

# Chronicle

NEWS AND INFORMATION FROM THE BOARD

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## Report from the Chair of the Board

The management of College affairs by this Board is presented as an extremely steep learning curve. The entire elected component of the Board is new to the tasks set before it. The only continuity from the previous Board is one lay Board member. The second new lay Board member joined the Board for the May meeting. We are pleased to welcome Susan Van der Flier to the Board.

To date we have had five meetings. The office has been through major staff changes with the replacement of the Deputy Registrar and Complaint Coordinator. The task of running an organization while having a strong mandate for change first requires a thorough understanding of the organization. We were able to move through this process with the assistance of Don Adams, Management Consultant, and with a great deal of involvement and patience from our Registrar, Andrea Kowaz. The Board table was already piled high with tasks that required addressing. It includes matters related to the Agreement on Internal Trade and the Mutual Recognition Agreement as well as Bylaw revisions and finalization. We attempted to deal with these matters within extremely tight time frames that had already been established or missed in the past. Issues required re-addressing with a commitment to communicate with the registrants. These presented us time consuming and difficult tasks. The difficulties with the process is that the Board, while trying to sort out where we were on these issues, weigh the implications of decisions, continued to move down that same time line while not being in the position of being able to communicate to the registrants since our views were not yet formulated.

We are attempting to establish an electronic link to our registrants via the College

website. Justin O'Mahony is working on this task.

We held an information meeting in Vancouver to assist the registrants understanding where we are on the AIT/MRA matter and have made the audio tapes of that meeting available on request. We made an attempt to clarify the issues that are presented including the limited influence that the College of Psychologists of B.C. has in the overall process, being but one of the participants at the table. Further, the implications of the Agreement on Internal Trade on professions in compliance or non-compliance with the federal law were reviewed. The Board recognizes that this places the profession in a difficult position in that it is moving in a direction which may not be in accordance with the desires of all registrants. In terms of government regulation of professions autonomy is a misperception. There have been arguments put forward that the Psychological Associate status does not protect the public. Nonetheless the Agreement across Provincial jurisdictions was unanimous. CPBC was one participant with one vote. We were able to influence the process to some extent in order to address concerns regarding mobility. It is felt that with the implementation of competency criteria, entrance to the profession becomes more stringent, less ambiguous, and better defined. The role of the College is the protection of the public and it is felt that with the competency criteria in place we are more able to address the issues of public protection. At the same time, we have worked in conjunction with the British Columbia Psychological Association and with John MacDonald, then President of CRHSPP, in reaching a resolution that meets both the federal trade agreement and a responsible professional standard.

*continued on page 2*

### IN THIS ISSUE

- Report from the Chair
- Report from the Registrar
- Report from the Deputy Registrar-Inquiries
- Quality Assurance Committee Report
- Legislative Committee Report
- Request for e-mail addresses
- MRA Rationale
- Office Update
- Changes to the Register

#### Also included with the Chronicle

- Call for Nominations
- Directory Information Sheet
  - Geographical Listing
  - Updates for the Directory
  - Correction Labels
- Mutual Recognition Agreement
- Practice Advisory #1

READ ALL ABOUT  
THEM INSIDE

### BOARD MEMBERS

Robert L. Colby, *Chair*  
 Emily Goetz  
 Henry Harder  
 Justin O'Mahony  
 Barbara Passmore  
 Derek Swain  
 Barbara Van der Flier  
 Larry Waterman, *Vice Chair*

## From the Chair continued from page 1

The Board endeavoured to rewrite the Bylaws in order to meet the demands of the *Health Professions Act*. We are able to work from the draft proposed by Carol Solyom to further refine a document which is comprehensible and comprehensive. We strove to avoid the pitfalls of the previous *Psychologists Act* Bylaws which were worded in a manner which was highly ambiguous. It was a difficult document to change on the one hand while, on the other hand, presented rules and procedures which were, at times, ill-conceived, trapped us into processes and limited our functioning.

The work of the Legislative Committee under the chairmanship of Derek Swain is conducted with a commitment to open communication with registrants. We are restricted by the Agreement on Internal Trade which established mobility at a level which we may not have been willing to accept independently. The process defined entrance requirements in a manner which would result in extreme legal costs and organizational problems which would incapacitate the College should we not be in compliance. We are aware in this process we are an agent of government in the administration of the profession. While it has been postulated by some that we withdraw from the process and allow federal and provincial governments to challenge us legally to impose their will upon the profession of psychology, this is an

impractical route. It is felt that the legal outcome would not only be costly, but we would not prevail in such a challenge.

