



# College of Psychologists of British Columbia

Annual Report 2014

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**TABLE OF CONTENTS**

INTRODUCTION TO THE COLLEGE OF PSYCHOLOGISTS OF BC 2014 ANNUAL REPORT ..... 2

2014 BOARD, COMMITTEE MEMBERS, REGULATORY SUPERVISORS, AND ORAL EXAMINERS ..... 3

NEW REGISTRANTS 2014 ..... 5

REPORT FROM THE CHAIR ..... 6

COMMITTEE REPORTS ..... 8

    DISCIPLINE COMMITTEE REPORT ..... 8

    PATIENT RELATIONS COMMITTEE REPORT ..... 8

    INQUIRY COMMITTEE REPORT ..... 9

    REGISTRATION COMMITTEE REPORT ..... 10

    QUALITY ASSURANCE COMMITTEE REPORT..... 11

    FINANCE COMMITTEE REPORT ..... 12

REGISTRAR’S REPORT ..... 13

    I.    REGISTRATION/APPLICATION MATTERS ..... 13

    II.   COMPLAINT AND INVESTIGATIVE MATTERS ..... 18

    III.  ADMINISTRATIVE MATTERS ..... 24

MINUTES OF THE ANNUAL GENERAL MEETING FOR THE 2013 YEAR - MAY 22, 2014 ..... 25

AUDITED FINANCIAL STATEMENTS ..... 26

## INTRODUCTION TO THE COLLEGE OF PSYCHOLOGISTS OF BC 2014 ANNUAL REPORT

### MANDATE

To regulate the profession of psychology in the public interest in accordance with the Health Professions Act of British Columbia by setting the standards for competent and ethical practice, promoting excellence, and taking action when standards are not met.

This 2014 Annual Report provides a summary of the College's regulatory activities for the 2014 year, including reports on the processing of applications for registration from Canadian and international applicants, the investigation of complaints about psychological services provided by a registrant of the College, and activities to enhance the competency and level of practice of psychologists, and engagement with other Canadian psychology regulators across the country and with other health regulators within British Columbia.

Readers of this report are also encouraged to visit the College's website for copies of the Annual Reports of previous years, the *Chronicle* publication, and other information and resources about the regulation of the profession of psychology in British Columbia: <http://www.collegeofpsychologists.bc.ca>.

The College is committed to meeting its public protection mandate with professionalism, objectivity, transparency, accountability, stakeholder involvement/participation, and clear communication.

Questions about this report or other College publications or activities are invited in writing to the College.

## **2014 BOARD, COMMITTEE MEMBERS, REGULATORY SUPERVISORS, AND ORAL EXAMINERS**

### **BOARD**

Michael Elterman, M.B.A., Ph.D., R.Psych.  
Henry Harder, Ed.D., R.Psych.  
Jenelle Hynes, Public Member, Vice-Chair  
Russell King, Psy.D., R.Psych., Chair  
Leora Kuttner, Ph.D., R.Psych.

Marlene Moretti, Ph.D., R.Psych.  
Lisa J. Seed, Public Member  
J. Dean Readman, Public Member  
Hendre Viljoen, Ph.D., R.Psych.

### **DISCIPLINE COMMITTEE**

Santa Aloji, Public Member  
John Carter, Ed.D., R.Psych., Chair  
Brenda Kosaka, Ph.D., R.Psych.  
Phillipa Lewington, Ph.D., R.Psych.

Jenelle Hynes, Public Member  
J. Dean Readman, Public Member, Chair (from 3/14)  
Ingrid Söchting, Ph.D., R.Psych.  
Janet Strayer, Ph.D., R.Psych.

### **INQUIRY COMMITTEE**

Emily Chu, Public Member  
Kenneth Cole, Ph.D., R.Psych.  
Timothy Crowell, Ph.D., R.Psych. (from 9/14)  
Anthony Dugbartey, Ph.D., R.Psych.  
Christopher Gibbins, Ph.D., R.Psych.  
B. Lee Grimmer, Ph.D., R.Psych.

