



# FRPA Breakfast Meeting

Virtual Meeting by Zoom  
September 17, 2020



# Agenda

#	Item	Time	Speaker/Facilitator
1	<b>Welcoming Remarks</b>	9:00 – 9:05	Patricia Mertins, FRPA Review Officer
2	<b>Updates: Legislative Review Winter 2020 Progress Reports Fall 2020 Pilot Reviews</b>	9:05 – 9:20	Aimee Naugler, Manager RPL & LM
3	<b>Reporting Requirements: Challenges and Addressing Challenges Proposed Review Cycle Review Schedule Review Process</b> <ul style="list-style-type: none"><li>• Questions</li></ul>	9:20 – 9:45	Patricia Mertins
4	<b>A look at the Review Questions Template</b> <ul style="list-style-type: none"><li>• Questions</li></ul>	9:45 – 10:10	
5	<b>Action Plan Progress Updates Compliance 101</b> <ul style="list-style-type: none"><li>• Questions</li></ul>	10:10 – 10:35	
6	<b>FRPA Website Project Evaluation and Closing Remarks</b>	10:35 – 11:00	Marc Rochon, Consultant Planning & Excellence Patricia Mertins

# Legislative Review

## The Project Advisory Committee

- Provide feedback and advice
- Identify key issues for discussion
- Review new tools

March to June 2020



Project Advisory Committee

Process Mapping

Review of all tools

Review of the Website

Review of Review and annual survey questions and processes

Updates to and the creation of new tools, templates and processes

Legislative changes

Recommendations for efficiencies, consistency and transparency

Measurable standards for transparency

# Winter 2020 Progress Reports

Progress Report Surveys due this past winter are complete:

- ▶ Nova Scotia College of Medical Laboratory Technologists
- ▶ Nova Scotia Real Estate Commission
- ▶ Nova Scotia Barristers Society
- ▶ Cosmetology Association of Nova Scotia
- ▶ Association of Nova Scotia Land Surveyors

Reports have been published and can be found on the FRPA website at

<https://frpa.novascotia.ca/>

# Fall 2020 Pilot Reviews

Occupations on Schedule B will be piloting the new FRPA Review process and questions:

- ▶ Service Nova Scotia: Hearing Aid Salesperson
- ▶ Dept of Environment: Water & Wastewater Operator
- ▶ Dept of Environment: On-Site Sewage Disposal
- ▶ Dept of Environment: Pump Installers
- ▶ Dept of Environment: Well Diggers-Drillers
- ▶ Dept of Environment: Pesticide Applicators
- ▶ Dept of Environment: Petroleum Storage Tank Installer
- ▶ Dept of Lands and Forestry: Timber Scalers
- ▶ Dept of Lands and Forestry: Hunting & Fishing Guides

This is an initial review for these regulators.

# Reporting Requirements

- ▶ Under Section 16 of the Act every regulating body must review its registration practices and file a report on the results with the Review Officer.
- ▶ Tools have evolved over time to support a consistent and efficient reporting process.
- ▶ The Review Survey is the qualitative report on registration practices currently required every two years from the initial report.
- ▶ The Annual Survey is the quantitative collection of data which occurs every year.
- ▶ Findings of the legislative review showed that most challenges in relation to the implementation of the FRPA were associated with the reporting process.



# Challenges



Review and progress reports appear to be redundant.



It's difficult to meet the demands of the two-year review cycle.



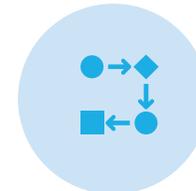
The evaluation system is unclear.



Variation in implementation and interpretation of FRPA makes it difficult to address recommendations in Action Plans.



It's unclear whether recommendations are mandatory or suggested improvements.



Policies, procedures and regulations to support implementation are not finalized.



The FRPA does not have adequate enforcement tools for addressing non-compliance.

# Addressing Challenges



Progress Update Reports will only address Action Plans.



Proposing a 5-year review cycle.



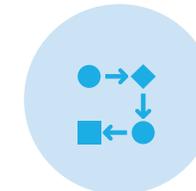
Review Question Template documents and explains compliance criteria.



Action Plans will only address matters of non-compliance.



