#42

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Page 1: Fair Registration Practices Report 2021

Q1

Please indicate which regulator you are and your main point of contact should we require follow up.

Organization: Ontario College of Pharmacists
Name of the regulated profession: Pharmacists
Contact Name: Susan James
Contact Email:sjames@ocpinfo.com
Contact Phone Number: 416-962-4861 Ext. 2206

Q2

Section 1 - During the reporting period (January 1st–December 31st, 2021), please indicate if your organization has introduced any changes in the following areas impacting your registration processes by clicking on each of the appropriate boxes below.Registration requirements either through regulation, by-law or policy.

Yes,

Description of change/improvement that would impact fair registration outcomes:

Emergency Assignment (EA) registration In January, the government approved regulatory amendments to General Regulation 202/94 under the Pharmacy Act 1991, that enable the creation of an emergency assignment registration certificate class of pharmacy professionals. The Registrar, in conjunction with the Ministry of Health, may extend EA certificates of registration if required for one or more periods of up to 60 days to ensure Ontarians have access to adequate numbers of qualified, skilled and competent regulated pharmacy professionals.

Q3

New or consolidated class of certificates or licenses

Yes,

Description of change/improvement that would impact fair registration outcomes:

Emergency Assignment (EA) registration In January, the government approved regulatory amendments to General Regulation 202/94 under the Pharmacy Act 1991, that enable the creation of an emergency assignment registration certificate class of pharmacy professionals. The Registrar, in conjunction with the Ministry of Health, may extend EA certificates of registration if required for one or more periods of up to 60 days to ensure Ontarians have access to adequate numbers of qualified, skilled and competent regulated pharmacy professionals.

Q4

Assessment of qualifications

No

Q5

Timelines for registration, decisions and/or responses

No

Q6

Registration and assessment fees

Yes,

Description of change/improvement that would impact fair registration outcomes:

Starting January 1, 2021, annual fee increases are tied to the published consumer price index.

https://www.ocpinfo.com/regulations-standards/

Q7

Resources for applicants

Yes,

Description of change/improvement that would impact fair registration outcomes:

New PACE Portal On September 15, 2021, OCP launched its new PACE Portal which is more user-friendly and intuitive than the previous platform. An additional benefit of the new portal is that our PACE assessors now always have access to the updated PACE portal, even when they are not assessing a PACE candidate. This gives assessors access to valuable resources and training documents at any time, aiding in maintaining their assessor skills in providing fair and valid assessments of candidate competence.

Q8

Changes to internal review or appeal process

No

Q9   **No**

Access by applicants to their records

Q10   **No**

Mutual recognition agreements

Q11   **No**

Training and resources for staff regarding registration

Q12

Relationship with third party service provider(s)

Yes,

Description of change/improvement that would impact fair registration outcomes:

PEBC Candidate Website PEBC launched a new bilingual candidate website in the spring of 2021. This website is designed to be more user-friendly to provider greater ease in finding and understanding the relevant information for the candidates. PEBC's Process for Handling Complaints, Concerns and Appeals has more prominence to ensure that candidates are aware of how to address any concerns they may have. Programmatic Review PEBC initiated a comprehensive programmatic review in 2021 led by independent consultants to: - determine the currency and relevance of PEBC's certification processes, - determine whether PEBC's certification processes are effective in determining the competence of candidates at entry-to-practice, - identify any gaps or deficiencies in the certification processes and propose enhancements Candidate Portal PEBC launched a new bilingual candidate portal for pharmacist candidates in the summer of 2021 to improve the application process and also serve as a tool to house and share documentation from PEBC such as result letters and feedback reports. Multiple Choice Examinations [Pharmacist Evaluating Examination & Pharmacist Qualifying Examination Part I (MCQ)] PEBC continued to offer remote proctoring for all of its multiple-choice examinations as an additional testing modality alongside with the use of Canadian and international (in-person) test centres. All candidates intending to take the exam were able to do so in 2021. Furthermore, PEBC evaluated multiple administrations to confirm that the choice of testing modality did not impact candidate performance or pass/fail results. Performance Examinations [Pharmacist Qualifying Examination Part II (OSCE)] PEBC continued to prioritize the administration of in-person performance examinations under strict health and safety protocols to ensure the wellness of exam participants (candidates and exam personnel). To ensure that PEBC could address the backlog resulting from some cancellations in 2020, PEBC offered a supplemental administration of the OSCE in addition to its standard twice a year offering. By the end of 2021, the backlog of candidates was essentially eliminated.