Lindsey Jack, Ph.D., R.Psych. (to 9/14)  
Sandy James, Public Member  
J. Dean Readman, Public Member (to 3/14)  
Lisa Seed, Public Member (from 3/14)  
Hendre Viljoen, Ph.D., R.Psych., Chair

### **PATIENT RELATIONS COMMITTEE**

Michael Elterman, M.B.A., Ph.D., R.Psych.  
Lisa J. Seed, Public Member

Jenelle Hynes, Public Member, Chair

### **QUALITY ASSURANCE COMMITTEE**

Kirk Beck, Ph.D., R.Psych.  
Sandra Clark, Ph.D., R.Psych.  
Cathy Costigan, Ph.D., R.Psych.  
Henry Harder, Ph.D., R.Psych., Chair  
Henry Hightower, Public Member

Donna Paproski, Ph.D., R.Psych.  
Joan Perry, Public Member  
Lois Toms, Public Member  
Cindy Weisbart, Psy.D., R.Psych.

### **REGISTRATION COMMITTEE**

Michael Elterman, M.B.A., Ph.D., R.Psych., Chair  
Darcy Cox, Psy.D., R.Psych.  
Marguerite Ford, Public Member  
Jenelle Hynes, Public Member  
Marina Navin, Public Member

Lindsay Thomas, Ph.D., R.Psych.  
Cheryl Washburn, Ph.D., R.Psych.  
Sheila Woody, Ph.D., R.Psych.  
Charles T. Wormeli, Ph.D., R.Psych.

## REGULATORY SUPERVISORS 2014

Victoria Alfonso, Ph.D., R.Psych.  
Cheryl Bradley, Ph.D., R. Psych.  
Cinny Bubber, Ph.D., R. Psych.  
Sandra Clark, Ph.D., R. Psych.  
Paul Eirikson, Ph.D., R. Psych.  
David Erickson, Ph.D., R. Psych.  
David Fairweather, Ph.D., R. Psych.  
Maureen Godfrey, Ph.D., R.Psych.  
Heather Gretton, Ph.D., R. Psych.  
Michael Joschko, Ph.D., R. Psych.  
Rita Knodle, Ph.D., R. Psych.

William Koch, Ph.D., R. Psych.  
Mary Korpach, Ph.D., R. Psych.  
Mark Lau, Ph.D., R. Psych.  
Robert Ley, Ph.D., R. Psych.  
Lyne Piché, Ph.D., R. Psych.  
Ann Pirolli, Ph.D., R. Psych.  
Marsha Runtz, Ph.D., R. Psych.  
Susan Turnbull, Ph.D., R. Psych.  
Cindy Weisbart, Psy.D., R. Psych.  
Colleen Wilkie, Ph.D., R.Psych.

## ORAL EXAMINERS 2014

Victoria Alfonso, Ph.D., R.Psych.  
Mark Bailey, Ph.D., R.Psych.  
Jeffrey Ballou, M.Ed., R.Psych.  
Barbara Beach, Ph.D., R.Psych.  
Deborah Bell, Ph.D., R.Psych.  
Rishi Bhalla, Ph.D., R.Psych.  
John Carter, Ed.D., R.Psych.  
Lee Cohene, Ph.D., R.Psych.  
Robert Colby, M.S., R.Psych.  
Susan Cross, Ph.D., R.Psych.  
Timothy Crowell, Psy.D., R.Psych.  
Maureen Godfrey, Ph.D., R.Psych.  
Susan Hackett, Ph.D., R.Psych.  
Mel Kaushansky, Ph.D., R.Psych.

Margaret Kendrick, Ph.D., R.Psych.  
Brenda Kosaka, Ph.D., R.Psych.  
Larry Krywaniuk, Ph.D., R.Psych.  
Ronald Laye, Ph.D., R.Psych.  
Anne MacGregor, Ed.D., R.Psych.  
Jane McEwan, Ph.D., R.Psych.  
Susanne Schibler, Ph.D., R.Psych.  
Whitney Sedgwick, Ph.D., R.Psych.  
Anneliese Robens, Ed.D., R.Psych.  
John Wagner, Ph.D., R.Psych.  
Rene Weideman, Ph.D., R.Psych.  
Maureen Whittal, Ph.D., R.Psych.  
Arianna Yakirov, Ph.D., R.Psych.

