Endings: concluding therapy and discontinuing services

What CRPO asks when therapy ends: concluding well (Competencies 4.5t, 4.6, 4.7), when discontinuing is appropriate (Standard 6.3 and O. Reg. 317/12), what is never a reason, fees, the record, and closing or leaving a practice (6.4).

Study aid, not legal advice. Last verified against the official sources linked below on 11 November 2026.

1 On the exam (CRPO's words)

- Area 5 of CRPO's blueprint, **Manage separation and ending**, is at least 5 to 10% of the assessment (Resource Manual, Test Blueprint Specifications).
- CRPO **does not publish** how many points any one competency carries within the area.

2 Concluding well (4.5t, 4.6, 4.7)

- Recognize **when to discontinue or conclude** therapy (4.5t), from reviewing progress with the client (4.5s).
- Prepare the client **in a timely manner** for the ending of a course of therapy (4.7a).
- Outline **follow-up options**, support systems and resources (4.7b).
- Refer, where indicated, **in a reasonable time** (4.6c).

3 When is discontinuing appropriate?

1. Your **reasons** for discontinuing.
2. The client's **condition**.
3. The **availability** of alternate services.
4. The **opportunity** given to the client to arrange alternate services before the discontinuation.

4 Misconduct both ways

- **Discontinuing** services unless members would reasonably regard it as appropriate, given the four points above (O. Reg. 317/12, s. 1, para. 6).
- **Continuing** to treat a client where the treatment is no longer indicated or has ceased to be effective (para. 7).

5 Legitimate reasons (6.3 commentary)

- You lack the **competence** to continue with this client.
- You believe the client **will not benefit** from continued therapy.
- You would be at risk of **serious harm**, for example the client threatens or assaults you.
- You are **closing** your practice or reducing your hours.
- You are **changing** the client population you serve or the modalities you use.
- A **fixed number** of sessions was agreed beforehand.
- The client has not paid **fees** as agreed (Standard 6.1).

6 Never a reason

- Any ground protected by the Ontario **Human Rights Code**, such as race, creed, sex, sexual orientation, gender identity, age, family status or disability (6.3.2); nor personal reasons such as the client's political views.
- **A client's disability**: accommodate unless it causes undue hardship.
- Disagreement over the treatment plan, **personality** incompatibility or general foul language: CRPO says these are not abusive behaviour.
- Saying you lack competence when **the real reason** lies elsewhere: the decision is made in good faith.

7 Fees (6.1)

- Non-payment is **not grounds for immediately** discontinuing: first advise the client of alternative services accessible to them.
- Make sure, **at the start**, the client understands services will be discontinued if payment is not received.
- Block fees: no pressure to continue; refund services not yet provided within **seven days**.

8 Say it and record it (6.3.3, 6.3.4)

- If the client wants further treatment, make reasonable efforts to provide **referrals** to other providers.
- **Clearly communicate** the reasons, and document them and the conversation with the client.
- The record holds the reasons, the client's condition, the **discharge plan** with any transition, and the conversations.
- Ending over a **conflict of interest**: note the conflict without any detail that could identify another client.

9 Closing or leaving a practice (6.4)

- Notice of at least **30 days** for a foreseeable closure or move; as much as possible in an emergency.
- Direct notice first; if some clients cannot be reached, at least **two forms** of indirect notice. Document every attempt.
- When **leaving an organization**, still make reasonable efforts to tell active clients.
- Keep a **contingency plan**, name a records successor, and keep records for 5.1's period even after closing.

10 After the end

- For sexual abuse, a person remains a client for **five years** after the relationship ends (O. Reg. 202/25, s. 1).
- Records are kept **10 years** from the last interaction or from the client's 18th birthday, whichever is later (5.1).

End for a reason you would defend, never a protected ground; say it plainly, refer, and write it down.

Official sources: CRPO Standard 6.3, Discontinuing Services and CRPO Standard 6.4, Closing, Selling, or Relocating a Practice and CRPO Standard 6.1, Fees and O. Reg. 317/12, Professional Misconduct and CRPO Entry-to-Practice Competency Profile (4.5 to 4.7). Condensed from Business Practices and Therapeutic Process. Independent study aid, not legal advice, not affiliated with CRPO or COMPASS.