

# Fair Registration Practices Report

## Pharmacists (2019)

The answers seen below were submitted to the OFC by the regulated professions.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions and Compulsory Trades Act (FARPACTA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPACTA
- the Health Professions Procedural Code set out in Schedule 2 of the Regulated Health Professions Act (RHPA) s. 22.7 (1) and 22.9(1), for health colleges.

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## 1. Qualitative Information

### a) Requirements for registration, including acceptable alternatives

#### i. Describe any improvements / changes implemented in the last year.

1. Beginning in 2019, all new registrants are required to complete a police background check at entry-to-practice. The College will accept a Police Information Check (PIC) which can be obtained at the applicant's local police station or an Enhanced Police information Check (E-PIC) available online through a 3rd party service provider. The checks will be valid if completed within six months of submitting a certificate of registration any class.

<https://www.ocpinfo.com/registration/registration-requirements/good-character/police-background-checks/>

2. In 2019, the College implemented an updated Declaration of Good Character that includes a new question related to academic misconduct. Applicants are asked to declare if they have been suspended or expelled or have had any penalty for academic misconduct or any other form of misconduct while attending a post-secondary institution. If an applicant answers yes, their application is referred to a panel of the Registration Committee for consideration.

<https://www.ocpinfo.com/wp-content/uploads/2019/03/Declaration-of-Good-Character.pdf>

#### ii. Describe the impact of the improvements / changes on applicants.

1. Both the PIC and E-PIC are easily accessible. The PIC is available within 10 business days while the E-PIC can be available the next business day.

2. Expands on a question that is already on the Declaration. Provides clarity for applicants around misconduct specifically related to post-secondary education.

#### iii. Describe the impact of the improvements / changes on your organization.

1. The police background check provides information that supports the College's assessment of applicant character and conduct at entry-to-practice. As well, the checks uphold the College's mandate to protect the public.

2. Upholds the College's mandate to serve and protect the public. An environmental scan indicates many other regulatory bodies use a similar approach.

## **b) Assessment of qualifications**

### **i. Describe any improvements / changes implemented in the last year.**

In June 2019, Council approved the new Jurisprudence, Ethics and Professionalism blueprint for the new entry to practice exam to be rolled out in 2022. There is an increased focus on the assessment of ethics and professionalism in addition to the legislation that is already being tested. With the new exam in 2022, there will be a change to the eligibility requirements for access to this entry-to-practice exam. All candidates will need to have met the education requirement before accessing the exam to allow for more critical thinking and application of jurisprudence and ethics knowledge. This change also provides fairness for all candidates to have equal access to the exam at the same point in the registration process (i.e. post education).

### **ii. Describe the impact of the improvements / changes on applicants.**

In the future, all candidates will need to have met the education requirement before accessing the exam to allow for more critical thinking and application of jurisprudence and ethics knowledge. This change will also provide fairness for all candidates to have equal access to the exam at the same point in the registration process (i.e. post education).

### **iii. Describe the impact of the improvements / changes on your organization.**

In the future, there will be an increased focus on the assessment of ethics and professionalism in addition to the legislation that is already being tested. Supports the College's continued commitment to serve and protect our patients' best interests.

## **c) Provision of timely decisions, responses, and reasons**

### **i. Describe any improvements / changes implemented in the last year.**

No changes this year

### **ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

### **iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

## **d) Fees**

### **i. Describe any improvements / changes implemented in the last year.**

1. Effective January 1, 2019, the College fees increases were implemented. The increases will adequately fund the College's activities to fulfill its public-protection mandate and fiduciary responsibilities.

<https://www.ocpinfo.com/library/other/download/schedule-of-fees-2019.pdf>

2. In 2019, the College implemented a \$1000 reassessment fee for Applicants who are required to undertake the Practice Assessment of Competence at Entry (PACE) a third and/or subsequent attempts. Applicants

receive assessment feedback and support in development of learning plans from College staff. Fees are not required for first and second attempts.

<https://www.ocpinfo.com/wp-content/uploads/documents/CollegeBylawNo5.pdf>

3. Pharmacy Examining Board of Canada made an adjustment to fees which are in-line with changes to processes.

- Document Evaluation: \$675
- Pharmacist Evaluating Examination: \$860
- Pharmacist Qualifying Examination Part I (MCQ) – computer: \$805
- Pharmacist Qualifying Examination Part II (OSCE): \$1815

[https://www.pebc.ca/index.php/ci\\_id/3134/la\\_id/1.htm](https://www.pebc.ca/index.php/ci_id/3134/la_id/1.htm)

**ii. Describe the impact of the improvements / changes on applicants.**

1. College's objects are aimed at promoting quality pharmacy practice and assuring the public that pharmacies and pharmacy professionals provide safe pharmacy care. The fee increases will affect all members.