## NEW REGISTRANTS 2014

Colleen Joy Allison	Ph.D.	R.Psych.	Stephanie Marchal	Psy.D.	R.Psych.
Kasim Al-Mashat	Ph.D.	R.Psych.	Adrienne Matheson	Ph.D.	R.Psych.
Holly Nadine Ambrose	Ph.D.	R.Psych.	Louise S. McCulloch	M.Ed.	R.Psych.
Sandeep Atwal	Psy.D.	R.Psych.	Kaitlyn McLachlan	Ph.D.	R.Psych.
JenniferNicole Barrie	Ph.D.	R.Psych.	Julia Elizabeth McLawsen	Ph.D.	R.Psych.
Andrea Michelle Boyle	Ph.D.	R.Psych.	Kelly Ann McManus	Ph.D.	R.Psych.
Allison Hope Cloth	Ph.D.	R.Psych.	Sarah-Jane Meachen	Ph.D.	R.Psych.
Ruth Louise Coupland	Ph.D.	R.Psych.	Jodi Eileen Morris	Ph.D.	R.Psych.
Martin Ryan Davidson	Ph.D.	R.Psych.	Trevor Ole Olson	Ph.D.	R.Psych.
Daphné Dokis	Ph.D.	R.Psych.	Devon Terril Palmer	M.Ed.	R.Psych.
Frank Fedde	Ph.D.	R.Psych.	Chiara Papile	Ph.D.	R.Psych.
Helen Louise Ferrett	Ph.D.	R.Psych.	Bianca Plotkin	Psy.D.	R.Psych.
Kevin Gomes	Ph.D.	R.Psych.	Jeannette Henrietta Prenger	Ph.D.	R.Psych.
Christopher Michael Hammer	Ph.D.	R.Psych.	Marci Joan Regambal	Ph.D.	R.Psych.
Gail Howell-Jones	Ph.D.	R.Psych.	Vaneeta Sandhu	Psy.D.	R.Psych.
Treena Huxley	M.C.	R.Psych.	Sarah Alexandra Schmidt	Ph.D.	R.Psych.
Gina D. Janzen	Ph.D.	R.Psych.	Rose Sekhon	Ph.D.	R.Psych.
Dawn Nicole Johnston	Ph.D.	R.Psych.	Annette MichelleSoltys	Psy.D.	R.Psych.
Tomas Jurcik	Ph.D.	R.Psych.	Alison Stevens	Ph.D.	R.Psych.
Natasha Karim	M.A.	R.Psych.	Tricia Shugin Tang	Ph.D.	R.Psych.
Lisa Robinson Kitt	Ph.D.	R.Psych.	William T. Utendale	Ph.D.	R.Psych.
Derrick Wayne Klaassen	Ph.D.	R.Psych.	Pieter van den Berg	M.A.	R.Psych.
Stephanie Andrea Kovacs	Ph.D.	R.Psych.	Nicole Sonya Vellet	Ph.D.	R.Psych.
Kristine Maria Kowalyk	Ph.D.	R.Psych.	Amy Wong	Psy.D.	R.Psych.
Joshua Michael Kruse	Ph.D.	R.Psych.	Jodi Alison Yager	Ph.D.	R.Psych.
Amanda Kathleen LaMarre	Ph.D.	R.Psych.	Amy Zwicker	Ph.D.	R.Psych.

## **REPORT FROM THE CHAIR**

I was pleased to serve as Chair of the Board of the College of Psychologists of British Columbia for the 2014 year. It was an honour to be associated with the members of our Board, Staff and Committees who bring integrity and engagement to meeting the regulatory challenges of the College.

