

College of Psychologists

OF BRITISH COLUMBIA

Chronicle

SPECIAL ISSUE

ANNUAL REPORTS

~ & ~

MEETING MATERIAL

CIRCULATED FOR THE 2000 ANNUAL GENERAL MEETING

13 DECEMBER 2000 • 5:00 PM

VANCOUVER

RENAISSANCE HARBOURSIDE

1133 WEST HASTINGS STREET, VANCOUVER, B.C.

VICTORIA

OCEAN POINT RESORT

45 SONGHEES ROAD, VICTORIA, B.C.

NEWS AND INFORMATION FROM THE BOARD

VOLUME 3 NUMBER 3 DECEMBER 2000

CONTENTS

Report from the Chair	5
Registrar's Report	10
Deputy Registrar's Report	23
Inquiry Committee Report	24
Patient Relations Committee Report	25
Quality Assurance Committee Report	26
Registration Report	27
Minutes from the May 11, 2000 General Meeting*	30

** The Bylaws & Rules of The College stipulate that an AGM shall be held in October, November or December (Rule 5 1)*

2000 ANNUAL GENERAL MEETING

AGENDA

- 1 Registration: 5:00 to 5:30 p.m.
2. Call to order, welcome to registrants and guests, introduction of the Board:
5:30 p.m.
3. Minutes of May 11, 2000 General Meeting
 - 3.1 Errors/Omissions
 - 3.2 Adoption
 - 3.3 Business arising from Minutes
4. Annual Reports
 - 4.1 Chair, Verna Amell
 - 4.2 Registrar, Andrea Kowaz
 - 4.3 Deputy Registrar, Carol Solyom
 - 4.4 Secretary-Treasurer/Finance Committee, Anastasia Mirras
 - 4.5 Inquiry Committee, Barbara Passmore
 - 4.6 Patient Relations Committee, Brenda Kosaka
 - 4.7 Quality Assurance Committee, Bill Borgen
 - 4.8 Registration Committee, Stephen Flamer
5. New Business
 - 5.1 Announcement of new Board members, Verna Amell
 - 5.2 Presentation of 2000 Budget, Anastasia Mirras



REPORT FROM THE COMMITTEE CHAIR

As many of you know the College held two Special General Meetings one in September and a second meeting on November 9th. The Annual General Meeting is on December 13, 2000. The meeting will include a summary of the work of the Committees, a budget review and proposed fee, and a welcome and introduction to your new Board of Directors for the year 2001.

The College has been through significant transitions in the past several years the most dramatic being the change in our governing legislation to the *Health Professions Act*. We have the opportunity and obligation to develop new Bylaws that work for us in the self regulation of our profession and in the interests of public protection. You received a draft of the Bylaws in the summer. At the recent SGM we had two guest speakers, Dr. Lorraine Breault from the Psychology Sectoral Work Group on the Agreement on Internal Trade (PSWAIT), and Mr. Stuart Clarke from the BC government representing the labor mobility chapters in the Agreement. They provided a comprehensive overview of the Agreement, what it means for mobility in our profession across the country, the establishment of entry standards for the profession, and the obligation to reduce barriers, revising current bylaws or legislation, if necessary. On November 11 at the BCPA Annual Conference, Dr. Breault, Mr. Brendan Walsh from the Federal Government Interest Group on Labor Mobility and I gave a further

elaboration on these matters. I would like to take the opportunity here to provide you with the background rationale for the proposed categories of registration which were included in the draft Bylaws and some recent revisions that can be viewed on the College website (www.collegeofpsychologists.bc.ca)

There are a number of issues which are being addressed in the categories of Registrant. These include:

- maintaining the current standards for entry to the profession,
- national consensus on the proposed Psy.D. or doctoral training in professional psychology programs,
- recognition of the knowledge, skills and competency approach to credentialing which is being endorsed by every jurisdiction that regulates psychologists in Canada,
- accommodation of psychologists from other jurisdictions who are in good standing and practice within their competency who have masters level education,
- removal of exemptions in our governing legislation, which currently permits persons to practice without meeting the College's standards of entry and ethical and professional standards of practice,
- inclusion of practitioners who want the support and standards of professional practice of the College in order to maintain ethical practice,
- maximum protection of the public through broader regulation of practitioners,

The category Psychologist (full registration) is the current standard. It continues to require a broad range of educational knowledge, acquisition of skills, and competencies. In the approach endorsed by the Council of Provincial Associations of Psychologists and the PSWAIT group, the new registration process will include review of transcripts and educational courses, achieving a minimum score on the EPPP, approved internships, thousands of hours of supervision and supervisor references, declaration of competencies for intended practice (and supporting documentation and references), an oral exam of professional judgment, determination of access to the reserved activity of diagnosis (if this is an intended practice component) and a written jurisprudence exam on current legislation affecting the practice of psychologists. The Registration Committee needs to develop forms for the Declaration of Competency, the oral exam needs to be standardized, and the jurisprudence exam needs to be developed. Some of this work has been done by other colleges and we can benefit from their experience. We are the only College in Canada that does not currently require post doctoral supervision before being licensed for independent practice. Required supervision hours may need to be extended, and we may have a temporary or provisional license for those new applicants completing supervised practice. We would need a roster of qualified psychologists willing to provide

the necessary supervision for this final component of professional credentialing. Current registrants would continue to be recognized as Psychologists and would not require examination, a declaration of areas of competence to practice would need to be completed, and an indication of whether the registrant carries out the reserved activity of diagnosis would be noted on the Register.

The categories of Institutional Psychologist (Health) or (School) (limited registration) were proposed to remove exemptions under the Act, to provide better protection to the public, and to support those persons currently working in these settings to practice ethically and not be improperly constrained by employers in the effective performance of their duties. The Institutional Health category is a sunset clause which means it is intended only for those persons currently employed under this exemption. The College is proposing that we would register persons who have had a five year record without discipline by their employer, they would be required to take an ethics and jurisprudence course offered by the College, their practice would be limited only to their employment setting. They would not be required to meet or take other exams. Work for the College includes discussion with unions and employers of these current exempted persons.

The Institutional School psychologists



would be similarly accommodated with the limitation that they confine their practice to the school system. The rationale is that they are under supervision and responsible to other professionals and are not sole practitioners. This is also a sunset clause. Work includes ongoing consultation with the Association of School Psychologists, and needs discussion with the unions, employers and Ministry of Education.

The "Practitioner in Psychology" category (eliminated in the revision) was intended to capture individuals whose educational training is at the masters level, who do not have the broader acquisition of knowledge and skills and whose competencies are more narrowly circumscribed by their training. This category would capture the current practitioners who are exempted and wish to branch out into independent practice, the current unregulated "counsellors" whose training is primarily psychological in nature, and the mobility requests from outside of BC. It is expected that with the development of Psy.D. programs and opportunities for upgrading (please see the CPA website on proposals from Quebec and Alberta) this category will eventually be retired. In the new revisions these persons would have to qualify under full registration for independent practice. They would have to submit transcripts, pass the EPPP, submit references, make a declaration of competency, and pass an oral exam, and write a jurisprudence exam. The period

of professional supervision may be longer, as these applicants typically have not completed extensive internship hours. Successful applicants in this category would be able to provide independent or autonomous practice. Applicants could request the designation of access to the reserved activity of diagnosis, they would have to demonstrate the required knowledge base, skill acquisition and training and supervision to support this designation. Most current masters programs would not meet this requirement. This category allows for the mobility of psychologists from other jurisdictions who have been registered with masters level educational transcripts. Also of note however, is that every jurisdiction currently has substantial supervision hours required for independent or autonomous practice for these practitioners.

