



College of
Registered
Psychotherapists
of Ontario

CRPO Town Hall

Diversity, Equity, and Inclusion (DEI)

An update on the work CRPO is doing to ensure that the principles of DEI inform the work of public protection

March 31, 2025

Housekeeping



Land Acknowledgement

We acknowledge that we are on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples.

We also acknowledge that Toronto is covered by Treaty 13 signed with the Mississaugas of the Credit, and the Williams Treaties signed with multiple Mississaugas and Chippewa bands.





Town Hall Schedule

Town Hall [recordings, slides and documents](#)

CRPO's [YouTube channel](#)

Next cycle of Town Halls: Stay tuned!

Opening Remarks



A right-touch, risk-based model of regulation

The Intersection of Right Touch Regulation and DEI Work

Right Touch Regulation

- Focused, proportionate, risk-based, and responsible to community needs
- Centres on evidence and stakeholder engagement for public protection

Application to DEI Work

- Enhance Public Engagement
 - Provide direct input from equity-deserving communities.
 - Ensure policies reflect diverse lived experiences
- Identify Barriers
 - Spotlight systemic inequities in registration, policy, and conduct.
- Promote Transparency
 - Build trust by incorporating community voices into decision-making.

CRPO's Approach

"Equity work is not about one person making a difference; it's about creating systems where everyone's difference makes the system better."

**powell, j. a. (2012). Racing to Justice: Transforming Our Conceptions of Self and Other to Build an Inclusive Society. Indiana University Press*



What does DEI look like in regulatory practices?

- Governance
- Registration
- Quality Assurance
- Conduct
- Operations



What does DEI NOT look like in regulatory practice?

- Quotas
- Discrimination
- Ideology stifling competent clinical judgement
- Imposition of any 'ism'

Definitions

Diversity:

"Diversity is about the individual. It is about the variety of unique dimensions, qualities, and characteristics we all possess, and the mix that occurs in any group of people. Race, ethnicity, age, gender, sexual orientation, religious beliefs, economic status, physical abilities, life experiences, and other perspectives can make up individual diversity."

Definitions

Equity:

"Where everyone is treated according to their diverse needs in a way that enables all people to participate, perform, and engage to the same extent."

Definitions

Inclusion:

"Inclusion is creating a culture that embraces, respects, accepts, and values diversity. It is a mindful and equitable effort to meet individual needs so everyone feels valued, respected, and able to contribute to their fullest potential. Where diversity occurs naturally, creating the mix in the organization, inclusion is the choice that helps the mix work well together."

[Canadian Centre for Diversity and Inclusion](#)



Definitions

Belonging:

“... a sense of ... being valued for one’s unique contributions, as well as those held in common with others ... An inclusive workplace fosters belonging and psychological safety for all.”

[Canadian Centre for Diversity and Inclusion](#), [ACEC-BC Effective Leadership: Allyship Practices to Foster Inclusion & Belonging](#)

The Role and Impact of DEI Initiatives

- levels the playing field
- strengthens ability to protect the public
- aligns with regulatory objectives
- serves and protects the interest of the public
- transparent, principled, proportionate, unbiased, proactive
- promotes equity, diversity and inclusion in the provision of psychotherapy services

Governance: Council and Committees, Composition and Competence

Council and statutory committee members have the knowledge, skills, and commitment needed to effectively execute their fiduciary role and responsibilities pertaining to the mandate of the College.

[Committee Composition Matrix](#)

[Committee Competence Matrix](#)

[Council Competence Matrix](#)

Governance: DEI Working Group

- perspective, advice and recommendations
 - client members of the public
 - Registered Psychotherapists
 - practices, protocols and procedures
- enhance protection of the public

Governance: DEI WG Proto Phase

Pacing: Started slow, with an unfixed nine-month duration, meeting monthly

Gathering: Brought together a small group of people who are known agents of change

Learning: Shared knowledge about CRPO, including DEI inventory, mandate, goals, regulatory limitations and opportunities

Shaping the environment: Provided safer meetings space, per diem, and latitude to explore the art of the possible

