

Fair Registration Practices Report

Pharmacists (2008)

The answers that you submitted to OFC can be seen below.

This Fair Registration Practices Report was produced as required by:

- the Fair Access to Regulated Professions Act (FARPA) s. 20 and 23(1), for regulated professions named in Schedule 1 of FARPA
- 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.

Provision of Information About Registration Practices (1 / 13)

Describe how you make information about registration practices available to individuals applying or intending to apply for registration. Specify the tools used to provide information, and the manner in which you make that information available, current, accurate and user friendly in each of these subcategories:

a) steps to initiate the registration process

This information is available on the College's website at www.ocpinfoc.com > Fast Track: The Registration Process. This information can also be accessed by clicking on one of the following categories of applicants: 1. Licensing > Member Registration > Licensed Canadian Pharmacists 2. Licensing > Member Registration > Canada/US Graduates & Undergraduates, or 3. Licensing > Member Registration > International Graduates The College's new website was launched in 2007. Changes to update or clarify the Licensing portion of the website are made as required based on the questions received by and feedback from applicants and members. This information is also provided in the Pharmacist Career Map that was developed by the College and the Labour Market Integration Unit, Ontario Ministry of Citizenship and Immigration, and updated in February 2008. It is available at <http://www.citizenship.gov.on.ca/english/working/career/professions/pharmacists.shtml> or http://www.ontarioimmigration.ca/english/how_work_pharmacist_CM.asp In 2008, we held information sessions for international pharmacy graduates (IPGs) who were just beginning the registration process or considering registration in Ontario. These live presentations were held in conjunction with staff from Health Force Ontario (HFO) and the International Pharmacy Graduate (IPG) Program' Enhanced Language Training (ELT) course. The material presented was updated from previous presentations based on questions received from former attendees. Time was reserved for questions and answers for the entire group and individual conversations. Client Services also sends out information to applicants upon request.

b) requirements for registration

This information is available on the College's website at www.ocpinfoc.com > Fast Track: The Registration Process. This information can also be accessed by clicking on Licensing > Member Registration > Overview. The College's new website was launched in 2007. Changes to update or clarify the Licensing portion of the website are made as required based on the questions received by and feedback from applicants and members. This information is also provided in the Pharmacist Career Map that was developed by the College and the Labour Market Integration Unit, Ontario Ministry of Citizenship and Immigration, and updated in February 2008. It is available at <http://www.citizenship.gov.on.ca/english/working/career/professions/pharmacists.shtml> or http://www.ontarioimmigration.ca/english/how_work_pharmacist_CM.asp This information was also included in the HFO and ELT presentations. Client Services also sends out information to applicants upon request.

c) explanation of how the requirements for registration are to be met, such as the number of years of schooling required for a degree to be deemed equivalent to an Ontario undergraduate degree, length and type of work experience, credit hours or program content

Information regarding degrees accredited by the Canadian Council for Accreditation of Pharmacy Programs (CCAPP) or the Accreditation Council for Pharmaceutical Education (ACPE) which are deemed to be equivalent to an Ontario undergraduate pharmacy degree is available on the College's website at www.ocpinfo.com > Fast Track: The Registration Process. Changes to update or clarify the Licensing portion of the website are made as required based on the questions received by and feedback from applicants and members. This information is also provided in the Pharmacist Career Map that was developed by the College and the Labour Market Integration Unit, Ontario Ministry of Citizenship and Immigration, and updated in February 2008. It is available at <http://www.citizenship.gov.on.ca/english/working/career/professions/pharmacists.shtml> or http://www.ontarioimmigration.ca/english/how_work_pharmacist_CM.asp Client Services also sends out information to applicants upon request.

d) any education or practical experience required for registration that must be completed in Ontario or practice that must be supervised by a member of the profession who is registered in Ontario

This information is available on the College's website at www.ocpinfo.com > Training & Assessments > SPT. This information can also be accessed by clicking on one of the following categories of applicants: 1. Licensing > Member Registration > Canada/US Graduates & Undergraduates > Supporting Documentation, or 2. Licensing > Member Registration > International Graduates > Supporting Documentation Changes to update or clarify the Licensing portion of the website are made as required based on the questions received by and feedback from applicants and members. This information is also provided in the Pharmacist Career Map that was developed by the College and the Labour Market Integration Unit, Ontario Ministry of Citizenship and Immigration, and updated in February 2008. It is available at <http://www.citizenship.gov.on.ca/english/working/career/professions/pharmacists.shtml> or http://www.ontarioimmigration.ca/english/how_work_pharmacist_CM.asp This information was also included in the HFO and ELT presentations. Client Services also sends out information to applicants upon request.

e) requirements that may be satisfied through acceptable alternatives

Requests for exemptions from any of the registration requirements may be made to a panel of the Registration Committee and will be considered on a case by case basis. Information about making a panel request is available on the College's website at www.ocpinfo.com > Licensing > Member Registration > Registration Panel Requests. For example, additional information about requesting acceptance of non-objective evidence of language proficiency is available on the College's website at www.ocpinfo.com > Fast Track: The Registration Process > Step 2: Registering as a Student > Language proficiency requirements. This information can also be accessed by clicking on Licensing > Training & Assessments > Fluency. This information was also included in the HFO and ELT presentations.

f) the steps in the assessment process

This information is available on the College's website at www.ocpinfo.com > Fast Track: The Registration Process. This information can also be accessed by clicking on one of the following categories of applicants: 1. Licensing > Member Registration > Canada/US Graduates & Undergraduates, or 2. Licensing > Member Registration > International Graduates The College's new website was launched in 2007. Changes to update or clarify the Licensing portion of the website are made as required based on the questions received by and feedback from applicants and members. This information is also provided in the Pharmacist Career Map that was developed by the College and the Labour Market Integration Unit, Ontario Ministry of Citizenship and Immigration, and updated in February 2008. It is available at <http://www.citizenship.gov.on.ca/english/working/career/professions/pharmacists.shtml> or http://www.ontarioimmigration.ca/english/how_work_pharmacist_CM.asp This information was also included in the HFO and ELT presentations. Client Services also sends out information to applicants upon request.

