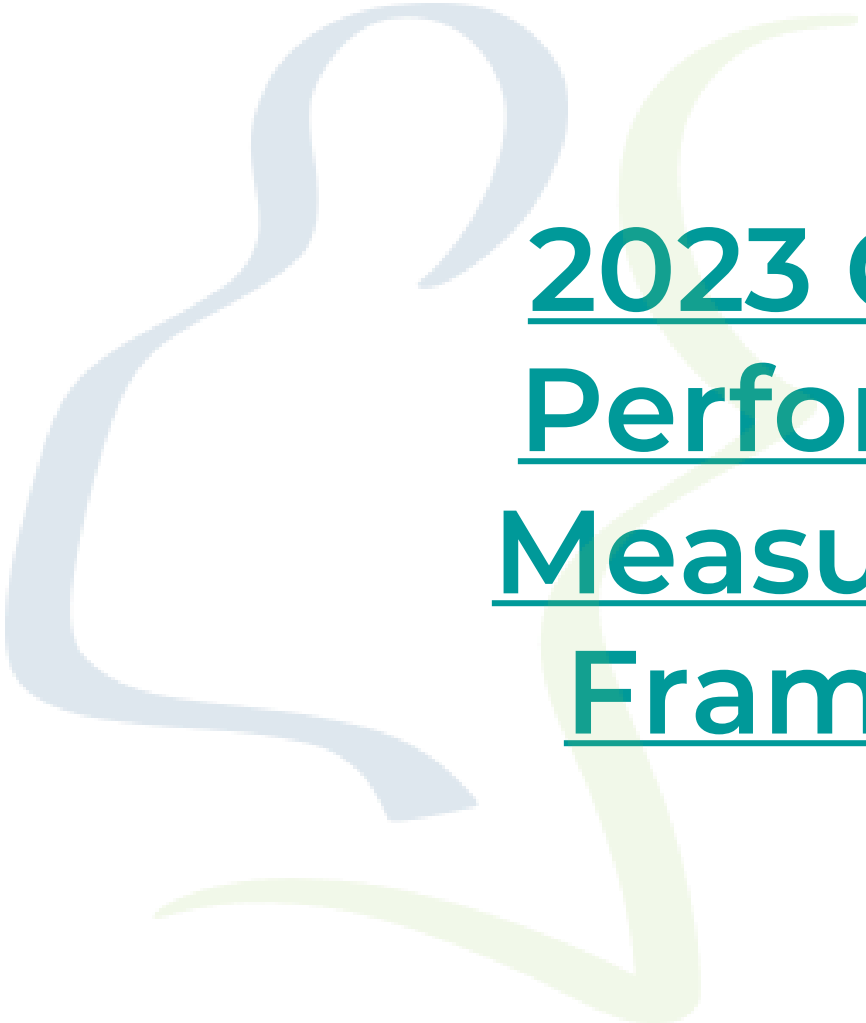
## **Effective Infrastructure**

Strengthen operations and governance infrastructure

## **System Partnership**

Collaborate with other system partners to contribute to better access to mental health services.





**2023 College  
Performance  
Measurement  
Framework**

# Conduct Update

Naakai Garnette  
Director, Regulatory Affairs



# Distribution of Formal Complaints & Registrar's Reports by Theme

DOMAIN 6: SUITABILITY TO PRACTICE

STANDARD 12



Statistical data is collected in accordance with the recommended method or the College's own method: **Recommended**  
*If a College method is used, please specify the rationale for its use:*

**Context Measure (CM)**

CM 5. Distribution of formal complaints and Registrar's Investigations by theme in CY 2023

Formal Complaints received		Registrar Investigations initiated	
#	%	#	%
6	6	0	0
14	13	NR	NR
6	6	NR	NR
39	37	9	53
35	33	NR	NR
83	78	10	59
7	7	NR	NR
NR	NR	NR	NR
13	12	NR	NR
NR	NR	0	0
0	0	0	0
<b>Total number of formal complaints and Registrar's Investigations**</b>		17	

Themes:

I. Advertising	6	6	0	0
II. Billing and Fees	14	13	NR	NR
III. Communication	6	6	NR	NR
IV. Competence / Patient Care	39	37	9	53
V. Intent to Mislead including Fraud	35	33	NR	NR
VI. Professional Conduct & Behaviour	83	78	10	59
VII. Record keeping	7	7	NR	NR
VIII. Sexual Abuse	NR	NR	NR	NR
IX. Harassment / Boundary Violations	13	12	NR	NR
X. Unauthorized Practice	NR	NR	0	0
XI. Other <please specify>	0	0	0	0
<b>Total number of formal complaints and Registrar's Investigations**</b>		106	17	

*What does this information tell us? This information facilitates transparency to the public, registrants and the ministry regarding the most prevalent themes identified in formal complaints received and Registrar's Investigations undertaken by a College.*

[Formal Complaints](#) [NR](#) [Registrar's Investigation](#)

**\*\*The requested statistical information (number and distribution by theme) recognizes that formal complaints and Registrar's Investigations may include allegations that fall under multiple themes identified above, therefore when added together the numbers set out per theme may not equal the total number of formal complaints or Registrar's Investigations.**

# Distribution of ICRC Decisions by Theme

## DOMAIN 6: SUITABILITY TO PRACTICE

### STANDARD 12




Statistical data collected in accordance with the recommended method or the College's own method: Recommended


If a College method is used, please specify the rationale for its use:

Context Measure (CM)							
CM 10. Total number of ICRC decisions in 2023		62					
Distribution of ICRC decisions by theme in 2023*		# of ICRC Decisions++					
Nature of Decision	Take no action	Proves advice or recommendations	Issues a caution (oral or written)	Orders a specified continuing education or remediation program	Agrees to undertaking	Refers specified allegations to the Discipline Committee	Takes any other action it considers appropriate that is not inconsistent with its governing legislation, regulations, or by-laws.
I. Advertising	0	NR	0	NR	NR	NR	0
II. Billing and Fees	NR	0	0	NR	0	0	0
III. Communication	NR	NR	NR	NR	NR	0	0
IV. Competence / Patient Care	16	NR	NR	NR	NR	0	NR
V. Intent to Mislead Including Fraud	12	NR	0	0	NR	0	NR
VI. Professional Conduct & Behaviour	22	10	NR	6	NR	NR	NR
VII. Record Keeping	NR	NR	NR	NR	NR	NR	NR
VIII. Sexual Abuse	NR	0	0	0	0	NR	0
IX. Harassment / Boundary Violations	9	NR	NR	NR	0	NR	NR
X. Unauthorized Practice	NR	0	0	0	0	0	1
XI. Other <please specify>	0	0	0	0	0	0	0

# Why Trauma-Informed Regulation?

- ↓ Frustration, disillusionment
  - ↓ Stigma
  - ↓ Shame
  - ↓ Silent suffering
  - ↓ Reputational harm
- 

# Who benefits from Trauma-Informed Regulation?

- Complainants
  - Witnesses
  - Registrants
  - Panel/Tribunal members
  - Regulatory Staff
  - Investigators
- 

# A Call to Action for A Trauma-Informed Approach for Regulators

- Aims to uphold procedural justice standards
- Provide support for affected individuals
- Improve the overall experience of those involved in regulatory processes



# Core Principles of Trauma Informed Care

## Safety



Ensuring physical and emotional safety

## Choice



Individual has choice and control

## Collaboration



Making decisions with the individual and sharing power

## Trustworthiness



Task clarity, consistency, and Interpersonal Boundaries

## Empowerment



Prioritizing empowerment and skill building

### Definitions

### Principles in Practice

Common areas are welcoming and privacy is respected

Individuals are provided a clear and appropriate message about their rights and responsibilities

Individuals are provided a significant role in planning and evaluating services

Respectful and professional boundaries are maintained

Providing an atmosphere that allows individuals to feel validated and affirmed with each and every contact at the agency



# Trauma Informed Review: Report Recommendations

Jenna Smith  
Manager, Professional Conduct



# Trauma Review

**Barbra Schlifer**  
Commemorative Clinic



## Let your voice be heard!



An invitation to participate in  
the CRPO's Complaints and  
Reports Processes Review

### What is the Review about?

The College of Registered Psychotherapists of Ontario (CRPO) engaged the Barbra Schlifer Commemorative Clinic (the Clinic) to conduct an Independent Review of the College's complaints and reports processes. The College has initiated this Independent Review to ensure that their complaints and reports processes are responsive to those who report having experienced trauma, are trauma-informed, and are procedurally fair.