Work for the College in this category includes developing a list of approved educational training sites (again other colleges in Alberta, and Ontario have reviewed this), and dialogue with the current Association of School Psychologists. (The Task Force on Counselling has presented a proposal to government to regulate counsellors with masters training, this category may subsume some of those practitioners who qualify, it would not capture all of that group.)

The interjurisdictional category (temporary registrant) is for psychologists who expect to conduct

temporary work in our province but who do not intend to move here or practice here frequently. An example is Alberta psychologists who are giving testimony in cross border custody and access cases.

The other categories (retired, non-practicing) are straightforward. They permit a person to remain on the Register while not providing services and to pay a reduced fee.

Our College is expected to sign a reciprocity agreement with other Colleges regulating psychologists in July 2001. With the proposed Bylaws we can accommodate most requests for mobility avoiding costly legal challenges. If we do not have an accommodation in place we will have to defend on the basis of competency (not just educational attainment) any refusal to register (both from outside and from within the province). The above categories permit us to meet this without loss of standards for our profession, they capture the broad range of services provided by practitioners, and they eliminate exemptions which do not serve the public and erode the reputation of psychologists. Please consider this thoughtfully as you vote to support or not support the Bylaws.

I would like to remind you to vote on whether you support or do not support the Bylaws. You may also wish to photocopy the Registration section of the Bylaws and write in your approval or

reservations on specific categories. If you have other particular concerns on the Bylaws please submit them to Dr. Carol Solyom as we are incorporating many specific recommendations in the final draft. The College will then be able to send the Bylaws to the government with an indication of the degree of support from the Registrants.

Once again it has been a privilege to serve the College during these very demanding times. I would like to express my sincere thanks to the dedicated staff at the College for their many hours of service and good humor at times of significant stress. In particular I have been most impressed with the innovation, vision, leadership and skills of Dr. Andrea Kowaz. My only regret is not having the opportunity to work longer with her. We all owe a significant thank you to Dr. Kramer, Mr. Tobin, the past Board of directors and Dr. Solyom for all their efforts in the many drafts of the Bylaws. And finally, thank you to all the registrants who have participated so vocally, and passionately in the last few months. We are a self regulating profession and your participation matters!

Sincerely,

Dr. Verna-Jean Amell
Chair of the Board



2000 BOARD OF DIRECTORS

Verna Amell

Bill Borgen

Stephen Flamer

Brenda Kosaka

Art Kube

Marvin McDonald

Anastasia Mirras

Barbara Passmore

Blake Williams (Resigned Oct)

2001 BOARD OF DIRECTORS

Robert Colby

Emily Goetz

Henry Harder

Art Kube

Justin O'Mahony

Barbara Passmore

Derek Swain

Larry Waterman

REGISTRAR'S REPORT

This has been an interesting year. The College today is a very different place than it was a year ago and most of the changes have been very positive.

Changes have occurred in every area of College functioning including:

- staffing positions and staff relationships,
- physical layout of the office and office procedures,
- workload and special projects,
- filing systems and file management,
- the registration process,
- complaint tracking and complaint processing,
- tracking and monitoring of letters of undertaking,
- the nature of ethical consultation with registrants,
- involvement with other local health and other professional regulatory organizations

While further change is necessary, we know what needs to be done. This process has involved the very hard work of the entire staff, College counsel and an outside consultant who is an expert on organizational change. If we stay on track this process of change should start to stabilize in another two years. Examples of changes are outlined in the context of the various areas of college functioning discussed below:

Staffing Positions and Staff Relationships: Each position at the College has been evaluated in terms of work flow and work load. We eliminated one full time permanent staff position

and have replaced it with a part time contract position of two days a week, supplemented by an office helper position of approximately 2 days per week on average. The Board of Directors endorsed the ongoing need for a Deputy Registrar. At the moment this position is equivalent to that of "special projects" coordinator, ably filled by Dr. Carol Solyom. This position will likely evolve into a more discrete set of functions as we complete the immediate tasks of bylaw development and compliance with AIT. Role clarity and areas of work overlap was targeted as a priority for change this year. The guiding principle for change was that there should be acceptance of multi-tasking and equality among the three full time support staff positions. A new position of "Complaint Coordinator" has been developed. This position is held by Mrs. Vicki Huxtable who is in her 9th year of loyal service to the College. This position is designed to be equivalent in function and role to that of the "Registration Coordinator" position enthusiastically filled by Ms. Lyn Hellyar. The position of Receptionist/Board Secretary, cheerfully filled by Mrs. Judy Clausen, is still in an evolving stage as the volume of phone calls and committee activity has significantly increased over the past year.

Physical Layout and Office Procedures: Those of you who have visited the office of late will have noticed some dramatic rearrangements. These changes have been made with safety and confidentiality of sensitive materials in



mind. There were two incidents this year that brought the issue of safety to the fore. We hope that the budget approved by the Board will include funds for a safety gate if not a fuller renovation to allow for a proper waiting area and gate to keep anyone from walking right through into the heart of the office area. In response to these events we requested a consultation from a member of the RCMP on security and office layout. The constable was clear that our office setup made the staff vulnerable and without proper protection. As a temporary step, we have moved the waiting area to the hallway and placed a table to block automatic entry. These changes have also been made with regard to concern for the confidentiality of much of the office material.

Workload and Special Projects: The volume of work handled by the College's capable staff has been astronomical over the past year. Special demands on College during the past year include: dealing with the "backlog" of complaint files, a complete revamping of complaint correspondence including changes in frequency, format and style, increased correspondence (more than 970 formal pieces of correspondence related to statutory functions alone), preparing for and arranging two Special General Meetings and two "Annual" General Meetings, increased mail outs, significant staff transitions, extra Board meetings, extra meetings of the Inquiry Committee, preparation of several drafts of the draft bylaws, the draft Self-

Assessment documents from the Quality Assurance Committee, changes in process and forms due to the new legislation, transfer of data from the old Register to the new Register database, verification of the data, and the introduction of the website and e-mail, making it easier for an even greater number of people to make requests of staff time. These and other projects have pushed capacity to its limits and beyond. The dedication of our office staff is worthy of high praise. We now hold staff meetings on a weekly basis. This allows for early intervention and problem solving, as well as mutual support.