g) the documentation of qualifications that must accompany each application; indicate which

documents, if any, are required only from internationally trained applicants

This information is available on the College's website at www.ocpinfo.com > Fast Track: The Registration Process. This information can also be accessed by clicking on one of the following categories of applicants: 1. Licensing > Member Registration > Canada/US Graduates & Undergraduates > Supporting Documentation, or 2. Licensing > Member Registration > International Graduates > Supporting Documentation Changes to update or clarify the Licensing portion of the website are made as required based on the questions received by and feedback from applicants and members. This information is also provided in the Pharmacist Career Map that was developed by the College and the Labour Market Integration Unit, Ontario Ministry of Citizenship and Immigration, and updated in February 2008. It is available at <http://www.citizenship.gov.on.ca/english/working/career/professions/pharmacists.shtml> or http://www.ontarioimmigration.ca/english/how_work_pharmacist_CM.asp This information was also included in the HFO and ELT presentations. Client Services also sends out information to applicants upon request. Non-Canadian citizens are also required to provide the following documentation: - valid international passport and proof of status in Canada by one of the following: i) Record of Landing, ii) Permanent Resident card, or iii) Valid Study Permit and/or Work Permit (valid work permit is required for registration as an intern) IPGs must demonstrate that they understand, speak and write in either English or French with reasonable proficiency by submitting current, acceptable language proficiency test scores or non-objective evidence of language proficiency for a panel of the Registration to determine if the applicant has met the College's language proficiency requirements.

h) acceptable alternatives to the documentation if applicants cannot obtain the required documentation for reasons beyond their control

Requests for exemptions from any of the registration requirements may be made to a panel of the Registration Committee and will be considered on a case by case basis. Information about making a panel request is available on the College's website at www.ocpinfo.com > Licensing > Member Registration > Registration Panel Requests. For example, additional information about requesting acceptance of non-objective evidence of language proficiency is available on the College's website at www.ocpinfo.com > Fast Track: The Registration Process > Step 2: Registering as a Student > Language proficiency requirements. This information can also be accessed by clicking on Licensing > Training & Assessments > Fluency. This information was also included in the HFO and ELT presentations.

i) how applicants can contact your organization

Applicants can contact Client Services on the College's website at www.ocpinfo.com > Contact Us or by clicking on Licensing > Contact Us or any of the highlighted links to "Client Services" from various pages on the College's website. Applicants can also make an appointment to meet with a Client Services representative or visit the College and speak with the Client Services representative who is assigned to help drop in visitors. This information was also included in the HFO and ELT presentations.

j) how, why and how often your organization initiates communication with applicants about their applications

The College communicates with applicants throughout the registration process. Client Services and Registration Programs staff spend a considerable amount of time guiding internationally trained individuals through the registration process.

k) the process for dealing with documents provided in languages other than English or French

This information is provided in the Pharmacist Career Map that was developed by the College and the Labour Market Integration Unit, Ontario Ministry of Citizenship and Immigration, and updated in February 2008. It is available at <http://www.citizenship.gov.on.ca/english/working/career/professions/pharmacists.shtml> or http://www.ontarioimmigration.ca/english/how_work_pharmacist_CM.asp This information needs to be added to the College website and the information that is provided by Client Services upon request.

l) the role of third-party organizations, such as qualification assessment agencies, organizations that

conduct examinations or institutions that provide bridging programs, that applicants may come into contact with during the registration process

The roles of the International Pharmacy Graduate Program and the Pharmacy Examining Board of Canada are outlined on the College's website. This information and links to their websites are available on the College's website by clicking on www.ocpinfo.com > Fast Track: The Registration Process > International Pharmacy Graduates. This information can also be accessed by clicking on Licensing > Member Registration > International Graduates

m) any timelines, deadlines or time limits that applicants will be subject to during the registration process

This information is available on the College's website at www.ocpinfo.com > Fast Track: The Registration Process. This information can also be accessed by clicking on one of the following categories of applicants: 1. Licensing > Member Registration > Canada/US Graduates & Undergraduates, or 2. Licensing > Member Registration > International Graduates The College's new website was launched in 2007. Changes to update or clarify the Licensing portion of the website are made as required based on the questions received by and feedback from applicants and members. Client Services also sends out information to applicants upon request.

n) the amount of time that the registration process usually takes

Information regarding the minimum numbers of weeks of in-service training required at the studentship and internship levels is available on the College's website at www.ocpinfo.com > Fast Track: The Registration Process. This information can also be accessed by clicking on one of the following categories of applicants: 1. Licensing > Member Registration > Canada/US Graduates & Undergraduates, or 2. Licensing > Member Registration > International Graduates The amount of time will depend on the applicant's successful completion of the required education, examinations and training, and can vary greatly. The OCP jurisprudence examination dates are available on the College's website at www.ocpinfo.com > Licensing > Training & Assessments > Jurisprudence. The dates of the Pharmacy Examining Board of Canada (PEBC) examinations are available on their website. A link to the PEBC website is available on the OCP website at www.ocpinfo.com > Licensing > Training & Assessments > PEBC.

o) information about all fees associated with registration, such as fees for initial application, exams and exam rewrites, course enrolment or issuance of licence

A summary table of OCP's registration-related fees is available on the College's website at www.ocpinfo.com > Fast Track: The Registration Process. Links to the fee table are active from every applicant category listed above and for each level of registration. Fees are also printed on each application form that must be completed by the applicant depending on the level of registration to which he/she is applying. The Career Map lists all 2008 registration-related fees, including those charged by third parties (e.g., PEBC, language proficiency testing institutions).

p) accommodation of applicants with special needs, such as visual impairment

Applicants may request accommodation of special needs to write the College's pharmaceutical jurisprudence examination. The Guidelines for Special Needs Accommodations for Testing are available on the College's website at www.ocpinfo.com > Licensing > Training & Assessment > Jurisprudence. This document can also be found by entering "special needs" in the Search feature.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Amount of Fees (2 / 13)

Are any of the fees different for internationally trained applicants? If yes, please explain.