Action Plans will address non-compliance. Report Summary will highlight opportunities for improvement



Regulations have been updated, compliance criteria created, a process for issuing orders is being finalized, and a SOP document to clarify internal procedures has been created internally.



A process and templates for issuing compliance orders, and summary offenses are being created.

# Proposed Review Cycle

Every 5-years registration practices will be reviewed to determine compliance with the FRPA.

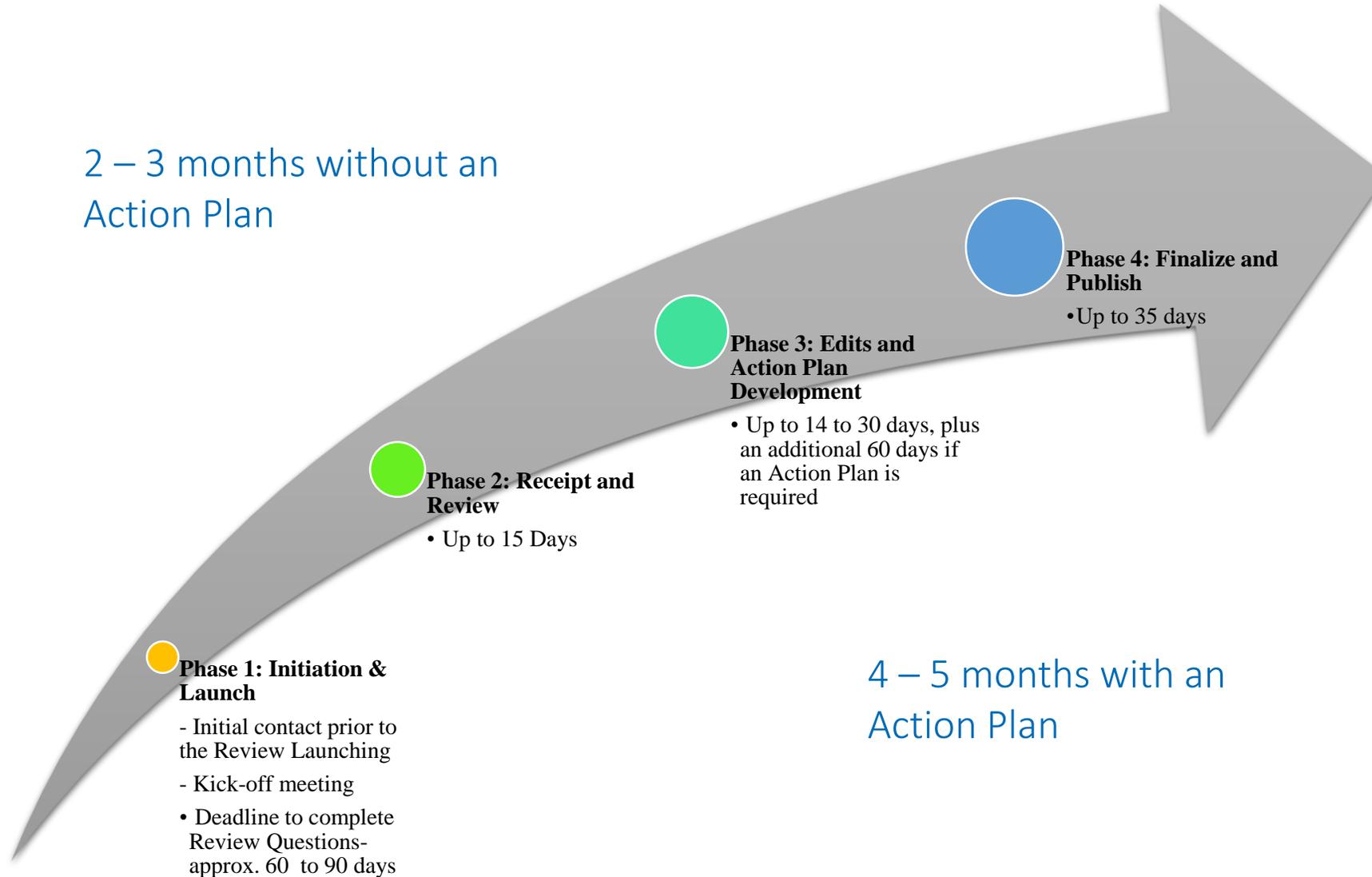
For findings of non-compliance, an Action Plan will be required, followed by annual Progress Updates.