**Information Meetings** The College's policy of providing an "information meeting by request" to any ten or more registrants continues and reflects the Board's commitment to giving registrants the direct opportunity to be informed and to participate in discussions regarding the regulation of the profession in British Columbia. Meetings in 2014 were held in Vancouver, Victoria, Nanaimo, Kelowna, and Surrey in addition to special request meetings at Children and Women's Hospital, Vancouver Coastal Health and others. The College's new bylaws, enacted in September of 2014, were an important topic as well as ongoing regulatory challenges of Health Profession Review Board (HPRB) hearings for complaints and applications, complaint investigations, and budget concerns.

**Annual General Meeting** The Annual General Meeting for the 2013 year was held in Vancouver on May 22, 2014 at the Vancouver Public Library. After resolving some video link issues, a delayed broadcast was provided to Victoria, and registrants were also able to participate and view the meeting via webcast. The continuing competency presentation was by Jason Herbert of Davis LLP who presented on the topic of the Health Professions Review Board and the College's experience over the past 5 years since its inception. The high rate of participation in the AGM and continuing competency presentation continues, with approximately 25% of all registrants participating either in person or via webcast.

**College Workshops** Work continues on development of the registrant workshop which is expected to be available to registrants in 2015 year. The workshop has three specific objectives:

1. Ensuring registrants are aware of regulatory documents and obligations;
2. Enhancing registrant understanding of changes in clinical practice in the context of collaborative care and the current healthcare climate;
3. Sharing the cumulative wisdom of the Inquiry Committee and translating that wisdom into best practice. Registrants are encouraged to read the *Chronicle* and other College announcements for more information on this important initiative.

**New Bylaws and Code of Conduct Changes** New bylaws, including a revised Code of Conduct, came into effect on September 1, 2014.

**Strategic Planning** A strategic planning meeting was held in January 2014. This meeting entailed a full discussion about the risks and challenges currently faced by the College. Five items were highlighted as either high or medium risk for the College over the next few years: litigation and legal processes, collaborative care and overlapping scopes of practice, unregulated healthcare services, foreign trained applicants and AIT issues, and financial challenges.

*Litigation and legal processes:* This remains a challenge for the College given the establishment of the Health Professions Review Board and the relatively high rate of complaints. Notwithstanding this ongoing concern, the Board reviewed and was pleased with its review of the outcome of decisions regarding College matters made by the Review Board. In addition, the College's efforts, alone and in concert with the other health professions, to learn from Review Board decisions as well as to attempt to inform that process through thorough submissions and constructive engagement, was seen as an appropriate consideration in evaluating and confronting this challenge.

*Collaborative care and overlapping scopes of practice:* The Board reviewed a range of practice changes necessitated by changes in public policy, the reality of overlapping scopes of practice and the necessity for workable and effective models of collaborative care. The Board again confirmed the importance

of the upcoming registrant workshop in this regard. It was also decided to continue our active engagement with the training programs to help ensure the readiness of their graduates for psychology practice in the current healthcare environment.

*Unregulated healthcare services:* This issue relates to services not offered or supervised by a registered psychologist and the Board discussed the possibility of the College offering training for psychologists who want to enhance supervision skills.

*Foreign Trained and AIT applications:* The impact that the Agreement on Internal Trade has had on health professions has been significant and we are no exception. The Board endorsed the College's efforts with the Association of Canadian Regulatory Organizations (ACPRO) to establish a national standard for entry into the profession of psychology as an important foundational step in dealing with increasing expectations with regard to streamlining and assessing applications from foreign trained professionals and meeting the challenge of the legal obligation to accept for registration applicants from other Canadian jurisdictions which have disparate entry to practice requirements.

*Financial issues:* The College's demographics continue to portend a challenge over the next decade as a large proportion of registrants consider retirement. The controls in place, and the establishment some years ago of the contingency fund, have helped the College to plan for this risk. The potential of a large number of retirements over the next decade, along with the basic reality that there is no control over the number of complaints or the number of HPRB applications, continue to mean that financial challenges remain at the forefront of the Board's planning and consideration. The success of the College in managing these challenges to date was also discussed.

