Nova Scotia Veterinary Medical Association

Fair Registration Practices Act (FRPA)
Review Report
November 1, 2022

Province of Nova Scotia

EXECUTIVE SUMMARY

The Nova Scotia Veterinary Medical Association (NSVMA) is specifically named in the Fair Registration Practices Act (FRPA or "the Act") as a "regulating body" that is subject to the Act. Section 6 of the Act summarizes the "Duty" of each "regulating body", including NSVMA, as follows:

Duty of regulating body

6 A regulating body has a duty to carry out registration practices that are transparent, objective, impartial and procedurally fair.

The Review Officer, appointed under Section 13 of the Act and under the authority provided for under Sections 14 and 16 of the Act, facilitated a FRPA Review, which was initiated on June 30, 2022, and resulted in this Final Report. The purpose of this FRPA Review at the outset was:

- 1) To determine the current compliance status with the FRPA; and
- 2) If areas of non-compliance are identified, to facilitate a path back to compliance through the requirement to develop an Action Plan containing specific actions and completion dates as well as the requirement of progress reports on that Action Plan until compliance is achieved.

The current compliance status was determined based on NSVMA's responses to 10 review questions for each of two occupations:

- 1) Veterinarians, often referred to as Doctor of Veterinary Medicine (DVMs); and
- 2) Registered Veterinary Technicians (RVTs)

...as well as corroborating information on NSVMA's website (https://nsvma.ca/). Upon review of this information, no compliance issues were identified and therefore no Action Plan was required. The review questions, NSVMA's responses, and the assessment of those responses based on compliance criteria are detailed in this Final Report.

As required under Subsections 16(8) of the Act, another review will be conducted on NSVMA's registration practices within 5 years of the date of this Final Report.

The collaboration and cooperation of the Nova Scotia Veterinary Medical Association throughout this review process is gratefully acknowledged.

Sincerely,

Frank Reinhardt

Review Officer, Fair Registration Practices Act (FRPA)

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1. Introduction

1.1. THE FAIR REGISTRATION PRACTICES ACT

The Fair Registration Practices Act (FRPA; the Act) applies to 49 regulatory bodies in Nova Scotia, covering over 62 occupations and 21 trades. A regulatory body (regulatory authority or regulator) sets the standards and regulates how people practice as members of an occupation or trade. Everyone who practices within a regulated occupation or trade must register with the regulatory body.

The FRPA mandates that regulating bodies carry out registration practices that are transparent, objective, impartial and procedurally fair. Section 16(2) of the FRPA states: "Every regulating body shall review its registration practices in accordance with this Section and shall file a report on the results of the review with the Review Officer for the reporting period." This review process is to occur as per the Act and if items are deemed to be noncompliant with the FRPA, an Action Plan is required to be completed by the regulating body. The intent of the Action Plan is to identify how the items of noncompliance are progressing to ensure compliance, fairness, and transparency, as required by the Act.

1.2. OVERVIEW OF THE REGULATING BODY

Name of Regulating Body:	Nova Scotia Veterinary Medical Association
Review Questions Due:	2022-10-07
Date Submitted:	2022-08-22

Occupations: Veterinarians and Registered Veterinary Technologists

Legislation: Veterinary Medical Act: https://nsvma.ca/legislation/

Profile: Veterinarian and Veterinary Technician

Role: The NSVMA is responsible for ensuring that all Veterinary Professionals (DVMs and RVTs) are qualified to practice under the Veterinary Medial Act.

Link to Registration Section: https://nsvma.ca/become-a-member/

2. QUANTITATIVE DATA - 2021

Quantitative data is collected from regulating bodies each year by way of a data survey. The following is a copy of the information provided by the *Nova Scotia Veterinary Medical Association*, covering the year 2021, in partial fulfillment of the quantitative reporting requirements under Section 15 of the FRPA:

Note: The following data includes all three application types ("new", "interprovincial", and "international") and both occupations (Veterinarians/DVMs, and "Registered Veterinary Technicians".

Total Practicing Members:

727

^{*} As of December 31, 2021

Total Applications				
Decisions Rea	Decisions Rendered in 2021		Received in	
Successful	Unsuccessful ²	end of 20211	2021	
63	3	2	71	

^{1.} Regardless of when the applications were received.

Internal Reviews Conduced in 2021*:

Λ

^{2.} Excludes Withdrawn Applications.

^{*}Reviews of unsuccessful registration decisions conducted at the request of unsuccessful applicants.

3. FRPA REVIEW OF VETERINARIANS (DVMS)

As per Section 16 of the Act, the registration practices of a regulating body must be reviewed, and a public report produced. The FRPA Program works with regulatory bodies to assess the registration practices against compliance criteria. The *Nova Scotia Veterinary Medical Association* responses to the FRPA Review questions, pertaining to the registration practices for the occupation of Veterinarian, often referred to as a Doctor of Veterinary Medicine (DVM), are detailed below in Sections 3.1 through 3.3, along with the review findings determined by the Review Officer in accordance with the Act.

3.1: Information and Registration Procedures (DVMs)

This section assesses how and what information is provided to DVM applicants during the registration process. The registration process includes the actions required to be taken by individual applicants, and any documentation required to be submitted which will be used to assess an application for registration.