2. The PACE reassessment fee will help reinforce adequate preparation before subsequent PACE attempts.

3. Adjustments to fees are in line with the changes to processes. The new fees are equally applicable to all applicants.

**iii. Describe the impact of the improvements / changes on your organization.**

1. Fee increases adequately fund the College's activities to fulfill its public-protection mandate and fiduciary responsibilities. The College continues to develop new strategies and initiatives focused on promoting and supporting quality and safe pharmacy practice and on addressing current and emerging pharmacy regulatory priorities. The increased focus on patient safety, data and quality outcomes, patient education and public engagement, pharmacy strategies and associated initiatives. The fee increases will affect all members.

2. The PACE reassessment fee will help reinforce adequate preparation before subsequent PACE attempts.

3. Adjustments to fees are in line with the changes to processes. The new fees are equally applicable to all applicants.

**e) Timelines**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**f) Policies, procedures and/or processes, including by-laws**

**i. Describe any improvements / changes implemented in the last year.**

1. January 1, 2019 Council approved fee increases went into effect. The fee increases affect all members.

<http://www.ocpinfo.com/library/other/download/schedule-of-fees-2019.pdf>

The updated fees included a \$1000 Practice Assessment of Competence at Entry ("PACE") reassessment fee for candidates who require a third or subsequent assessment.

2. The guidelines for testing accommodations were updated to include reference to other assessments such as Structured Practical Training and the Practice Assessment of Competence at Entry. It was updated for best practices to clarify language and documentation requirements.

<https://www.ocpinfo.com/registration/res-policies/testing-accommodations/?hilite=%27testing%27%2C%27accommodations%27>

**ii. Describe the impact of the improvements / changes on applicants.**

1. Allows the College to continue to develop new strategies and initiatives focused on promoting and supporting quality and safe pharmacy practice and on addressing current and emerging pharmacy regulatory priorities. The increased focus on patient safety, data and quality outcomes, patient education and public engagement, pharmacy strategies and associated initiatives. The fee increases will affect all members.

The reassessment fee will help reinforce adequate preparation before subsequent PACE attempts.

2. Detail was added to explain processes and requirements for documentation to support their requests.

**iii. Describe the impact of the improvements / changes on your organization.**

1. Allows the College to continue to develop new strategies and initiatives focused on promoting and supporting quality and safe pharmacy practice and on addressing current and emerging pharmacy regulatory priorities. The increased focus on patient safety, data and quality outcomes, patient education and public engagement, pharmacy strategies and associated initiatives.

The reassessment fee will help reinforce adequate preparation before subsequent PACE attempts.

2. Helps facilitate communication and follow-up on the applicants requests.

**g) Resources for applicants**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**h) Review or appeal processes**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**i) Access to applicant records**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**j) Training and resources for registration staff, Council, and committee members**

**i. Describe any improvements / changes implemented in the last year.**

In September 2019 the College transitioned all Council and Committee materials to a new Board Portal software called Nasdaq Boardvantage. It contains the schedules and documents related to meetings of the Council and Committees of the Ontario College of Pharmacists.

Only College staff, Council members and Committee members are granted access to the site.

**ii. Describe the impact of the improvements / changes on applicants.**

Ensures security and privacy of applicant documentation.

**iii. Describe the impact of the improvements / changes on your organization.**

Ensures security and privacy of applicant documentation.

**k) Mutual recognition agreements**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**I) Other (include as many items as applicable)**

**i. Describe any improvements / changes implemented in the last year.**

No changes this year

**ii. Describe the impact of the improvements / changes on applicants.**

No changes this year

**iii. Describe the impact of the improvements / changes on your organization.**

No changes this year

**Describe any registration-related improvements/changes to your enabling legislation and/or regulations in the last year**

No changes this year

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## 2. Quantitative Information

**a) Languages**

Indicate the languages in which application information materials were available in the reporting year.

Language	Yes/No
English	Yes
French	Yes

**Other (please specify)**

**Additional comments:**

\*Note: Application materials are provided in English on the OCP website. There is a notation in French under all the pages related to the registration process, advising individuals who seek information about registration in French to contact Member Applications at [memberapplications@ocpinfo.com](mailto:memberapplications@ocpinfo.com) with details of their request. The College will provide a response in French using either in-house or out-sourced translation services.

**b) Gender of applicants**

Indicate the number of applicants in each category as applicable.

Gender	Number of Applicants
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<b>Male</b>	1012
<b>Female</b>	1390
<b>None of the above</b>	0

**Additional comments:**

**c) Gender of members**

Indicate the number of members in each category as applicable. Select the option that best corresponds to the terminology used by your organization.

