



Registrar's Report to the Members July/August 2014

A. Communications & Marketing

Annual Report: The College's 2013 Annual Report was distributed at the Annual Meeting of Members on June 17th and highlights the progress and achievements of the College over its first year in operation.

Media outreach: The College responded to several media requests (radio and newspaper) during June and July. Chair Ron Johnson was featured in a one-on-one live interview with the CBC's Ontario Today radio program. He was also quoted in multiple Daily Commercial News articles. More letters to the editor from David Tsubouchi to winners of the Skills Canada- Ontario Technological Skills Competition were also published. The College also arranged advertorials that were published in Canada Bound Immigrant and Collision Repair magazine.

Stakeholder Engagement: In addition to meetings at the College, stakeholder outreach by the Registrar and CEO continues to take place across the province with tours of apprenticeship training facilities, appearances at apprentice graduations, meetings with educators and trade associations and attendance at industry-related conferences. A total of 15 events took place since the last update.

The College's outreach efforts have continued with a strong focus on connecting youth, and other underrepresented groups to the trades. Of the 15 events, 12 were focused on youth, aboriginals, newcomers and women.

Marketing: Articles written by Communications staff continue to be published in community newspaper and magazines across the province. Our piece on protecting the public was picked up by Ottawa Life Magazine online and in the print edition. The College provided a column in Collision Repair Magazine to outline the College's activities in creating a level playing field for those in the motive trades. The second edition of Trades Today was posted online — we continue to see strong open and click-through rates and feedback from the membership.

Website Updates: Website updates continue to take place. The following webpages have been created: News (an all in one News resource page that features the following sections: Featured News, Latest News, Public Advisories, live Twitter feed app and Trades Today), Annual Report and Annual Meeting of Members (featuring an audio plugin that plays the recording of the speeches).

B. Compliance & Enforcement

Educating the public and our members remains a constant priority for the Compliance & Enforcement Division as illustrated by the number of violations found compared to the number of tickets (notices under the Provincial Offences Act) issued. Between June 2013 and June 2014, Enforcement Officers conducted approximately 5,500 field inspections. About 3,300 of these visits were in the Motive Power sector and 2,200 were in the Construction Sector. In the same period, over 700 calls involving incidents or complaints were made to the College's Enforcement Call Centre staff; 156 provincial offence notices were issued; 16 prosecutions were initiated in the Ontario Court of Justice for violations of the *Ontario College of Trades and Apprenticeship Act* (OCTAA); and 1,849 workers were identified as working in a compulsory trade without proper qualifications. In addition, over 16,000 journeyman and apprentice qualifications were validated. Priority has been placed on the development and implementation of a 'field summary report' which will be left at worksites following a site visit.

With respect to activities carried out by the Division's prosecutor and staff, there are currently 45 charges before the courts, 21 court dates have been set, 45 prosecution briefs have been created, and there have been 10 requests for disclosure. Staff has made 49 court appearances involving 29 trials and 16 prosecution first appearances under Part III of OCTAA. The Division's prosecutor has met with Enforcement Officers on 33 occasions to discuss the various elements of the offences and prosecution strategies. Some courts in the province utilize early resolution procedures to reduce backlogs and we have participated in 16 of these meetings. Our prosecution team was successful in obtaining a \$5,000 fine for a matter relating to obstruction as a result of an individual refusing to allow the Enforcement Officer to conduct an inspection of a facility in the Motive Power sector. In another case, the court increased the amount of an individual fine from \$195 to \$1,000 in recognition of the seriousness of the offence. Efforts are underway to publish these additional prosecution results on the College's website.

On the professional disciplinary side, to date a total of 47 complaints have been assigned to staff involving allegations of professional misconduct, incapacity and/or incompetence. Two complaint files have been sent to the Complaints Committee and 22 cases are under review by the Investigations & Hearings Department.

C. Corporate Governance

Annual Meeting of Members: The meeting was held at the College and was well received by attendees. Members were provided with an overview of College activities. Remarks from the Chair of the Board of Governors, the Chair of the Finance and Audit Committee and the Registrar and CEO are posted online.

Strategic Plan: On May 29, 2014, the Executive Committee of the Board endorsed a process to review and revise the College's existing Strategic Plan and a new draft Strategic Plan was tabled at the July 29, 2014 meeting of the Executive Committee. Subject to comments received at the August 19, 2014 Board meeting, it is anticipated that the new Strategic Plan will be launched in September 2014.