The Board has made a concerted effort to keep registrants informed by circulating the Board's position on these matters. We have sought to consider the input from registrants in the decision-making process.

We have worked diligently at establishing registration criteria. The efforts of Henry Harder and the members of the Registration Committee are contributing to moving the College to a new level of professionalism. The work of the staff and the hiring of a Deputy Registrar-Registration is an important part of enabling these changes.

The Quality Assurance Committee under the Board representation of Emily Goetz is tackling some challenging issues with regard to the development of a self-assessment document and committee members have spent years on this important project.

Andrea Kowaz, in conjunction with the Inquiry Committee, has established procedures to deal with the large backlog of files. We have reviewed with the Ombudsman's Office concerns that have been raised about the processes of the College and concerns raised by the public regarding delays in resolving ethics complaints. We have supported a system for

review of complaints which allows for a greater number of options and an alternate dispute resolution process. Larry Waterman and Barbara Passmore have made a major commitment to the process of the Inquiry Committee review. The amount of time being dedicated by the membership of the Inquiry Committee is tremendous. The appointment of the Deputy Registrar-Inquiries is intended to further help our ability to address the committee's responsibilities. At the same time we are reviewing the process for establishing standards and procedures in some areas of practice.

The Board maintains a strong commitment to maintaining open communication with our registrants. We are entering into a long-range planning process addressing issues of organizational structure, fiscal responsibility, and professional development. We seek the involvement of registrants in this process.

Respectfully submitted,  
*Robert L. Colby, R. Psych*  
Chair

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## Report from the Registrar

What follows is a brief description of the complaint process currently in place at the college. This process remains dynamic as we continue to learn from experience and feedback. The intent of describing it here is to inform registrants of the process.

### Complaint Process

All complaints received by the College are reviewed for evaluation of jurisdiction and immediate public protection issues. Some complaints received are evaluated as likely to be amenable to informal resolution. The typical process in such instances is to contact the complainant and respondent and discuss their views of what would resolve the issues raised. Sometimes informal resolutions are handled through without prejudice

meetings. A without prejudice meeting is one in which whatever information is exchanged cannot be used in any other proceeding.

### What kind of complaints does the College receive?

Complaints typically relate to concerns about possible violations of ethical standards, guidelines or bylaws with respect to the provision of psychological services by a registrant of the College. Categories include breach of confidentiality, issues of competence, bias and professional misconduct. Some complaints are made on issues over which the College has no jurisdiction. These are brought forward to the Inquiry Committee for dismissal on that basis.

### Proposed categories for the purpose of protocol for processing complaints.

Complaint prioritization is typically based on placement of the complaint into one of the following categories:

1. Complaints involving no serious issues related to public protection or reputation of the profession and where the respondent has no previous complaint history.
2. Allegations of incompetence involving no serious issues.

*continued on page 3*



## From the Registrar *continued from page 2*

related to public protection or reputation of the profession.

- 3 Allegation of misconduct involving serious issues related to public protection or reputation of the profession.
- 4 Fitness to practice involving issues of impaired professional functioning by reason of mental or physical disability or addiction

### Who handles complaints?

The Registrar oversees the complaint process. The Deputy Registrar-Inquiries has the responsibility for bringing an initial complaint summary to the Inquiry Committee. Once a complaint is before the committee, the Inquiry Committee directs any further action on the file.