<b>Gender</b>	<b>Number of Members</b>
<b>Male</b>	7139
<b>Female</b>	9881
<b>None of the above</b>	0

**Additional comments:**

**d) Jurisdiction where applicants obtained their initial education**

Indicate the number of applicants by the jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			India 190		
			Egypt 162		
			U.K. 70		
			Jordan 29		
			Iran 28		
			Pakistan 26		
			Philippines 18		
			Australia 17		
			Jamaica 15		
			Iraq 12		
			Lebanon 12		
1318	168	102	Nigeria 11	134	<b>2402</b>
			Bangladesh 10		
			Korea, Republic Of 9		
			Syrian Arab Republic 9		
			United Arab Emirates 8		
			China 7		
			Israel 4		
			Algeria 3		
			Brazil 3		
			Sudan 3		
			Turkey 3		
			Afghanistan 2		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Italy 2		
			Kazakhstan 2		
			Libyan Arab Jamahiriya 2		
			Poland 2		
			Russia 2		
			Serbia 2		
			Trinidad 2		
			Ukraine 2		
			Argentina 1		
			France 1		
			Germany 1		
			Ghana 1		
			Hong Kong 1		
			Nepal 1		
			Netherlands 1		
			New Zealand 1		
			Oman 1		
			S Arabia 1		
			S. Africa 1		
			Thailand 1		
			Zimbabwe 1		
			Total 680		

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

**Additional comments:**

**e) Jurisdiction where applicants who became registered members obtained their initial education**

Indicate the number of applicants who became registered members in the reporting year by the jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			India 138		
			Egypt 92		
			U.K. 39		
			Jordan 13		
343	68	33	Pakistan 12	0	835
			Bangladesh 11		
			Iran 10		
			Iraq 9		



Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Nigeria 8		
			Philippines 7		
			Australia 6		
			Syrian Arab Republic 6		
			Korea, Republic Of 5		
			Jamaica 4		
			Lebanon 4		
			Poland 4		
			United Arab Emirates 4		
			Viet Nam 4		
			Sweden 2		
			Armenia 1		
			Japan 1		
			Korea 1		
			Libyan Arab Jamahiriya 1		
			Malaysia 1		
			New Zealand 1		
			Norway 1		
			Portugal 1		
			Slovakia 1		
			S. Africa 1		
			Serbia 1		
			Sudan 1		
			Turkey 1		
			Total 391		

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

**Additional comments:**

**f) Jurisdiction where members were initially trained**

Indicate the total number of registered members by jurisdiction where they obtained their initial education<sup>1</sup> in the profession or trade.

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Egypt 2044		
			India 1420		
7194	1779	1096	U.K. 771	10	17020
			Philippines 317		
			Pakistan 299		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Iran 286		
			Jordan 180		
			Nigeria 120		
			Iraq 117		
			S. Africa 103		
			Bangladesh 94		
			Australia 90		
			Korea, Republic Of 88		
			Serbia 83		
			Syrian Arab Republic 73		
			Poland 57		
			China 55		
			Jamaica 49		
			Romania 46		
			Russia 43		
			Lebanon 41		
			Ukraine 40		
			Taiwan, Province Of China 39		
			Viet Nam 35		
			United Arab Emirates 29		
			Brazil 19		
			Hungary 19		
			Ghana 18		
			Israel 18		
			Italy 17		
			Japan 16		
			Sudan 16		
			S Arabia 15		
			Turkey 14		
			Argentina 13		
			Ethiopia 13		
			Germany 12		
			Macedonia, The Former Yugoslav 11		
			Trinidad 11		
			Albania 10		
			Cuba 10		
			France 9		
			Palestinian Territory, Occupied 9		
			Kenya 8		
			Libyan Arab Jamahiriya 8		
			Czech Republic 7		
			New Zealand 7		
			Tanzania, United Republic Of 7		
			Algeria 6		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Armenia 6		
			Belgium 6		
			Bulgaria 6		
			Korea 6		
			Slovakia 6		
			Zimbabwe 6		
			Malaysia 5		
			Nepal 5		
			Thailand 5		
			Kazakhstan 4		
			Yemen 4		
			Croatia 3		
			Eritrea 3		
			Indonesia 3		
			Peru 3		
			Portugal 3		
			Singapore 3		
			Sweden 3		
			Tunisia 3		
			Venezuela 3		
			Azerbaijan 2		
			Belarus 2		
			Bosnia And Herzegovina 2		
			Chile 2		
			Colombia 2		
			Greece 2		
			Lithuania 2		
			Malta 2		
			Moldova, Republic Of 2		
			Norway 2		
			Qatar 2		
			Spain 2		
			Switzerland 2		
			Afghanistan 1		
			Austria 1		
			Ecuador 1		
			Georgia 1		
			Guyana 1		
			Haiti 1		
			Kuwait 1		
			Kyrgyzstan 1		
			Mauritius 1		
			Mexico 1		
			Oman 1		

Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
			Puerto Rico 1		
			Sierra Leone 1		
			Slovenia 1		
			Uganda 1		
			Uzbekistan 1		
			Congo, The Democratic Republic 1		
			Total 6941		

<sup>1</sup> Recognizing that applicants may receive their education in multiple jurisdictions, for the purpose of this question, include only the jurisdiction in which an entry-level degree, diploma or other certification required to practice the profession or trade was obtained.