Filing Systems and Information Management: There have been some significant changes in our documentation of College business. We have established a database for each aspect of College functioning for which information retrieval and tracking is useful and/or important. This includes a new Register, a Complaint Tracking Database, Applicant Tracking Database, Closed File Database, FIPPA Request Database, Ombudsman Investigation Database, Letter of Undertaking Database, Appeals Database, Complaint Inquiry Database. Specific databases are described in the relevant sections of this report. The generic issue is that we are making every attempt to have up-to-date information available for registrants and the public when they call. We have also increased the confidence level of the accuracy of the information entered into the system with attention to

verification and cross-checking of information. We have addressed the manner in which we log incoming and outgoing documents and the division of information into privileged and confidential, working documents and original document file. We are in the process of developing a policy for Board approval on file storage and destruction which we anticipate for implementation in the new year. We are also engaged in a process of reviewing all registrant's files to assess which documents the College needs to maintain on file and for what period of time.

The Register of the College has been completely updated and redesigned. A total of approximately 850 registrants have completed and returned the update form mailed out in August. We now have more confidence in the accuracy of information in the Register as well as clarity with regard to information that is to be provided to the public. This updating process was necessary for a number of reasons including the update to a new software program, issues of completeness of information, and a reliable system for tracking registrant status. It also involves verification of the computer information with that in the paper file kept for each registrant. This process has been useful in identifying areas of document tracking for the registration process itself.

The Registration Process: The Registration process will receive significant attention in the coming year.

The AIT process is having an impact on regulatory bodies across the country and we are no exception. The Registration Committee and office staff will be working hard to ensure that our admission criteria and standards are in line with the reciprocity agreement to be signed by participating jurisdictions on July 1, 2001. During the course of the past year we have done extensive review of our current registration process and have identified target areas for change. There is a tremendous amount to do but we are confident that we know what needs to be accomplished.

Statistics representing the registration process may be found in the report of the Registration Committee chair.

Complaint Tracking and Complaint Processing: Many of the changes in this area have been previously described. The changes have been significant. Changes extend from the nature and timing of first contact with complainants, a system of regular updates for complainants and respondents, tracking of contact with complainants and respondents in the Tracking Database, integration and linkage of information from word processing and database programs, presentation and discussion of all complaints with the Inquiry Committee (and the requirement under the *Health Professions Act* that all complaints be investigated), to implementation of informal means of complaint resolution (including mediation, without prejudice



meetings and other voluntary options). At the point of initial contact, the complaint process is described to complainants and expectations of this process are reviewed. Our tracking of initial contact with complainants and potential complainants indicates that this process has likely reduced the number of complaints received this year by 20%. The number of complaints has traditionally increased year by year. Sixty-six complaint form packages were requested as of Nov. 30, 2000.

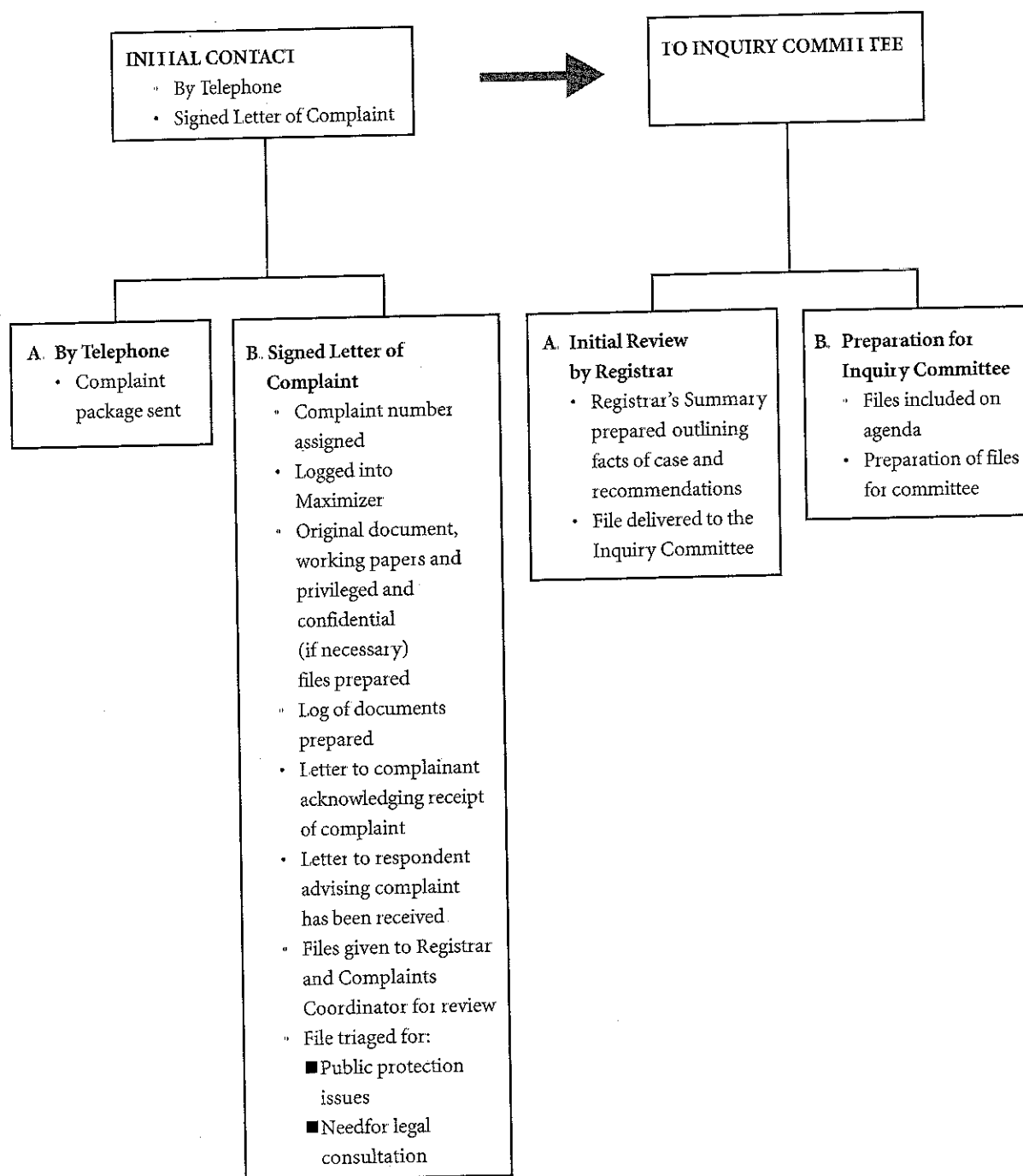
The challenge of developing and implementing these systems in the face

of a backlog of close to 100 open complaint files was enormous and continues to impact on workload and work stress. The processes implemented will facilitate a more accurate and efficient tracking of our progress and as we continue to bring the older complaint files to a close, will translate into more efficient complaint management from start to finish.