### **Legislation and Rule Changes**

*New legislation relating to use of email:* The College obtained legal consultation with regard to new Federal legislation (Canadian Anti-Spam legislation, CASL). Emails from the College to registrants typically provide basic information about regulatory processes such as renewal, Criminal Record checks, and the like. If any registrant has any question or concerns with regard to the College's use of email, please send an email to [feedback@collegeofpsychologists.bc.ca](mailto:feedback@collegeofpsychologists.bc.ca).

*Proposed Rule Change:* The College made an important submission with regard to a proposal from the Trial Lawyers Association of British Columbia to permit a person who is being examined under Rule 7-6 to audio record the examination. In addition to making this important submission, highlighting ethical and professional challenges for the psychology profession should this rule be changed, a recommendation was made to registrants: in the event that any person being assessed by a registrant elects to tape the assessment, the College recommends that you make your own audiotape at the same time.

*Incapacity Assessments:* The College held a meeting in August with about 20 registrants who currently perform incapacity assessments as part of their scope of practice. The purpose of the meeting was to highlight pending changes to the *Adult Guardianship Act* and the *Justice Statutes Amendment Act* which came into force Dec. 1, 2014 and to gain insights, input and comment from registrants regarding these assessments. The College was pleased with the attendance and the high level of engagement. It appears that very few registrants conduct these assessments but the level of general interest from other registrants was of note. This suggests that some of the issues which arise in the context of incapacity also arise in other work.

**Participation with Local, National, and International Organizations** The College is an active participant in various regulatory organizations including the newly named Health Profession Regulators of British Columbia (HPRBC; formerly called the Health Regulatory Organizations (HRO). The Registrar continued to serve on the Governance Committee of HPRBC, and the Deputy Registrar is the Co-Chair of the subcommittee on Quality Assurance. The College also plays a very active role in the Association of Canadian Psychology Regulatory



Organizations (ACPRO) as Vice-Chair. The College also continues to be an active member of the Association of State and Provincial Psychology Boards (ASPPB) and participated in ASPPB meetings in April in San Antonio and in October in Palm Springs. The College also remains affiliated with the Association of Executive Directors and Registrars of BC.

**Practice Support** The Practice Support Service continues to be most ably staffed by Susan Turnbull, Ph.D., R.Psych. and the continued positive feedback and high usage of this service continues to be a source of satisfaction to the Board and the Quality Assurance Committee. This service is seen by the Board as enhancing the College's ability to meet its mandate of public protection by offering registrants assistance in contemplating novel practice issues and ethical dilemmas through the lens of governing legislation, including the Code of Conduct. This Service continues to be offered free of charge to registrants. The objectives and parameters of this Service are delineated on the College website. Please review the summary information on this Service which is included in the Registrar's Report in this Annual Report.

In closing, it was a pleasure and privilege to serve as the Chair of the Board for 2014.

Respectfully submitted,  
Russell King, Psy.D., R.Psych.,  
Chair of the Board 2014

## COMMITTEE REPORTS

### DISCIPLINE COMMITTEE REPORT

The Board of the College of Psychologists resolved to disclose information to the public regarding citations for **one** disciplinary hearing during 2014. A summary of the citation notice was posted to the *Public Notifications* section on the College website. The Discipline Committee held a hearing on May 27, 2014, and the full decision report was posted to the *Public Notifications* section on the College website.

I'd like to thank the three members of the Discipline Committee for contributing their time and expertise in standing on the panel for the discipline hearing.

Respectfully submitted,  
J. Dean Readman, Chair,  
Discipline Committee 2014

### PATIENT RELATIONS COMMITTEE REPORT

As per the *Health Professions Act*, the objectives of this Committee include: recommending to the Board specific procedures for handling complaints of professional misconduct of a sexual nature; informing the public about the process of bringing their concerns to the College; monitoring and periodically evaluating the operation of procedures established; developing and coordinating educational programs dealing with professional misconduct of a sexual nature for registrants and the public as required; establishing a patient relations program to prevent professional misconduct of a sexual nature; and recommending to the Board standards and guidelines for the conduct of registrants and their patients.