QUESTION I - REGISTRATION PROCESS, REQUIREMENTS AND COMMUNICATIONS

The following question is broken into three parts, one for each of the three application streams, as follows:

A: "New Applicants"

- Those who are only including Canadian credentials in their application to apply for registration (licensure) and are not currently registered (licenced) to practice anywhere in Canada.

B: "International Applicants"

- Those who are including international credentials in their application to apply for registration (licensure) and are not currently registered (licenced) to practice anywhere in Canada.

C: "Interprovincial Applicants"

- Those who are currently licenced to practice elsewhere in Canada (outside of Nova Scotia).

The response to Part A should be fully detailed, while the responses to Parts B and C only detail any differences from Part A.

Alignment with the FRPA: Section 3, 7(c), 9(a), 16(3)(a), (b) and (g)

QUESTION 1A (REGISTRATION OF "NEW APPLICANTS")

Using the table below, explain, in detail, the registration process and requirements for "New Applicants" (see definition above) and how this information is communicated to these applicants. Please answer separately for each license type.

<u>Instructions:</u> Subsections A through F below are identical and are only provided to allow for the possibility that multiple license types are issued (practicing). If there is only one license type, use only subsection 'A', if there are two license types, use subsections 'A' and 'B' etc.

RESPONDENT ANSWER	A. LICENSE TYPE	General Practice License
	QUALIFICATIONS (LIST ALL	Copy of University Diploma Certificate of Qualification
	DOCUMENTATION (LIST ALL	Diploma Certificate of Qualification
		AMR course
		Jurisprudence Exam Criminal Record Check
		English Proficiency Exam if applicable
		Recent photograph
	REGISTRATION PROCESS AND H	Link: https://nsvma.ca/become-a-member/
	REQUIREMENTS ARE MET BY APPL (STEP-BY-STEP)	New Applicant link
	COMMUNICATION OF INFORMAT	
	(DESCRIBE & ADD ANY RELEVANT	Contact us form where potential applicants can contact the NSVMA office with inquiries: https://nsvma.ca/contact/

QUESTION IB (I	REGISTRATION OF INTERNATIONAL APPLICANTS)
Does the registra	tion process and requirements for "international applicants" (see definition above) differ from that of "New Applicants" (as described above under Question 1A)?
If so, please desc	ribe these differences, including any allowances, exemptions and/or accommodations available to these applicants and how these differences are communicated to them.
RESPONDENT	⊠ Yes
ANSWER	□ No
	If yes, describe the differences (include any relevant web links, if any):
	An international applicant will require a letter of standing from their current licensing jurisdiction
QUESTION 1C (I	REGISTRATION OF INTERPROVINCIAL APPLICANTS)
Does the registra	tion process and requirements for "interprovincial applicants" (see definition above) differ from that of "New Applicants" (as described above under Question 1A)?
and the second s	
For example, are Nova Scotia's Co	the process and requirements somehow "streamlined" to comply with the <u>Canadian Free Trade Agreement</u> (Chapter Seven - Labour Mobility, pages 83-88), as required under <u>unadian Free Trade Agreement Implementation Act</u> ?

If so, please describe these differences, including any allowances, exemptions and/or accommodations available to these applicants and how these differences are communicated to them.

If yes, describe the differences (include any relevant web links, if any):
An interprovincial applicant will require a letter of standing from their current licensing jurisdiction

RESPONDENT

ANSWER

☑ Yes

□ No

REVIEW FINDINGS	Compliance Criteria: Requirement that the regulating body:	Compliant? (YES/NO)
(To be completed	• provides information about its registration practices in a clear and understandable form, including descriptions of any differences for applicants with international qualifications and for those who are licenced in other Canadian jurisdictions;	YES
by the FRPA Review Officer)	explains the qualifications required for registration;	YES
Coricw Officer)	identifies documentation of qualifications that must accompany an application;	YES
	explains the registration process and how requirements for registration are to be met;	YES
	explains how information is communicated; and	YES
	provides information in a publicly accessible manner.	YES

Comments, to be completed by the FRPA Review Officer:

Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on NSVMA's website (https://nsvma.ca/) on September 12, 2022.

QUESTION 2 (REGISTRATION PROCESS FEES)

Do you charge a fee for the registration process? If so, describe the fee and explain how this information is communicated to applicants. Include a link to information published in the public domain. If there is a third-party process with associated fees, please explain. Provide a link to any published information.

Alignment with the FRPA: Section 7(f) and 16(3)(d)

RESPONDENT ANSWER	⊠ Yes □ No	
	Describe and explain: All new applicants, whether new, interprovincial or international, pay an initial, one-time registration fee as well as the annu FEES document on website: https://nsvma.ca/become-a-member/ .	ual fee for their General Practice License. Link to
REVIEW	Compliance Criteria:	10 - 11 - 10
FINDINGS	Requirement that the regulating body:	Compliant? (YES/NO)
FINDINGS	Control Annual A	(YES/NO) YES

provides information about fees in a publicly accessible manner.

YES

Compliant?

YES

YES

(YES/NO/ N/A)

Comments, to be completed by the FRPA Review Officer:

Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on NSVMA's website (https://nsvma.ca/) on September 12, 2022.

QUESTION 3 (ALLOWANCE FOR ALTERNATIVE DOCUMENTATION)

Are there any situations, where the standard required documentation cannot be reasonably obtained by an applicant, that alternative documentation may be acceptable to the regulating body?