Q13

Accreditation of educational programs

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:
OCP participates in the accreditation visits of Ontario educational institutions

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Q14

Technological or digital improvements

Description of Change/Improvement that would impact Fair Registration Outcomes:
New PACE Portal On September 15, 2021, OCP launched its new PACE Portal which is more user-friendly and intuitive than the previous platform. An additional benefit of the new portal is that our PACE assessors now always have access to the updated PACE portal, even when they are not assessing a PACE candidate. This gives assessors access to valuable resources and training documents at any time, aiding in maintaining their assessor skills in providing fair and valid assessments of candidate competence. Jurisprudence Exam The Jurisprudence exam is offered as a computer-based test (CBT) in select test centres in Canada and online by remote proctor with capacity for candidates maintained with changing covid restrictions. Candidates were able to test even in light of lockdowns or public health measures that affected capacity in test centres. Candidate surveys conducted in 2021 to evaluate user experience confirmed improved exam accessibility and availability and fully supported the testing platform. Online remote proctored exams allowed eligible candidates to access the exam from anywhere in the world if they had secure reliable internet access and required technology. Testing accommodations were streamlined for simple requests with the vendor's pre-approved list of personal items that previously required a case-by-case review and approval. Exam scoring processes were improved while maintaining validity to provide candidates with results earlier within 3 to 4 weeks (from within 5 to 6 weeks) of an exam.

Q15

Anti-racism and inclusion-based policies and practices

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:
Recruited an Equity, Diversity & Inclusion Strategic Policy Advisor to manage the design and implementation of an EDI strategy with a focus on regulatory policies and programs impacting registrants and applicants.

Q16

Organizational structure

No

Q17

Contingency or continuity of operations plans

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:
Emergency Assignment (EA) registration In January, the government approved regulatory amendments to General Regulation 202/94 under the Pharmacy Act 1991, that enable the creation of an emergency assignment registration certificate class of pharmacy professionals. The Registrar, in conjunction with the Ministry of Health, may extend EA certificates of registration if required for one or more periods of up to 60 days to ensure Ontarians have access to adequate numbers of qualified, skilled and competent regulated pharmacy professionals.

Q18

Documentation requirements for registration

No

Q19

English / French language proficiency testing

Yes,

Description of Change/Improvement that would impact Fair Registration Outcomes:
French Language Proficiency Tests In June 2021, the Registration Committee approved two additional French language proficiency tests and minimum scores for international pharmacy graduates, providing more options for francophone international pharmacy professionals to demonstrate their French language proficiency to register with the College

Q20

Section 2 – If applicable, please list your organization's top three accomplishments during the reporting period that relate to fair registration practices.

1 | **Emergency Assignment Certificates of Registration In March 2021, the College initiated emergency assignment (EA) registration to address the workforce need for additional pharmacists and pharmacy technicians that has arisen due to the COVID-19 pandemic. This move follows government approval of regulatory amendments to General Regulation 202/94 under the Pharmacy Act, that were submitted to the Ministry of Health by the College in January, that enable the creation of an emergency assignment registration certificate class of pharmacy professionals.**

2 | **French Language Proficiency Tests In June 2021, the Registration Committee approved two additional French language proficiency tests and minimum scores for international pharmacy graduates, providing more options for francophone international pharmacy professionals to demonstrate their French language proficiency to register with the College.**

Q21

Section 3 – If applicable, please list the top three risks that impacted your organization's ability to achieve better registration outcomes for applicants during the reporting period. Please also indicate the measures you have taken to mitigate the impacts of these risks.

