

ANNUAL REPORT 2022

ADVOCACY IN ACTION



VISION, MISSION and VALUES

The Medical Laboratory Professionals' Association of Ontario is a non-profit health professional organization founded in 1963 with more than 4100 members across the province. The MLPAO represents the interests of medical laboratory professionals in Ontario including Medical Laboratory Technologists (MLTs) and Medical Laboratory Assistant/Technicians (MLA/Ts) with government, regulatory bodies, educational institutions, health care professions, and other stakeholders.



VISION
Medical Laboratory Professionals at the Centre of Healthcare.

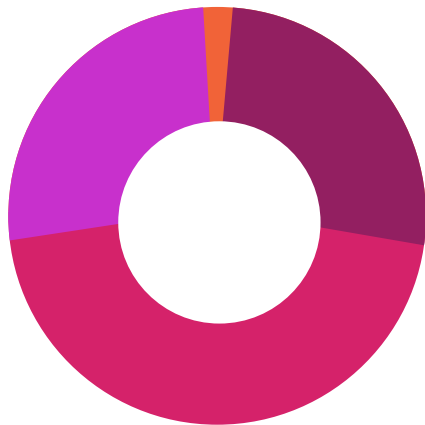


MISSION
To promote the value of medical laboratory professionals in our health care system to ensure continued growth of the profession.



VALUES
Collaboration with integrity and respect.

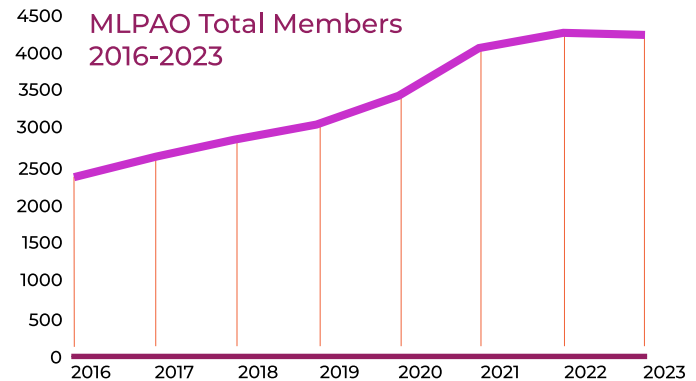
Total MEMBERSHIP



- MLT: 27%
- MLA/T: 45%
- Student: 27%
- Other: 1%

Membership GROWTH

Our membership growth has reached new heights surpassing 4100 members in 2022. This 73% increase over the past 6 years is due to the great work done by the Board and staff.



STRATEGIC PLAN – 2018-2022

1 OSMT RE-BRAND: FINALIZED 2019	2 MEMBER ENGAGEMENT	3 ADVOCACY	4 LABORATORY PROFESSIONALS CAREER ADVANCEMENT, ENHANCEMENT AND EXIT-PLANNING	5 EXAM ACCREDITATION & COMPUTER BASED TESTING
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We are happy to report that 2022 brought to conclusion the Strategic Plan. Over the past 4 years, the MLPAO has moved the profession forward in all 5 categories. This 2022 Annual Report shares an update from the MLPAO Board of Directors on our achievement of these goals as we move into our next Strategic Plan cycle.

Board of DIRECTORS

The MLPAO is governed by a Board of Directors, comprised of twelve medical laboratory professional member volunteers (combination of MLTs and MLA/Ts) elected by the membership. Our 8 geographical districts help ensure the Board is representative of the province from the north to south to east and west. Ontario is unique and although laboratory issues are similar, they also vary depending on location.

The MLPAO ensures that the direction of the association is inclusive with member perspectives through the various committees and task forces that work in partnership with the Board.