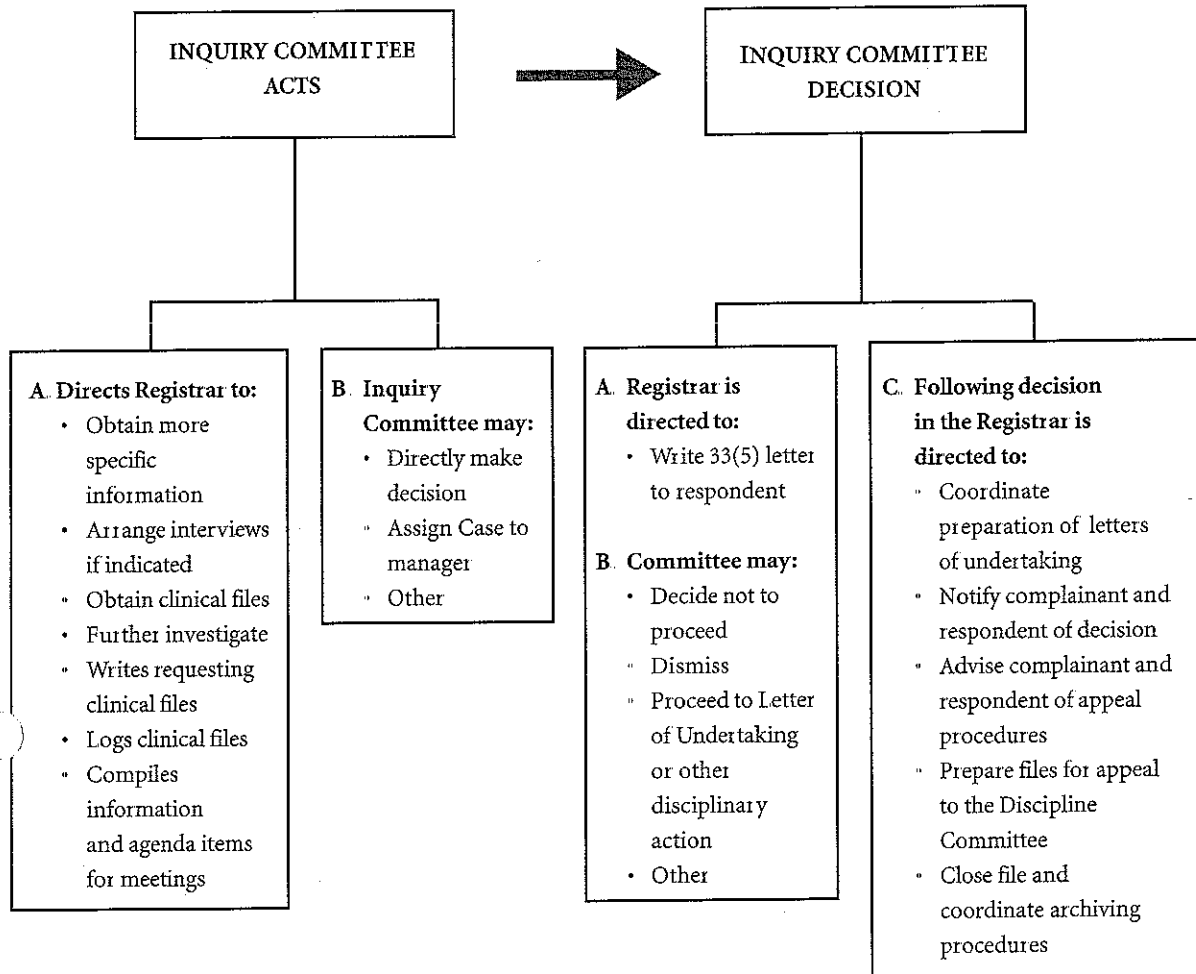
To illustrate the current process I am reproducing here a **draft** version of a flow chart (see Figure 1) depicting our working model of the complaint management process.

FIGURE 1

COMPLAINT PROCESS FLOW CHART



COMPLAINT PROCESS FLOW CHART



The table below provides complaint statistics for the past 5 years

Figure 2 Complaint Statistics 1996-2000

Year	Total of complaints	# of total # complaint files closed (resolved or dismissed) during each year	# of files brought forward to the next year by year	File closures during the year 2000 from each year
1996	38	not available	35	8
1997	45	6	74	4
1998	47	24	97	16
1999	55	54	98	26
2000	53 (As of 11/30)	67 (plus 4 closings in progress)	84 (Open files as of 11/30)	13

As shown in the table, we have closed a total of 67 files this year. Of the files closed to date

- 63% (n=42) were dismissed because there was no ethical violation (n=20) or a decision was made not to proceed (because of loss of jurisdiction, withdrawal of the complaint by complainant or insufficient information (n=22).

- 37% (n=25) were reviewed by the Inquiry Committee and closed because the ethical violations were addressed through a letter of undertaking negotiated with the respondent (n=15) or resolved through a mediated resolution (n=10).

These numbers are depicted in Figure 3 below

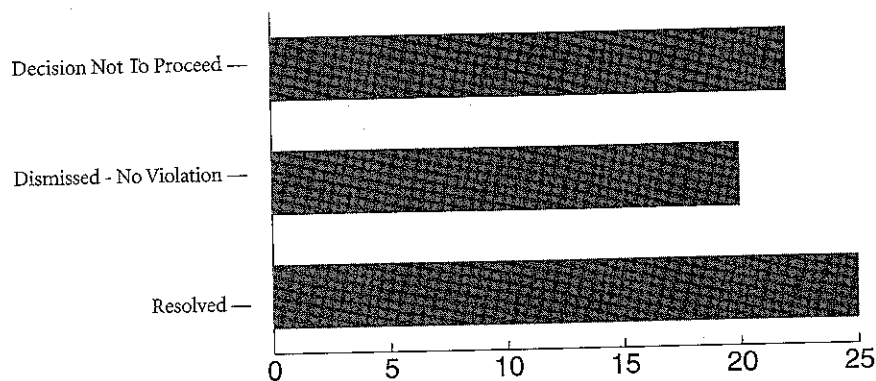


FIGURE 3. RESOLUTION OF CLOSED FILES



Of the 98 files that were open on January 1, 2000 we have closed 54 at the time this report went to print

Of the 44 remaining files:

- 14 remain under active review,
- in 12 cases a letter is being prepared under Section 33(5) of the *Health Professions Act* or a response to this letter is awaited, in three instances we

are negotiating a letter of undertaking
 • 12 cases are in formal or informal negotiation and in one case a citation is being considered

The status of all complaint files as of November 30, 2000 is depicted in Figure 4 below.

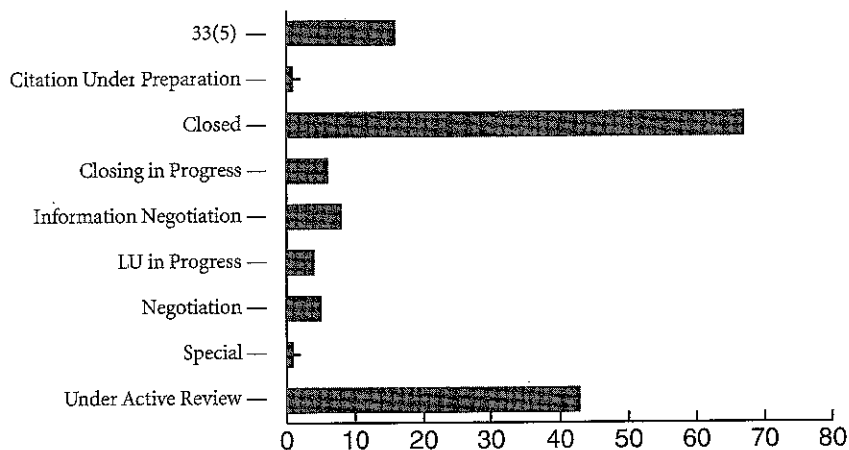


FIGURE 4. COMPLAINT STATUS OF ALL FILES AS OF NOVEMBER 30, 2000

We have conducted a number of practice inspections during the past year. The *Health Professions Act* is similar to the *Psychologists Act* in providing this authority to the College. This authority is important in instances of serious concern about protection of the public.