No. IPGs pay the same fee amounts. Graduates of faculties of pharmacy accredited by the Canadian Council for Accreditation of Pharmacy Programs (CCAPP) or the Accreditation Council of Pharmacy Education (ACPE) complete the student level of training within their pharmacy degree program. In Ontario, these applicants are required to pay the Studentship Application fee when they register as pharmacy students with the College. IPGs complete the OCP's student level training under the direct supervision of a pharmacist. When they register as pharmacy students with the College, IPGs are required to pay the same Studentship Application fee that is charged to CCAPP- or ACPE-accredited program students who register in Ontario for their undergraduate training. IPGs were also required to pay the Studentship Training fee of \$388.27 (\$369.78 + \$18.49 GST) once they had successfully completed all of their in-service training and were ready to be registered as a pharmacist.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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Provision of Timely Decisions, Responses and Reasons (3 / 13)

a) What are your timelines for making registration decisions?

The processing time for an application is one to two weeks. Applications are received and reviewed by the Client Services staff and, if necessary, Registration Programs staff to determine whether all of the registration requirements as set out in the Regulation have been met. If they have, and the Registrar has no concerns about registering the applicant, then a Certificate of Registration is provided. If the Registrar proposes to refuse an application, the application is referred to a panel of the Registration Committee [paragraph 15.(1)(b) of the Code]. A panel is comprised of three members of the Registration Committee (i.e., two pharmacists and a public member) [ss 17.(2) of the Code]. A panel is convened once a month to review such applications. The panel will review the individual's application and all relevant information before making a decision in respect of that application. Applications received by the first business day of the month are generally considered by the panel that convenes the following month.

b) What are your timelines for responding to applicants in writing?

If an application is referred to a panel, the applicant is notified of the referral [ss 15.(3) of the Code]. The notice of the referral notifies the applicant of the statutory grounds for the referral and the applicant's right to make written submissions to the panel within 30 days after receiving the notice. The notice of the referral is usually sent to applicants whose files are complete by the 15th of the month preceding the panel month. If an application will be considered by a panel in fewer than 30 days from the date of the referral, the notice of the referral is e-mailed to the applicant. The applicant is asked to sign a waiver of the 30 day notice period if he/she wishes her application to be considered by the earliest available panel. After the panel meeting, the Registration Programs Assistant or other Registration Programs staff advises applicants of the panel's decision by e-mail usually within three business days of the meeting.

c) What are your timelines for providing written reasons to applicants about all registration decisions, internal reviews and appeal decisions?

Applicants for whom positive decisions are made (i.e., with no conditional requirements attached) may act on the decision immediately. Written reasons are not required. Applicants for whom conditionally positive decisions are made are asked to sign and return a waiver if they are satisfied with the decision and wish to act on it immediately. Those applicants who are satisfied with the decision must then submit a current application for the level of registration determined by the panel. Written reasons are not required in these cases. An applicant whose request has been denied or who is not satisfied with the Panel's decision is issued a formal Panel Order including written reasons that is drafted by the Registration Programs Assistant according to the Panel's discussion [ss 20.(1) of the Code]. The Panel Chair signs the Panel Order. These Panel Orders are accompanied by a letter advising the applicant of their right to appeal the decision to the Health Professions Appeal and Review Board within 30 days of the date of the cover letter [ss 20.(2) of the Code]. Typically, a Panel Order is sent to the applicant within eight weeks of the Panel meeting.

d) Explain how your organization ensures that it adheres to these timelines.

Applications that are incomplete or pending are stored in a folder that is checked regularly against the applicant's file. Client Services staff notify the Registration Programs Assistant when the file is complete and the file is moved to the folder for the next available panel. After panel meetings, the e-mails with the panel's decisions are prepared and sent by Registration Programs staff. Six of the seven staff members in the department have received training on preparing and sending the e-mails. Applicants who received a conditionally positive decision by a panel but have not returned a waiver are contacted three to four weeks after a panel meeting to determine if they would like to act upon the decision or if they wish to receive a formal Panel Order. If a Panel Order is required, a Registration Programs staff member will draft it based on the panel's deliberations and send it to the Panel Chair for his/her approval and signature.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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Access to Records (4 / 13)

a) Describe how you give applicants access to their own records related to their applications for registration.

All material that has been submitted by an applicant or upon the direction of an applicant from a third party (e.g., PEBC, language proficiency testing institutions, degree transcripts) for consideration is accessible to the applicant upon written request [ss 16.(1) of the Code]. A copy of the Panel Order, reasons and all of the material considered by a panel of the Registration Committee is provided to any applicant who has appealed a panel's decision to the HPARB [ss 21.(3) of the Code]. Access to information with respect to an applicant's record by someone other than the applicant (e.g., employer/recruiter) is only given upon receipt of written permission by the applicant.

b) Explain why access to applicants' own records would be limited or refused.

This has not been an issue to date. However, the Registrar may refuse to give an applicant anything that may, in the Registrar's opinion, jeopardize the safety of any person [ss 16.(2) of the Code].

c) State how and when you give applicants estimates of the fees for making records available.

No fee has been charged but would be based on cost recovery.

d) List the fees for making records available.

No fee has been charged but would be based on cost recovery.

e) Describe the circumstances under which payment of the fees for making records available would be waived or would have been waived.

No fee has been charged but would be based on cost recovery.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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Resources for Applicants (5 / 13)

a) List and describe any resources that are available to applicants, such as application guides, exam blueprints or programs for orientation to the profession.