JESSIE CLELLAND
Chair, District 2



SANDRA MARSHALL
Vice Chair, District 4



TANIA TOFFNER
Secretary, Director at Large



LORRAINE HART
Past Chair, District 3



GEORGIA CARR
District 1



ERIN LEBLANC
District 5



TRACY CARRIER
District 6



CHETAN JARIWALA
District 7



JEFF BOOTH
District 8



STACY JAGROOP
Director at Large (MLA/T)



RACHEL DESJARDINS
Director at Large



KELLI-ANN LEMIEUX
Director at Large

Message from MLPAO BOARD CHAIR AND CHIEF EXECUTIVE OFFICER

DEAR MEMBERS, STAKEHOLDERS AND PARTNERS,

While our communities slowly returned to some sort of normalcy in 2022, the pace of work in our laboratories did not. The resumption of surgeries meant that healthcare was expected to get back to normal. This was difficult as the human health resource shortage of lab professionals continued to increase.

Through 2022, the MLPAO's Strategic Plan aligned to support medical laboratory professionals:

Member Engagement #LABISESENTIAL campaign during Ontario's Med Lab Week, showcased how healthcare cannot function without labs.

Advocacy efforts came to fruition in 2022. MLPAO was the recipient of funding for a second time from the Minister of Labour, Immigration, Training and Skills Development. Medical laboratory professionals were included in the Ontario Learn and Stay Grant and the Your Health Act.

Laboratory Professionals Career Advancement, Enhancement and Exit-planning continued with a variety of education opportunities for members through monthly learning sessions from industry experts and our annual conference.

Finally, **Exam Accreditation & Computer Based Testing** continued to successfully grow with record numbers of MLA/Ts challenging the MLPAO provincial exam.

Although our healthcare system is struggling to meet the needs of Ontarians, lab professionals continue to provide accurate, reliable results during a time of great duress.

The MLPAO is proud to represent this group of health care workers that never give up, because they know that at the end of every lab test is a patient.



JESSIE CLELLAND, MLT
2022/2023 Chair

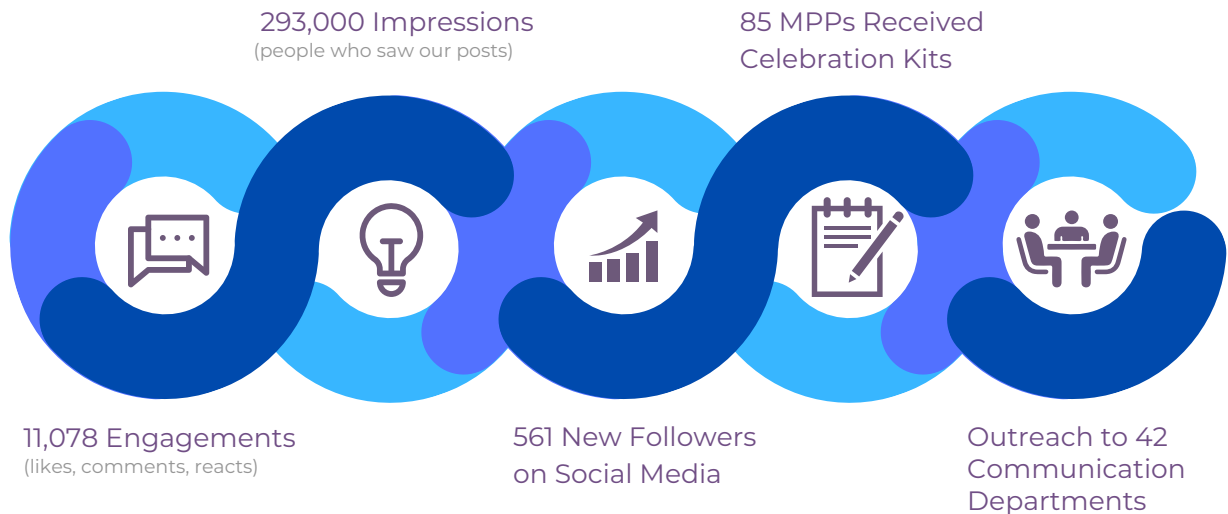


MICHELLE HOAD, CAE
Chief Executive Officer



Through 2022,
the MLPAO's
Strategic Plan
aligned to
support medical
laboratory
professionals.