Without Prejudice Meetings with Respondents: A number of without prejudice meetings have been held this year with respondents. To date we have had 6 such meetings. Three of these meetings led to resolution of the complaint matters, one meeting set the

direction for resolution and this is in process, and two involved discussions of the terms of letters of undertaking (one led to mutual agreement and the signing of a letter of undertaking and one is still in process). We are pleased with these outcomes. This experience has been a learning process for myself and the members of the Inquiry Committee and we look forward to being able to use this option with increasing effectiveness and success.

Tracking and Monitoring of Letters of Undertaking: One of the major tasks of

the past year has been the compilation and tracking of Letters of Undertaking signed by registrants with the College. The following is a summary of all Undertakings signed since 1996. This summary reflects a careful review of college files and compilation of all Undertakings signed during the past 5 years. There are Letters of Undertaking which predate the list below. These have not yet been reviewed, another project for the coming year. It is also my hope that presentation of this information will help to provide a clear and informative and objective description of this aspect of the statutory responsibility of the college. The number of Undertakings signed during each of the past five years is as follows: 1996-6; 1997-3; 1998-7; 1999-5; 2000-10 (to date). These Undertakings are summarized below.

1. Suspended, signed a Letter of Undertaking describing conditions for reinstatement for registration. Original complaint involved a dual relationship with a female client.
2. Registrant with a medical disorder, signed a Letter of Undertaking monitoring the registrant's practice for 5 years and has agreed to continue medical regimen. This Undertaking will be complete next spring.
3. Custody and access complaint led to agreement with registrant to have next three reports supervised.
4. Investigation of a complaint about dual relationships with a client led to

an Undertaking requiring deferral of application for one year plus conditions including supervision of certain aspects of the registrant's practice.

5. Inadequacies in a custody and access report including blurred boundaries between therapist and assessor roles led to an Undertaking including a literature review, and supervision of next three subsequent custody and access or sexual abuse assessments.
6. Custody and access report with insufficient detail, disregard of testing standards and Letter of Undertaking included letter of apology to complainant, written submission to the College on importance of collateral information and validity and reliability of psychological tests.
7. Issues of competence and practicing outside of area of expertise led to signing an Undertaking restricting the registrant from practicing in custody and access area.
8. Issues of informed consent and professional judgement led to a signed Letter of Undertaking which included a letter of apology to the complainant.
9. Practicing outside area of competence led to an Undertaking restricting registrant from practice in that area until conditions (supervision and additional training) are met.
10. Inadequacies of a custody and access report and inappropriate billing practice led to an Undertaking

- including a letter of apology, correct the report, and write a paper
11. A registrant agreed to an Independent medical assessment and agreement to comply with a medical regime for a two year period as a result of a period of impaired ability to practice.
 12. Released information without appropriate consent led to an Undertaking including a letter of apology and submission of a letter to be used for obtaining informed consent in third party situations
 13. Practicing outside of area of competence and insufficient grounds for providing a diagnosis led to an Undertaking restricting registrant's use of certain test instruments until relevant coursework is completed. Registrant also had to write a report to the College on appropriate test use.
 14. Registrant made recommendations regarding custody and access without having conducted a custody and access assessment. The signed Letter of Undertaking involved a letter of apology to the Court and withdrawal of her statements concerning custody and access.
 15. Registrant made recommendations regarding custody and access based solely on information provided by one parent who was a therapy client. Letter of Undertaking restricts practice in custody and access and letter of apology.
 16. Registrant found guilty by the courts of sexual assault signed Undertaking suspending practice for three years followed by assessment of fitness to practice, training in ethics and a two year period of supervision.
 17. Information was released without proper consent by a registrant who signed an Undertaking agreeing to write a report to College on child protection and ethical standards relating to confidentiality and welfare of the client
 18. Registrant met with children and prepared report and presented report in court concerning their custody without permission of children's guardian. Letter of Undertaking stipulates that work in area of custody and access be conducted under supervision until conditions are met.
 19. Lack of corroborative information and inadequate procedures in conduct of a custody and access report led to an Undertaking involving providing copies of three custody and access reports, and acknowledgment of relevant standards
 20. Registrant signed Letter of Undertaking with regard to proper handling, security and storage of files after having moved to a new location, leaving confidential files behind.
 21. Registrant agreed to a letter of undertaking involving supervision of practice and a written report, following a complaint involving breach of confidentiality.
 22. Registrant agreed to a Letter of

Undertaking stipulating conditions under which mediation may be conducted and appropriate procedures for informed consent following a complaint regarding inappropriate conduct and lack of consent in the mediation process.

23. Registrant has agreed to a restriction on practice in area of custody and access as the result of a complaint.
24. Registrant has agreed to a restriction on practice in area of custody and access until competence is demonstrated in that area as a result of a complaint.
25. Resulting from a complaint involving professional misconduct, practicing outside area of competence, responsibility and other ethical violations, registrant signed a Letter of Undertaking agreeing to undergo assessment of fitness to practice and competence and restriction of practice to area of training
26. Registrant agreed to restriction on practice in area of custody and access as a result of a complaint
27. Registrant signed Undertaking agreeing to suspend conduct of child assessments unless supervised as a result of a complaint involving use of outdated test, incorrect data and incompleteness of a report.
28. Registrant agreed not to practice in area of custody and access as a result of complaint
29. Registrant agreed to write a report and have practice inspected with regard to proper handling, storage

and security of files following a complaint in which the registrant had lost the file.

30. Registrant undertook to write a paper with regard to confidentiality and dual relationships following a complaint involving dual relationships and breach of confidentiality.
31. Registrant signed a Letter of Undertaking suspending all practice pending appeal of criminal convictions for assault.

In combination with complaints resolved through other means, the ten undertakings signed during the past year mean that the College has avoided costly hearings and incurred significant savings as a result.

Title Issues: The College has conducted 10 investigations into misuse of title during the past year.

Nature of Ethical Consultation with Registrants: The College continues to provide clarification about ethical standards and guidelines as well as resource information to callers with questions about appropriate practice. As stated previously, it is inappropriate for the College to provide specific advice to registrants currently involved in an ethical situation. We are always prepared to provide decision-making guidelines. There are other ways the College intends to respond to the responsibility of providing ethical consultation to registrants including the use of practice



advisories. Currently the Inquiry Committee is working on drafting practice advisories in the following areas: contents of an informed consent form to sign with clients, informed consent in the correctional system, practice guidelines for practice from one's home, critiquing reports of other psychologists, definition of a psychological assessment, among others. When these drafts are completed they will go to the Board for approval and then be mailed out to the registrants. These practice advisories will have the status of ethical standards. The College will be sending out a binder along with the new 2001 Directory. For your convenience, the binder will have a section for compiling the Practice Advisories as they are issued.

