



Virtual Care Policy

During the COVID-19 pandemic, NBAOT with other jurisdictions across Canada implemented a temporary virtual care/telepractice policy to expedite occupational therapy services from a different jurisdiction in Canada. As of October 31, 2021, many provinces agreed to implement this policy on a permanent basis. Moving forward, NBAOT is permanently adopting the policy to allow occupational therapy services to be provided virtually; occupational therapists registered in other provinces who are providing virtual services to clients in New Brunswick can do so based on their existing registration in the province they are located. Registration for the delivery of occupational therapy services virtually is no longer required in New Brunswick.

NBAOT is taking the position that occupational therapy service delivery occurs in the province where the occupational therapist is registered, rather than where the client resides. This means the occupational therapist must follow the rules and regulations of the province where they are registered. If a client has a complaint or concern about the service they received, they can file this with the regulatory organization where the occupational therapist is registered.

Considerations when providing virtual services to clients in New Brunswick

It is expected that occupational therapists providing virtual services to clients in New Brunswick follow the rules of the province where they are regulated. The occupational therapist should:

- Notify the client of the location from which they are providing the service
- Only practice within the limits of the certification of registration in province where they are registered
- Ensure their liability insurance provides coverage for virtual activities
- Ensure they have adequate information about resources in the location where the client resides
- Discuss any additional risks and benefits of receiving virtual services from a different province
- Have a contingency plan should virtual services be no longer appropriate.

What if a client has concerns about the occupational therapy services they received?

Occupational therapists must abide by regulatory Code of Ethics and applicable professional standards and guidance in the province where they are regulated. If a client has concerns about the services they received, they can file a complaint with the regulatory organization where the occupational therapist is registered.

List of provincial occupational therapy regulators:

- [College of Occupational Therapists of British Columbia](#)
- [Alberta College of Occupational Therapists](#)
- [Saskatchewan Society of Occupational Therapists](#)
- [College of Occupational Therapists of Manitoba](#)
- [College of Occupational Therapists of Ontario](#)
- [Ordre des ergothérapeutes du Québec](#)
- [College of Occupational Therapists of Nova Scotia](#)
- [New Brunswick Association of Occupational Therapists](#)
- [Newfoundland and Labrador Occupational Therapy Board](#)
- [Prince Edward Island Occupational Therapists Registration Board](#)

What about occupational therapists registered in New Brunswick who want to provide virtual services to clients in other provinces?

Occupational therapists should contact the regulator in the province where the client resides to confirm whether registration is required.

What about providing services to clients outside Canada?

Occupational therapists are encouraged to contact the regulatory authority in the country in which the client resides to see what is needed to practice in that jurisdiction.

For more information please contact the Registrar – registrar@nbaot.org

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