If yes, please detail what alternative documentation may be accepted in what situations and in place of what standard documentation. How is this information communicated to applicants? If available, please provide a link to where this information is published in the public domain.

Alignment with the FRPA: Sections 7, 9 and 16(3)(c)

☐ Yes

-	
REVIEW	
FINDINGS	
(To be comp	oleted
by the FRPA	A
Review Offi	cer)

RESPONDENT

ANSWER

☑ No
If yes, please explain:

Compliance Criteria (only if there is an allowance for alternative documentation): Requirement that the regulating body:

provides clear and understandable information with respect to acceptable alternative documentation;

• advises applicants on what alternative information may be supplied when they cannot reasonably obtain the standard documentation; and

Comments, to be completed by the FRPA Review Officer:

The requirement related to alternative documents is provided for under Subsection 9(b) of the FRPA, which states:

9 A regulating body shall ...(b) where documentation cannot be obtained by an applicant for reasons beyond the applicant's control, advise the applicant what alternative information may be supplied by the applicant that may be acceptable to the regulating body.

This does not require that regulating bodies consider/accept alternative documentation. It only requires that policies related to the possible acceptability of alternative documentation (even if the policy is that none can be accepted) be made clear to any applicant who declares that they are unable to produce the standard documents. The following quote from NSVMA's website (https://nsvma.ca/), satisfies this requirement.

Alternative Documentation: Should a request be made for consideration of alternative documentation by an applicant due to circumstances outside of the control of the applicant, the Registrar will present a formal written request for consideration by the applicant to the Council for consideration.

A written decision will be provided to the applicant.

This quote is as it appeared on the "Application Process" document for each of the three applicant types on September 12, 2022.

QUESTION 4 (SUPPORT PROVIDED TO APPLICANTS DURING THE REGISTRATION PROCESS)

Do you provide any support to applicants during the registration process? If so, describe the type of support provided. (Examples: contact information, explanation of registration requirements, translation services, etc.). How is information about supports communicated to applicants? Provide a link(s) to information published in the public domain.

Alignment with the FRPA: Sections 7(e) and 16(3)(k)

RESPONDENT ANSWER	☑ Yes □ No	
	If yes, describe: Contact Us: https://nsvma.ca/contact/ The appropriate NSVMA staff will assist with any questions the applicant may have during the application process, including assisting with legislation review.	explanations of requireme
REVIEW FINDINGS		
AND THE PROPERTY OF THE PARTY O	Compliance Griteria: Requirement that the regulating body:	Compliant? (YES/NO)
INDINGS To be completed	Control of the Contro	Compliant? (YES/NO) YES
AND THE PROPERTY OF THE PARTY O	Requirement that the regulating body:	(YES/NO)

Comments, to be completed by the FRPA Review Officer:

QUESTION 5 (ACCOMMODATION POLICIES FOR APPLICANTS WITH A PHYSICAL OR MENTAL DISABILITY)

Do you have a description of existing accommodation policies for applicants with a physical or mental disability? If so, describe how an applicant would request an accommodation and how requests are considered. How do you make this process available to applicants in a transparent, objective, impartial and procedurally fair manner? Include a link(s) to information published in the public domain.

Alignment with the FRPA: Section 6, 16(3)(h)

Reference: Human Rights Act (nslegislature.ca)

RESPONDENT ANSWER		
	If yes, describe: https://nsvma.ca/become-a-member/ Accommodation/Disabilities tab	
REVIEW FINDINGS	Compliance Criteria: Requirement that the regulating body:	Compliant? (YES/NO)
FINDINGS (To be completed	Requirement that the regulating body: • has a description of existing accommodation policies for applicants with a physical or mental disability;	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
FINDINGS	Requirement that the regulating body:	(YES/NO)

Comments, to be completed by the FRPA Review Officer:

QUESTION 6 (ACCESS TO REGISTRATION RECORDS)

Do you have a documented process by which an applicant can request access to their registration records? If so, describe how an applicant can make this request, any exclusions to information that can be provided, and any fees that may apply. Include a link(s) to any published information, if available.

Alignment with the FRPA: Sections 12(1) through (5) and 16(3)(j)

RESPONDENIT ANSWER	∑ Yes □ No	
	If yes, describe: See Access to Registration Records Policy: https://nsvma.ca/become-a-member/	
REVIEW FINDINGS	Compliance Griteria: Requirement that the regulating body:	Compliant? (YES/NO)
(To be completed	has an established process by which an applicant can make a request in writing for access to their registration records; and	YES
by the FRPA Review Officer)	describes how an applicant can make a request, any exclusions to information that can be provided and any fees that may apply.	YES

Comments, to be completed by the FRPA Review Officer:

3.2: ASSESSMENT CRITERIA AND COMMUNICATION OF DECISION PROCESSES (DVMS)

This section assesses how the regulating body evaluates applications and how this process, including registration decisions, are communicated to applicants for the occupation of Veterinarian, often referred to as a Doctor of Veterinary Medicine (DVM).