When non-compliance is remedied, Progress Updates will no longer be required, and the Regulating Body will resume the 5-year review cycle.

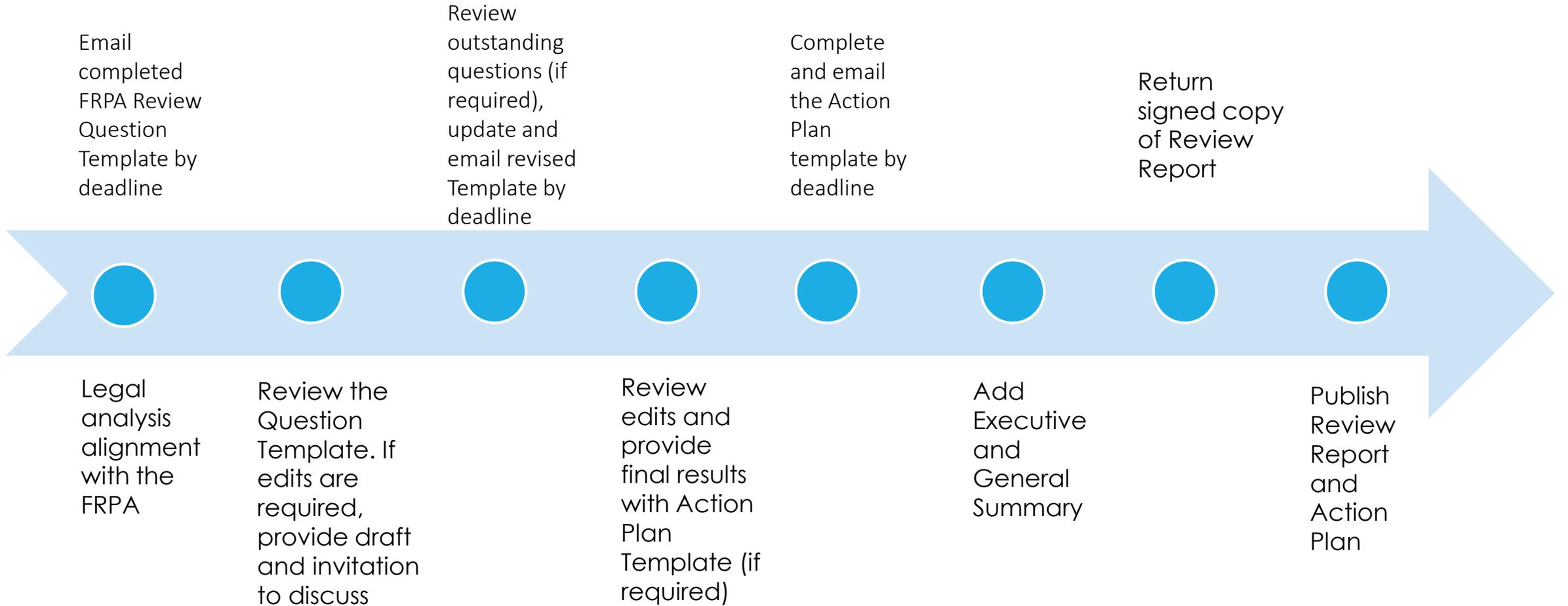


# Review Schedule

2 – 3 months without an Action Plan



# Review Process





Questions

# Review Questions Template

Obligations under the FRPA pertain to all phases of the registration process from application through to a final decision regarding a license to practice as a member of the regulating body.



There are 20 questions divided into 3 sections.



**Section I: Information and Registration Procedures**  
- Practices and policies the regulating body uses to provide information to applicants during the registration process (certification/licensing)



Registration processes = actions required to be taken by applicants and any documents required to be submitted that will be used to assess the applicant's request for licensure.

