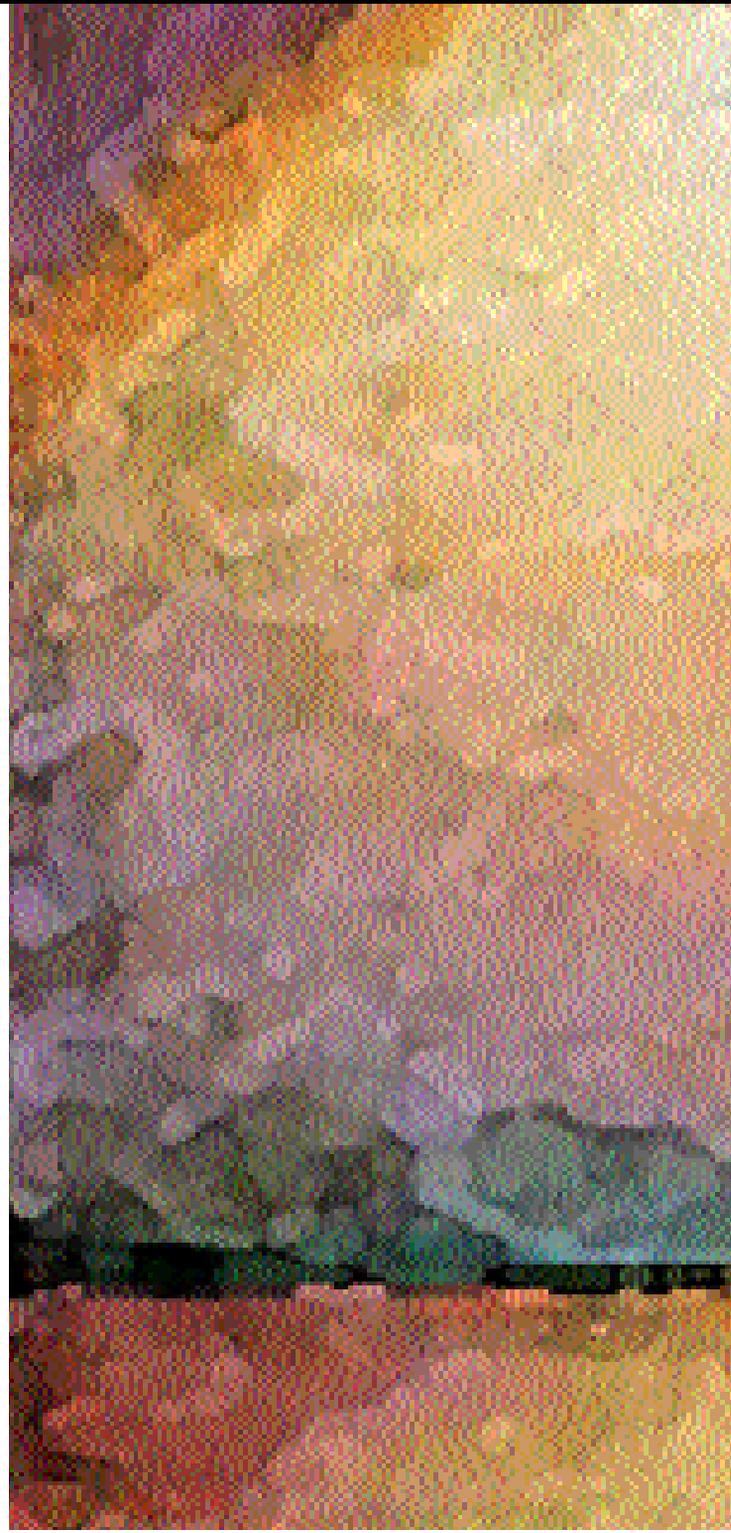


COLLEGE OF DIETITIANS OF ONTARIO



ANNUAL REPORT



2002/03



MESSAGE FROM THE PRESIDENT AND REGISTRAR

During the 2002/03 fiscal year, Council finalized and began implementing an ambitious and exciting strategic plan; one that honours the College's central mandate of public protection and its duty to support Registered Dietitians in Ontario to be competent, ethical and quality driven health professionals.