QUESTION 7 (ASS	ESSMENT CRITERIA)		
If there is a third-p	the criteria used by the regulating body to assess if an applicant has met requirements to be registered/licensed. (Examples: competencies, pass not how this information is communicated to applicants. Provide a link(s) to information published in the public domain. array assessor involved in the process, describe their role in the space provided. FRPA: Section 7(d), 16(3)(b) and (i)	narks, experience standards,	
RESPONDENT ANSWER			
REVIEW FINDINGS (To be completed by the FRPA Review Officer)	Compliance Criteria: Requirement that the regulating body: • describes all criteria used to assess whether the requirements for registration have been met; • explains how information is communicated; • provides information in a publicly accessible manner; and • describes the role of third-party assessors (if applicable).	Compliant? (YES/NO) YES YES YES YES	
Comments, to be	completed by the FRPA Review Officer:	LLO	

Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on NSVMA's website (https://nsvma.ca/) on September 12, 2022.

QUESTION 8 (COMMUNICATING REGISTRATION DECISIONS)

Explain how you communicate registration decisions to applicants who are: a) successful; and b) not granted registration. Include the approximate length of time required to issue a registration decision, who makes the decision, and what information is provided with each type of decision.

Alignment with the FRPA: Sections 8(b), (c), (d), 16(3)(l) and (m)

RESPONDENT ANSWER	Explain the registration decision communication process: a) Successful applicants: Directly to applicant in writing b) Applicants not granted registration: Directly to applicant in writing including reasons for refusal and information about the appeal process.		
REVIEW FINDINGS	Compliance Criteria: Requirement that the regulating body:	Compliant? (YES/NO)	
(To be completed	• explains the process they use to communicate registration decisions, and the timeframe;	YES	
by the FRPA Review Officer)	provides written decisions to all applicants;	YES	
	provides applicants with reasons when registration has not been granted;	YES	
	• provides information on programs/services available to support the future success of applicants, if applicable; and	YES	
	provides a description of the internal review process to applicants who are not granted registration.	YES	

Comments, to be completed by the FRPA Review Officer:

3.3: Internal Review/Appeal Process and Training (DVMs)

Section 10 of the Act requires that regulating bodies provide unsuccessful applicants with a clear process to appeal a registration decision. Section 11 requires that those involved with reviewing registration decisions receive training on conducting such reviews. This section assesses compliance with these requirements for the occupation of Veterinarian, often referred to as a Doctor of Veterinary Medicine (DVM).

QUESTION 9 (INTERNAL REVIEW PROCESS)

Do you have a documented internal review process for applicants who disagree with the registration decision?

If yes, describe the process including:

- · time frames throughout the process; and
- opportunities available to the applicant to provide new information and make submissions with respect to their internal review; and
- how internal review decisions are communicated to applicants and what information is included with the decision; and
- a statement that no one who acted as a decision-maker in respect of a registration decision can act as a decision-maker in an internal review of that decision; and
- if availabbe, provide a link to this information published in the public domain.

Alignment with the FRPA: section 7(a) and 10, 16(3)(m) and (n)

Internal review: a rehearing, reconsideration, review or appeal or other process provided by a regulating body in respect of the merits of a registration decision, regardless of the terminology used to describe the process.

RESPONDENT	⊠ Yes
ANSWER	□ No
	If yes, explain:
	See Review Process for Non-Successful Applications: https://nsvma.ca/become-a-member/
	This policy is explained in each Applicant Type Document
	Edit: A statement has been included under the section "Internal Review Process" for each applicant type that says:
	The review process will ensure that no one who acted as a decision-maker with respect to a registration decision will act as a decision-maker during the internal review process.
	If no, explain why not:

REVIEW FINDINGS	Compliance Criteria: Requirement that the regulating body:	Compliant? (YES/NO)
(To be completed		YES
by the FRPA Review Officer)	describes time frames associated with the internal review process;	YES
	 describes opportunities the applicant has to provide new information and make submissions with respect to their internal review; 	YES
	 describes how internal review decisions are communicated to applicants and what information is included with the decision; 	YES
	• ensures that no one who acted as a decision-maker in respect of a registration decision can act as a decision-maker in an internal review; and	YES
	provides information on the internal review process in a publicly accessible manner.	YES

Comments, to be completed by the FRPA Review Officer:

Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on NSVMA's website (https://nsvma.ca/) on October 19, 2022.

QUESTION 10 (INTERNAL REVIEW TRAINING)

Have the decision-makers for the internal review received training on conducting on an internal review? If so, describe the training.

Alignment with the FRPA: Sections 11 and 16(3)(p)

RESPONDENT	ľ
ANSWER	

☑ Yes

□ No

If yes, please describe:

To date, the NSVMA has not had a need to deliver such training as there has not yet been an appeal of a registration decision. The intention of the Association is to provide training regarding internal reviews once the need arises to ensure that the training is fresh in the minds of the reviewer(s) and includes current legislative and common law best practices.

The NSVMA's legal counsel has specific expertise in administrative law principles such as internal reviews and has delivered training sessions and provided guidance documents to our other statutory committees on an as-needed basis. When faced with a licensing application appeal, the NSVMA's legal counsel is prepared to provide training to the reviewers.

Once training has been delivered, reviewers will be tested on the material delivered during the training session and, for record keeping purposes, be asked to sign a document indicating they have received training.