### How are files reviewed?

Typical file review includes the following steps:

1. Initial review by Registrar (or Deputy Registrar - Inquiries)
2. Review by Legal Counsel at the Registrar's discretion
3. Brought to Inquiry Committee
4. Preliminary discussion, decision-making re: how to proceed
5. Assignment to member of the Inquiry Committee/or other alternative/direction to Registrar
6. Member of the Inquiry Committee reviews and highlights documents to be reviewed by entire committee
7. Determination of whether or not the respondents' clinical file is required
8. Member of the committee summarizes
9. Discussion and decision/motion how to proceed

### How is a complaint investigated?

The committee may decide not to proceed further on a complaint when:

- 1 Further information necessary for a determination is unavailable
2. There is no evidence of violation of an ethical standard or guideline
- 3 Outside jurisdiction of the College

### Possible Outcomes/Resolutions

A Letter of Undertaking is issued to a registrant when the committee has some concerns about a member's conduct. The Letter of Undertaking typically addresses the means by which the committee recommends the registrant address these concerns. Often such letters are preceded with a "without prejudice" meeting with the registrant to discuss the concerns and issues to be included in such a letter of undertaking. In complaint matters where the issues are considered extremely serious the committee can refer the complaint to the Discipline Committee for a hearing. In rare cases the committee may call an extraordinary hearing on its own motion. In the majority of cases, complaints are either informally resolved or dismissed. There are times when the committee decides to share the information gleaned from review of a registrant's file with the registrant by way of a practice feedback letter. Such letters are intended to be solely for the benefit of the registrant and are not equivalent to a caution or letter of reprimand.

### Right to appeal

The *Health Professions Act* has a provision that complainants may request an appeal of a decision of the Inquiry Committee. The use of the term "appeal" in the *Act* is best understood as a request for review of the decision of the Inquiry Committee. This

appeal is heard by the Board of the College.

### How long will it take?

The time frame for the complaint process varies depending on a number of factors including: the complexity of issues involved in the complaint, the availability and volume of materials to be reviewed, staff and committee workload.

### Legislative Update:

Under the *Health Professions Act*, every complaint must be investigated. The recommendations of the Health Professions Council (see our website to link to their report, [www.hpc.bc.ca](http://www.hpc.bc.ca)) include a suggestion that more discretion be given to the Registrar. If enacted, this change will be somewhat paradoxical for our College, given that the transition to the *Health Professions Act* meant that the registrar brought all complaints forward to the Inquiry Committee whereas before much discretion was in the hands of the Registrar.

Registrants are invited to submit written questions about any aspects of the complaint management or complaint investigation process to the Registrar. Every attempt will be made to provide response to these questions in an upcoming Chronicle.

*Andrea M. Kowaz, R.Psych.  
Registrar*

## Report from the Deputy Registrar-Inquiries

As I gradually settle in and become more familiar with my new position as Deputy Registrar-Inquiries with the College, I discover how much there is to learn, and the striking contrast between my previous view and opinions of the College, as a psychologist in private practice on the "outside", and my current vantage point on the "inside"

As a private practitioner, my contact with the College was restricted to paying my

registration fees, and striving to adhere to practising according to the ethical standards. Regarding the former, I had a difficult time understanding why the fees seemed so high. Regarding the latter, I had limited and vague knowledge of the *Health Professions Act*, and continually became confused trying to figure out which version of the ethical standards, bylaws, and guidelines for practice, were relevant to me and my work.

From the outside, I perceived the College as a "psychology police". From this fear-based reaction, I saw the College acting as tough guys who strictly enforced the ethical standards, and made legislative decisions. Influenced by my rare contacts of receiving the occasional formal-looking document, newsletter, or letter in

*continued on page 4*



# From the Deputy Registrar-Inquiries continued from page 3

the mail, I considered the College to be formal and somewhat impersonal

As I write my thoughts from my desk at the College, I am continually surprised by my previous lack of knowledge and obliviousness to the actual inner-workings of this place. What have I learned during the past two-and-a-half months working as Deputy Registrar-Inquiries? Well, I've discovered the following:

First, I realized that what goes on here is much more complex and involved than I imagined. For example, I was unaware of all the details, intricacies, and potential complications that are associated with every complaint, and every action taken by the College. At each step, the rights of the individual - be it a registrant, applicant, or complainant - are balanced with the responsibilities of the College.

Second, I discovered that, beneath my misperception of a formal facade, the people

involved with the College (staff, board members, committee members) are professionals who care about protecting the public and regulating the registrants

Third, the volume of matters that regularly arise in College is vastly higher than most registrants realize. The number of daily phone calls, inquiries, complaints, and ethical-related questions is consistently very high.

Fourth, the ongoing smooth functioning of the College heavily rests on the shoulders of psychologists; psychologists who, aside from our professional staff, volunteer their time and energy to either sit on the College's board or on the College's committees. I am impressed by and admiring of these psychologists who spend many hours dedicated to improving our profession. Often these individuals' contributions go unrecognized and unrewarded.