### What does participation involve?

The Clinic's Review Team will conduct individual interviews and collect information through written responses. Interviews will be approximately 1 hour to 1.5 hours long and will be held by videoconference, with the option of attending via telephone. If you participate, you will receive a gift card (\$100 for an interview or \$50 for a written response).

### Why am I being invited to participate?

The College identified that you were involved in a complaint in the last few years. If you do not want to participate, simply disregard this invitation. You do not need to let us or the College know you wish to decline this invitation.

**Barbra Schlifer**  
Commemorative Clinic



### Why participate?

Your opinions, views, and thoughts are essential to help us better understand any potential harm from the College's current practices when responding to complaints, reports, and barriers to making a complaint or filing reports.

### What is the Barbra Schlifer Commemorative Clinic?

The Clinic is a non-profit charitable organization that provides holistic and accessible social services to diverse women who have experienced gender-based violence. The Clinic's services include legal representation, trauma-informed counselling, interpretation services, and advocacy.

### Why should I trust you?

Your participation will be anonymous to the College. While the College has identified you as a potential participant, they will not know if you have decided to participate. All your information will be held confidential by the Clinic and used only for the Review.

We know that this may be a hard topic to discuss. If you participate in an interview, you will be offered a free, one-time session with a registered social worker.

### How can I participate?

To express your interest in participating, email the Clinic's Review Team at the email below. Please let us know if you want to be interviewed or submit written responses. Please do not email the College to express interest in participating.

Kindly note that there are limited interview spots. Expressing your interest in participating via interview does not guarantee that you will be interviewed. If you do not get an interview spot, you can still participate by responding in writing if you wish.

Language interpretation and accessibility  
accommodations are available upon request.

To participate,  
email the Clinic's Review Team at:

For more information on  
the Clinic:

# Defining Trauma

## D. TRAUMA AND VIOLENCE INFORMED APPROACH

For the purposes of this review and report, trauma will be defined as “the lasting emotional response that results from living through a distressing event.” There are many frameworks for trauma-informed practice. For our purposes, trauma-informed practice involves:

- Awareness of the prevalence of trauma
- Recognition of the signs of trauma and how trauma responses (fight, flight, freeze or fawn) may show up in the people the College protects, regulates, or works with
- Engagement in taking steps to avoid re-traumatizing people while supporting healing from past traumatic experiences

# Overall Goals

1

Improves understanding of information that can often be legalistic or complex.

2

Better manages people's expectations from regulatory processes.

3

Balances focusing on risk with focusing on people.

4

Supports a culture of learning and accountability in the profession.

5


May contribute to reduced stress and more efficient processes.