1. Member ENGAGEMENT



#LABESSENTIAL

During a time when many were questioning the value of healthcare and vaccinations, we recognized the importance of reinforcing the education regarding the need for labs and lab professionals. Med Lab Week 2022 highlighted the concept that labs ARE essential. The lack of recognition from the provincial government in 2021 was a reason we needed to further educate how labs are the centre of healthcare.

Our participation in Med Lab Week in Ontario has grown over the past 3 years. We went from 65 labs in 2020, to 117 in 2021, to 157 in 2022! Among lab professionals themselves, participation grew from 7,000 to 11,395!

Celebration Kits containing silicone bracelets, buttons, Lindt white chocolate, and cards were made available to all lab professionals. Since bracelets and buttons could be both a part of workwear as well as casual clothes, this made the often-invisible work of the lab visible in hospitals, laboratories, healthcare centers, as well as in the community. We were excited to see our campaign take flight with vendors and stakeholders!



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PUBLIC RECOGNITION:

PREMIER DOUG FORD



I would like to thank all medical laboratory professionals across Ontario...

[VIEW VIDEO](#)

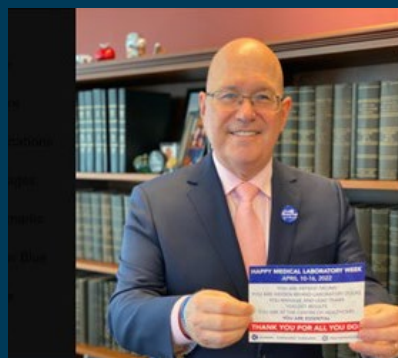
HON. CHRISTINE ELLIOTT - DEPUTY PREMIER AND MINISTER OF HEALTH

Ontario's lab professionals play a key role in our healthcare system...

[VIEW VIDEO](#)

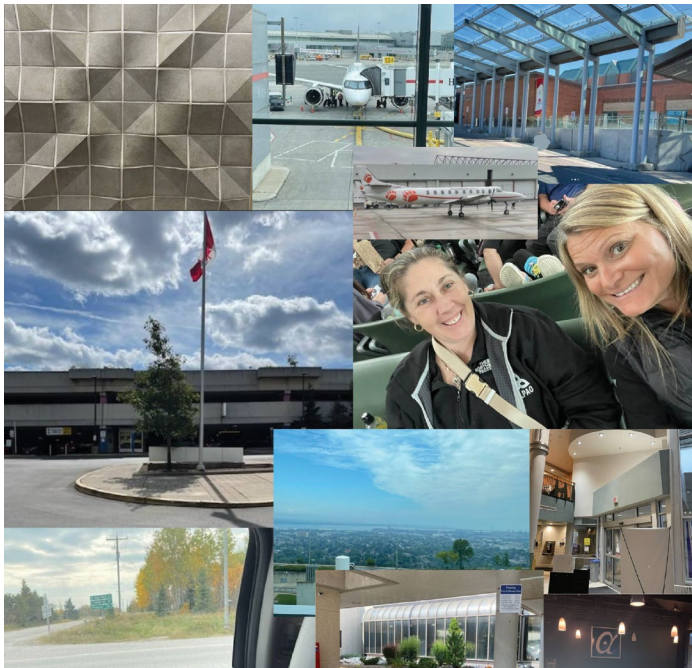


MPP STEVE CLARK



Ontario is thankful for your key contribution in keeping everyone safe.

[VIEW POST](#)



We believe it's important to stay connected to our members and the lab community. Our CEO was able to visit with over 19 labs and interact with over 1,000 lab professionals.

LABORATORY VISITS

2022 also saw the slow resumption of in-person meetings. Our CEO utilized this opportunity to return to in-person visits where possible and visited many labs virtually. We believe it's important to stay connected to our members and the lab community. She was able to visit with over 19 labs and interact with over 1,000 lab professionals. Many expressed gratitude for the tremendous media coverage that the MLPAO provided on behalf of Ontario labs. Our people matter, so we want to make sure we stay connected.