Committee Meetings: On June 16 and 26, 2014 the Complaints Committee of the Board met to review committee procedures and consider and dispose of a number of formal written complaints. The Governance and Nominations Committee met on July 21, 2014, the Finance and Audit Committee on July 23, 2014, and the Executive Committee on July 29, 2014.

D. Policy & Programs

Policy and Research

- Leading the work with MTCU to prepare a Board Regulation that will change the classification of the Sprinkler Fire Protection Installer trade from voluntary to compulsory and for implementation planning. This includes support for the communication and outreach to individuals affected by the change. The consultation will be coordinated with the Trade Boards and the College's Regulations Committee.
- Preparing for the 120-day public consultation on academic entry requirements for apprenticeship training including associated research. The results of this consultation will help inform the development of a Board Regulation.
- Completing a jurisdictional scan/summary of 2014 activities across the Canadian skilled trades landscape.
- Developed summary of respective regulatory and bylaw making powers under OCOT Act for Regulations Committee.

Evaluation and Assessment

The Evaluation and Assessment Division continues to refine the Trade Evaluation Assessment (TEA) process to service the continuous flow of TEA applications. An administration/clerk position has been transferred to the division to coordinate the applications received at the College. The Evaluation and Assessment Division has processed over 2000 TEA applications since April 8, 2014. Membership Services Division has provided significant additional operational support and integration to assist in making this operation function effectively and efficiently.

The College has introduced a new TEA Application that incorporates the Membership questions into a single form to streamline the process for applicants. The number of TEA applications received and processed to date, have exceeded projections.

Planning for the upcoming Sprinkler Fire Protection Installer reclassification has begun as the Evaluation and Assessment Division will be required to process all requests for credential recognition through the TEA process.

Trade Board Update

There were 21 Trade Board meetings held from June 1, 2014 to July 25, 2014 in the following sectors: Construction, 11; Motive Power, 4; Industrial, 3; and Service, 3. Trade Board members were informed of news and developments at the College. In addition to the standing agenda items, updates were provided on membership, enforcement and communications and marketing. An update was also given on the Sprinkler and Fire Protection Installer trade classification review. Trade Board members were continuing to assist with the revision and updating of the Program Fact Sheet for their respective trades. The College's Diversity Equity and Inclusion (DEI) Strategy began to be introduced to the Motive Power Trade Boards.

E. Membership and Client Services

As observed in May, client contact volumes across all channels continued to fall in line with expectations during the months of June and July and allowed for a higher level of service delivery and improved hold times. The second year renewal activity for journeyperson members appears to be tracking in a favourable direction and the active membership base is holding steady at just over 260,000 members. The management team within member services continues to focus daily effort on improving answer times, processing times and email response times.

The College's membership affinity program has been launched. The first set of offerings in the personal and commercial insurance segment are seeing response rates and closing ratios that meet expectations. Access to extended health, life and group RRSP products opened in June and further discounted rates on pharmaceutical dispensing and optical fees are planned for the fall. As the College moves through this second year of operation it will continue to explore and develop additional aspects of its membership affinity program.

F. Diversity, Equity and Inclusion

With the approval of the Diversity, Equity & Inclusion Strategy at the last Board Meeting, the focus has been on beginning to implement the strategy. Key activities include:

- *Partnership with CAWIC (Canadian Association of Women in Construction):* Through stakeholder outreach, OCOT was invited to sit on an Advisory Committee, for a three-year research project funded by Status of Women Canada, led by CAWIC. The study will look at barriers for women in construction in three provinces and develop an action plan to increase the representation of women in the construction industry. Other Advisory members include government, agencies, unions and construction employers.
- *Increasing awareness of trades for underrepresented groups:* Working on dedicated webpages for Aboriginals, New Canadians and Women. We anticipate webpages will be on the site this Fall.

- *Motive Power:* Working with Board of Governors member Kate Poultney on getting a one-page “How to get Licenced” document in multiple languages for the Compliance and Enforcement team to share with foreign-trained unlicensed individuals working in Motive Power sector. The OCOT strategy is also being shared with the Motive Power Divisional Board and Motive Power Trade Boards to begin to address issues in the sector.
- *Internal OCOT Diversity Strategy:* Staff dialogue sessions were completed along with a staff demographic survey. The results show that we are “walking the talk” when it comes to having a diverse workforce. A Staff Diversity, Equity and Inclusion Council was established and held its first meeting. Staff training is under development for a Fall launch.