Last, I've learned that there are no "police"

here. The goals of the College are to work with the registrants in a way that ensures a high level of competence, professionalism, and the protection of the public.

It is in the area of prevention - i.e., educating and informing registrants about problem practice areas - that I believe the College can be most helpful in the future.

In aiming to reduce the chasm between the "outside" and the "inside", I trust that I can share some of what I have discovered.

*Rafael Richman, R Psych,  
Deputy Registrar-Inquiries*

## Legislative Committee Report

The decision to bring the College under the *Health Professions Act* was brought about by the government's refusal to allow needed upgrades to the Bylaws of the old *Psychologists Act*. Without new Bylaws, the College is currently functioning in a cumbersome manner according to outdated Bylaws, some of which are inconsistent with the *HPA*. The drafting of our first set of Bylaws under the *HPA* is a continuing complex and tedious business. These new Bylaws must comply with the intent and language of the provincial *HPA*, which is designed specifically to protect the public. The Bylaws must also allow compliance with the federal Agreement on Internal Trade. And, they are intended to reflect the concerns of the profession as expressed by feedback from psychologists. The most recent draft has content to satisfy these three concerns. That draft is now being revised to conform with *HPA* language to encourage the new government to speedily approve the Bylaws. Approval of the new Bylaws will enable the College to function within its new statutory framework.

*Derek Swain R Psych, Chair*

## Quality Assurance Committee Report

The College is charged under the *Health Professions Act* with ensuring continuing competence. The vehicle through which that obligation is addressed is the Quality Assurance Committee.

Professional bodies have chosen a variety of approaches through which to discharge their continuing competency obligation. Physicians and dentists have mandatory continuing education, pharmacists have a demonstration component (*viz*, dispensation of pharmaceuticals) and nurses have a self-report, peer consultation and learning plan combination.

Following literally years of considered deliberation and modeled upon the professional bodies of psychologists of other Canadian jurisdictions, most notably, Alberta and Ontario, your Quality Assurance Committee plans to address the issue of continuing competence through a Self-Assessment process. In addition to fulfilling the requirement for ensuring continuing competence, it is the Committee's hope that our work will promote excellence in the practice of Psychology in British Columbia.

The Self-Assessment Guide with accompanying work sheet will be sent to all Registered Psychologists shortly. The

essential questions addressed in this process are, "Am I practising in a manner that ensures that no harm will come to those I serve?" and "How can my practice be improved?"

While it is possible that the process may take a variety of forms in the future, it is the intent of the Committee that this procedure will be generally acceptable and will be an annual activity. The Committee anticipates, based upon feedback from a strategic sampling of Psychologists, that you will find the process worthwhile. Feedback will be valued.

I wish to thank all the members of the Committee, present and past, who have contributed so much time and effort in this endeavor. I also wish to thank the office staff, present and past, who provided valuable input and support at all Committee meetings. I especially wish to acknowledge and express public appreciation to our recorder Ms. Judy Clausen for the many hours of dedicated service she has provided the Committee.

*Ronald A. LaTorre, R Psych, Co-Chair  
Emily Goetz, R Psych, Co-Chair*

# Registration Committee Report

Under the Health Professions Act, the Registration Committee is charged with granting registration to applicants who meet the College's requirements for registration. The Registration Committee is hard at work tackling some intriguing and challenging issues including: areas of practice, categories of registration, registration status, the Register and the Limited Register and registration criteria. I will discuss each area briefly.

**Areas of Practice.** Here the issue is the articulation of areas of psychology practice which, while often overlapping, will importantly inform the oral examination process as well as address some public protection concerns. Descriptions of each designated area are being circulated to heads of training programs and others in the province for consultation and feedback.

**Categories of Registration.** With Board approval for the participation of British Columbia as a signatory to the Mutual Recognition Agreement, two registration categories are required, which ties in directly with registration status. In the past a variety of terms have been used to describe registration status with the College and some of the terms used have been confusing and inconsistent. The committee is

considering significant changes in these designations to increase clarity as well as to be meaningful to the public and registrants alike.