The College's Pharmaceutical Jurisprudence examination blueprint is available on the College's website at www.ocpinfo.com > Licensing > Training & Assessments > Jurisprudence > Jurisprudence Examination. A one-day seminar is offered by College staff before each jurisprudence examination. The handout material for this seminar are available on the College's website. The College's Registration Advisors offer a one day seminar for IPGs as an introduction to the structured practical training program. In 2008, this seminar was offered through the IPG Program, at the College, in Ottawa, and in conjunction with Health Force Ontario. The seminars were advertised on the homepage of the OCP website and through organizations that assist newcomers to Ontario (e.g., HFO, YMCA). Electronic invitations were also sent to applicants whose applications had or were soon to be considered by a panel of the Registration Committee. The International Pharmacy Graduate Program is a bridging program designed to assist pharmacists trained in countries outside Canada to meet Canadian entry-to-practice standards. The IPG Program is comprised of two modules; Canadian Pharmacy Skills (CPS) I and CPS II. Drawing upon material from courses offered in the undergraduate program, the content provides enculturation to Canadian pharmacy practice and training for entry-level competence. Therapeutics, law, practice management, pharmaceutical care, drug information and the Canadian health care system are just a few of the content areas covered. Students also gain critical language, workplace, and practice skills necessary for licensure in Canada. Various links to the IPG Program website are available from the College's website. The PEBC Evaluating Examination Syllabus, Qualifying Examination Information Booklet and blueprints for both examinations are available on the PEBC website. Print and electronic resources for preparing for these examinations are also listed on the PEBC website. Various links to the PEBC website are available from the College's website.

b) Describe how your organization provides information to applicants about these resources.

See above.

Please identify and explain the changes in your registration practices relevant to this section that

occurred during the reporting year.

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Internal Review or Appeal Processes (6 / 13)

In this section, describe your internal review or appeal process. Some regulatory bodies use these two terms (*internal review* and *appeal*) for two different processes, some use only one of these terms, and some use them interchangeably. Please use the term that applies to your profession. If you use both terms (for two different processes), please address both.

a) List your timelines for completing internal reviews or appeals of registration decisions.

If the Registrar proposes to refuse an application, the application is referred to a panel of the Registration Committee [paragraph 15.(1)(b) of the Code]. A panel is comprised of three members of the Registration Committee (i.e., two pharmacists and a public member) [ss 17.(2) of the Code]. A panel is convened once a month to review such applications. The panel will review the individual's application and all relevant information before making a decision in respect of that application. Applications received by the first business day of the month are generally considered by the panel that convenes the following month.

i. State the number of internal reviews or appeals of registration decisions that exceeded your timelines.

Two.

ii. Among internal reviews or appeals that exceeded your timelines, state the number that were from internationally trained applicants.

One.

b) Specify the opportunities you provide for applicants to make submissions regarding internal reviews or appeals.

If an application is referred to a panel, the applicant is notified of the referral [ss 15.(3) of the Code]. The notice of the referral notifies the applicant of the statutory grounds for the referral and the applicant's right to make written submissions to the panel within 30 days after receiving the notice. If an application will be considered by a panel in fewer than 30 days from the date of the referral, the notice of the referral is e-mailed to the applicant. The applicant is invited to submit additional written information and asked to sign a waiver of the 30 day notice period if he/she wishes her application to be considered by the earliest available panel.

c) Explain how you inform applicants about the form in which they must make their submissions (i.e., orally, in writing or by electronic means) for internal reviews or appeals.

If an application is referred to a panel, the applicant is notified of the referral [ss 15.(3) of the Code]. The notice of the referral notifies the applicant of the statutory grounds for the referral and the applicant's right to make written submissions to the panel within 30 days after receiving the notice or sooner if the application will be considered by a panel in fewer than 30 days from the date of the referral and the applicant has signed a waiver of the 30 day notice period.

d) State how you ensure that no one who acted as a decision-maker in a registration decision acts as a

decision-maker in an internal review or appeal of the same registration decision.

Applications are reviewed by the Client Services staff and, if necessary, Registration Programs staff. Applications that do not meet the registration requirements are referred to a panel of the Registration Committee. Panels are comprised of three members of the Registration Committee (i.e., two pharmacists and a public member) [ss 17.(2) of the Code]. Decisions made by a panel may be appealed to the HPARB [ss 20.(2) of the Code].

e) Describe your internal review or appeal process.

If the Registrar proposes to refuse an application, the application is referred to a panel of the Registration Committee [paragraph 15.(1)(b) of the Code]. A panel is comprised of three members of the Registration Committee (i.e., two pharmacists and a public member) [ss 17.(2) of the Code]. A panel is convened once a month to review such applications. The panel will review the individual's application and all relevant information before making a decision in respect of that application. Applications received by the first business day of the month are generally considered by the panel that convenes the following month.

f) State the composition of the committee that makes decisions about registration, which may be called a Registration Committee or Appeals Committee: how many members does the committee have; how many committee members are members of the profession in Ontario; and how many committee members are internationally trained members of the profession in Ontario.

The current Registration Committee is composed of five members of Council who are Members of the College, three members of Council appointed to the Council by the Lieutenant Governor in Council, two members of the College who are not members of the Council, and the dean of a school of pharmacy in Ontario. A panel is comprised of three members of the Registration Committee (i.e., two pharmacists and a public member) [ss 17.(2) of the Code]. The dean does not sit on any panels of the Registration Committee to ensure that there is no perceived or actual conflict of interest.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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Information on Appeal Rights (7 / 13)

This section refers to reviews or appeals that are available after an internal review or appeal. Describe how you inform applicants of any rights they have to request a further review of or appeal from a decision.

An applicant whose request has been denied or who is not satisfied with the Panel's decision is issued a formal Panel Order that is drafted by the Registration Programs Assistant according to the Panel's discussion [ss 20.(1) of the Code]. The Panel Chair signs the Panel Order. These Panel Orders are accompanied by a letter advising the applicant of their right to appeal the decision to the Health Professions Appeal and Review Board (HPARB) within 30 days of the date of the cover letter [ss 20.(2) of the Code]. A link to the HPARB website is also available on the College's website at www.ocpinfo.com > Licensing > Member Registration > Registration Panel Requests

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

Assessment of Qualifications (8 / 13)

This category covers your processes for assessing all qualifications, such as academic credentials, competencies, language ability or practical experience.

a) List the criteria that must be met in order for an applicant's qualifications to satisfy the entry-to-practice requirements for your profession.