Scoping: Collaboratively scoped the conversation by working with members to shape the approach

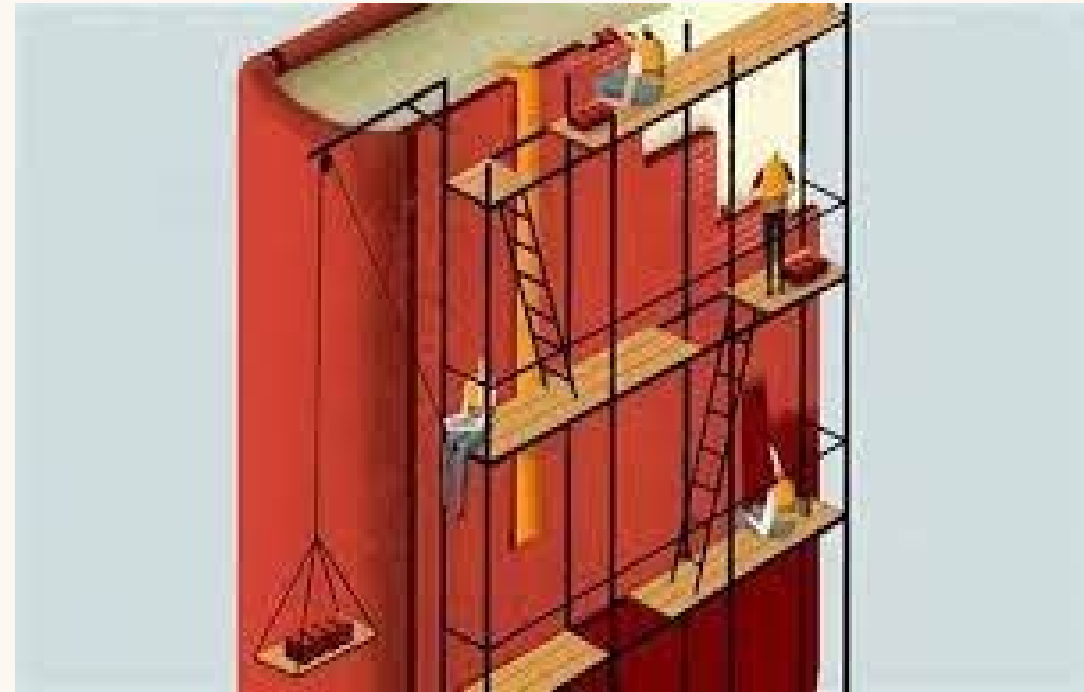
Governance: DEI Working Group



- DEI Statement
- Policy reviews
- Standards review and development
- Self-id data set
- Strategy framework
- Critical feedback on core functions

Governance: Strategic Planning

- engagement with system partners
- data collection, analysis & reporting
- policies & procedures
- leadership diversity & accountability
- Registrant supports
- organizational learning
- cultural safety & inclusion



Registration: Entry to Practice Competence Profile

1.5 Integrate knowledge of human and cultural diversity.

- integrate knowledge of human diversity.
- recognize how oppression, power and social injustice may affect the client and also the therapeutic process.
- adapt the therapist's approach when working with culturally diverse clients
- recognize barriers that may affect access to therapeutic services.
- identify culturally-relevant resources



Registration: Indigenous Pathway

- respectful, inclusive process
- recognizing distinct and unique cultural practices
- meets public protection mandate

“The Path to Reconciliation” (2023)



Registration: Self-ID Data

- ID & address barriers
- inform policy and practice
- support equity impact assessments
- voluntary & confidential



Engagement

Genuine, cyclical, accessible consultation with communities regarding data collection, management, analysis, and use.

Governance

Community decision-making about engagement processes and data collection, management, analysis, and use, achieved through the establishment of Community Governance Tables.