The NSVMA is currently working with its legal counsel to develop new proposed legislation for the Association, and this process is well underway. Under the current legislation, the Association's Council is assigned to conduct reviews of registration decisions. This is something that the Association has identified as an issue with the

	current legislation. It is not appropriate for a governing board to be an appellate body as they are also the body tasked with setting inappropriate for the body who sets the policies to also act as an adjudicator of an individual registrant's circumstances. There are jurisdictions amending their legislation to remove governing boards from involvement in reviews and appeals for this exact reason.	
	The Association's new draft legislation will create a Registration and Licensing Review Committee to hear all registration review of reviewing decisions under the new legislation; therefore, we do not plan to develop an internal review training program for Co	vs. Council will not be undertaking the
	for Co	uncil.
REVIEW FINDINGS	Compliance Criteria: Requirement that the regulating body:	Compliant?
REVIEW	Compliance Criteria: Requirement that the regulating body:	uncil.

Comments, to be completed by the FRPA Review Officer:

Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above. This assessment was made based on the above response as it pertains to the current situation and legislation and not the proposed legislation currently in the works.

4. FRPA REVIEW OF REGISTERED VETERINARY TECHNICIANS (RVTS)

As per Section 16 of the Act, the registration practices of a regulating body must be reviewed, and a public report produced. The FRPA Program works with regulatory bodies to assess the registration practices against compliance criteria. The *Nova Scotia Veterinary Medical Association* responses to the FRPA Review questions, pertaining to the registration practices for the occupation of Registered Veterinary Technicians (RVT), are detailed below in Sections 4.1 through 4.3, along with the review findings determined by the Review Officer in accordance with the Act.

4.1: Information and Registration Procedures (RVTs)

This section assesses how and what information is provided to RVT applicants during the registration process. The registration process includes the actions required to be taken by individual applicants, and any documentation required to be submitted which will be used to assess an application for registration.

QUESTION 1 - REGISTRATION PROCESS, REQUIREMENTS AND COMMUNICATIONS

The following question is broken into three parts, one for each of the three application streams, as follows:

A: "New Applicants"

- Those who are only including Canadian credentials in their application to apply for registration (licensure) and are not currently registered (licenced) to practice anywhere in Canada.

B: "International Applicants"

- Those who are including international credentials in their application to apply for registration (licensure) and are not currently registered (licenced) to practice anywhere in Canada.

C: "Interprovincial Applicants"

- Those who are currently licenced to practice elsewhere in Canada (outside of Nova Scotia).

The response to Part A should be fully detailed, while the responses to Parts B and C only detail any differences from Part A.

Alignment with the FRPA: Section 3, 7(c), 9(a), 16(3)(a), (b) and (g)

QUESTION 1A (REGISTRATION OF "NEW APPLICANTS")

Using the table below, explain, in detail, the registration process and requirements for "New Applicants" (see definition above) and how this information is communicated to these applicants. Please answer separately for each license type.

Instructions: Subsections A through F below are identical and are only provided to allow for the possibility that multiple license types are issued (practising). If there is only one license type, use only subsection 'A', if there are two license types, use subsections 'A' and 'B' etc.

RESPONDENT INSWER	B. LICENSE TYPE	Registered Veterinary Technician
Sup Burn	QUALIFICATIONS (LIST ALL)	Veterinary Technology Diploma
		Passing grade Veterinary Technologists National Exam (VTNA)
	DOCUMENTATION (LIST ALL)	Diploma
The same of the		VTNE results
		Eastern Veterinary Technicians Association (EVTA) Membership
S		AMR course
		Jurisprudence Exam
		Criminal Record Check
		English Proficiency Exam if applicable
		Recent photograph
100000000000000000000000000000000000000	REGISTRATION PROCESS AND HOW	
	REQUIREMENTS ARE MET BY APPLICA	NT RVT Membership
1000	(STEP-BY-STEP)	Technologist Application Process tab
charge sold	COMMUNICATION OF INFORMATION	Website: become a member: https://nsvma.ca/become-a-member/
	(DESCRIBE & ADD ANY RELEVANT LINE	Contact us form where potential applicants can contact the NSVMA office with inquiries: https://nsvma.ca/contact/

QUESTION 1B (REGISTRATION OF INTERNATIONAL APPLICANTS)

Does the registration process and requirements for "international applicants" (see definition above) differ from that of "New Applicants" (as described above under Question 1A)?

If so, please describe these differences, including any allowances, exemptions and/or accommodations available to these applicants and how these differences are communicated to them.

RESPONDENT ANSWER	⊠ Yes □ No
	If yes, describe the differences (include any relevant web links, if any): An international applicant will require a letter of standing from their current licensing jurisdiction

QUESTION 1C (REGISTRATION OF INTERPROVINCIAL APPLICANTS)

Does the registration process and requirements for "interprovincial applicants" (see definition above) differ from that of "New Applicants" (as described above under Question 1A)?

For example, are the process and requirements somehow "streamlined" to comply with the <u>Canadian Free Trade Agreement</u> (Chapter Seven - Labour Mobility, pages 83-88), as required under Nova Scotia's <u>Canadian Free Trade Agreement Implementation Act</u>?

If so, please describe these differences, including any allowances, exemptions and/or accommodations available to these applicants and how these differences are communicated to them.