The College has reached out to involve its stakeholders in setting the agenda. Listening to members, it became clear that the agenda had to reposition the College as an organization dedicated to advancing the profession for the benefit of the public. The rich source of ideas,

Achieving Public Protection through Support of Dietitians
"The College of Dietitians of Ontario exists to regulate and support the profession of dietetics within Ontario in order to provide high quality dietetics/nutrition services to the public."

which served as the foundation for the action items developed in the Strategic Plan, flowed from the 240 dietitians who participated in four focus groups and 13 Roadshows organized by the College in 2002. It was stimulating for the College to meet face-to-face with dietitians, exchanging ideas and information that helped set its new strategic course of action. As members have repeatedly said in our meetings with them, "it is good to have a human face on the College" and "thank you for your help".

The profession of dietetics continues to evolve and is probably one of the most diversified of all the regulated health professions. The admirable versatility of dietitians brings challenges in fulfilling the Quality Assurance mandate prescribed by the government. A major initiative in 2002/03 has been to improve the accessibility and relevance of the College and its programs to all members regardless of their practice setting, area of specialization or academic background. In response to members' feedback, an extensive revision of the Self-directed Learning Tool was undertaken with a view to increasing the value of the tool to all members. By making it shorter, grouping competencies and asking more general questions about the nature of members' practices, we have increased the self-reflective value that supports the development of members' personalized learning plans. The College is grateful to the 51 members from the many fields of dietetics who formally participated in the review and redevelopment of the SDL Tool. Moving ahead to 2003/04, the College is excited about making the SDL Tool available for on-line submission – the first in many e-business and e-communication applications that we will implement.

The Roadshows were a highlight in 2002, not only for setting the course for the College's strategic plan but also for providing members with a comprehensive presentation on Practice Assessment. Approaches to assessing continuing professional competency and the results of the administration of the College's first practice assessment were presented. Members appreciated the insights offered and the opportunity to have their concerns heard by the College and discussed with colleagues.

Council, with the assistance of the ad hoc Governance Working Group, has worked extensively on a review of its Governance Policies to ensure its effectiveness in achieving two primary organizational results: 1) a well-regulated profession; and 2) a well-managed College. This review has underscored the need for enhancing internal as well as external education and communication.

A truly competent Public and Professional Council, Elected Committee members and staff work toward improving the College's ability to anticipate, identify and respond to professional issues relevant to its mandate. One way the College identifies topics of concern to dietitians in Ontario is by tracking all the issues raised by dietitians through phone inquiries, letters, e-mail and faxes. In 2002/03, this meticulous tracking was particularly useful in allowing us to identify a cluster of inquiries about the dietetic scope of practice related to insulin adjustment. The College responded to this concern by hosting a teleconference call where dietitians shared their experiences and practices. The follow-up résumé article prepared by the College was highly regarded and republished by other organizations for Canada-wide readership.



2

The establishment of a new Professional Practice Standing Committee is another way the College has increased its ability to respond to practice issues. Its mandate includes developing new guidelines on record keeping and providing guidance on telepractice. Also, it will provide research and advocate for the creation of new controlled acts for prescribing therapeutic diets and enteral/parenteral nutrition. In addition, the College is preparing input on the Ministry of Health and Long-Term Care's review of the Long-Term Care Facility Dietary Standards.

The most visible indicator of the College's work in 2002/03 is the production of the new website, www.cdo.on.ca. Attractive, informative and user-friendly, the new website is but one part of the enhanced communication plan outlined in the strategic initiatives. Members have applauded this new tool for being comprehensive and easy to use. The sections "About Dietitians" and "About the College" showcase the breadth of the dietetic profession and explain what it means to be a "Registered" Dietitian. The College is pleased to have invested in the website as a resource for members, the public and other health professionals. It was designed as a key to continually improve the efficiency of College communications and, looking forward, as a platform for developing more electronic functions.