**The Register and the Limited Register.** Many other regulatory bodies in psychology and other professions have used the concept of a limited register to address the array of circumstances where an applicant or registrant meets some but not all of the registration criteria. The option of a limited register allows registration of such individuals while stipulating clearly any restrictions or limitations on their practice of psychology. An example is the case of an individual with an extremely narrow area of specialization. They may be fully qualified to practice psychology within that one area but, as many oral examiners can attest, do not appear qualified for "general practice". Such individuals could be placed on a limited register with the stipulation that should they wish to extend their practice beyond their declared area of competency, they would need to satisfy the Registration committee of their competence in that area.

**Registration Criteria.** The College has experienced various approaches to the question of criteria for registration and to what extent such criteria should be applied

and in which circumstances. Examples of issues include the notion of regional accreditation, "equivalence", and how internship hours are accrued. The committee is also reviewing criteria applied in the context of the mobility issue and benefitting from the experiences of other jurisdictions. It is the view of the current committee that our criteria need to be specifically articulated and uniformly applied. These are all important and significant issues. The Registrar and myself held a meeting with representatives of the various university training programs in March and a consultative process has been implemented.

As chair of this committee I would like to thank the committee members and staff for the many hours of hard work. I would specifically like to thank the Registrar, the new Deputy Registrar-Registration and College Legal Counsel for their ongoing support and wise counsel.

*Henry Harder, R. Psych., Chair*

## Website and e-mail

The College is developing a website and an e-mail system. For those of you who have not previously submitted it, we would appreciate receiving from you, your e-mail address. The purpose of obtaining e-mail addresses at this point is to facilitate one-way communication from the College to registrants. This address will not be given to the public or published in the directory or Register without explicit permission.

Name: \_\_\_\_\_

Registration No. \_\_\_\_\_

Telephone: \_\_\_\_\_

Date: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Signature: \_\_\_\_\_

**Please sign, date and return to:**

College of Psychologists of British Columbia  
Suite 404, 1755 West Broadway, Vancouver, B.C. V6J 4S5  
Telephone: 604-736-6164; 1-800-665-0979; Facsimile: 604-736-6133

The Board of the College of Psychologists voted unanimously on a motion for British Columbia to be a signatory to the Mutual Recognition Agreement (MRA). This decision was based on a careful and thorough review of the MRA document, and the extensive consultations which have taken place among all Canadian jurisdictions over the past years. The Board anticipates that the overall effect of the MRA will be to

increase the standard of psychology across the country in all categories. The option of not signing the document and the consequential necessity to separately negotiate an agreement with each other jurisdiction was viewed as costly and untenable. All other participating jurisdictions have passed similar motions although Quebec is waiting for review of the French translation of the document before

giving formal approval. The MRA will be signed as part of the Council of Provincial Associations in Psychology Meeting on June 25-26 in Quebec City

*Robert Colby*  
*Chair*

*Andrea Kowaz*  
*Registrar*

## MUTUAL RECOGNITION AGREEMENT OF THE REGULATORY BODIES FOR PROFESSIONAL PSYCHOLOGY IN CANADA RATIONALE (APRIL, 2001)

*Prepared by Dr. Lorraine Breault*

The Agreement on Internal Trade (AIT), specifically article 708, requires governments and regulatory bodies to mutually recognize the qualifications of workers from other jurisdictions. Professional groups like psychologists who are self-regulated, are required to voluntarily develop a Mutual Recognition Agreement (MRA) by July 1, 2001 or governments would adopt measures to ensure compliance with AIT. The deadline is identified in the Social Union Framework Agreement that was signed by all governments except Quebec. While this deadline is not binding on Quebec, the Quebec government expects self-regulated professions to comply on a voluntary basis.

The AIT requires the involvement of all stakeholders in the process of developing a MRA, therefore a steering committee for this project was established in 1998. The Council of Provincial Associations of Psychologists (CPAP) took a lead role in the project and appointed six delegates to the committee including a chair. The Canadian Psychological Association (CPA) and the Canadian Register of Health Services Providers in Psychology (CRHSPP) each appointed two representatives to the steering committee that became known as the Psychology Sectoral Workgroup on the Agreement on Internal Trade (PSWAIT). PSWAIT performed the administrative functions that permitted regulators from all Canadian jurisdictions to meet and develop a suitable agreement. The regulators met on four occasions to focus exclusively on the MRA and also met three times in conjunction with regular CPAP

meetings. The result of this work is an agreement that hopefully will be signed by all jurisdictions in June 2001.

