

Effective Date: April 2022

Policy: A practice visit will be conducted on an as needed or as requested basis with the intent to determine whether the OT's practice adheres to ACOT's Standards of Practice and Code of Ethics.

Purpose: The purpose of this policy is to outline the intent, processes and outcomes for practice visits.

Applicable Legislation: *Health Professions Act (HPA) Section 51 and Occupational Therapists Profession Regulation (OTPR) - Sections 14-16¹*

Procedures: In order to assess Registrants' adherence to ACOT's Standards of Practice and Code of Ethics, the following procedures will be implemented:

1. Selection of Registrants for a practice visit may occur through:
 - a. Self-selection (at request of the OT)
 - b. Non-compliance with CCP requirements, e.g., not participating in a coaching conversation after CCP submission is rated as "not acceptable", corrections to CCP submission not incorporated within 30-day requirement.
 - c. Non-acceptable CCP submission more than once in a five-year period, or conditional (and/or Not-acceptable) CCP submissions twice or more in a five-year period.

2. Logistics –
 - a. OTs in good standing on the General Register are recruited to be part of the Competence Committee. A Competence Committee may appoint one or more persons to be a Reviewer to perform a practice visit in accordance with sections 11, 20 and 51 (2-5) of the HPA. Registrants with a minimum of 5 years of practice experience are eligible to be Reviewers and may be selected from across the province and across practice areas.
 - b. Reviewers will be paid an honorarium for each practice visit completed, at a rate of a mid-range OTII at step 4 of the current HSAA contract, with 1 day provided for each practice visit, including write up of findings.
 - c. Reviewers will be provided with training on use of the Standards of Practice and Code of Ethics during practice visits and will serve 2- and 3-year staggered renewable terms.
 - d. One Competence Committee member will be designated as a second Reviewer who can be consulted by any of the other Reviewers for a second opinion on a Registrant's adherence to the Standards of Practice and Code of ethics.

- e. Registrants will be given 30 days' notice before a practice visit is to take place.
 - f. Practice visits can occur virtually or in person. When occurring in person, Reviewers will obtain permission from the occupant of a private dwelling or publicly funded facility where applicable to access the Registrant's workplace or appropriate alternate venue for purposes of the practice visit, in accordance with the HPA sections 51 (4 a-b).
3. Practice visit results will not be shared with employers, and employers will be notified this is the case before a practice visit takes place.
 4. Conducting practice visits - Reviewers will compare the requirements in ACOT's Standards of Practice and Code of Ethics to the Registrant's practice as evidenced through one or more of the following: interviews with the Registrant, review of the Registrant's documentation, peer interviews, multiple source feedback, case studies or any other evaluation method the Reviewer deems appropriate.
 5. Timing – Reviewers will have four weeks to complete each assigned practice visit, which they will forward to the ACOT office for follow up where required.
 6. Results of practice visits – the Registrant will be advised of the practice visit results within 90 days as required by section 51(5a-b) of the HPA. As per Section 16 of the OTPR, if the results of a practice visit are unsatisfactory, the Competence Committee may direct a Registrant or group of Registrants to undertake any one or more of the following within a specified period of time:
 - (a) to complete specific continuing competence program requirements;
 - (b) to correct any problem identified in the practice visit;
 - (c) to submit to periodic review and evaluation;
 - (d) to report to the Competence Committee on specified matters.

The Competence Committee must make a referral to the complaints director if, on the basis of information obtained from a practice visit, it is of the opinion that

- (a) the Registrant displays a lack of competence in the provision of professional services that has not been remedied by participating in the continuing competence program,
- (b) the Registrant may be incapacitated, or
- (c) the conduct of the Registrant constitutes unprofessional conduct that cannot be readily remedied by means of the continuing competence program.

Outcome:

1. Registrants will receive feedback about their practice and activities to support continuing competence.
2. Support will be provided to registrants who require guidance to comply with ACOT's Standards of Practice and Code of Ethics.
3. ACOT will meet the requirements set out in the Occupational Therapists Profession Regulation Sections 14-16

Appeal Process:

Registrants can appeal the results of a practice visit to a panel of two new Reviewers who must come to a consensus on their practice visit recommendations. The two new Reviewers can either:

1. Uphold the recommendations of the original practice visit, or
2. Update the recommendations from the original practice visit, at which point regular follow up would be implemented as described in section 5.

Decisions of the two new Reviewers are final.

An appeal request must be received by the ACOT office within 30 days of the notification to the Registrant of practice visit results. Appeals will be completed within 4 weeks of receipt of the appeal request.