A very special achievement in 2002/03 is the drafting of the *Jurisprudence Handbook for Dietitians in Ontario* by Richard Steinecke, renowned lawyer specializing in regulatory law, and the *College of Dietitians of Ontario*. No single document has previously been produced that fulfills the College's mandate as comprehensively as this handbook does. Members will be able to acquaint themselves with the basis for their legal and ethical responsibilities, in an active and practical way. The jurisprudence handbook serves the public interest by supporting excellent dietetic care. A copy of the handbook will be given to every Registered Dietitian in Ontario.

The *College of Dietitians of Ontario* recognizes that the best way to achieve public protection is through competent, ethical and quality dietetic services. In 2002/03, the College has laid a new foundation for efficient delivery of public and member supports and repositioned itself to better respond to the practice issues in the profession.

Donna Hennyey
PRESIDENT

Mary Lou Gignac
REGISTRAR

Executive Committee

DAVID DAWSON
 (PRESIDENT & CHAIR)
 DONNA HENNEYEY, RD
 (VICE-PRESIDENT, FROM JUNE 2002)
 IRENE LEES, RD
 (VICE-PRESIDENT, TO JUNE 2002)
 MELANIE MCKENNA, RD
 GAYLE OWEN RD

The Executive Committee acts on behalf of Council only if and when issues arise between Council meetings that require immediate action, other than approving by-laws and proposing regulations. This preserves the decision-making role of Council in its entirety. The Executive Committee also receives referrals from the Registrar, the Complaints and Quality Assurance Committees to determine an appropriate course of action. This may include ordering an investigation, referring to the Complaints or Discipline Committees, establishing a Board of Inquiry for incapacity, or taking no further action.

The Executive Committee met nine times during the course of the year and routine activities included:

- Coordination of Council meetings including Strategic Planning activities;
- Appointment of the Auditors of the Register;
- Approval of the contract to develop the new CDO web-site;
- Drafting a Governance Evaluation Template;
- Approval of a letter to the Minister regarding Controlled Acts;
- Approval of a letter of support for the *Health Care Interpretation Information and Education Network* (HCIEN)
- Referral of the Patients' Charter of Rights to the Legislative Issues Standing committee.

The Executive Committee received two referrals from the Quality Assurance Committee this year.

Complaints Committee

MAUREEN SALTER RD (CHAIR TO JUNE 2002)	EMMANUEL DEFREITAS (CHAIR AFTER 2002)
DANIELA CATALLO RD	
IRENE LEES RD	
DAWNA ROYALL RD	
MARGARET HEDLEY RD	
JOHN MORRISON	

The *Regulated Health Professions Act* requires

that the College investigate complaints about members' professional conduct, competence or fitness to practise. The complaint process is designed to ensure procedural consistency and fairness to both the complainant and the member who is the object of the complaint. The role of the Complaint Committee is to ensure that complaints are handled in accordance with the provisions of the Act and that a decision is made within 120 days from the date the complaint is filed.

A Panel of the Complaints Committee considered one complaint in 2002/2003. An investigator was hired to gather additional information related to the allegations against the member. Due to circumstances beyond the control of the committee, a decision to take no action was reached beyond the 120-day period. The decision was not appealed to the *Health Professions Review and Appeal Board*.

An orientation meeting was held for the new members of the Committee.

Discipline Committee

COLIN MCSWEENEY
 (CHAIR TO SEPTEMBER, 2002)
 DONNA HENNEYEY RD
 (CHAIR, FROM SEPTEMBER, 2002)
 MARY ANN BOCOCK RD
 GIL BOYCE
 DAVID BUELL
 JANIS RANDALL SIMPSON RD
 DEBORAH WILDISH RD

The Discipline Committee is responsible for holding hearings about allegations of professional misconduct or incompetence of members. The disciplinary process is initiated by the referral of allegations of misconduct against a member by the Executive or Complaints Committee. The Discipline Committee must provide a fair process for hearing evidence, determining member conduct and the most appropriate action to protect the public in keeping with the *Health Professions Procedural Code* of the *Regulated Health Professions Act* and regulations under the *Dietetics Act*. Discipline hearings are typically open to the public and a report of discipline decisions must be featured in the College's annual report. The Discipline Committee did not receive any referrals and there were no

discipline hearings in this fiscal year. Members of the Discipline Committee maintained their skills for dealing with discipline matters by attending discipline hearings at other colleges, watching discipline-hearing videos, and participating in workshops about the disciplinary process held by the *Federation of Health Regulatory Colleges of Ontario*. They also continued to review the Discipline Handbook.