To be registered as a pharmacist in Ontario an applicant must: - Have an undergraduate pharmacy degree recognized by the Pharmacy Examining Board of Canada (PEBC) - Provide evidence of reasonable language proficiency in either English or French - Have a Certificate of Qualification from the PEBC - Pass OCP's Pharmaceutical Jurisprudence examination - Successfully complete in-service training (also referred to as structured practical training or SPT) while registered as a student and/or intern with the College

b) Describe the methodology used to determine whether a program completed outside of Canada satisfies the requirements for registration.

The Canadian Council for Accreditation of Pharmacy Programs (CCAPP) accredits all of the faculties of pharmacy across Canada to ensure similar educational outcomes. The Accreditation Council for Pharmaceutical Education (ACPE) accredits all of the faculties of pharmacy across the United States to ensure similar educational outcomes. The Doctorate of Pharmacy degree program at the American University of Lebanon has achieved ACPE accreditation. Applicants who have graduated from a CCAPP or ACPE accredited pharmacy degree program are considered to have similar academic credentials, English or comparable French language ability and practical experience at the student level (i.e., under direct pharmacist supervision). Applicants who graduated from a non-CCAPP or non-ACPE accredited pharmacy degree program must have their academic credentials approved by the Pharmacy Examining Board of Canada (PEBC) through its Document Evaluation process. Applicants must also successfully complete the PEBC's Evaluating Examination which is an objective test that assesses an applicant's pharmacy education and is part of the Document Evaluation process. Pharmacy regulatory authorities across Canada accept the PEBC's two-step evaluation process.

c) Explain how work experience in the profession is assessed.

Work experience outside of the CCCAPP and ACPE-accredited programs for students enrolled in these programs is not considered for credit towards the structured practical training requirements for registration. Work experience is not part of the PEBC's Document Evaluation or the Evaluating Examination for international pharmacy graduates.

d) Describe how your organization ensures that information used in the assessment about educational systems and credentials of applicants from outside Canada is current and accurate.

Pharmacy regulatory authorities across Canada accept the PEBC's two-step evaluation process.

e) Describe how previous assessment decisions are used to assist in maintaining consistency when assessing credentials of applicants from the same jurisdictions or institutions.

Pharmacy regulatory authorities across Canada accept the PEBC's two-step evaluation process.

f) Explain how the status of an institution in its home country affects recognition of the credentials of applicants by your organization.

Pharmacy regulatory authorities across Canada accept the PEBC's two-step evaluation process.

g) Describe how your organization accommodates applicants with special needs, such as visual impairment.

The College's Guidelines for Special Needs Testing Accommodations state the following: 1. Requests for accommodation of Special Needs will be reviewed and approved on a case by case basis, using an external consultant as necessary. All requests will be reported for information at the following Committee meeting. The candidate will provide a written request stating the disability or impairment, its impact on testing performance, and the accommodations that are being requested. The following disabilities will be considered: Physical Psychiatric Hearing/Visual Learning Other 2. Evaluation of Special Needs must be completed by a qualified professional. Professionals who are qualified in the assessment of the disability will be acceptable. Diagnosis in Ontario is a controlled act and may only be performed by qualified members of the College of Psychologists (CPO) and the College of Physicians and Surgeons (CPSO). The name, title, professional credentials and information about the license/certification of the evaluator must be included on the report outlining the diagnosis. 3. Evidence of Special Needs must be provided by the qualified professional. The candidate will arrange for supporting documentation of a previously identified Special Needs to be submitted to the College. This documentation must provide recent assessment of the disability and substantiate the candidate's request for testing accommodations. The report must outline the diagnosis and make recommendations for appropriate testing accommodations stating why these are necessary. It must be submitted on letterhead, dated and signed by the qualified professional. If the assessment was completed during the candidate's education, school records documenting the disability and the accommodations that were provided to the candidate will be accepted from the institution. The candidate must provide written consent to allow the College to contact all professionals or institutions submitting documentation on their behalf. Note: An independent assessment of the candidate's testing needs may be requested by OCP. 4. Accommodations specific to the individual will be provided upon review and approval. The College will endeavour to support the candidate in providing appropriate and reasonable testing accommodations in accordance with the terms of the Ontario Human Rights Code to the point of "undue hardship". This Code identifies three factors in determining whether a requested accommodation would cause undue hardship: 1) cost; 2) availability of outside sources of funding; and 3) health and safety requirements. Other factors that may be considered include the degree to which an accommodation negatively impacts other students and staff. Each candidate will be provided with appropriate accommodations based on supporting documentation with the appreciation that individuals may require varying degrees of assistance. Accommodations requested by the candidate that have not been recommended by a qualified professional will not be provided. Types of accommodations that may be provided include: Extra time Private room Assistive technology (e.g. audio-taped exam) Reader Scribe or assistance with completion of Scantron answer sheet Food/drink in exam room Rest breaks during exam 5. Confidentiality The College is committed to protecting the privacy and confidentiality of the candidate's disability. However, sufficient documentation will be required to be able to evaluate and provide necessary accommodations. The candidate is responsible for providing the College with the necessary information in a timely manner. This information will not be shared or released outside of the administration of the specific testing accommodations. 6. Acceptance of testing accommodations by the candidate. The candidate must sign and date a letter (refer to standard letter) prepared by the College clearly outlining the specific accommodations that he/she will be provided during the examination. This letter will confirm the candidate's acceptance of the accommodations being provided to him/her before the examination

h) State the average length of time required to complete the entire registration process, from when the process is initiated to when a registration decision is issued.