6

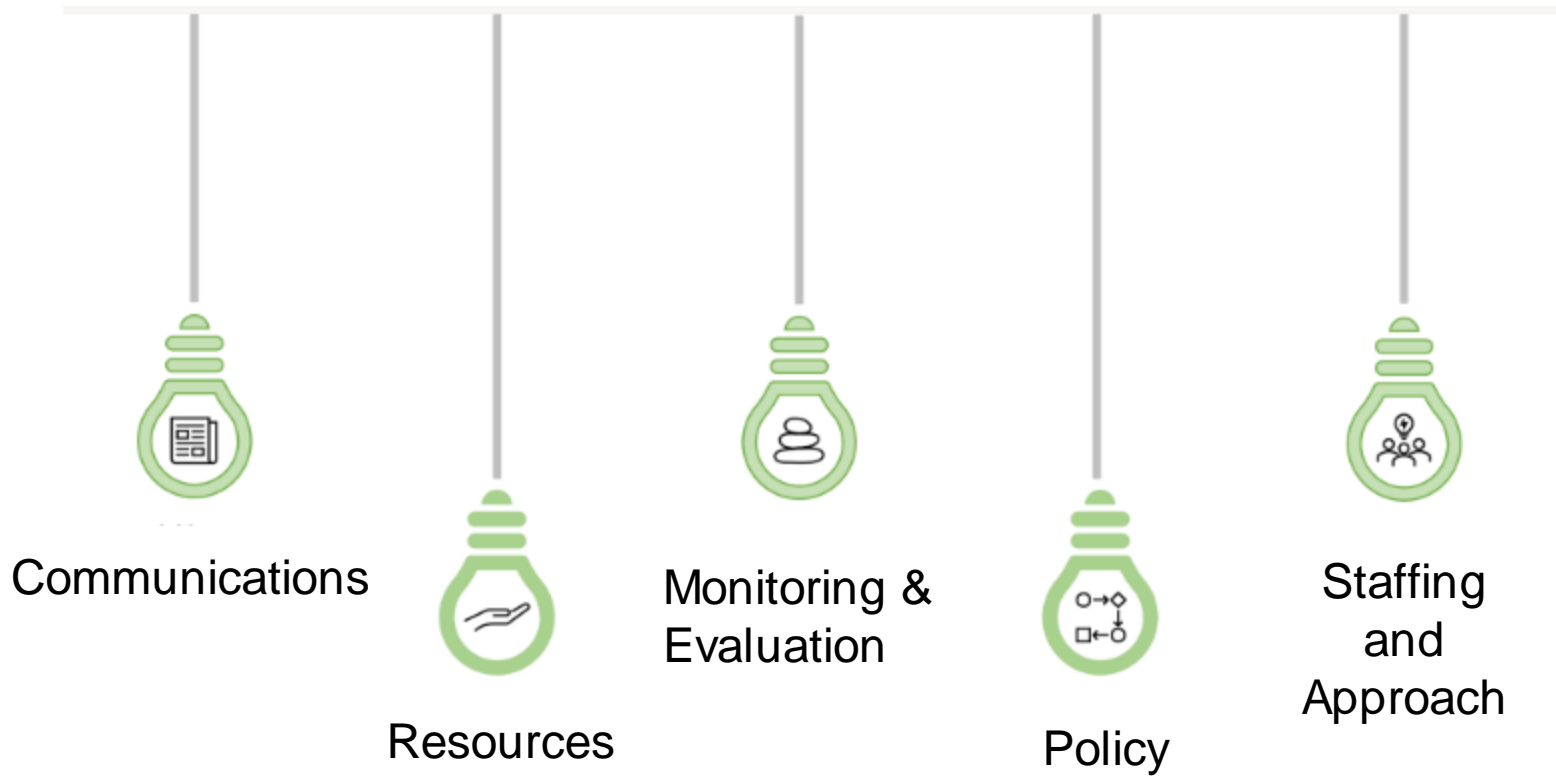
Has the potential to improve an individual's acceptance of the outcomes.

Helps enhance regulator's trustworthiness with the public and the profession.


# Overall Goals

- ↓ Fear, anxiety, stress
  - ↓ Uncertainty
  - ↓ Perceptions of unfairness
  - ↓ Dissatisfaction (process / outcome)
  - ↓ Avoidance, lack of engagement
  - ↓ Lack of awareness
  - ↑ Quality of decision making
  - ↓ Overly legal processes
- 


# Areas of Opportunity



# Committee & Staff Education & Training


- Trauma-informed practice
  - Gender-based violence, including intimate partner violence
  - Diversity, equity and inclusion, including intersectionality
  - Legal bullying, including frivolous and vexatious cases
  - Mental health symptoms and pathologizing
- 

# Policies and Processes

- Internal operational
  - External (RP, complainant and witness)
  - Guidelines
  - Processes
- 



# Communications

- Role awareness
  - Timelines and possible results
  - Frequency and mode of communications
  - What might be alarming, upsetting
  - Publication bans
  - Provide complainants with resources for support
  - Avoiding legalese
- 

# Staffing & Approach

- Alternative Dispute Resolution
- Public Advisor/ Navigator Role



# System Shifts

- Changes to the regulatory framework
- Monitoring and evaluation



# Questions received through Survey Monkey

- How will we hold one another accountable to anti-oppressive frameworks?
- What work is CRPO doing to continue to de-colonize itself?

# Questions received through Survey Monkey

- I have witnessed colleagues be in a situation where an abusive partner of the client has made a false complaint to CRPO and they were forced to terminate with their clients as per the policy.
- What will be done to prevent abusers of clients from being able to use the complaints system as a tool of control towards our clients?
- Will there be any measures implemented to penalize making vexatious, frivolous and/or abusive complaints?

# Questions received through Survey Monkey

- Will trauma informed regulation also extend to monitoring/ensuring that RPs and RP(Q.)'s are offering trauma-informed services?

# Questions received through Survey Monkey

- Where are the minutes to the CRPO Council meeting with details of the discussion which took place?



**Thank You!**