Fitness to Practise

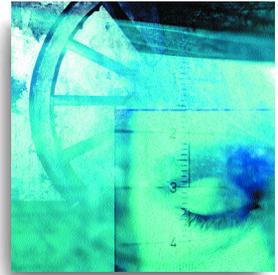
CECILY ALEXANDER RD JANET DUBEAU RD
(CHAIR TO JUNE 2002) (CHAIR FROM 2002)
MARY ANN BOCOCK RD
DAVID BUELL
IRENE LEES RD
COLIN MCSWEENEY
JANIS RANDALL SIMPSON RD
MAUREEN SALTER RD

The responsibility of the Fitness to Practise Committee is to provide a fair review of all matters regarding the potential incapacity of members to practice safely. Members suspected of incapacity are referred to the Fitness to Practise Committee from the Executive Committee. Suspecting incapacity due to physical, mental or emotional reasons, or perhaps due to substance abuse, the Executive Committee appoints a Board of Inquiry to investigate. After reviewing the report from the Board, the Executive committee may refer the member to the Fitness to Practise Committee for an incapacity hearing. Based on the evidence given at the hearing, the Fitness to Practise Committee makes a finding about capacity and may either move to revoke or suspend the member's certificate of registration or impose terms, conditions and limitations on her or his certificate of registration. In this fiscal year, there were no referrals to the Fitness to Practise Committee for incapacity.

The Fitness to Practise Committee prepared for potential incapacity cases. A meeting was held to orient new members and all members were given a copy of Richard Steinecke's, *A complete Guide to the RHPA*, "Fitness to Practise", Chapter 7. The Committee also met to review work done by the previous committee, discuss future project ideas and to develop work plans and a budget for the 2003/2004 fiscal year.

Quality Assurance Committee

DANIELA CATALLO RD (CHAIR)
DAVID BUELL
LOUISE CORRIVEAU RD
KRISTEN TICKNOR RD
MELANIE MCKENNA RD
JOHN MORRISON



The Quality Assurance (QA) Committee's mandate is to identify quality standards that promote excellent dietetic care and make related program proposals to the Council for implementation through the College. It also helps provide a fair assessment process in cases of possible sexual abuse in adherence to the *Regulated Health Professions Act* and College regulations.

The QA Committee identified the following objectives:

- To optimize the value and quality of the SDL tool for members;
- To assist members in understanding and making good use of the QA Program; and
- To efficiently implement and communicate details pertaining to a Practice Assessment that is acceptable to all members.

In Spring 2002, the QA Committee organized several focus groups composed of dietitians from various practice settings to help formulate strategies for optimizing the value and use of the SDL Tool. A consultant was hired to implement the recommendations for revision and field-testing the revised Tool. This revision process has engaged more than 50 dietitians in the QA Program development and evaluation activities.

Results of the 1999/2000 SDL Tool were analyzed and disseminated to members through résumé and presented to *Dietitians of Canada*. A communications plan for further analysis and dissemination of data collected through the SDL tool was drafted for the next fiscal year.

The submission date for the SDL Tool was changed from date-of-birth to the same day for all members. This change will be implemented on September 30, 2004. The Committee also accepted and reviewed requests from members

for extensions in submitting their SDL Tools, reviewed referrals to Practice Assessment for noncompliance and handled a referral from the Complaints Committee. A referral was also made to the Executive Committee for professional misconduct.

In spring and summer of 2002, Practice Assessment Roadshows were presented to over 200 dietitians from across Ontario. Their input formed the basis of the newly developed *QA Practice Assessment (PA) Handbook* and other PA communication pieces for the website. An article informing members of their input into the new PA process was published in *résumé* (Fall 2002).

The QA Committee worked diligently in reviewing, revising and expanding their policy manual to better reflect the proactive and remedial approach being taken with members with regards to their participation in the QA Program.