**Additional comments:**

**g) Applications processed**

Indicate the number of applications your organization processed in the reporting year:

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
<b>New applications received</b>	1318	168	102	680	134	<b>2402</b>
<b>Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)</b>	464	86	45	417	49	<b>1061</b>
<b>Inactive applicants (applicants who had no contact with your organization in the reporting year)</b>	55	40	27	81	78	<b>281</b>
<b>Applicants who met all requirements and were authorized to become members but did not become members</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who became FULLY registered members</b>	343	68	33	391	0	<b>835</b>
<b>Applicants who were authorized to receive an alternative class of licence<sup>3</sup> but were not issued a licence</b>	0	0	0	0	0	<b>0</b>
<b>Applicants who were issued an alternative class of licence<sup>3</sup></b>	421	45	35	102	2	<b>605</b>

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
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<sup>1</sup> An alternative class of licence enables its holder to practice with limitations, but additional requirements must be met in order for the member to be fully licensed.

**Additional comments:**

**h) Classes of certificate/license**

Indicate and provide a description of the classes of certificate/license offered by your organization.

You must specify and describe at least one class of certificate/license (on line a) in order for this step to be complete.

#	Certification	Description
a)	Registered Pharmacy Student	<p style="text-align: center;"><b>Description (a)</b></p> <p>Student applicants are eligible for registration if they meet the requirements for all classes of registration such as; language proficiency, legal work status, good conduct and character, liability insurance, in addition they must be registered in an approved pharmacy education program (CCAP ACPE accredited program or approved bridging education program) or have passed the PEBC Qualifying Examination on their first attempt or have been granted eligibility by a panel of the Registration Committee in order to meet a requirement necessary for another class of registration. Students must practice under the direct supervision of a pharmacist. They may not accept delegation or delegate to another person any of the controlled acts. They must also remain enrolled and engage in their education program.</p>
b)	Pharmacy Intern	<p style="text-align: center;"><b>Description (b)</b></p> <p>Intern applicants are eligible for registration if they meet the requirements for all classes of registration such as; language proficiency, legal work status, good conduct and character, liability insurance. In addition they must have met the education requirement for registration and have completed the approved structured practical training (SPT) program while registered as a student. Interns must practice under the supervision of a pharmacist (who is physically present in an accredited pharmacy). They may not</p>

delegate any of the controlled acts.

**Description (c)**

c)

Pharmacist

Pharmacist applicants are eligible for registration if they meet the requirements for all classes of registration such as; language proficiency, legal work status, good conduct and character, liability insurance. In addition they must have completed the College's Jurisprudence Exam, the Pharmacy Examining Board of Canada's Qualifying Exam for Pharmacists, and met the education requirement for registration, completed the approved structured practical training (SPT) program while registered as a student or an intern. Please note, the SPT requirement is considered met if an applicant has graduated from a PharmD program in Ontario.

**Additional comments:**

**i) Reviews and appeals processed**

State the number of reviews and appeals your organization processed in the reporting year (use only whole numbers; do not enter commas or decimals).

Jurisdiction where applicants were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)

from January 1 <sup>st</sup> to December 31 <sup>st</sup> of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Applications that were subject to an internal review or that were referred to a statutory committee of your governing council, such as a Registration Committee	10	7	5	48	0	70
Applicants who initiated an appeal of a registration decision	0	0	0	0	0	0
Appeals heard	0	0	0	0	0	0
Registration decisions changed following an appeal	0	0	0	0	0	0

Additional comments:

#### j) Paid staff

In the table below, enter the number of paid staff employed by your organization in the categories shown, on December 31 of the reporting year.

When providing information for each of the categories in this section, you may want to use decimals if you count your staff using half units. For example, one full-time employee and one part-time employee might be equivalent to 1.5 employees.

You can enter decimals to the tenths position only. For example, you can enter 1.5 or 7.5 but not 1.55 or 7.52.

Category	Staff
Total staff employed by the regulatory body	134
Staff involved in appeals process	3.5
Staff involved in registration process	12.5

Additional comments:

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## 3. Submission

I hereby certify that:



**Name of individual with authority to sign on behalf of the organization:**

Nancy Lum-Wilson

**Title:**

CEO/Registrar

**Date:**

2020/02/27

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