EXPANDING OUR REACH

As an organization we are making tremendous strides in building relationships with stakeholders. Our successes are being noticed in Ontario but also across the country. Our CEO was invited to speak at a variety of events and conferences to share the successes that have occurred over the past years. She spoke at:

- Kenora Rainy River Regional Program Symposium
- Newfoundland and Labrador College of Medical Laboratory Science Fall Symposium
- Canadian Society of Association Executives, Halifax
- Canadian Diagnostics Executive Forum, Toronto
- Ontario Society of Clinical Chemists Annual Scientific Meeting, Toronto

FUTURE LABORATORIANS OF ONTARIO

The need to promote the profession at the high school level was another initiative that was launched in 2022. The Future Laboratorians of Ontario or FLO program was implemented. Volunteers began reaching out to their local high schools to discuss the opportunity of presenting to students about the medical laboratory profession. The group presented to over 10 high schools across the province, with much more interest to continue the initiative.

2. ADVOCACY

Advocacy is one of the main reasons we exist. Our ongoing goal is to educate, influence and inform policy makers at Queen’s Park. We ensure that government is aware of the current issues and challenges our lab professionals are facing across Ontario. We are happy to report that our work has resulted in funding and being included in policy.

LOBBYING

2022 was an interesting year for lobbying as the Progress Conservative government called an election mid-year. Before this occurred, we had submitted our Pre-Budget submission and met with several key stakeholders from the Ministry of Health, Ministry of Training, Colleges and Universities, Ministry of Labour, Immigration, Training and Skills Development, Health Force Ontario and Ministry of Mental Health. The government was informed well before the budget and election of the challenges within the laboratory sector.

MED LAB WEEK LOBBY DAY

We were fortunate to have been able to conduct our lobby week in April, during Med Lab Week. This gave us a head start to the upcoming changes that were set to happen in June. We met virtually with 8 different MPPs across all political platforms, who unanimously agreed that lab funding should be a priority.

...8 different MPPs across all political platforms...unanimously agreed that lab funding should be a priority.





Michelle Hoad, CEO, MLPAO; Jessie Clelland, Chair MLPAO Board of Directors; Sylvia Jones, Deputy Premier and Minister of Health

INVESTMENT IN GOVERNMENT RELATIONS

Throughout the months of May and June, the MLPAO hired a government relations firm to help guide us with the various ministries. Santis Health was brought in to provide guidance and advice for navigating the complicated government system. With their assistance, we have met with almost all ministries and continue to discuss the current state of lab professionals and the impact to our healthcare system.

FALL LOBBY DAY

Due to the success we had been experiencing with the government and great advice from Santis, we hosted a second lobby day, this time in person. This day included 6 volunteers, and the MLPAO hosted a breakfast at Queen's Park. We were overwhelmed by the participation and attendance from our elected officials.

In November, fruition from our lobbying resulted in the inclusion of MLTs in the Ontario Learn and Stay Grant. Students that attend St. Clair College in Windsor or Cambrian College in Sudbury in 2023 and 2024 will have free tuition along with other supports. This is the first time in the history of the MLPAO that lab professionals have been included in these types of supports.



Michelle Hoad, CEO, MLPAO; Jessie Clelland, Chair MLPAO Board of Directors; John Soltys, MLPAO Board Advisor; Andrea Tjahja, Vice President Professional Practice; Lorraine Hart, MLPAO, Past Chair; Jeffrey Dale, CEO of EORLA



The MLPAO became the main point of contact across the province through television, radio, news articles, podcasts, and more.

MEDIA

MLPAO CEO Michelle Hoad continued to speak with outlets across Ontario and beyond as the face of lab professionals. The MLPAO became the main point of contact across the province through television, radio, news articles, podcasts, and more. As the MLPAO is in regular contact with members, Michelle was able to share up to date information on the status of labs across the province. Media outlets throughout the country also reached out to connect and learn about what was happening in Ontario.