In summary, it was a busy and productive year. The strategic planning session held in June proved to better focus and direct the Committee's activities to enhance the value and use of the QA tools. Great thanks are extended to Sue Behari, QA Manager and Antiope Papageorgiou, QA Coordinator, for their tremendous support.

Patient Relations

- DAVID DAWSON (CHAIR)
- CECILY ALEXANDER RD
- IRENE. LEES RD
- MELANIE MCKENNA RD
- COLIN MCSWEENEY
- JOHN MORRISON
- LOUISE CORRIVEAU RD
- KRISTEN TICKNOR RD
- BARBARA THEEDOM RD

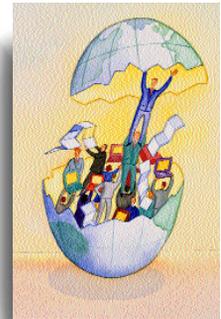
The *Regulated Health Professions Act* requires health professions regulatory colleges to have a Patient Relations Program for preventing or dealing with sexual abuse of patients. The program must include member education, guidelines for the professional conduct of members with their patients, training for the College's staff and it must also provide information to the public. The *College of Dietitians of Ontario* has a zero tolerance policy for any form of patient abuse. The Patient Relations Committee is responsible to coordinate the program and will process requests for funding for

therapy and counselling should any patient suffer sexual abuse by a member of the College. The Patient Relations Committee met twice during this fiscal year. There were no reports or complaints of abuse reported to the College and no applications for therapy and counselling.

The pamphlet previously published by the College, *Sexual Abuse Has No Place In Your Health Care*, was reprinted and distributed to approximately 125 institutions, social agencies and hospitals around the province.

Registration Committee

- DONNA HENNYEY RD (CHAIR)
- GIL BOYCE
- EMMANUEL DEFREITAS
- MICHELLE DESROCHES RD
- GAYLE OWEN RD
- MELANIE MCKENNA RD



The *College of Dietitians of Ontario* is empowered by Ontario legislation to register dietitians and regulate their practice in the province. The College sets the requirements for entry to the dietetic profession and registers only those who have met these requirements. In accordance with the *Health Professions Procedural Code*, Section 15, the Registration Committee receives referrals when the Registrar has doubts about whether an applicant has met registration requirements.

During the past year the Registration Committee reviewed forty-three applications. Four applicants required further training and seven were refused. Two applicants appealed the Committee's decision. The *Health Professions Appeal and Review Board* (HPARB) upheld the Committee's decision on one appeal and the other remains outstanding. The Board upheld the Committee's decision on one previous appeal and one appeal was abandoned.

Registration Statistics

Period of time: April 1/2002 - March 31, 2003	
Total Applications:	184
Canadian Trained:	150
Internationally Trained:	34
Referrals 2002/03:	43
Applicants requiring additional training:	4
Applicants refused:	7
Referrals 2001/02	40
Referrals 2000/01	25
Appeals	1



Membership Data

Number of Dietitians Registered to Practise by District

DISTRICT	TOTAL	MEMBERS	TEMP.	ACTIVE (employed)	NON-ACTIVE (unemployed)
1 South Western	276	272	4	259	13
2 Central Western	426	423	3	382	41
3 Central Eastern	1085	1073	12	991	82
4 Eastern	358	356	2	334	22
5 North Eastern	110	105	5	99	6
6 North Western	58	58	0	54	4
7 Out of Province	47	46	1	33	13
8 Out of Country	44	43	1	29	14
Totals	2404	2376	28	2181	195
		99%	1%	92%	8%

Attrition Rate

In 2003, 50 dietitians have resigned

Distribution of Dietitians (Members) by District and Area of Practice (Ontario)

DIST	ADMIN	CLINICAL	COMM	CONSULT	PRIVATE	OTHER	NO INFO
1	34	132	36	18	11	16	25
2	39	205	63	30	22	18	46
3	135	489	135	59	52	108	95
4	42	167	55	17	13	36	26
5	7	55	20	3	4	5	11
6	7	36	8	1	2	1	3
Total	264	1084	317	128	104	184	206
	12%	47%	14%	6%	5%	8%	9%