RESPONDENT ANSWER	☑ Yes □ No		
	If yes, describe the differences (include any relevant web links, if any): An interprovincial applicant will require a letter of standing from their current licensing jurisdiction		
REVIEW FINDINGS	Compliance Criteria: Requirement that the regulating body:	Compliant? (YES/NO)	
(To be completed	• provides information about its registration practices in a clear and understandable form, including descriptions of any differences for applicants with international qualifications and for those who are licenced in other Canadian jurisdictions;	YES	
by the FRPA Review Officer)	explains the qualifications required for registration;	YES	
Review Officer)	identifies documentation of qualifications that must accompany an application;	YES	
	explains the registration process and how requirements for registration are to be met;	YES	
	explains how information is communicated; and	YES	
	provides information in a publicly accessible manner.	YES	

QUESTION 2	(REGISTRATIO	N PROCESS FEES)
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Do you charge a fee for the registration process? If so, describe the fee and explain how this information is communicated to applicants. Include a link to information published in the public domain. If there is a third-party process with associated fees, please explain. Provide a link to any published information.

Alignment with the FRPA: Section 7(f) and 16(3)(d)

RESPONDENT Answer	⊠ Yes □ No	
	Describe and explain: All new applicants are required to pay an initial registration fee, and the annual license fee. Link to FEES document on we	ebsite: https://nsvma.ca/become-a-member.
		The state of the s
REVIEW FINDINGS	Compliance Criteria: Requirement that the regulating body:	Compliant?
	Compliance Criteria: Requirement that the regulating body: • provides information setting out any fees for registration in a clear and understandable form;	
	Compliance Criteria: Requirement that the regulating body:	Compliant? (YES/NO)

Comments, to be completed by the FRPA Review Officer:

Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on NSVMA's website (https://nsvma.ca/) on September 12, 2022.

QUESTION 3 (ALLOWANCE FOR ALTERNATIVE DOCUMENTATION)

Are there any situations, where the standard required documentation cannot be reasonably obtained by an applicant, that alternative documentation may be acceptable to the regulating body?

If yes, please detail what alternative documentation may be accepted in what situations and in place of what standard documentation. How is this information communicated to applicants? If available, please provide a link to where this information is published in the public domain.

Alignment with t	ne FRPA: Sections /, 9 and 16(3)
RESPONDENT	□Yes
ANSWER	⊠ No
	If yes, please explain:

REVIEW	Con	apliance Criteria (only if there is an allowance for alternative documentation):	Compliant?
FINDINGS	Req	uirement that the regulating body:	(YES/NO/ N/A)
(To be completed	• 1	provides clear and understandable information with respect to acceptable alternative documentation;	YES
by the FRPA Review Officer)	•	advises applicants on what alternative information may be supplied when they cannot reasonably obtain the standard documentation; and	YES

Comments, to be completed by the FRPA Review Officer:

The requirement related to alternative documents is provided for under Subsection 9(b) of the FRPA, which states:

9 A regulating body shall ...(b) where documentation cannot be obtained by an applicant for reasons beyond the applicant's control, advise the applicant what alternative information may be supplied by the applicant that may be acceptable to the regulating body.

This does not require that regulating bodies consider/accept alternative documentation. It only requires that policies related to the possible acceptability of alternative documentation (even if the policy is that none can be accepted) be made clear to any applicant who declares that they are unable to produce the standard documents. The following quote from NSVMA's website (https://nsvma.ca/), satisfies this requirement.

Alternative Documentation: Should a request be made for consideration of alternative documentation by an applicant due to circumstances outside of the control of the applicant, the Registrar will present a formal written request for consideration by the applicant to the Council for consideration.

A written decision will be provided to the applicant.

This quote is as it appeared on the "Application Process" document for each of the three applicant types on September 12, 2022.

QUESTION 4 (SUPPORT PROVIDED TO APPLICANTS DURING THE REGISTRATION PROCESS) Do you provide any support to applicants during the registration process? If so, describe the type of support provided. (Examples: contact information, explanation of registration requirements.) translation services, etc.). How is information about supports communicated to applicants? Provide a link(s) to information published in the public domain. Alignment with the FRPA: Sections 7(e) and 16(3)(k) RESPONDENT ANSWER □ No If yes, describe: Contact Us: https://nsvma.ca/contact/ All inquiries by the applicant will be directed to the appropriate NSVMA staff so that the staff member can guide the applicant by providing explanations of requirements, legislation review Compliance Griteria: REVIEW Compliant? Requirement that the regulating body: **FINDINGS** (YES/NO)

(To be completed	•	provides support to the applicant during the registration process;		
by the FRPA	-		YES	
Review Officer)		describes the type of support provided to the applicant during the registration process; and	YES	
	•	provides information about the type of support provided to applicants during the registration process in a publicly accessible manner.	YES	-
	com	pleted by the FRPA Review Officer:	120	

Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on NSVMA's website (https://nsvma.ca/) on September 12, 2022.

QUESTION 5 (ACCOMMODATION POLICIES FOR APPLICANTS WITH A PHYSICAL OR MENTAL DISABILITY)

Do you have a description of existing accommodation policies for applicants with a physical or mental disability? If so, describe how an applicant would request an accommodation and how requests are considered. How do you make this process available to applicants in a transparent, objective, impartial and procedurally fair manner? Include a link(s) to information published in

Alignment with the FRPA: Section 6, 16(3)(h)

Reference: Human Rights Act (nslegislature.ca)

RESPONDENT ANSWER	⊠ Yes □ No	
	If yes, describe:	
	https://nsvma.ca/become-a-member/	
	A commodation /Dis-1:11:1: 1.1	
	Accommodation/Disabilities tab	
REVIEW	Compliance Criteria:	
INDINGS	Compliance Criteria: Requirement that the regulating body:	Compliant?
INDINGS To be completed	Compliance Criteria: Requirement that the regulating body:	(YES/NO)
To be completed by the FRPA	Compliance Criteria: Requirement that the regulating body: • has a description of existing accommodation policies for applicants with a physical or mental disability;	The state of the s
INDINGS To be completed	Compliance Criteria: Requirement that the regulating body:	(YES/NO)

QUESTION 6	(ACCESS TO	REGISTRATI	ON RECORDS)
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Do you have a documented process by which an applicant can request access to their registration records? If so, describe how an applicant can make this request, any exclusions to information that can be provided, and any fees that may apply. Include a link(s) to any published information, if available.