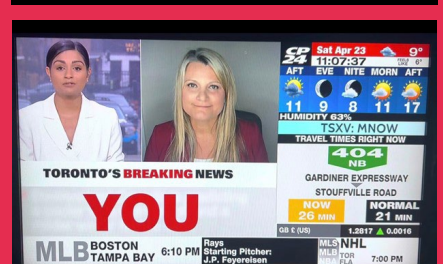
RESEARCH

In March, we published the first of two evidence-based research studies: *The Forgotten (Invisible) Healthcare Heroes: Experiences of Canadian Medical Laboratory Employees Working During the Pandemic*, by Dr. Basem Gohar, Dr. Behdin Nowrouzi-Kia, Jingwen Dong and our CEO Michelle Hoad. The article states “The study provides preliminary evidence regarding the workplace mental health outcomes of medical laboratory professionals in Ontario, Canada. The findings suggest that MLTs and MLA/Ts experience psychosocial work conditions that impact mental health, functioning and disability. Accordingly, additional research is necessary to understand the experiences of medical laboratory professionals.”

Then later in the year, a second research study was published: *Research: Factors Associated with Job Satisfaction in Medical Laboratory Professionals during the COVID-19 Pandemic: An Exploratory Study in Ontario, Canada* by Joyce Lo, Yusra Fayyaz, Sharan Jaswal, Basem Gohar, Amin Yazdani, Vijay Kumar Chattu and Behdin Nowrouzi-Kia. The research paper states “This study provides preliminary evidence of demographic and psychosocial factors associated with job satisfaction in MLPs during COVID-19. The findings can be applied to help develop future interventions or studies to investigate if job satisfaction can be improved. For example, based on the results, future interventions should focus on reducing stress and promoting a sense of community to improve job satisfaction in MLP workplaces.”

LAB METRICS

In 2022 we were asked by the Ministry about workload units and lab metrics. We brought together a committee of volunteers that included all stakeholders in the lab including MLTs, MLA/Ts and Pathologists. This group developed some basic lab metrics for the MLPAO to reference when speaking with government and the media, in particular the number of MLTs needed based on population related to lab testing.



DATABASE OF LABORATORIES

The MLPAO partnered with Ontario Tech University 4th year students to create a database of all accredited laboratories in Ontario, including information about which disciplines are in each lab and which labs take students. This information was very useful in our discussions with the ministry.

MEMBERSHIP DATA INFLUENCING POLICY

As the voice of lab professionals in Ontario, we can survey, analyze and provide supporting data to influence policy with the ministry. In 2022, we surveyed our membership about several topics including wage parity and current shortages.

In the summer, we received a request from OPSEU regarding any data available about wages within the lab section. We surveyed our members and published the [Wage Parity in Public and Private Sector Wages](#) brief which outlines the wages in public and community laboratories.

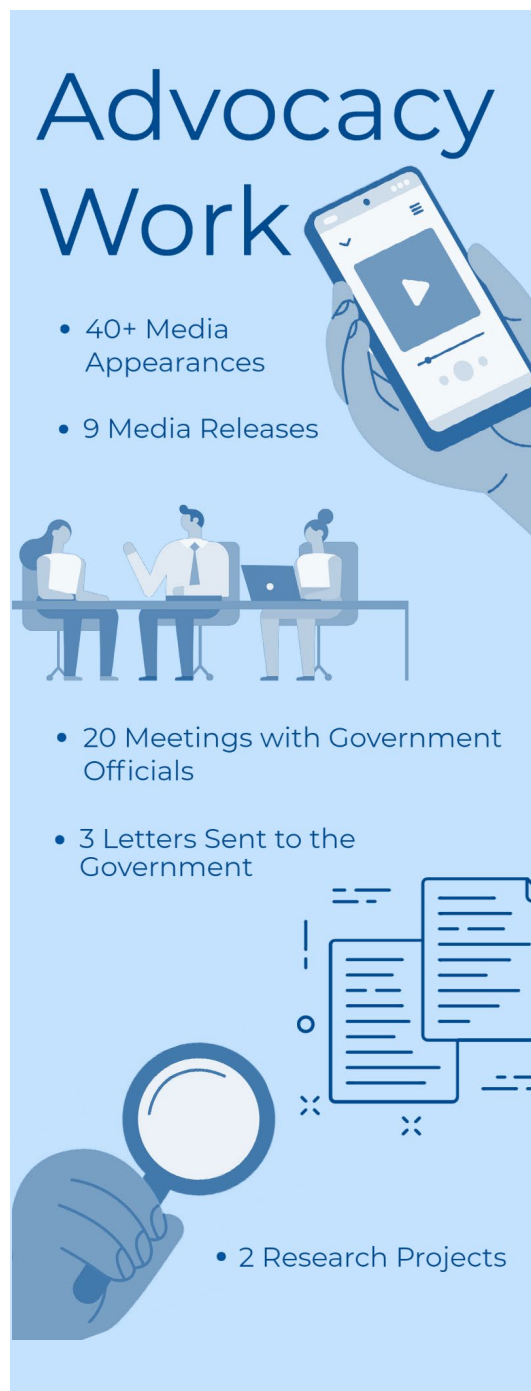
We took a snapshot of the current shortages in February - 2 years into the pandemic, and September - 2.5 years into the pandemic.