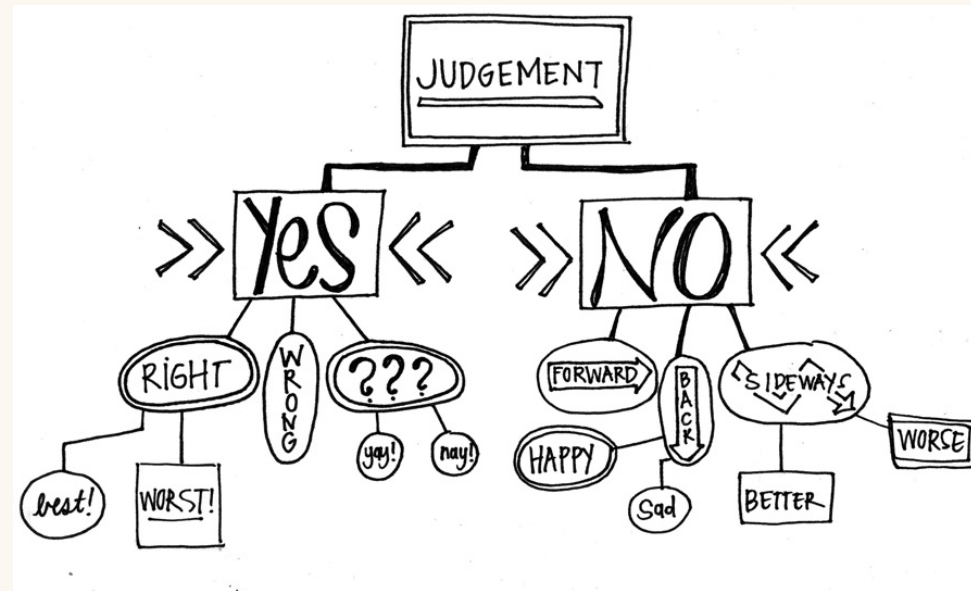
Access

the right of communities to access their collective data and to determine who else can access it, along with the capacity building required to enable this right.

Protection

The safeguarding of all individual rights and types of data, including identifiable, de-identified, and anonymized data.





“Standards act as a tool to help the health professional use their professional judgement to decide what to do, rather than being a manual that tells them exactly what they must do.”

[A framework in which professionalism can flourish](#)

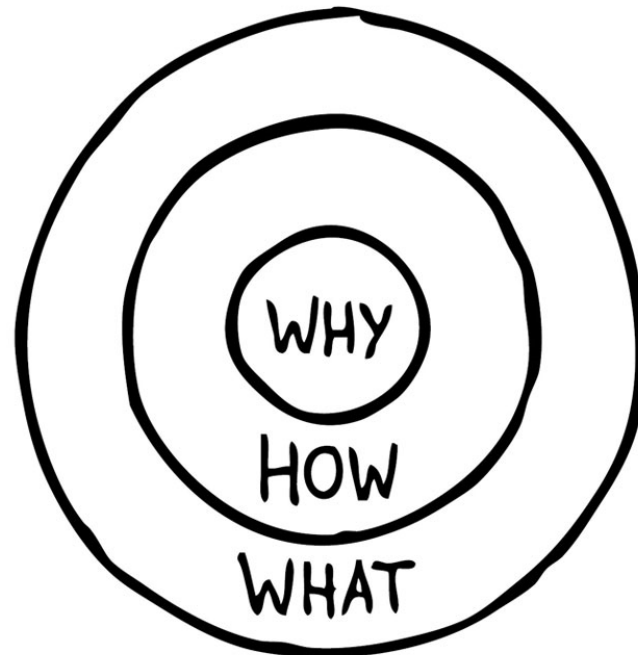
Quality Assurance: Standards

Cultural Humility and Non-
Discrimination Standard,

Indigenous Cultural Humility
and Non-Discrimination
Standard



Quality Assurance: Case Based Assessment



Conduct: Trauma-Informed Review

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.

What is the Review about?

Barbra Schlifer Commemorative Clinic (BSCC) has been engaged by the College of Registered Psychotherapists of Ontario (CRPO) to conduct an Independent Review of the College's complaints and reports processes.

The College has initiated this Independent Review to ensure that complaints and reports processes are responsive to those who report having experienced trauma, are trauma-informed, and are procedurally fair.

Who Can Participate?