Alignment with the FRPA: Sections 12(1) through (5) and 16(3)(j)

RESPONDENT ANSWER	⊠ Yes □ No	
	If yes, describe: See Access to Registration Records Policy: https://nsvma.ca/become-a-member/	
REVIEW FINDINGS	Compliance Criteria: Requirement that the regulating body:	Compliant? (YES/NO)
(To be completed	has an established process by which an applicant can make a request in writing for access to their registration records; and	YES
by the FRPA Review Officer)	describes how an applicant can make a request, any exclusions to information that can be provided and any fees that may apply.	YES

Comments, to be completed by the FRPA Review Officer:

Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on NSVMA's website (https://nsvma.ca/) on September 12, 2022.

4.2: ASSESSMENT CRITERIA AND COMMUNICATION OF DECISION PROCESSES (RVTs)

This section assesses how the regulating body evaluates applications and how this process, including registration decisions, are communicated to applicants for the occupation of Registered Veterinary Technician (RVT).

QUESTION 7 (ASSESSMENT CRITERIA)

Explain, in detail, the criteria used by the regulating body to assess if an applicant has met requirements to be registered/licensed. (Examples: competencies, pass marks, experience standards, etc.) Also, explain how this information is communicated to applicants. Provide a link(s) to information published in the public domain.

RESPONDENT ANSWER	Explain the criteria used for assessment and how the information is communicated: The applicant must provide all necessary documentation (listed in 1A) to meet the criteria required for licensure. is in good standing from their current jurisdiction, if applicable. The information is communicated via email directly to the applicant from the NSVMA office. Is a third party involved in the assessment process?	There is no subjective requirements as long as the applic
	□ Yes	
	⊠ No	
	If yes, name the third-party(s) and describe their role:	
REVIEW FINDINGS (To be completed	Compliance Criteria: Requirement that the regulating body:	Compliant? (YES/NO)
y the FRPA	describes all criteria used to assess whether the requirements for registration have been met;	YES
leview Officer)	explains how information is communicated;	YES
	provides information in a publicly accessible manner; and	YES
	describes the role of third-party assessors (if applicable).	

QUESTION 8 (COMMUNICATING REGISTRATION DECISIONS)

Explain how you communicate registration decisions to applicants who are: a) successful; and b) not granted registration. Include the approximate length of time required to issue a registration decision, who makes the decision, and what information is provided with each type of decision.

Alignment with the FRPA: Sections 8(b), (c), (d), 16(3)(l) and (m)

RESPONDENT ANSWER	Explain the registration decision communication process: c) Successful applicants: Directly to applicant in writing d) Applicants not granted registration: Directly to applicant in writing including reasons for refusal and information about the appearance.	al/internal review process.
REVIEW FINDINGS	Compliance Griteria: Requirement that the regulating body:	Compliant? (YES/NO)
(To be completed by the FRPA Review Officer)	explains the process they use to communicate registration decisions, and the timeframe;	YES
	provides written decisions to all applicants;	YES
	provides applicants with reasons when registration has not been granted;	YES
	provides information on programs/services available to support the future success of applicants, if applicable; and	YES
	provides a description of the internal review process to applicants who are not granted registration.	YES

Comments, to be completed by the FRPA Review Officer:

4.3: INTERNAL REVIEW/APPEAL PROCESS AND TRAINING (RVTS)

Section 10 of the Act requires that regulating bodies provide unsuccessful applicants with a clear process to appeal a registration decision. Section 11 requires that those involved with reviewing registration decisions receive training on conducting such reviews. This section assesses compliance with these requirements for the occupation of Registered Veterinary Technician (RVT).

QUESTION 9 (INTERNAL REVIEW PROCESS)

Do you have a documented internal review process for applicants who disagree with the registration decision?

If yes, describe the process including:

- time frames throughout the process; and
- opportunities available to the applicant to provide new information and make submissions with respect to their internal review; and
- how internal review decisions are communicated to applicants and what information is included with the decision; and
- a statement that no one who acted as a decision-maker in respect of a registration decision can act as a decision-maker in an internal review of that decision; and
- if availabbe, provide a link to this information published in the public domain.

Alignment with the FRPA: section 7(a) and 10, 16(3)(m) and (n)

Internal review: a rehearing, reconsideration, review or appeal or other process provided by a regulating body in respect of the merits of a registration decision, regardless of the terminology used to describe the process.