220 members in Ontario have more than 1 area of practice

Gender of Dietitians (Members)

Total Registered: 2376

Female: 2348 (99%) Male: 28 (1%)

FINANCIAL STATEMENTS

Auditors' Report

To the Council of the College of Dietitians of Ontario

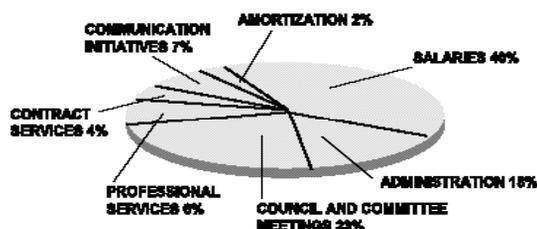
We have audited the financial statements of the College of Dietitians of Ontario as at March 31, 2003 in accordance with Canadian generally accepted auditing standards and expressed an unqualified opinion about these statements in our report of May 26, 2003.

The information presented in the accompanying Condensed Statement of Operations and Changes in Fund Balances is derived from the above-mentioned financial statements and in our opinion presents fairly the information therein.

Kopstick Osher, Chartered Accountants, LLP
TORONTO, ONTARIO, MAY 26, 2003.

College Expenses

For the Year Ended March 31, 2003



College of Dietitians of Ontario Condensed Statement of Operations and Changes in Fund Balances

For the Year Ended March 31, 2003

	2003	2002
Revenue		
Membership fees	832,702	803,222
Other Income	101,276	155,961
	<u>933,978</u>	<u>959,183</u>
Expenses		
Salaries and benefits	411,638	330,812
Contracted Services	44,110	221,896
Council and committee expenses	229,068	159,557
Communication initiatives	71,539	23,281
Administration	183,581	192,546
Professional services	62,406	117,011
Amortization	19,061	20,682
	<u>1,021,403</u>	<u>1,065,785</u>
Expenses over revenues	(87,425)	(106,602)
Fund balances		
- beginning of year	922,019	1,028,621
Fund balances - end of year	<u>834,594</u>	<u>922,019</u>

Allocation of Fund Balances

End of year

	2003	2002
Investment in Capital Assets	54,586	58,172
Internally Restricted - Note 1	776,692	752,256
Unrestricted	3,316	111,591
Fund Balances - end of year	<u>834,594</u>	<u>922,019</u>

Note 1: Internally restricted funds are reserved for strategic planning initiatives, future hearings, investigations, therapy and counselling of sexually abused patients and development of examinations and programs. These funds are not available for other purposes without the approval of Council.

Copies of the 2003 audited financial statements are available on request.



COLLEGE OF DIETITIANS OF ONTARIO

438 University Avenue
Suite 1810, Box 40
Toronto, Ontario M5G 2K8

Tel. (416) 598-1725
Fax: (416) 598-0274
Toll Free: 1-800-668-4990

EXECUTIVE COMMITTEE



David Dawson,
PRESIDENT



Donna Hennyey RD
VICE PRESIDENT



Melanie McKenna RD



Irene Lees RD
VICE PRESIDENT
TO JUNE 2002



Gayle Owen RD

COUNCIL



Daniela Catallo RD



Cecily Alexander RD



Janis Randall Simpson RD



Louise Corriveau RD



Mary Anne Bocock, RD



Gil Boyce



Emmanuel Defreitas



David Buell



Maureen Saulters, RD

John Morrison
Colin McSweeney
(not shown)

NON-COUNCIL



Dawna Royall RD



Deborah Wildish RD



Janet Dubeau RD



Kristen Ticknor RD



Michelle DesRoches

Margaret Hedley
(not shown)

STAFF

Mary Lou Gignac, Registrar
Monique Poirier, Executive Assistant to the Registrar
Mihaela Mihu, Registration Coordinator
Lynne Cormier, Receptionist/Secretary

Sue Behari RD, Quality Assurance Manager
Antiope Papageorgiou, Quality Assurance Coordinator
Wendy Lampard, Accountant
Elsene Randall, Office Administrator