- [Medical Laboratory Professionals at a Breaking Point – Two-Year Analysis](#)
- [Medical Laboratory Professionals in Crisis - Post Omicron](#)

This data was helpful when in discussion with the government to provide them an overview of the current state of labs across Ontario.

FUNDING

In April 2022, we were successful recipients of funding for a second time from the Minister of Labour, Immigration, Training and Skills Development through the Skills Development Fund. This \$650,000 of funding was redirected to Anderson College, who used this money to develop a Bridging Program for Internationally Educated MLTs. Anderson was able to offer 50 seats with the funding provided.



Advocacy Work

- 40+ Media Appearances
- 9 Media Releases
- 20 Meetings with Government Officials
- 3 Letters Sent to the Government
- 2 Research Projects



3. Laboratory Professionals **CAREER ADVANCEMENT, ENHANCEMENT, and EXIT-PLANNING**



Women make up 80% of lab professionals; therefore, we wanted to find ways to highlight and honour this tremendous group. We continued our podcast, the Dish, which can be used as a continuing education tool, with a focus on Women in STEM.

We showcased three brilliant women who shared their journey through their careers, and how they continue to be passionate about the lab – Christine Bruce, MHA, MLT, CHE, Senior Director Laboratory Medicine Program at UHN; Kelli-Ann Lemieux, MBA, MLT, Vice President of Surgical and Clinical Services at Health Sciences North; and Robyn Saccon, CHE, Manager, Access, Policy and Government Relations (Ontario) at Roche Diagnostics.

CONTINUING EDUCATION

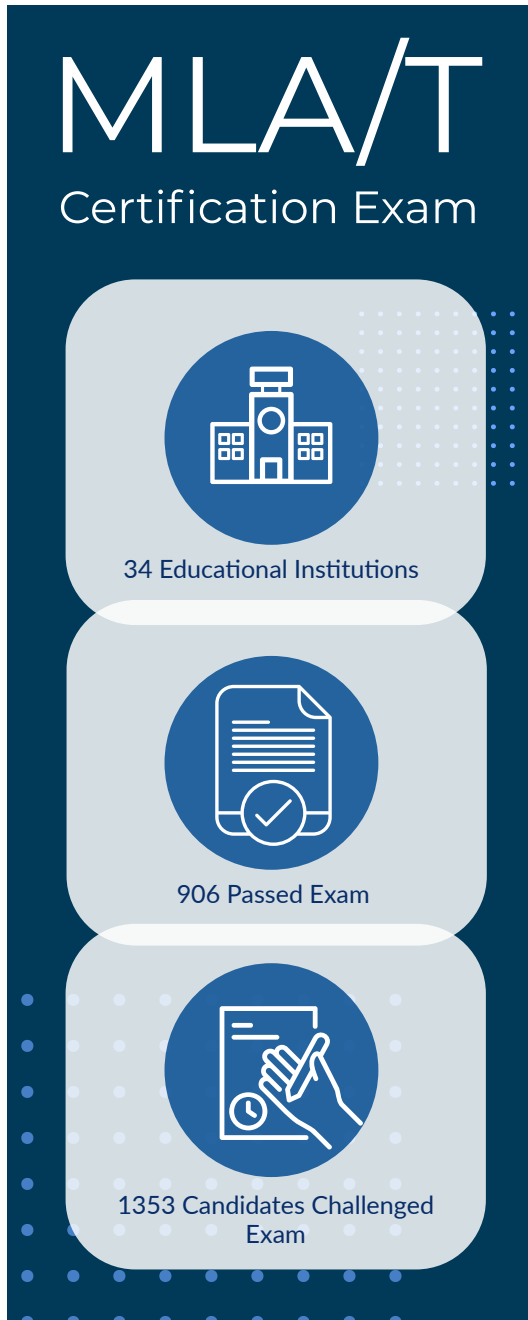
In addition to these podcasts, we continued our monthly **Pop-Up Webinars** in 2022. These virtual learning sessions have become a mainstay for members. Registration and attendance at these sessions have topped over 500 per session. These sessions are recorded and can be accessed when convenient for our members.