Ombudsman Investigations: Our activities continue to be scrutinized by the Ombudsman who investigates complaints against the College with regard to our handling of complaints. We have had a total of 6 investigations this year. Those concluded to date have been decided in our favor.

FIPPA Requests: It is becoming more commonplace for respondents and complainants to request copies of the complaint file subsequent to (and sometimes during) the complaint process. The processing of such requests is exceedingly time consuming, given the specificity of the *Freedom of Information and Protection of Privacy Act*, the rights of the multiple parties involved in a complaint and the requirement that a

"line by line" review of all documents to be severed takes place. We have had a total of 9 requests during the year 2000, 2 were denied, in 3 cases we disclosed all or some of the documentation, and 4 are still under review.

Involvement with other Local Health and other Professional Regulatory Bodies: The Deputy Registrar and I have begun to attend the meetings of the Health Regulatory Organizations of British Columbia and that of the Secretaries and Registrars of Professional Organizations of British Columbia. This interaction has been both interesting and useful. At our recommendation the Health Regulatory Organization has begun to collect documents from its members that may be of use to other members. This documentation includes board orientation materials, conflict of interest guidelines, etc. It has been helpful as well to hear of the similarity of regulatory issues across the different professions.

Annual General and Special General Meetings: The first "Annual" General Meeting of the College this year was held on May 11, 2000 consistent with plans announced by the Board in November 1999 that annual general meetings would be held in May of each year. While we are now under the *Health Professions Act* we are still governed by existing Bylaws and rules which stipulate that an Annual General Meeting is to be held in October, November or December. Thus a second Annual General Meeting is

being held on December 13, 2000. The timing of the Annual Meeting can be readdressed by the new Board once we have new bylaws.

The Budget : At the time this report went to print the budget for the year 2001 is still under preparation. The budget will be available as attachment to this report. It will be available at the AGM and mailed out to Registrants. The budget I have proposed to the Board provides the minimum support necessary to sustain the changes underway at the College.

The College on Line: This is the first year that the College is "on line". Our website is still under development but has already proven useful in facilitating and increasing our ability to quickly provide information to registrants. We are still in the process of developing a policy to cover the use of e-mail in the complaint and registration process and are evaluating encryption options.

A Word of Thanks: The dedication and caring of the office staff is unparalleled. They have been participants in and witnesses to a large number of significant changes in personnel, procedure and policy, some of which took place in a short period of time. We have weathered some very

challenging periods over the past year. It was a privilege to negotiate the rough seas with this dedicated and competent crew. Thank you also to those registrants who take a moment to express their appreciation for the hard work and diligence of the staff.

A word about the Inquiry Committee. When faced with the backlog of complaints, the committee doubled their already daunting workload. Even more impressive is their integrity and fairness, care and competence. The path for navigating through the backlog and contending with a myriad of challenging issues was illuminated by the wise counsel of Anthony Tobin.

The Process of Change : Many things have changed or are in the process of changing at the College. Some of the change is due to external pressures such as AII compliance or coming under new legislation. Much of the change is necessary because additional structure and systems are needed in many areas of College functioning. We are confident that these changes will lead to improvements in our ability to safeguard the public interest while ensuring fairness and due process to registrants.

Andrea Kowaz, Registrar



DEPUTY REGISTRAR'S REPORT

The main focus of my duties at the College throughout the year has been development of the new bylaws. There had been several drafts with initial efforts of the previous registrar, the board and a lawyer retained specifically to provide input on the bylaws. There had also been input from the Ministry of Health.

An early assumption--that each bylaw had already been thoroughly considered by the board--was put to rest by mid-February. We implemented a new approach to reconsider each and every bylaw, conferring with other psychology jurisdictions in Canada and with other Health Regulatory bodies in BC. Several meetings were held with the full board and in May the board approved the draft that was disseminated to registrants, other psychology groups - e.g., the university departments of psychology - and to health regulatory organizations (from whom the government would ultimately seek feedback).

Responses to the draft bylaws were many and varied. BCPA made an extensive response which was partially discussed by the board November 17, 2000. The hot button item was the proposed class of registrant--Registered Practitioner in Psychology--and the issue of masters level registration, generally. Individual responses to comments and queries were provided.

The registrants petitioned the board for an SGM to discuss the bylaws. Two SGMs were held - September 21 and

November 9. The first meeting was concerned with the issue of governance under the Health Professions Act and the issue of masters level registration. At the second meeting additional information was provided by the board to clarify the steps that had led to the College coming under the HPA and to the proposal for masters level registrants; Stuart Clarke, co-chair and the BC representative to the Labour Mobility Coordinating Group under the Agreement on Internal Trade--clarified what regulators as agents of government must do to comply with the agreement. At the BCPA Annual Convention, a panel on AIT discussed the current state of development at the Psychology Sectoral Working Group on AIT. The six core competencies were described as well as the deadline for compliance, July 1, 2001.

The most recent draft of the Mutual Recognition Agreement to which Canadian Regulators will be signatories has been consulted, a complete review of all bylaws by the registrar, legal counsel and myself has begun. The most recent revisions will be posted on the Website and a vote of support will be sought from registrants.

In addition to the above, I have been involved with the Chronicle, writing policy and procedures, collecting information to revamp the registration process, upgrading forms, helping the Quality Assurance Committee complete its self-assessment questionnaire, and planning for new board member

orientation. I have also attended two meetings on behalf of the College--PSWAIT in March, and ASPPB's Fortieth Annual Meeting in October.

The year has been extremely busy. The staff took on the extra workload my position placed on them with grace and the expenditure of more hours of their free time. I want to thank each and everyone for their efforts and for putting up with my frequent interruptions - Vicki Huxtable, Lyn Hellyar and Judy Clausen.

The registrar, Dr. Andrea Kowaz, shared my experience daily of being a newcomer who had to speedily catch up with history and unfolding events. I am grateful for her ongoing support and friendship.

I commend the board, where I once resided, for their hard work and heroic efforts in dealing with multiple challenges and demands. I wish them a restful 2001.

Carol Solyom, Deputy Registrar

INQUIRY COMMITTEE REPORT

It has been a little over a year since I accepted an appointment to the Board of the College of Psychologists, and following that, the position as Co-Chair of the Inquiry Committee. As a Lay Member, appointed by the Government to protect the public, I am aware that the paramount function of a regulatory body is to regulate the profession that it governs. That is, to thoroughly investigate and to fairly adjudicate complaints from the public. A profession is only as good as its public relations.

When I became a member of the Inquiry Committee there was a tremendous backlog of complaints; there were many questions surrounding the process (or lack of process) in place at the time and there were a lot of unhappy people, which included members of the

public, College registrants, and the Government of B.C.