# Review Questions Template

## Section II: Assessment Criteria and Communication of Decision Processes

- Criteria used by the regulating body to determine eligibility for registration/licensure
- How criteria are communicated to an applicant
- How decisions are communicated to an applicant



## Section III: Internal Review / Appeal Process

- What happens when an applicant disagrees with the decision
- Opportunities for an applicant to provide new information
- Details surrounding the decision-makers involvement in the process
- Information on training provided to those who make internal review/appeal decisions

# Question 1

**Explain/describe, in detail, your registration/application requirements. Please include an overview of the process and a list of all documents (Examples: transcripts, certificates, job descriptions, articles, letters of support, and evaluations) that applicants are required to submit during the registration/application process. If your registration/application process is different for each license type, list the process for each license type in the chart included.**

- ▶ **Alignment with FRPA: *Section 7(a), Section 9(a), 16(3)(a) and 16(3)(b)***

# Question 1

**RESPONDENT ANSWER** Explain the process of how the requirements for registration/application are to be met by an applicant (if different by licence/certification type, include an outline by each type).

Please provide the additional information in the grid below (if you have a published document, or even an associated policy, please provide the link to that published document/policy). Documents need to be provided for each license/certification type, if applicable.

# Question 1

## COMPLIANCE CRITERIA

### Compliant:

- ▶ The regulating body provides applicants with information about their registration practices, including the registration process and documents that applicants are required to submit during the process; and
- ▶ the respondent's answer describes the registration requirements and the process for meeting them.

### Not compliant:

- ▶ The regulating body does *not* provide applicants with information about their registration practices, specifically, the registration process and documents that applicants are required to submit during the process; or
- ▶ the respondent's answer does *not* describe the registration process and the process for meeting them.

# Question 1

## **REVIEW FINDINGS**

**To be completed by the FRPA Review Office:**

Compliant

Not compliant

## **COMMENTS: REVIEW FINDINGS**

**Comments, to be completed by the FRPA Review Office:**



<https://frpa.novascotia.ca/resources-regulatory-bodies>

# Questions

# Action Plan

Action Plans are developed in response to any non-compliant findings

The Action Plan template identifies items of non-compliance

1. The Regulatory Body completes the template with a plan to address each non-compliant item(s), including a timeline

2. The Regulatory Body has 60 days to develop a plan and submit

3. Action Plans are published as an Appendix to the Review Report

4. Failure to submit a plan for non-compliant items can result in a compliance order, as per section 20 of the FRPA

# Progress Updates

Progress Updates occur on an annual basis until item(s) of non-compliance have been fully addressed

A 60-day reminder is provided

Updates are reviewed and posted as an Appendix to the published Review Report until non-compliance is resolved

# Action Plan and Progress Updates Template

		OBSERVATIONS, RECOMMENDATIONS AND REGULATOR RESPONSES				
		Add the non-compliant question here				
	Regulator Response on Review	FRPA details of Non-Compliance and Recommendations	Regulator Action Plan	Dates for Completion	Regulator - Action Plan Progress Update	FRPA Review Officer Comments
	<i>Add details that were added in the review by the regulator</i>	<i>Add details that were added in the review by the Review Officer in the Review</i>	<i>To be completed by the Regulator</i>	<i>To be completed by the Regulator</i>		
Update 1					<i>To be completed by the Regulator</i>	<i>To be completed by the Review Officer</i>
Update 2						
Update 3						
Update 4						

# Compliance 101

The Review Officer has the authority to issue a compliance order.

Compliance orders can be issued for unresolved situations where:

1. The RB has failed to participate in the Review process as evidenced by
  - Not submitting a response to the Review Questions
  - Not submitting an Action Plan (where required)
2. The RB has failed to demonstrate transparent, objective, impartial and procedurally fair registration practices as per Section 16 as evidence by
  - Actions are not being implemented as per the Action Plan (including meeting deadlines)
  - The Action Plan is not completed
3. The RB has provided false or misleading information
4. The RB has obstructed the work of the Review Office

*Every regulating body that is guilty of an offense under this section is liable on summary conviction to a fine of not more than ten thousand dollars. [Section 20(3)]*