The process of achieving compliance with AIT through the development of a MRA has been particularly complex and difficult for the profession of psychology. The first step was to compare the differences and commonalities of entry requirements to the profession and determine their level of similarity. This assessment uncovered a moderate degree of commonality amongst the jurisdictions with the greatest differences observed in the assessment of general knowledge in psychology and in opportunities for supervised practice prior to licensure. Regulators subsequently examined the competencies assessed in each jurisdiction and identified five common core competencies. These competencies were defined and agreed upon and formed the basis for the determination of the minimum necessary evaluations to measure competency for the practice of psychology in Canada. Regulators agreed to explicitly evaluate the core competencies by July 2003.

Having identified the core competencies and the methods to evaluate them, regulators in psychology engaged in the complex process of mutual recognition. A number of barriers to recognition were eliminated as regulators examined assessment methods in detail. For example, it was agreed that since L'Ordre des Psychologues du Quebec accredited graduate programs in psychology thereby having direct influence on the curriculum and

general knowledge, the Examination for the Professional Practice of Psychology (EPPP) would not be required for Quebec psychologists moving to another jurisdiction after July 2003. This date was selected to permit all jurisdictions to make the necessary changes to by-laws and regulations to comply with the ultimate MRA.

Although attempts to reconcile standards across jurisdictions were examined in earnest, the greatest obstacle for the mobility of professional psychologists has been the difference between jurisdictions in educational requirements for entry to the profession. The Masters versus Doctoral degree continues to be a central issue. Examination of core competencies and methods of evaluating them has underscored the importance of training and education but regulators recognize that supervised experience is an important factor in determining competence. The AIT does not require that jurisdictions harmonize occupational standards but a profession may take steps to further uniformity if all agree. In this spirit, Quebec is moving towards a doctoral level entry with the introduction of the Doctoral degree in Psychology (Psy D).



Ontario, Nova Scotia and Prince Edward Island require a doctoral degree for entry to the profession but also have provisions for independent practice at the masters level. British Columbia and Manitoba currently license psychologists for independent practice at the doctoral level only. Alberta, Newfoundland, New Brunswick and Northwest Territories license at the masters level while Saskatchewan is moving in that direction at the current time. In order to facilitate the mobility of masters prepared psychologists, the doctoral level jurisdictions have agreed to develop some mechanism for independent practice at the masters level within their jurisdictions. This is a significant event in the regulation of psychology.

In order to accommodate masters prepared psychologists in doctoral jurisdictions, the MRA permits the use of a separate title. Some jurisdictions like Saskatchewan may use titles such as psychologist and doctoral psychologist while other jurisdictions like Manitoba will likely use psychologist and psychological associate as in the case of Ontario. Although the titles may differ, masters prepared psychologists will have access to employment opportunities and third party payers as well as retain the privileges and responsibilities of a self-regulated profession. Although not ideal, this solution is seen as the most suitable compromise in a difficult situation. It is also viewed as the beginning of an ongoing process of discussion and negotiation around the issues of regulation and licensure of psychologists across Canada.

There will also be a mechanism for psychological associates, who have been licensed through the evaluation of core competencies, to practice without supervision and to be recognized for licensure in another jurisdiction where they meet or exceed the graduate degree requirements for entry to practice without supervision.

In addition to the other mechanisms described above, the MRA also provides for other mobility mechanisms. These include recognition of psychologists who provide evidence of a graduate degree in psychology from a CPA or APA accredited program, listing with CRHSPP or NRHSPP, or possession of a CPQ from ASPPB. Psychologists who demonstrate, at the time of application, that they have had at least five years of continuous practice in a Canadian jurisdiction

where they are licensed and have no disciplinary sanctions during those five years will also be recognized. Sanctions include revocations, suspensions or restrictions.

Under the terms of this agreement, it is estimated that at least 80% of the licensed psychologists in Canada will have free mobility between the jurisdictions that choose to be signatories of the agreement. Psychologists who are licensed in jurisdictions that do not sign the agreement may be required to meet the entry to practice requirements in the receiving jurisdiction. By recognizing the qualifications of a substantial majority of regulated psychological service providers in Canada, the MRA meets the requirements of the Agreement on Internal Trade to facilitate the mobility of qualified professionals.