We hosted our first in-person conference in over 3 years at the Hamilton Sheraton Hotel in June. This two-day event included a special day for Lab Leadership sponsored by Roche Diagnostics. Over 60 lab leaders spent the day networking and learning, which included media training, mental and health supports.

The second day was open to all lab professionals, and we hosted over 250 participants with over 10 vendors and sponsors. The return to live meetings reinforced the importance of connections and how we have missed this during COVID-19.



4. Exam **ACCREDITATION** and **COMPUTER-BASED** **TESTING**



Over the past few years, we transitioned our MLA/T Certification Exam to an online test using live proctoring through Yardstick Assessment Strategies, became a partner with Accreditation Canada, and continue to offer a world class provincial exam.

2022 included helping programs prepare for their accreditation. Programs have until the end of 2023 to complete this process. Year to date we have had 17 schools accredited by EQual and 8 schools registered with EQual (first step in accreditation).

We also did 15 virtual school visits to engage student MLTs about work in the field, as well as student MLA/Ts preparing to take the MLPAAO Certification Exam.

MLA/T CERTIFICATION EXAM

The MLPAAO was the first organization to offer the MLA/T Certification Exam in Ontario. Our exam is now the preferred exam for community and hospital labs across the province. In 2022, there were 34 MLPAAO approved MLA/T educational institutions, 1,353 candidates that challenged the exam and 906 that passed.



Our exam is now the preferred exam for community and hospital labs across the province.

MLPAO **AWARD** and **BURSARY WINNERS**

BURSARIES



JACQUELINE KENNEDY
MLA/T Student at Confederation College
\$500



EMILY ROTHWELL-FOUBERT
MLA/T Student at CTS Canadian Career College – North Bay Campus
\$500



CODY SPIGARELLI
MLT Student at Cambrian College
\$1,000



Congratulations
to our winners!

AWARDS



The **Trillium Award** is presented in recognition of a significant contribution to the advancement of the Association and the Medical Laboratory Profession in Ontario.
WINNER: ALINE LETOURNEAU



The **Jim Braidwood Outstanding Professional Award** is given to the MLT or MLA/T who is highly regarded by professional colleagues for improving work life and professional practice through his/her passion for shared learning and development.
WINNER: ALEXANDER FERNANDES

Committees and Meetings – **YOUR VOICE**

Ontario Association of Medical Laboratories Scholarship Committee

Canadian Society for Medical Laboratory Science
Government Relations and Public Relations Committee

Coalition of Ontario Regulated Health Professional Associations (CORHPA)

EOC Operations, Ministry of Health Emergency Operations Centre

Michener Medical Laboratory Science Program Advisory Council

Anderson College Program Advisory Committee

Mohawk College and HHS – Genetics Program Discovery Meeting

OPSEU

Unifor

CMLTO

EQual Council

CAHS Stakeholder Session

McMaster Collaboration Med Lab Program

Workforce Innovation

Westervelt College Professional Advisory Committee

Medix College Professional Advisory Committee



FINANCIAL STATEMENT



INDEPENDENT AUDITORS' REPORT

To the Members of
Medical Laboratory Professionals' Association of Ontario (MLPAO)/L'Association des Professionnels
des Laboratoires Medic aux de L'Ontario (APLMO)