For graduates of CCAPP- and ACPE-accredited pharmacy degree programs, the process generally takes 4.5 to 6.5 years. Pharmacy students who are required to complete a period of practical training in Ontario as part of their undergraduate program register with the College at the beginning of their program of study. Post-graduation, these applicants complete their internship training and write the PEBC Qualifying Exam and the College's pharmaceutical jurisprudence examination, usually taking about 4 to 6 months to obtain licensure. For IPGs, the amount of time to complete the process can vary greatly since it is dependent on the applicant's successful completion of the examinations and training. Once the PEBC approves the internationally trained

individual's documents, it can take two to three years or longer for them to become registered as a pharmacist in Ontario. This is partly because the examinations (PEBC Evaluating Exam, PEBC Qualifying Exam, the College's Jurisprudence Exam) and the classes for CPS I and II are only offered at set times during the year. This process is usually shortened if internationally trained graduates enter into the IPG program right away and are able to pass their exams on the first or second attempt. To complete in-service training, all applicants must also find a preceptor. This may take time since every student and intern requires a preceptor, and the demand for preceptors may exceed the supply at certain times of the year and in certain areas.

i. State whether the average time differs for internationally trained individuals.

See above.

ii. If the average time differs for internationally trained individuals, state whether it is greater or less than the average for all applicants, and the reasons for the difference.

See above.

i) If your organization conducts credential assessments:

i. Explain how you determine the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

Not applicable.

ii. Describe the criteria that are applied to determine equivalency.

Not applicable.

iii. Explain how work experience is taken into account.

Not applicable.

j) If your organization conducts competency assessment:

i. Describe the methodology used to evaluate competency.

The National Association of Pharmacy Regulatory Authorities (NAPRA) has developed "Professional Competencies for Canadian Pharmacists at Entry to Practice". These competencies are available on the OCP website at www.ocpinfo.com > Licensing > Training & Assessments > SPT and on the NAPRA website at www.napra.org. The PEBC's Qualifying Examination is an objective test that all pharmacists in Canada except for Quebec are required to successfully complete and is based on the NAPRA competencies. CCAPP-accredited programs use the NAPRA competencies to guide the undergraduate pharmacy education and training of Canadian pharmacy students as well as bridging programs for international pharmacy graduates. The College's structured practical training materials are based on the NAPRA competencies.

ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.

The NAPRA competencies were developed in 1997 and revised in 2007 based on the work of a national group of pharmacist representatives.

iii. Explain how work experience is used in the assessment of competency.

Registered pharmacy students and interns are required to demonstrate their competency by completing activities and assessments while working in an accredited community pharmacy or hospital under the supervision of a pharmacist preceptor. By the end of their rotation(s), the student/intern must have demonstrated to the satisfaction of his/her preceptor that he/she is able to independently perform all of the

NAPRA competencies. The student/intern must also submit documentation of his/her activities to be reviewed and approved by an independent pharmacist reviewer.

k) If your organization conducts prior learning assessment:

i. Describe the methodology used to evaluate prior learning.

Not applicable.

ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.

Not applicable.

iii. Explain how work experience is used in the assessment of prior learning.

Not applicable.

l) If your organization administers examinations:

i. Describe the exam format, scoring method and number of rewrites permitted.

OCP administers a pharmaceutical jurisprudence examination that consists of multiple choice items. The exam is offered four times per year in Toronto and in various cities across the country. The exam is scored electronically. Handscoring is provided upon request and payment of an administrative fee. Scoring is based on a standard setting process. Each administration of the exam has a cut-score required for successful completion based on the standards set for the test items. A candidate may attempt the examination three times in a three year period.

ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

Standards are set on all test items. A minimum performance level is assigned to each multiple choice question to reflect its level of difficulty. These standards are set by a standard setting committee comprised of practising pharmacists in Ontario. OCP has a psychometrician who reviews the results of each exam administration to determine its validity and reliability. If an item has performed poorly on the exam as supported by a statistical analysis, the item is dropped from the scoring. Items may be reviewed, revised or rewritten and standards are re-set.

iii. State how often exam questions are updated and the process for doing so.

Exam questions are reviewed periodically and when a need arises. If there is a change in legislation, the related test items are identified and revised accordingly. The committee meets four times a year to select the items for each exam administration. Through this process, test items may be identified that may require updating.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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Third-Party Organizations (9 / 13)

a) List any third-party organizations (such as language testers, credential assessors or examiners) relied upon by your organization to make assessment decisions.

An applicant's language proficiency is assessed by means of standardized tests (e.g., TOEFL, IELTS, CanTEST, MELAB). The minimum scores for these tests are consistent with all pharmacy regulatory authorities across Canada except for Quebec and were determined through a formal standard setting process held by the National Association of Pharmacy Regulatory Authorities (NAPRA). Applicants may also request acceptance of non-objective evidence of their language proficiency from a panel of the Registration Committee. The language proficiency requirements are available on the OCP website at www.ocpinfo.com > Licensing > Training & Assessments > Fluency and on the NAPRA website at www.napra.org. The PEBC's Evaluating Examination is an objective test for international pharmacy graduates for pharmacy regulatory authorities in Canada. It assesses an applicant's pharmacy education and is part of the Document Evaluation process. The PEBC's Qualifying Examination is an objective test that all pharmacists in Canada except for Quebec are required to successfully complete and is based on the NAPRA competencies. OCP Registration Program staff meet annually with PEBC staff and work collaboratively on issues as required. An OCP representative who is an elected member of Council sits on the PEBC to provide input and address any concerns that may develop.

b) Explain what measures your organization takes to ensure that any third-party organization that it relies upon to make an assessment:

i. provides information about assessment practices to applicants

Information for applicants about the language proficiency tests accepted by the College is available on their websites. Information about the PEBC's assessment practices is available on their website at www.pebc.ca. An OCP representative who is an elected member of Council sits on the PEBC to provide input and address any concerns that may develop.

ii. utilizes current and accurate information about qualifications from outside Canada

Any issues regarding the language proficiency tests accepted by the College are brought to the attention of Deanna Yee for discussion with contacts at the testing institutions or an independent language expert at the Ontario Institute of Studies in Education. Issues may be brought to the Registration Committee and/or the NAPRA as required (e.g., introduction of internet-based TOEFL in 2005). An OCP representative who is an elected member of Council sits on the PEBC to provide input and address any concerns that may develop.