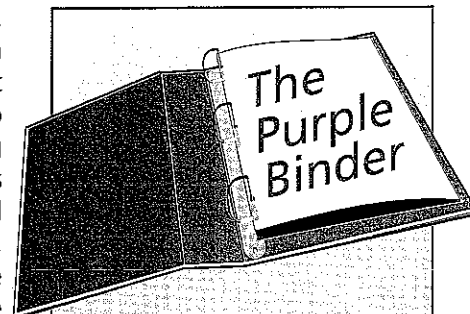
## Office Update

**Renovations.** As part of our lease renegotiation, the College office has been repainted, recarpeted and modified to provide for additional security. Next time you are at the College for a meeting, come a few minutes early and we will be happy to give you a quick tour. As some of you are aware, there have been a couple of incidents which have raised questions about staff security and safety. As a result, we consulted with the Vancouver City Police who conducted a security audit of our premises. The recommendations made in that audit have been incorporated into the renovations.

**New Staff.** We are pleased to announce the important addition of two key individuals to the College staff, each on a half-time basis. The two new half-time positions replace the previous full-time Deputy Registrar position. Dr. Rafael Richman is the new Deputy-Registrar-Inquiry and Dr. Colleen Wilkie, is the new Deputy-Registrar-Registration. As their title suggests, Dr. Richman's responsibilities lie in the College's complaint management area while Dr. Wilkie will be involved with registration issues. Vicki Huxtable, Complaints Coordinator and Carol Solyom, Deputy Registrar, have retired from the College.

**Workload.** The College has a dedicated and hardworking staff. On a typical day the office handles anywhere from 75-120 phonecalls, most of which involve more than providing basic information. In addition the College receives an average of 15-20 letters

and e-mails to which a written response is required. It is appreciated when registrants take the time to acknowledge the dedication and hard work of the staff by at a minimum being courteous and respectful in interactions with staff members.



The mailout of the binders was an interesting challenge. The logistics of having to store, construct, fill, label, affix postage and transport six skids (large stacks, like at Costco) in our existing space required tremendous effort and precise coordination. Doing the work in-house rather than using a mailing house resulted in substantial savings to the College. The staff faced a series of decisions, each of which had explicit cost implications for the College. At each step we opted to go the least expensive route. For example, the cost of the binders themselves was approximately \$6.00 each, including printing. The binder format was chosen because it allows the use of regular rather than custom sized paper; it allows updates and additions to be done in-house on a regular basis; and it allows us to save on binding and related printing costs. All of these will result in cost savings well into the future.

We have been overwhelmed with the large number of positive comments about the new binder!

Thank you for all of those who conveyed their pleasure with the new format.

## *Psychologists Added to the Register*

1475	David Aboussafy, Ph.D	1485	Tavi Nicholson, Ph.D
1476	Susan J. Diamond, Ph.D.	1486	Tess Byrd O'Brien, Ph.D.
1477	Susan J. Gamache, Ph.D.	1487	Renee L. Patenaude, Ph.D
1478	Shirley Graham, Ph.D	1488	Kamaljit K. Sidhu, Ph.D.
1479	Marianne Kimmitt, Ph.D	1489	Harry Stefanakis, Ph.D.
1480	Lori Ladd Thurston, Ph.D	1490	Kazimiera, Stypka, Ph.D
1481	Alard A. Malek, Ph.D.	1491	Connie M. Wanlin, Ed.D
1482	Jennifer McIvor, Ph.D	1492	Catherine Young, Ph.D
1483	Lynn D. Miller, Ph.D.	1493	Balvinder Sohi, Ph.D
1484	Carolyn J. Nesbitt, Ph.D		

W. Stephen Sharpe (former Registration #00492) has consented to the cancellation of his registration in the College of Psychologists of British Columbia, has undertaken not to practice psychology and not to apply for registration in the College of Psychologists or registration in any governing body for psychologists in any other jurisdiction for at least five years from the date of the Undertaking which was signed on December 28, 2000.

At press time we have received word  
that the MRA has received approval from all of the Canadian regulatory bodies.



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*Responsible for the administration of the Health Professions Act for Psychologists*