It was obvious that some things had to change. The Inquiry Committee, in conjunction and major consultation with the Registrar, Andrea Kowaz, and College Counsel, Tony Tobin, began to tackle the problems. Some of the recent accomplishments are:

- a new tracking system for complaints;
- a new set of consistent procedures for communicating with complainants and respondents which take into consideration due process and procedural fairness;
- a new set of procedures for the investigation and adjudication of complaints;



- efforts to provide quarterly updates on file status to complainants and respondents;
- the drafting of Practice Advisories in various important practice areas;
- the closing of 42 complaints, either because there was no ethical violation, the complaint was vexatious, there was insufficient information, or the complainant withdrew the complaint; and
- the resolution of many complaints through Letters of Undertaking and informal communications.

I wish to praise all the members of the Inquiry Committee for their selfless dedication to their profession and to the public, and their willingness to work many volunteered hours. For the first

five months of this year the Committee met twice per month and discussed and investigated an enormous number of complaints. Each individual probably averages at least 40 hours of work per month on your and the College's behalf. Let's give them a big Thank You!

Barbara Passmore, Chair

INQUIRY COMMITTEE MEMBERS

Eva Allan
Mary Ann Carter
Elsie Cheung
Irish Crawford
Marion Ehrenberg
Marvin McDonald
Barbara Passmore
Donald Read

PATIENT RELATIONS COMMITTEE

Under the *Health Professions Act*, the College must form a Patient Relations Committee which makes recommendations to the Board with regards to:

- a) the establishment of specific procedures by which the College deals with complaints of professional misconduct of a sexual nature;
- b) monitor and periodically evaluate the operation and procedures established in "a";
- c) develop and coordinate for the College, educational programs dealing

with professional misconduct of a sexual nature for registrants and the public as required;

- d) establish a Patient Relations program to prevent professional misconduct, including professional misconduct of a sexual nature; and
- e) develop guidelines for the conduct of registrants with their patients.

I have suggested to the Board that three phases be done in organizing this committee. Phase 1 has been completed by the mail-out of 28 letters to different

colleges of psychology and other health profession organizations to benchmark policies and procedures from other groups. We have received some documentation and feedback. Phase 2, to be done next, is to gather together interested volunteers including a lay person to be a part of the committee and to begin reviewing the information

received. I am pleased to report that some excellent psychologists have expressed interest in working on this committee. Phase 3 will be the writing and organizing of policies and teaching materials to be used by the College.

Brenda Kosaka, Chair

QUALITY ASSURANCE COMMITTEE

The purpose of the Quality Assurance Committee is to develop procedures and processes that assist psychologists in maintaining and enhancing their competency. The committee was previously known as the Continuing Education committee. The change in the name of the committee to Quality Assurance was approved by the Board in July of 1998. It represented a shift in activities of the committee from approving and documenting professional development activities of psychologists, to developing a self-assessment guide as a basis for creating a professional development plan to maintain and enhance competence in their areas of practice. The process will also require registered psychologists to sign a yearly declaration attesting to the completion of a self-assessment process, in order to maintain their registration as psychologists.

During the past two years the committee has been actively engaged in

creating the self-assessment guide using codes of ethics and standards of practice from a variety of sources, including the Canadian Psychological Association, the American Psychological Association and the Association of State and Provincial Psychology Boards. The self-assessment document was circulated to a strategic sample of registered psychologists in September, 2000. Changes were made on the basis of the feedback received. The self-assessment guide should be ready for circulation to registrants of the College early in 2001.

It has been a pleasure for me to work with the committee on the challenging and interesting task of creating the self-assessment guide. I would like to express my thanks and appreciation to committee members for their hard work and good humour in approaching and completing this important task. On behalf of the committee I would also like to express my appreciation to Judy Clausen for all of her work in formatting



and typing the guide and questionnaire and at times deciphering the indecipherable.

Bill Borgen, Chair

QUALITY ASSURANCE COMMITTEE MEMBERS

Bill Borgen
Sheollagh Fitzgerald
Angela Gedye
Emily Goetz
Julian Gray
Ronald LaTorre

REGISTRATION COMMITTEE REPORT

Since the last report of November 1999, following is a list of the activities of the Registration Committee:

- 43 applicant files were reviewed for registration
- 50 candidates wrote the EPPP (Examination for the Professional Practise in Psychology)
- 59 candidates were assessed by oral examination
- 7 reviews of coursework and/or supervision arrangement plans were conducted
- 63 files presently are awaiting review for eligibility to proceed to written or oral examinations
- 56 registrants were entered in the Register of the College
- 1,069 registrants are currently in the Register
- 25 individuals ceased to be registered due to resignation or non-payment of dues.

The trend observed the previous year of an increasing number of pre-application coursework and/or

supervision arrangement reviews continued during this year as well. This trend will undoubtedly continue, particularly with the likelihood of change in registration categories.

In addition to its basic activities involving a review of College application materials and decision-making with respect to an applicant's registration status, the Committee provided input and consultation into the development of the draft bylaws under the *Health Professions Act*, with respect to registration issues. The committee also initiated an ongoing review and evaluation of the procedures and processes involved in the application/registration process in order to restructure some of these, in order to make the process more efficient and reliable. Also continuing is a review of oral examination and appeal procedures, and supervision and coursework requirements. New activities to be potentially initiated in the very near future include the development of a jurisprudence examination, guidelines to

help standardize the oral examinations, standards of entry for new registrants in new registration categories, and the development of training or orientation materials and workshops

During this past year the Registration Committee gained two new members--Dr. Rosemary Alvaro, and Dr. David Johnston--and three members "retired" at the end of their mandates --Dr. Colleen Wilkie, Dr. Randy Paterson, and Dr. Leonard George. I wish to thank these individuals and the other continuing committee members for their work and commitment on behalf of the College and its registrants.

The Committee expresses its appreciation to those members who volunteered as oral examiners or in other capacities. We especially wish to thank the Registration Committee Coordinator, Lyn Hellyar, for her ongoing work and support of the activities of the Committee, as well as the Registrar and Deputy Registrar for their assistance during this past year.

Stephen Flamer, Chair

REGISTRATION COMMITTEE

Rosemary Alvaro
David Eveleigh
Stephen Flamer
Leonard George
David Johnston
Gerry Koe
Art Kube
Alla Nikonova

Randy Paterson
Colleen Wilkie

ORAL EXAMINERS

Eva Allan
Don Allen
Rosemarie Alvaro
Randy Atkinson
Michael Barden
Keith Barnes
David Batstone
Barbara Beach
Carole Bishop
Douglas Boer
Michael Boissevain
Conrad Bowden
Leigh Bowie
Roland Bowman
Jim Browning
Barbara Burnside
Geoffrey Carr
Mary Ann Carter
Elsie Cheung
Robert Colby
Michael Coles
Evelyn Corker
Susan Cross
Yaya de Andrade
Anthony Dugbartey
Dorothy Edgell
Greg Feehan
Sheollagh Fitzgerald
Angela Gedy
Gwyneth Gilliland
Julian Gray
Gerald Guest
Henry Harder
Clair Hawes
Eileen Hendry
Steven Horvath