1 | **Timeliness of application processing - Building a business case to hire additional staff (hired in 2022).**

Q22

Section 4 – Do you believe that you have a Canadian Experience Requirement (CER)? If so, please describe the applicant competencies that you seek to develop through this requirement in the comment box below CER: work experience or experiential training obtained in Canada.

No

Q23

QUANTITATIVE SECTION The following quantitative information is collected for the purpose of discerning statistical changes and trends related to a regulator's membership, application volumes, licensure/certification results, and appeals year over year. Languages Indicate the languages in which you make available application materials and information about the application process.

French,

Other (please specify):

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 registrantservices@ocpinfo.com with details of their request. The College will provide a response in French using either in-house or out-sourced translation services.

Q24

Membership Data Demographics Data As of December 31, 2021, please indicate the number of members in each gender category identified below and the number of total members.

Total Male	**7272**
Total Female	**10181**
Total Non-binary	**2**
Overall Total	**17455**

Q25

In relation to your members: Do you collect race-based data?

No

Q26

Do you collect other identity-based or demographics data?

Respondent skipped this question

Q27

Do you plan to collect race-based data in the future?

No

Q28

Class of License/Certificate Data As of December 31, of the reporting year, please indicate the number of members under each class or license category as applicable.

Full/Independent Practice	**17455**
Provisional/Limited License/Certificate	**1533**
Emergency License/Certificate	**530**
Overall Total	**19518**

Q29

Jurisdiction where members were initially trainedAs of December 31, of the reporting year, please indicate the membership type and total number of registered members for each category listed below.

Ontario	**7457**
Other Canadian Provinces and Territories	**1642**
USA	**1087**
Other Countries	**7269**
Total	**17455**

Q30

Please indicate the total number of registered members for the top 12 international countries or jurisdictions where these individuals obtained their initial education in the profession or trade.

1	**Egypt 2127**
2	**India 1552**
3	**United Kingdom 779**
4	**Pakistan 323**
5	**Philippines 318**
6	**Iran 298**
7	**Jordan 204**
8	**Nigeria 133**
9	**Iraq 126**
10	**Bangladesh 105**
11	**Australia 102**
12	**South Africa 96**

Q31

Applications Data Demographics Data Indicate the number of applicants who filed an application between January 1 and December 31 of the reporting year, in each applicable category.

Total Male	**419**
Total Female	**640**
Total Non-binary	**0**
Gender not provided	**0**
Overall Total	**1059**

Q32

In relation to the applications, you received:Do you collect race-based data?

Respondent skipped this question

Q33

Do you collect other identity-based or demographics data?

No

Q34

Category of Applicants Number of applicants who voluntarily or involuntarily (through inactive and lapsed applications) withdrew from the application process between January 1 and December 31, 2021:

122

Q35

Please indicate the total number of applicants from Ontario who filed an application between January 1 and December 31, 2021 for the following categories as applicable.

Number of Applicants	**603**
Number of Applicants Licensed/Certified	**559**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**1**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**1**

Q36

Please indicate the total number of applicants from Canadian provinces and territories (excluding Ontario) who filed an application between January 1 and December 31, 2021 for each of the following categories as applicable.

Number of applicants	**76**
Number of applicants fully licensed/certified	**66**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**1**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**1**

Q37

Please indicate the total number of certificate-to-certificate (labour mobility) applicants who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	**241**
Number of applicants fully licensed/certified	**210**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**1**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**1**

Q38

Please indicate the total number of applicants from international jurisdictions (not including USA) who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	**341**
Number of applicants fully licensed/certified	**333**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**1**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**1**

Q39

Please indicate the total number of applicants from multiple and/or jurisdictions not specified who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	**34**
Number of applicants fully licensed/certified	**32**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**1**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**1**

Q40

Please indicate the total number of applicants from accredited Canadian post-secondary institutions who filed an application between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	**76**
Number of applicants fully licensed/certified	**0**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**0**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**0**

Q41

Please indicate the total number of applicants who re-registered after withdrawing from the application process between January 1 and December 31, 2021 for each of the categories as applicable.

Number of applicants	**28**
Number of applicants fully licensed/certified	**28**
Average Time to Process Application in Weeks from First Point of Applicant Contact	**1**
Average Time to Process Application in Weeks from Receipt of all Required Documents	**1**

Q42

Please provide any additional comments you may have for questions 33-41.

