



## STAFF REPORT ACTION REQUIRED

### Review of Applications to be Included in the City's List of Approved Professional Holistic Associations

<b>Date:</b>	August 27, 2009
<b>To:</b>	Licensing and Standards Committee
<b>From:</b>	Jim Hart, Executive Director, Municipal Licensing and Standards
<b>Wards:</b>	All
<b>Reference Number:</b>	p:\2009\cluster b\mls\l&s committee\september\approved professional holistic associations.doc

#### **SUMMARY**

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To recommend to the Licensing and Standards Committee additional Professional Holistic Associations (PHAs) that meet the City of Toronto's criteria with respect to the approval of PHAs for inclusion in the City of Toronto's Municipal Code Chapter 545, Licensing, Appendix L, as approved PHA.

Staff received applications from the **Ontario College of Reflexology** and the **National Certification Board for Natural Therapies**. These associations were evaluated on three main criteria: (a) Governance; (b) Membership and Membership Services; and (c) Ethics and Discipline.

Based on the submitted applications, these associations meet the criteria required to be included in the City of Toronto's Municipal Code Chapter 545, Licensing, Appendix L, as approved PHAs.

#### **RECOMMENDATIONS**

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The Executive Director, Municipal Licensing and Standards Division recommends that:

1. The following holistic associations be included in the City of Toronto Municipal Code Chapter 545, Licensing, Appendix L, and that these associations be recognized as approved PHAs for the purposes of licensing holistic practitioners and owners:

- a. **Ontario College of Reflexology**
  - b. **National Certification Board for Natural Therapies**
2. The City Solicitor be directed to prepare the necessary bill to give effect to the recommendations in this report, effective immediately; and
  3. All other appropriate City officials be authorized and directed to take the necessary actions to give effect thereto.

Public notice has been given in a manner prescribed in the City of Toronto Municipal Code, Chapter 162, Notice, Public.

### **Implementation Points**

The list of PHAs found in the City of Toronto Municipal Code, Chapter 545, Licensing, Appendix L, is to be amended by the addition of the **Ontario College of Reflexology** and the **National Certification Board for Natural Therapies** as approved PHAs.

### **Financial Impact**

The recommendations will have no financial impact beyond what has already been approved in the current year's budget.

### **DECISION HISTORY**

On December 7, 2005, City Council adopted the Planning and Transportation Committee Report 10, Clause 9, entitled "Qualified Professional Holistic Associations Whose Members may be Licensed as City of Toronto Holistic Practitioners and Owners." As a result, applicants for a holistic practitioner's licence must be a member in good standing of at least one of the PHAs recognized by the City of Toronto. Existing holistic practitioners whose licences expired after March 7, 2006, are required to be a member of a PHA recognized by the City of Toronto.

### **ISSUE BACKGROUND**

As of January 1, 2009, two applications for approval as a City of Toronto recognized PHA were received from the **Ontario College of Reflexology** and the **National Certification Board for Natural Therapies**. The applications have been reviewed by staff and are being recommended for approval and inclusion as PHAs in Appendix L to the City of Toronto Municipal Code, Chapter 545, Licensing.

## COMMENTS

The applications received were evaluated using an assessment template, which evaluates the PHAs' submissions using the following criteria:

- a. Governance;
- b. Membership and Membership Service; and,
- c. Ethics and Discipline.

To qualify for inclusion in the City of Toronto Municipal Code, Chapter 545, Licensing, Appendix L, an applicant must obtain a minimum of 70 per cent in each category and obtain an overall weighted average of 80 per cent. The criteria and template used in this instance is the same as that applied to previous applicants.

### **Section A: Governance**

A PHA is defined as an association that is not-for-profit, with a board of directors elected by the organization's membership. Further, the association must also have governing by-laws and an explicit and documented disciplinary process.

These requirements are designed to ensure that associations are legitimate not-for-profit organizations, which exclusively aim to represent the interest of their members and the profession, and are not under the control of a few individuals who have profit as an objective.

The board members of a PHA are leaders in the industry. They are required to have education in, and experience with, the modalities represented by their respective associations. It is imperative that all board members, as well as the members of the associations, lead and practise their modalities in a safe, appropriate and healthy manner, without any adverse consequences to the general public.

### **Section B: Membership and Membership Services**

The applicant must provide information on the number of members in good standing belonging to the association and its representation locally, provincially, federally and internationally. The association must also provide information on the origin, objective(s), diagnostic methodology and treatment methodology for each modality represented by the association. Additionally, the manner in which membership is managed, as well as the media utilized to communicate with its members, is assessed.

PHAs are required to have a comprehensive membership application review process prior to issuing a membership. This requirement is intended to ensure that only legitimate holistic practitioners who meet the association's criteria to become members (e.g., have the minimum number of hours of study for an identified modality and have met the practicum requirements). A member that meets the membership standards of a PHA is able to apply for a holistic practitioner's licence with the City. This criterion focuses on consumer protection.

## **Section C: Ethics and Discipline**

Each organization's code of ethics and disciplinary process is evaluated, including the way in which the code of ethics is enforced, the approach in handling complaints, whether they have their members agree in writing to abide by the code of ethics and the manner in which the process is communicated to the public.

Holistic licensees are accountable for their holistic service practices and professional behaviour. PHAs have the right to implement disciplinary action in the event that a practitioner's conduct breaches their code of ethics.

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### **SIGNATURE**

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