







Action Plan: Manitoba Chiropractors Association (MCA)

 Complete

In response to the self-identified Compliance Issues, the Manitoba Chiropractors Association proposed the following action plan as of February 2013.

Compliance Issues	Action Plan	Status as of May 2016
<p>The MCA recognizes the need to provide Applicants with clear, complete and accurate information about the assessment and registration process. In particular:</p> <ul style="list-style-type: none"> • Qualification requirements and the criteria used to assess qualifications. 	<p>The MCA will establish a registration package to be forwarded to applicants which outlines qualification requirements and the criteria used to assess qualifications.</p> <p>The MCA will create a dedicated page on their public website intended for viewing by international applicants. Likewise, the website will contain information related to:</p> <ul style="list-style-type: none"> a) the history of the chiropractic profession in Manitoba; b) how the profession is organized in Canada; c) a definition of various terms such as “accredited schools” including a short explanation as to how schools achieve accreditation; d) an explanation as to what the regulator’s expectations are with respect to the applications of those who have not graduated from an accredited school; e) the manner in which a typical chiropractor conducts their practice in Manitoba; f) a notation that previous registration in another jurisdiction is not required, but will outline the potential significance of having previously practiced in a regulated jurisdiction; g) a review of the qualifications and application appeal process. 	<p> April 2013</p> <p> April 2013</p>
<ul style="list-style-type: none"> • Documentation requirements (criminal record check) 	<p>The MCA is prepared to eliminate the requirement for an applicant to provide a criminal record check from their country of origin based on the presumption that the federal government has already completed a comprehensive check as part of the immigration process which equals or surpasses the MCA’s regulatory requirements.</p> <p>The MCA will continue to require that an applicant provide a criminal reference check related to the time that they have been a resident of Canada.</p>	<p> March 2013</p>
<ul style="list-style-type: none"> • Fees and fee payment options. • A realistic sense and range of the full costs involved in the process, including common associated costs. 	<p>The MCA will undertake to add information related to application fees and membership dues on its applicant information package (website in particular). This will include a general time line for a typical applicant. This information will include information related to the member’s requirement for professional malpractice coverage and will direct them to options in this regard, including approximate costs. Links to providers may be provided with a note that information related to cost may change from time to time.</p>	<p> April 2013</p>

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<ul style="list-style-type: none"> Financial support opportunities 	<p>The MCA will include information related to any federal or provincial financial supporting opportunities available to applicants. E.g. micro-loan program. Information will be sought from OMFC related to potential funding sources which will be added to our information.</p> <p>Likewise, the MCA will dialogue with the association’s financial institution as to what financial support initiatives might be available to new applicants.</p>	<p>✓ March 2013</p> <p>OMFC info on website – July 2013</p>
<ul style="list-style-type: none"> Step-by-step, easy-to-navigate path of the registration process. 	<p>The MCA will improve its communications by including a flow chart outlining the registration process as well as a numbered sequencing of steps, including a typical time line, in the registration process.</p>	<p>✓ March 2013</p>
<ul style="list-style-type: none"> Information provided about opportunities for general and occupation-specific upgrading. 	<p>The MCA will include information related to what opportunities chiropractors have to enhance their practice by way of supplementary designations.</p>	<p>✓ March 2013</p>
<p>The MCA recognizes the need to ensure that documentation requirements are reasonable. In particular:</p> <ul style="list-style-type: none"> Difficult-to-provide documents – e.g. originals, syllabus – are warranted. 	<p>As noted above, the MCA will remove the requirement for international criminal record checks provided that this information is readily available from another source (federal immigration – landed immigrant/permanent resident card) and meets our required parameters.</p> <p>The MCA is prepared to work with the OMFC to review what other protocols might be acceptable with respect to “difficult-to-provide” documents.</p> <p>The MCA will investigate the possibility of coordinating with the CCEB such that an applicant will only have to submit original academic transcripts to one of the two bodies.</p> <p><i>*The MCA has eliminated the requirement for Undergrad Transcripts. An official Chiropractic College transcript is still required.</i></p> <p>The MCA will review the need to have applicants provide a notarized copy of photographs, and will consider receipt of a government issued photo ID as being sufficient.</p>	<p>✓ April 2013</p> <p>✓ April 2013*</p> <p>✓ April 2013</p>
<p>The MCA recognizes the need to ensure that staff responsible for assessment and appeals, and that work with internationally educated applicants, receive appropriate training and possess relevant expertise. In particular:</p> <ul style="list-style-type: none"> Training for the assessment of academic qualifications 	<p>On a national basis, chiropractic regulators have banded together to review training required with respect to assessment and appeals. This is a work in progress. The proposed review panel will be known as the Chiropractic Review Committee (CRC).</p> <p><i>*Dialogue and information sharing is on-going at a national level between regulators in terms of addressing this issue and developing best practices.</i></p>	<p>✓ Nov 2014*</p>

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<ul style="list-style-type: none"> • Appeal training 	<p>As noted above, the CRC training is a work in progress, but the MCA is committed to the process of its creation and training. Appeals related to the CCEB examinations are adequately covered in this respect.</p> <p>Secondly, with respect to appeals for MCA registration decisions with respect to eligibility to practice in Manitoba, the MCA is prepared to provide training on an ad hoc basis to the board of directors as is required, including the solicitation of legal advice in that regard.</p> <p><i>*Dialogue and information sharing is on-going at a national level between regulators in terms of addressing this issue and developing best practices.</i></p>	 Nov 2014*
<p>The MCA recognizes the need to ensure that English and French language proficiency requirements for registration and professional practice are reasonable. In particular:</p> <ul style="list-style-type: none"> • French or English language proficiency levels are identified and based on the language demands of the profession. • Level of language proficiency identified at key points in the registration process – e.g. entry to practice v. application or entry to gap training. • The identification of the nature and type of communicative demands for professional practice and the assessment process. 	<p>The MCA will specifically include information in its registration materials related to language proficiency issues as they relate to chiropractic practice in the province of Manitoba.</p> <p>The MCA acknowledges the need to communicate the language requirements related to exams part B & C earlier in the registration process, as well as at key points in the process.</p> <p>Documentation to be amended to denote that professional practice in Manitoba is conducted primarily in the English language.</p>	
<p>The MCA recognizes the need to ensure that there is a fair appeal or review process available. In particular:</p> <ul style="list-style-type: none"> • Applicants are advised of their right to appeal. 	<p>The MCA will include information related to appeals on their registration material and public website.</p>	 May 2013
<p>The MCA recognizes that, legal exceptions notwithstanding, applicants should have full and timely access to their assessment results and records associated with registration.</p> <p>In particular:</p> <ul style="list-style-type: none"> • Applicants are informed of their access to records and the process for requesting records. 	<p>MCA will undertake to add information related to protocols concerning access to records on their registration material and public website.</p>	