Opinion

We have audited the financial statements of Medical Laboratory Professionals' Association of Ontario (MLPAO)/L'Association des Professionnels des Laboratoires Medic aux de L'Ontario (APLMO) ("MLPAO"), which comprise the statement of financial position as at December 31, 2022, and the statements of operations, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the MLPAO as at December 31, 2022, and its financial performance and its cash flows for the year then ended in accordance with Canadian accounting standards for not for profit organizations.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditors' Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of MLPAO in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not for profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the MLPAO's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the organization or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing MLPAO's financial reporting process.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an

audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements. As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the MLPAO's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the MLPAO's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the organization to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

HAMILTON, ONTARIO
April 4, 2023


HGK PARTNERS LLP
Chartered Professional Accountants
Licensed Public Accountants

FINANCIAL STATEMENT

**MEDICAL LABORATORY PROFESSIONALS' ASSOCIATION OF ONTARIO
(MLPAO)/L'ASSOCIATION DES PROFESSIONNELS DES LABORATOIRES MEDIC AUX
DE L'ONTARIO (APLMO)
Statement of Financial Position
As at December 31, 2022**

	2022	2021
ASSETS		
Current		
Cash	\$ 347,868	\$ 411,648
Accounts receivable	12,799	6,083
Prepaid expenditures (Note 7)	<u>65,322</u>	<u>14,569</u>
	<u>425,989</u>	<u>432,300</u>
Equipment (Note 3)	5,668	7,162
Intangible asset (Note 4)	8,800	13,200
Investments (Note 2)	<u>1,366,301</u>	<u>1,428,073</u>
	<u>1,380,769</u>	<u>1,448,435</u>
	<u>\$ 1,806,758</u>	<u>\$ 1,880,735</u>
LIABILITIES		
Current		
Accounts payables and accrued liabilities (Note 9)	\$ 55,841	\$ 64,853
Government remittances payable	30,246	38,607
Deferred revenue (Note 6)	<u>307,890</u>	<u>319,852</u>
	<u>393,977</u>	<u>423,312</u>
NET ASSETS (Page 5)		
Unrestricted net assets	522,781	567,423
Internally restricted net assets - Operating Reserve Fund (Note 5)	<u>890,000</u>	<u>890,000</u>
	<u>1,412,781</u>	<u>1,457,423</u>
	<u>\$ 1,806,758</u>	<u>\$ 1,880,735</u>

Commitments (Note 10)

On behalf of the Board:



Director



Director

(See Accompanying Notes)

**MEDICAL LABORATORY PROFESSIONALS' ASSOCIATION OF ONTARIO
(MLPAO)/L'ASSOCIATION DES PROFESSIONNELS DES LABORATOIRES MEDIC AUX
DE L'ONTARIO (APLMO)
Statement of Operations
Year Ended December 31, 2022**

	2022	2021
Revenue		
ADVOCATE and publications	\$ 600	\$ 2,900
Education events	70,796	13,975
Laboratory Assistant Certification Program	424,599	421,545
Member fees	408,580	391,076
Membership services	134,808	72,652
Hidden Heroes Program grant (Note 7)	415,682	-
Investment revenue (Note 8)	36,727	38,262
	<u>1,491,792</u>	<u>940,410</u>
Expenditures		
Operating (page 14)	515,110	389,131
Hidden Heroes Program (Note 7)	415,682	-
Administrative (page 14)	491,181	461,369
Financial (page 14)	24,317	24,205
	<u>1,446,290</u>	<u>874,705</u>
Excess of revenue over expenditures before undernoted items	45,502	65,705
Unrealized (loss) gain on fair value of investments	<u>(90,144)</u>	<u>26,621</u>
(DEFICIENCY OF) EXCESS REVENUE OVER EXPENSES	<u>(44,642)</u>	<u>92,326</u>

On behalf of the Board:



Director







Director

(See Accompanying Notes)



mlpao.org

-  [MLPAOlablif](#)
-  [mlpaonews](#)
-  [company/mlpao](#)
-  [mlpaolablif](#)

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