AIT and the reinstatements are imbedded in the other categories

Q43

Jurisdiction where applicants obtained their initial educationPlease indicate the total number of applicants for the top 12 international countries or jurisdiction where applicants obtained their initial education in the profession or trade.

1	**India 96**
2	**Egypt 91**
3	**United Kingdom 33**
4	**Nigeria 15**
5	**Iran 12**
6	**Jordan 12**
7	**Australia 9**
8	**Pakistan 9**
9	**Iraq 8**
10	**Bangladesh 7**
11	**Philippines 7**
12	**Syria 5**

Q44

Processing Time As of December 31, 2021, how many full licenses/certificates did your organization issue?

989

Q45

Please indicate the total number of applicants who received full licensure/certification between January 1 and December 31, 2021, according to the following timelines.

0 – less than 3 months	**984**
3 months – less than 6 months	**4**
6 months – less than 12 months	**1**

Q46

Age of Active Applications As of December 31, 2021 what were the total number of active applications in your case inventory?

69

Q47

Please provide a breakdown (and total) of active applications according to the length of time (age) that they have been open.

0 – less than 3 months	**60**
3 months – less than 6 months	**5**
6 months – less than 12 months	**4**

Q48

Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applicants who were issued an alternative class of license* that your organization processed in the reporting year (January 1-December 31, 2021).Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.* An alternative class of license/certificate enables the holder to practice with limitations, but additional requirements must be met for the member to be fully licensed/certified.

Ontario	**446**
Other Canadian Provinces and Territories	**41**
Certificate to Certificate (Labour Mobility)	**0**
USA	**34**
Other International	**299**
Multiple and/or Unspecified Jurisdictions	**0**
TOTAL	**1136**

Q49

Other Licenses/Certificates of Registration ProcessedPlease indicate the number of applications, If applicable, who were issued an emergency license/certificate that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	**309**
Other Canadian Provinces and Territories	**53**
Certificate to Certificate (Labour Mobility)	**0**
USA	**16**
Other International	**152**
Multiple and/or Unspecified Jurisdictions	**0**
TOTAL	**530**

Q50

Other Licenses/Certificates of Registration ProcessedPlease indicate the number of Provisional license/certificate or alternative class of license/certificate holders who were fully licensed/certified by your organization which were processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces and Territories	0
Certificate to Certificate (Labour Mobility)	0
USA	0
Other International	0
Multiple and/or Unspecified Jurisdictions	0
TOTAL	0

Q51

Number of Reviews and Appeals Processed State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who were subject to an internal review or who were referred to a statutory committee of your governing council, such as a Registration Committee. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	35
Other Canadian Provinces	7
USA	22
OtherCountries	53
Multiple and/or Unspecified Countries	0
TOTAL	117

Q52

State the number of reviews and appeals that your organization processed in the reporting year (January 1-December 31, 2021). For applicants who initiated an appeal of a registration decision. Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces	0
USA	0
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	0

Q53

State the number of reviews and appeals heard in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	0
Other Canadian Provinces	0
USA	0
OtherCountries	0
Multiple and/or Unspecified Countries	0
TOTAL	0

Q54

State the number of registration decisions changed following an appeal and/or review that your organization processed in the reporting year (January 1-December 31, 2021). Enter the data by the jurisdiction where applicants were initially trained in the profession, i.e. before they were granted use of the protected title or professional designation in Ontario.

Ontario	**0**
Other Canadian Provinces	**0**
USA	**0**
OtherCountries	**0**
Multiple and/or Unspecified Countries	**0**
TOTAL	**0**

Q55

List the top three reason for appeals (by percentage) of a registration decision

Respondent skipped this question

Q56

List the top five reasons (by percentage) for not Issuing a License/Certification to Internationally Trained Individuals

Respondent skipped this question

Q57

List the top Five Reasons (by percentage) for not Issuing a License/Certification to Canadian Graduates

Respondent skipped this question

Q58

Please provide any additional comments you may have:

Respondent skipped this question