- Anyone who has filed, been a witness, or responded to a complaint or a report against a registered psychotherapist of CRPO
- Other Identified stakeholders

Why Participate?

Your opinions and thoughts are essential to help us to understand better any potential harm of current practices to the parties involved in complaints and reports and the barriers to making complaints or filing reports.

Who are we?

Barbra Schlifer Clinic is a non-profit charitable organization that provides holistic and accessible social services to diverse women who have experienced gender-based violence, including legal representation, counselling, interpretation services, and advocacy. We cultivate women's skills and resilience by fostering their safety, dignity and equality, and we amplify women's voices to create individual and collective change.

Language interpretation and accessibility accommodations are available upon request.

*Your participation will be anonymous. All your information will be held confidential and will be used only for the purposes of the Review.

Operation: Staff Committee

Roundtable Series: Intentionally seeking of staff feedback and follow up
Staff DEI Committee, IDEA: Utilized DEI Working Group as a model to
establish staff DEI committee

Learning series: from principles to practice, with a goal to support staff in
interactions with DEI Working Group and equity deserving RPs, public,
colleagues and other system partners

Operation: Accommodations



Questions

How will you ensure that DEI-informed practices do not inadvertently pathologize clients based on race (including Caucasian), religion, gender, or other identities?

Questions

How will the College address the need for psychotherapists to be neutral and not bring their views into the therapy sessions, and allow sessions to remain client-focused?



Questions

Who is included or excluded from DEI initiatives?

Questions

What evidence supports the claim that DEI initiatives lead to improved therapeutic outcomes?

- [Regulatory objectives](#)
- Relevant literature on discrimination in healthcare settings
 - [Advancing Equity in Mental Health: An Action Framework \(CMHA\)](#)
 - [Inequalities in mental health, well-being and wellness in Canada \(Government of Canada\)](#)
 - [In Plain Sight: Addressing Indigenous-specific Racism and Discrimination in B.C. Health Care](#)

Questions

What qualifications and evidence-based knowledge will be required of those providing DEI training? How will you ensure they uphold psychological principles rather than ideological advocacy?

Questions

What mechanisms will be in place to address grievances from therapists or clients who feel harmed or marginalized by the implementation of DEI policies?

- Info@crpo.ca
- [Complaints and Reports](#)



Questions

Are there performance standards surrounding DEI?

- Professional Practice Standards
- CPMF



Questions

What evidence supports the claim that DEI initiatives lead to improved therapeutic outcomes, and how will you measure the success or unintended consequences of these programs?

Questions

What is CRPO doing to address the discrepancy with who can provide secondary assessments and support for transgender individuals seeking gender-affirming care?

Questions

How does the CRPO plan to accommodate the human rights of transgender applicants? Currently the CRPO asks for former names and thereby asks new applicants to potentially deadname and misgender themselves. Does the CRPO have a plan to reduce harm here?

Questions

What efforts are being made with respect to DEI and providing accessible and affordable services for individuals from communities that historically have faced barriers to access and / or who are typically underserved?

- [Position Statement on Equitable Access to Care](#)

Resources

- About Us
<https://crpo.ca/about-us/who-we-are/>
- DEI Homepage
<https://crpo.ca/about-us/diversity-equity-and-inclusion/>
- Accessibility
<https://crpo.ca/about-us/accessibility/>
- Regulatory Objectives
<https://crpo.ca/wp-content/uploads/2024/09/Regulatory-Objectives-2023-2026.pdf>



Resources

- Global Diversity, Equity & Inclusion Benchmarks (GDEIB)
<https://dileaders.com/gdeib/>
- Ontario Health's "Equity, Inclusion, Diversity, and Anti-Racism Framework"
<https://www.ontariohealth.ca/sites/ontariohealth/files/2020-12/Equity%20Framework.pdf>
- Canadian Centre for Diversity and Inclusion (CCDI)
<https://www.ccdi.ca/>
- Diversity and inclusion in the Public Service
<https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/diversity-inclusion-public-service.html>

Anything we missed?



Please email your questions to:

info@crpo.ca

Practice@crpo.ca

Thank you!