Questions

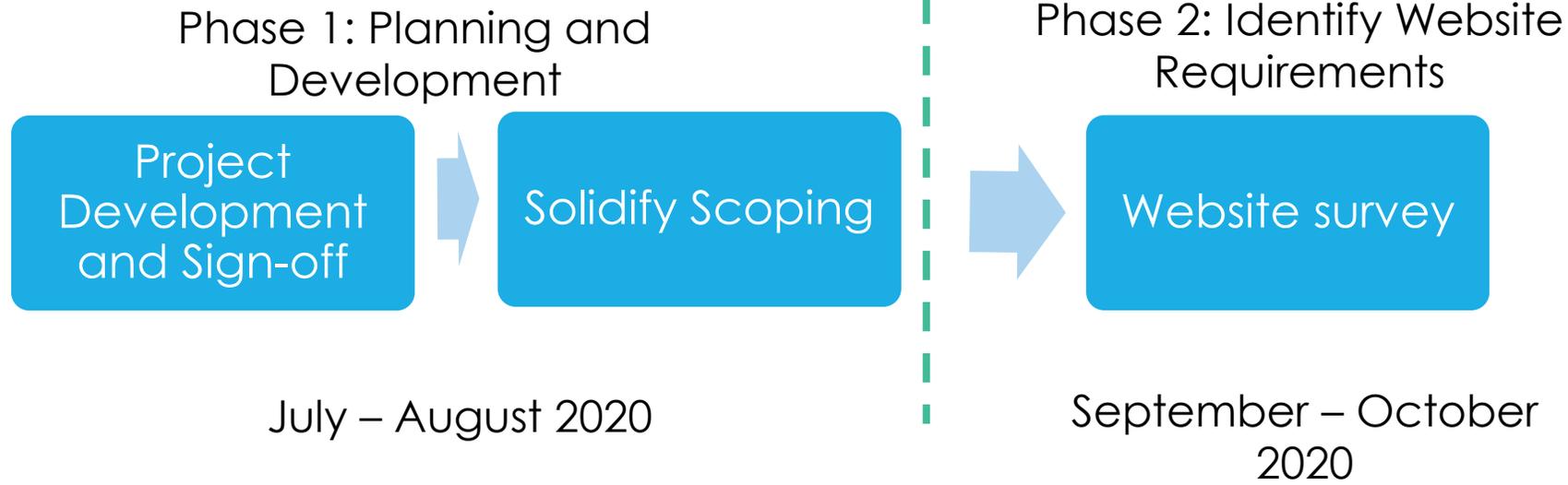
# FRPA Website Project

- ▶ Project Overview
  - ▶ Purpose and Objectives
  - ▶ Timeline
    - ▶ Phases and Deliverables
    - ▶ Roles and Responsibilities
- ▶ Website Survey
- ▶ Next Steps
- ▶ Questions?

# Project Purpose and Objectives

- The purpose of the project is:
  - To support the FRPA Team in moving forward with a website review to determine what is required by the regulatory bodies
  - To identify the options to meet the requirements
- The high-level objectives of the project are:
  - Identify website requirements
  - Identify tools to assist and guide regulatory bodies with the reviews and annual survey completion
  - Develop website maintenance standards
  - Identify areas of duplication between FRPA websites

# Project Timeline



- Subsequent phases will be determined once a website survey has been issued and completed by the Regulatory Bodies (Phase 2).

# Role of the Planning and Excellence Team

- Design, create and administer the website survey
- Analyze survey responses
- Develop additional phases as required
- Provide regular updates to the AED/FRPA team

# Website Survey

- All regulatory Bodies will be included in the survey (48 Regulatory Bodies).
- Survey is centered around gathering feedback on the FRPA website(s).
- Survey will be open from October 5 and closing October 19 (~ 2 weeks).

# Next Steps

- The website survey will be provided to all Regulatory Bodies via email communication.
- Completed survey responses will be analyzed, and an update will be provided during the next FRPA Breakfast Meeting.

Questions?

# Thank you!

Email: [ReviewOfficer@novascotia.ca](mailto:ReviewOfficer@novascotia.ca)

Patricia Mertins  
FRPA Review Officer  
[Patricia.Mertins@novascotia.ca](mailto:Patricia.Mertins@novascotia.ca)  
cell: 902-471 4379

Website: <https://frpa.novascotia.ca/>

Remember to confirm/update  
contact information for your  
Regulatory Body by September 30,  
2020 and send to  
[Michelle.Hamilton@novascotia.ca](mailto:Michelle.Hamilton@novascotia.ca)