RESPONDENT	⊠ Yes	
ANSWER	□ No	
	If yes, explain:	
	See Review Process for Non-Successful Applications: https://nsvma.ca/become-a-member/	
	I his policy is explained on each applicant type document.	
	Edit: A statement has been included under the section "Internal Review Process" for each applicant type that says:	
	The review process will ensure that no one who acted as a decision-maker with respect to a registration decision will act as a decision-maker with respect to a registration decision will act as a decision-maker with respect to a registration decision will act as a decision-maker with respect to a registration decision will act as a decision-maker with respect to a registration decision will act as a decision-maker with respect to a registration decision will act as a decision-maker with respect to a registration decision will act as a decision-maker with respect to a registration decision will act as a decision-maker with respect to a registration decision will act as a decision-maker with respect to a registration decision will act as a decision-maker with respect to a registration decision will act as a decision-maker with respect to a registration decision will act as a decision-maker with respect to a registration decision will act as a decision-maker with respect to a registration decision will be a	cision-maker during the internal review proce
	If no, explain why not:	
REVIEW	Compliance Criteria:	
FINDINGS	Requirement that the regulating body:	Compliant? (YES/NO)

(To be completed	•	has a documented internal review process;	YES
by the FRPA Review Officer)	•	describes time frames associated with the internal review process;	YES
	•	describes opportunities the applicant has to provide new information and make submissions with respect to their internal review;	YES
	•	describes how internal review decisions are communicated to applicants and what information is included with the decision;	YES
	•	ensures that no one who acted as a decision-maker in respect of a registration decision can act as a decision-maker in an internal review; and	YES
	•	provides information on the internal review process in a publicly accessible manner.	YES

Comments, to be completed by the FRPA Review Officer:

Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above and from information found on NSVMA's website (https://nsvma.ca/) on October 19, 2022.

QUESTION 10 (INTERNAL REVIEW TRAINING)

Have the decision-makers for the internal review received training on conducting on an internal review? If so, describe the training.

Alignment with the FRPA: Sections 11 and 16(3)(p)

RESPONDENT ANSWER

☑ Yes

□ No

If yes, please describe:

To date, the NSVMA has not had a need to deliver such training as there has not yet been an appeal of a registration decision. The intention of the Association is to provide training regarding internal reviews once the need arises to ensure that the training is fresh in the minds of the reviewer(s) and includes current legislative and common law best practices.

The NSVMA's legal counsel has specific expertise in administrative law principles such as internal reviews and has delivered training sessions and provided guidance documents to our other statutory committees on an as-needed basis. When faced with a licensing application appeal, the NSVMA's legal counsel is prepared to provide training to the reviewers.

Once training has been delivered, reviewers will be tested on the material delivered during the training session and, for record keeping purposes, be asked to sign a document indicating they have received training.

The NSVMA is currently working with its legal counsel to develop new proposed legislation for the Association, and this process is well underway. Under the current legislation, the Association's Council is assigned to conduct reviews of registration decisions. This is something that the Association has identified as an issue with the current legislation. It is not appropriate for a governing board to be an appellate body as they are also the body tasked with setting policies for the Association. It is inappropriate for the body who sets the policies to also act as an adjudicator of an individual registrant's circumstances. There are examples of regulators in other

	jurisdictions amending their legislation to remove governing boards from involvement in reviews and appeals for this exact reaso	on.
	The Association's new draft legislation will create a Registration and Licensing Review Committee to hear all registration review of reviewing decisions under the new legislation; therefore, we do not plan to develop an internal review training program for Committee to hear all registration review of reviewing decisions under the new legislation; therefore, we do not plan to develop an internal review training program for Committee to hear all registration review of review of review training program for Committee to hear all registration review of review training program for Committee to hear all registration review of review training program for Committee to hear all registration review of review training program for Committee to hear all registration review training program for Committee to hear all registration review training program for Committee to hear all registration review training program for Committee to hear all registration review training program for Committee to hear all registration review training program for Committee to hear all registration review training program for Committee to hear all registration review training program for Committee to hear all registration review training program for Committee to hear all registration review training program for Committee to hear all registration review training program for Committee to hear all registration review training program for Committee to hear all registration review training program for Committee to hear all registration review training program for Committee to hear all registration review training program for Committee to hear all registration review training program for Committee to hear all registration review training program for Committee to hear all registration review training program for Committee to hear all registration review training program for Committee to hear all registration review training program for Committee training program for Committee training program for the committee training program for Committee training progr	vs. Council will not be undertaking the reuncil.
	Compliance Criteria:	
		The second secon
INDINGS	Requirement that the regulating body:	Compliant?
CONTROL STANDARD	Requirement that the regulating body:	(YES/NO)
be completed	Requirement that the regulating body: • ensures that internal review decision-makers have received training on conducting an internal review; and	Col. Co
o be completed the FRPA eview Officer)	Requirement that the regulating body:	(YES/NO)

Compliance with all of the above noted compliance criteria and associated FRPA Sections (cited above), as they pertain to the above FRPA review questions, could be verified from the information provided above. This assessment was made based on the above response as it pertains to the current situation and legislation and not the proposed legislation currently in the works.

5. ACKNOWLEDGEMENTS:

The Nova Scotia Veterinary Medical Association hereby declares that the information contained in this report is a true and accurate representation of its current registration practices.

SIGNATURE OF THE AUTHORIZED MEMBER OF THE REGULATING BODY:

X M. J. Mahum Dran Registrar NS VMA Name (print): Mary Jone Corlum DVM

DATE: Click or tap to enter a date. November 15, 2022

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