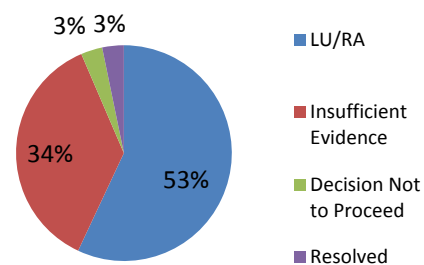
Respectfully submitted,  
Jenelle Hynes, Chair,  
Patient Relations Committee 2014

## INQUIRY COMMITTEE REPORT

The Inquiry Committee (IC) continued to manage a large work volume, with a total of 72 complaints open at some point during the 2014 year. The complaints were at various stages of the investigative process, including 30 new complaints, and two matters from two additional complaint files that were sent back to the Inquiry Committee by the Health Profession Review Board (HPRB) for investigation. There were fewer complaints received in 2014 compared to previous years. A number of the files before the Committee in 2014 had unusually large volumes of material and in general, the complexity of complaint matters appears to be on the increase. During the 2014 year, the Committee closed 32 complaint files. Files closed during 2014 are summarized in Table 1 below, along with a summary of the IC's closing decision.

**Table 1: Files Closed During 2014 (N=32)**

Closing Reason	Number
Letter of Undertaking or Resolution Agreement (LU/RA)	17
Resolved	1
Insufficient Evidence	11
Decision Not to Proceed (no jurisdiction, withdrawn, vexatious or frivolous)	1
Administrative Closure	2
<b>Total</b>	<b>32</b>



**Figure 1: Closing Reason by Percentage**

Respectfully submitted,

Hendre Viljoen, Ph.D., R.Psych.,  
Chair, Inquiry Committee 2014

## REGISTRATION COMMITTEE REPORT

Changes to Registration Bylaws On September 1, 2014, by Order of the Minister of Health, the College's new bylaws were brought into force. The amendments update and modernize the College's bylaws. In particular, the amendments to Part 4 clarified the requirements for registration as a registered psychologist in British Columbia, and introduced new classes of associate psychologist (corrections) registration (for those working in the prison correctional system) and psychology assistant registration. Discussions remain ongoing with regard to other possible limited classes including classes specifically designed for school psychologists and behaviour analysts. These bylaw amendments retain the doctoral entry standard for registration as a registered psychologist and they create several specific classes designed to a) ensure work continuity for those individuals currently working as psychologists under existing exemptions and b) expand the array of psychology practitioners qualified to safely practice in BC. The changes also confer discretion on the Registration Committee to consider granting registration to individuals who may not precisely meet the requirements as set out in the bylaws but who can satisfy the Committee that their knowledge, skills and abilities are *substantially equivalent* to the standards of academic or technical achievement and the competencies or other qualifications of an applicant for registration as a Registered Psychologist or other class of registrant. The College is particularly focused on the evaluation of substantial equivalence as it relates to foreign trained practitioners who may have received training under a model that differs from typical North American training.

### Mobility and Access to the Profession

**Agreement on Internal Trade (AIT).** In accordance with the *Labor Mobility Act*, AIT applications from psychologists registered elsewhere in Canada were received and processed. Approximately a third of all applications are from AIT applicants. This percentage has remained stable over the last two years. The Registration Committee remains committed to processing these applications in a timely fashion and is pleased to report that it is typical for reciprocal applicants who have submitted a complete application file to be reviewed and ready to take the Written Jurisprudence Examination within 3 months of applying. Many also achieve registration within that 3 month time period. Greater detail regarding this particular subset of applicants is provided in later sections of this Report.