iii. provides timely decisions, responses and reasons to applicants

The language testing institutions usually provide results to candidates within two weeks. Client Services staff can confirm a candidate's official test scores after this period if the candidate has provided the College with his/her unique identification number. PEBC results are usually available within six to eight weeks from the exam date. The results are sent directly to the candidate and to all pharmacy regulatory authorities across Canada. An OCP representative who is an elected member of Council sits on the PEBC to provide input and address any concerns that may develop.

iv. provides training to individuals assessing qualifications

Information about the training or qualifications of language proficiency assessors is available on the testing institutions' websites. Any issues regarding the validity of these tests are brought to the attention of Deanna Yee for discussion with contacts at the testing institutions or an independent language expert at the Ontario Institute of Studies in Education. Assessors for the Objective Structured Clinical Evaluation portion of the PEBC's Qualifying Examination are pharmacists who are trained to observe and evaluate the applicant's responses. Assessors use standardized scoring criteria and evaluation forms. Information about becoming a PEBC assessor is available on the PEBC's website at www.pebc.ca. An OCP representative who is an elected member of Council sits on the PEBC to provide input and address any concerns that may develop.

v. provides access to records related to the assessment to applicants

To maintain exam security, language proficiency test papers are generally not shared with candidates. Candidates may request that their tests be re-scored. Candidates may request a review, reconsideration or appeal of their results. An OCP representative who is an elected member of Council sits on the PEBC to provide input and address any concerns that may develop.

vi. accommodates applicants with special needs, such as visual impairment

The PEBC's Special Needs Testing Arrangements policy is available on their website. An OCP representative who is an elected member of Council sits on the PEBC to provide input and address any concerns that may develop.

c) If your organization relies on a third party to conduct credential assessments:

i. Explain how the third party determines the level (e.g., baccalaureate, master's, Ph.D.) of the credential presented for assessment.

The PEBC has over 30 years of experience in assessing academic credentials for pharmacy regulatory authorities in Canada. Candidates are required to submit an originally produced, currently-dated transcript (with an attached official translation, if necessary) mailed directly to the PEBC by the University. This document should include marks or grades obtained for each subject in each year.

ii. Describe the criteria that are applied to determine equivalency.

The PEBC's Evaluating Examination is an objective test for international pharmacy graduates to determine if a candidate has completed a program of study comparable to a CCAPP-accredited pharmacy program. It is part of the Document Evaluation process.

iii. Explain how work experience is taken into account.

Work experience is not part of the PEBC's Document Evaluation or the Evaluating Examination for international pharmacy graduates.

d) If your organization relies on a third party to conduct competency assessments:

i. Describe the methodology used to evaluate competency.

The PEBC Qualifying Examination is based on the NAPRA competencies.

ii. Explain how the methodology used to evaluate competency is validated, and how often it is validated.

The NAPRA competencies were developed in 1997 and updated in 2007 based on input from pharmacists across Canada.

iii. Explain how work experience is used in the assessment of competency.

Structured practical training while working as a registered pharmacy student or intern is assessed by a trained pharmacist preceptor using an assessment tool based on the NAPRA competencies. The student/intern must also complete activities in their practice site that are based on the NAPRA competencies.

e) If your organization relies on a third party to conduct prior learning assessments:

i. Describe the methodology used to evaluate prior learning.

Not applicable.

ii. Explain how the methodology used to evaluate prior learning is validated, and how often it is validated.

Not applicable.

iii. Explain how work experience is used in the assessment of prior learning.

Not applicable.

f) If your organization relies on a third party to administer examinations:

i. Describe the exam format, scoring method and number of rewrites permitted.

The PEBC administers the Evaluating and Qualifying Examinations. Both exams consist of multiple choice questions and are scored electronically. The Qualifying Examination also includes an objective structured clinical evaluation that is marked using standardized scoring criteria and evaluation forms. Applicants are permitted to attempt these examinations three times, and may appeal to the PEBC with evidence of remediation to request a fourth and final attempt.

ii. Describe how the exam is tested for validity and reliability. If results are below desired levels, describe how you correct the deficiencies.

Test questions are assigned a minimum performance level as determined by standard setting sessions by practising pharmacists across Canada. Proposed questions are pre-tested on live versions of the examination but not counted towards the candidates' result until the validity of the question has been established. The performance of each question is reviewed by a psychometrician. The question may be removed from the final calculation of candidates' results if any consistent issues are noted. The question may be re-written, re-standardized and re-tested as a future examination question.

iii. State how often exam questions are updated and the process for doing so.

Questions and stations are reviewed and updated yearly by practising pharmacists and content experts. Examination drafts are reviewed by practitioners and content experts to ensure currency.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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Training (10 / 13)

a) Describe the training that your organization provides to:

i. individuals who assess qualifications

An orientation session for new Registration Committee members, and Registration Programs and Client Services staff is held annually once the new Committee has been appointed. The legal counsel for the Committee and Registration Programs staff conducts the orientation. Individual orientation sessions are held

for all new staff and new Committee members as required. Pharmacists must first attend an OCP Preceptor Orientation Workshop to become eligible to be a preceptor for a student or intern. During the workshop, pharmacists are introduced to the NAPRA competencies, and the assessment tools to be used to assess their student or intern's competency. Pharmacists must continue to update their preceptoring skills to be eligible to continue to act as a preceptor. Advanced Workshops are offered for preceptors to attend every three years to develop their skills and maintain their eligibility. Preceptors are provided with a Preceptor Guide that outlines the key points that the student or intern is expected to address while completing the SPT activities. Activities completed by the student or intern are submitted for review by pharmacist reviewers. The pharmacist reviewers attend an OCP Preceptor Orientation Workshop and receive additional training from a Registration Advisor. They are also provided with a copy of the Preceptor Guide.

ii. individuals who make registration decisions

Registration Program staff have been trained by the legal counsel about their role in supporting panels of the Registration Committee. Staff have also attended registration-specific training (e.g., Fair Registration Practices & Procedures: A Training Session for Staff and Committee Members, Writing Decisions).

iii. individuals who make internal review or appeal decisions

An orientation session for new Registration Committee members, and Registration Programs and Client Services staff is held annually once the new Committee has been appointed. The legal counsel for the Committee and Registration Programs staff conducts the orientation. Individual orientation sessions are held for new Committee members as required.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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Agreements on the Recognition of Qualifications (11 / 13)

Examples of agreements on the recognition of professional qualifications include mutual recognition, reciprocity and labour mobility agreements. Such agreements may be national or international, between regulatory bodies, associations or jurisdictions.

a) List any agreements on the recognition of qualifications that were in place during the reporting period.