Elizabeth Huntsman
Mark Jackman
Owen James
Anne Marie Jones
Charlotte Johnston
Michael Joschko
Lesley Joy
Don Knowles
Martha Keller
Deborah Kerr
Krystyna Kinowski
Beverley Kort
Larry Krywaniuk
Leora Kuttner
Jocelyne Lacroix
Ronald LaTorre
Barry Ledwidge
Douglas Lee
Robert Leonard
Wolfgang Linden
Stephen Lustig
John MacDonald
Mary Ann MacDonald
Anne MacGregor
Joanne MacKinnon
Barbara Madani
Ronald Manley
Patricia Manly
Kenneth Marsh
Anne Marshall
Jeffrey Martzke
Laura-Lynne McBain
Jane McEwan
Kimberley McEwan
Marilyn McVicar
Stephen Milstein
Kathleen Montgomery

Janice Nelson
Joan Pinkus
Charles Pirsell*
Donald Ramer
Gordon Reid
Barbara Rosen-Harris
Maribeth Ruckman
Deborah Samsom
Danielle Savasta
Jon Schwabach
Heather Scott
Martin Shoemaker
Ruth Sigal
Carson Smiley
Cec Smith
Frank Spellacy
Paul Swingle
Astrid Stec
Roxanne Still
Paul Sungaila
Karen Tallman
Steven Taylor
Joyce Ternes
Georgia Tiedemann
Jean Toth
Max Uhlemann
Noelle Vogel
Terrance Wapshall
Cheryl Washburn
Gayle Way
Rene Weideman
Penelope Whillans
Marshall Wilensky
Patricia Wilensky
Rosemary Wilkinson
Ted Wormeli
Steve Welch

**In memoriam: Charles will be sadly missed for his kindness and generosity to the Registration Committee and his profession. He passed away, the result of a diving accident, in October.*

MINUTES OF THE GENERAL MEETING,

MAY 11, 2000

The General Meeting of the College of Psychologists was held on May 11, 2000 at the Executive Inn, Richmond, and the Clarion Grand Pacific Hotel in Victoria linked by teleconference. Chair Verna Amell called the meeting to order at 5:46 p.m. with 55 members present in Vancouver, and 29 members present in Victoria.

Dr. Amell welcomed the registrants to the meeting and thanked them for their support. Dr. Doreen Kilpatrick chaired the meeting in Victoria. Dr. Amell introduced the Board members Dr. Bill Borgen, Dr. Stephen Flamer, Mr. Art Kube, Dr. Marvin McDonald, Ms. Anastasia Mirras, Ms. Barbara Passmore and Mr. Blake Williams.

Staff members present were Registrar, Dr. Andrea Kowaz, Deputy Registrar, Dr. Carol Solyom, Assistant Deputy Registrar, Vicki Huxtable, Registration Coordinator, Lyn Hellyar, and Recording Secretary, Judy Clausen.

AGENDA

The circulated agenda was reviewed. It was moved by Paul Peel and seconded by Evelyn Corker that the agenda be approved as circulated. Carried.

MINUTES

Errors and omissions: It was moved by Cheryl Conant and seconded by Debbie Samsom that the Minutes of the November 4, 1999 Annual General

Meeting be approved as circulated. Carried.

Business arising from the Minutes: None

Because the last Annual General Meeting was held in November, the Chair, Dr. Amell, reported that there would be no committee reports presented at this meeting. She was pleased to announce the appointments of Dr. Andrea Kowaz, Registrar, and Dr. Carol Solyom, Deputy Registrar, following the resignation of Dr. Ed. Kramer. Dr. Amell also advised that the College had come under the *Health Professions Act* effective January 1, 2000, and reported on the Scope of Practice Hearings.

The Secretary Treasurer, Mr. Blake Williams, presented the financial report and announced that the adjustment to registration fees as discussed at the November 1999 meeting would be \$200.00 for full registrants and \$100.00 for non-practicing and out-of-province registrants. Support was given for fully funding the activities of the College.

Motion to receive the financial report. Moved by Paul Peel and seconded by Julian Gray. Carried.

Motion to receive the auditors report. Moved by Angela Gedye and seconded by Evelyn Corker. Carried.

The meeting adjourned at 7:38 p.m.



PSYCHOLOGISTS ADDED TO THE REGISTER

(BETWEEN NOVEMBER 1999 AND NOVEMBER 2000)

- | | |
|-------------------------------|-------------------------------|
| 1418 Mark Davies, Ph.D | 1447 Brian Worth, Ph.D. |
| 1419 Wallace Dudley, Psy.D. | 1448 Jan Gordon, Ph.D. |
| 1420 Catherine Foin, Ph.D. | 1449 Todd Kettner, Ph.D. |
| 1421 Don Hutcheon, Ed.D. | 1450 Elisabeth Lang, Ph.D. |
| 1422 Julia Jacobson, Ph.D. | 1451 Deveda Mah, Ph.D. |
| 1423 Michael Anderson, Psy.D. | 1452 Deidre O'Sullivan, Ph.D. |
| 1424 Zohreh Behboodi, Ph.D. | 1453 Susan Simpson, Ph.D. |
| 1425 Grant Bogyo, Psy.D. | 1454 Meagan Smith, Ph.D. |
| 1426 Dale Brooks, Ph.D. | 1455 Marie Achille, Ph.D. |
| 1427 Colleen Cannon, Ph.D. | 1456 Marilyn Allison, Ph.D. |
| 1428 Charu Chopra, Ph.D. | 1457 Susan Baum, Ph.D. |
| 1429 Rita Dunn, Ed.D. | 1458 Sherri Bruce, Ph.D. |
| 1430 Damon Elgie, Ph.D. | 1459 Joanna Chung, Ph.D. |
| 1431 Wayne Emery, Psy.D. | 1460 Jeff Drugge, Ph.D. |
| 1432 Deborah Forrest, Ph.D. | 1461 David Erickson, Ph.D. |
| 1433 Ingrid Friesen, Ph.D. | 1462 Heather Gretton, Ph.D. |
| 1434 Christina Grant, Ph.D. | 1463 Zender Katz, Ph.D. |
| 1435 Sheila Haegert, Ph.D. | 1464 Russell King, Psy.D. |
| 1436 Laura Hanson, Ph.D. | 1465 Deborah Kors, Ph.D. |
| 1437 Diana Hartel, Ph.D. | 1466 Christine Lilley, Ph.D. |
| 1438 James Hill, Ph.D. | 1467 Lyne Piche, Ph.D. |
| 1439 Dawn Knapton, Ph.D. | 1468 Suzanne Popham, Ph.D. |
| 1440 Katherine Kot, Ph.D. | 1469 Roger Wells, Ph.D. |
| 1441 Allison Krause, Ph.D. | 1470 Karen Whittemore, Ph.D. |
| 1442 Lara Robinson, Ph.D. | 1471 Sylvain Boies, Ph.D. |
| 1443 Joel Rosenberg, Ph.D. | 1472 Maureen Godfrey, Ph.D. |
| 1444 John Taylor, Ph.D. | 1473 Nancy Meyer, Ph.D. |
| 1445 Inna Vlashev, Ph.D. | 1474 Sheila Woody, Ph.D. |