Mutual Recognition Agreement (2001) with other provinces except Quebec. Memorandum of Understanding (2003) with Quebec.

b) Explain the impact of these agreements on the registration process or on applicants for registration.

Pharmacists licensed in another Canadian province (with the exception of Quebec) as of July 1, 2001 may be registered as pharmacists in Ontario in a comparable class of registration upon successful completion of the College's pharmaceutical jurisprudence examination, submission of an application and payment of all required fees. Graduates of CCAPP- or ACPE-accredited pharmacy degree programs who became licensed in another Canadian province (except Quebec) after July 1, 2001 may also be registered as pharmacists in Ontario in a comparable class of registration upon successful completion of the College's pharmaceutical jurisprudence examination, submission of an application and payment of all required fees. Pharmacists who became licensed in other Canadian provinces (except Quebec) after July 1, 2001 and who graduated from a non-CCAPP or

ACPE accredited pharmacy degree program are referred to a panel of the Registration Committee to determine if any further training or assessment is required. Pharmacists registered in Quebec who graduated from a CCAPP- or ACPE-accredited pharmacy degree program after January 1, 1996 may be registered as pharmacists in Ontario in a comparable class of registration upon successful completion of the College's pharmaceutical jurisprudence examination, submission of an application and payment of all required fees.

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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Data Collection (12 / 13)

Languages in which application information materials are available

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

Language	Yes/No
English	Yes
French	No
Other (please specify)	

Paid staff employed by your organization

b) 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, 1 full-time employee and 1 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	60
Staff involved in appeals process	6
Staff involved in registration process	14

Countries where internationally educated applicants were initially trained

c) In the following table, enter the top source countries where your applicants¹ were originally trained in the profession (**excluding** Canada), along with the number of applicants from each of these source countries.

Enter the country names in descending order. (That is, enter the source country for the greatest number of your applicants in the top row, the source country for the second greatest number in the second row, etc.)

Use the dropdown menu provided in each row to select the country.

Note that only one country can be reported in each row. If two or more countries are tied, enter the information for these tied countries in separate rows.

Country of training (Canada excluded)	Number of applicants in the reporting year
Egypt	63
India	60
U.S.	35
Philippines	32
Pakistan	13

¹Persons who have applied to start the process for entry to the profession.
 Select "n/a" from the drop-down list if you do not track this information. Enter "0" in a "Number of applicants" field if you track the information, but the correct value is zero.

Jurisdiction where members were initially trained

d) Indicate where your members² were initially trained in the profession (use only whole numbers; do not enter commas or decimals).

The numbers to be reported in the **Members** row are the numbers on December 31st of the reporting year. For example, if you are reporting registration practices for the calendar year 2009, you should report the numbers of members in the different categories on December 31st of 2009.

	Jurisdiction where members were initially trained in the profession (before they were granted use of the protected title or professional designation in Ontario)					
	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
Members on December 31st of the reporting year	5423	1830	809	3346	0	11408

² Persons who are currently able to use the protected title or professional designation of the profession.

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

Applications your organization processed in the past year

e) State the number of applications 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 1st to December 31st of the reporting year	Ontario	Other Canadian Provinces	USA	Other International	Unknown	Total
New applications received	327	80	35	285	0	727
Applicants actively pursuing licensing (applicants who had some contact with your organization in the reporting year)	1165	112	64	469	0	1810
Inactive applicants (applicants who had no contact with your organization in the	0	8	1	12	0	21

reporting year)						
Applicants who met all requirements and were authorized to become members but did not become members	0	0	0	0	0	0
Applicants who became FULLY registered members	200	86	38	255	0	579
Applicants who were authorized to receive an alternative class of licence³ but were not issued a licence	0	0	0	0	0	0
Applicants who were issued an alternative class of licence³	327	35	35	274	0	671

³ An alternative class of licence enables its holder to practise with limitations, but additional registration requirements must be met in order for the member to be fully licenced. Please list and describe below the alternative classes of licence that your organization grants, such as student, intern, associate, provisional or temporary.

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

	Class of licence	Description
a)	Student	A person registered with the College to complete his/her initial level of in-service training. A student is able to perform the controlled acts of the profession (i.e.,dispensing,selling or compounding a drug as defined in subsection 117(1) of the Drug and Pharmacies Regulation Act, or supervising the part of a pharmacy where such drugs are kept) under direct supervision of a pharmacist.
		A person registered with the College to complete his/her final level of in-service training before

b)	Intern	becoming eligible to apply for a Certificat of Registration as a Pharmacist. An intern has a degree in pharmacy and may perform the controlled acts while a pharmacist is physically present in the pharmacy and available for consultation.
c)		<input type="text"/>
d)		<input type="text"/>
e)		<input type="text"/>
f)		<input type="text"/>
g)		<input type="text"/>
h)		<input type="text"/>
i)		<input type="text"/>
j)		<input type="text"/>

Reviews and appeals your organization processed in the past year

f) 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 st to December 31 st 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	4	4	3	324	0	335
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

Enter "n/a" if you do not track this information. Enter "0" if you track the information, but the correct value is zero.

Additional comments:

Please identify and explain the changes in your registration practices relevant to this section that occurred during the reporting year.

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Certification (13 / 13)

I hereby certify that:

- i. I have reviewed the information submitted in this Fair Registration Practices Report (the "Report").
- ii. To the best of my knowledge:
 - all information required to be provided in the Report is included; and
 - the information contained in the Report is accurate.

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

Title: Manager, Registration Program

Date: February 26, 2009

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