**Foreign Qualifications Recognition (FQR).** The Pan-Canadian Framework for the Assessment and Recognition of Foreign Qualifications, launched in 2009 by Human Resources and Skills Development Canada (HRSDC) (renamed Employment and Social Development Canada (ESDC) in 2013), is focused on addressing gaps in successful immigrant labour market integration and sets out a number of guiding principles for the improvement of qualification assessment and recognition practices for the professions. This Framework has now been applied to a third group of target occupations which includes the profession of psychology along with Audiologists and Speech Language Pathologists and Midwives.

I would like to thank the members of the profession and public who generously volunteered their time in order to serve on this Committee in 2014. The oral examiners and regulatory supervisors provide essential service to the Committee and my thanks goes to them, as well. Also deserving of acknowledgement is the College staff whom I thank on behalf of the Committee for their commitment to regulation of the profession with integrity and in accordance with the highest standards.

Respectfully submitted,

Michael Elterman, MBA, Ph.D., R.Psych.,  
Chair, Registration Committee 2014

## QUALITY ASSURANCE COMMITTEE REPORT

**Continuing Competency Program Audit** The audit for the 2013 year was initiated in February 2014 and was completed by April of 2014. Overall, the Committee was pleased with the high quality of continuing competency activities reported by the registrants who were included in the random audit.

**Professional Executor Requirement** Per the new bylaw section 51 (2)(d), beginning with renewal for the 2015 year, registrants are required to provide a declaration that they have appointed and so informed the College of the name of a professional executor for practice records under their primary control and/or the name of an institutional contact for practice records located in an institution.

**Competency Based Assessment of Practice** Quality assurance programming amongst health regulators is changing to meet public and government expectations about verification of ongoing competence of health professionals and the quality of the services they provide. Continuing education (or “competence maintenance”) is recognized as a necessary ongoing process to maintain and/or enhance competence but is under scrutiny as a quality assurance measure. The Quality Assurance Committee has undertaken the task of reviewing the College’s current continuing competency program. The objective of this review is to inform the development of a new practice assessment program that will meet legislated and public policy requirements in addition to ensuring that it also addresses CPBC Code of Conduct and other professional standards. (See Bylaw 55.5 “Practice Assessments”). The Committee began actively reviewing the programs of other BC health regulators with regard to assessment of practice. The Committee will continue this important work in 2015 which will include informing registrants about these challenging issues as well as requesting and welcoming registrant feedback regarding methods of assessment.

**Code of Conduct** Revisions to the *Code*, which had been posted since early 2013, were brought into force with the implementation of the new Bylaws on September 1, 2014. All registrants were sent a bound desk copy of the new *Code*.

**Workshops** Planning for the College workshop for registrants continued full speed in 2014 and is set for launch in the summer of 2015. It is a one day workshop. Additionally, there are assigned readings and a self-assessment to be completed prior to the workshop. Following the workshop there will be an online quiz. Completion of the workshop, including the pre- and post-activities, will meet the full continuing competency requirement for the year. Key objectives for the workshop are as follows:

1. Ensuring registrants are aware of regulatory documents and obligations.
2. Enhancing registrant understanding of changes in clinical practice in the context of collaborative care and the current healthcare climate.
3. Sharing the cumulative wisdom of the Inquiry Committee as it translates to best practice.

Consistent with these objectives, the required readings include the governing legislation (e.g., the *Health Professions Act*, *Psychologists Regulation*, *College Bylaws* and *Code of Conduct*), documents outlining BC government’s strategic and operational priorities for the delivery of health services across the province and its vision of achieving a sustainable health system, articles on collaborative care and psychology’s role and impact on health outcomes as a means of enhancing understanding of how clinical practice has changed.

**Practice Support Service** The Practice Support Service has been in place for almost 5 years. Since its inception in March of 2010, the Service has been well utilized by registrants, with a total of 884 queries received and responded to through December 31, 2014. It has served as excellent source of feedback to the Quality Assurance Committee in terms of informing any future revisions to the *Code* or development of practice tools. The Registrar’s report contains additional data with regard to utilization and kinds of practice issues addressed through the Service during the year.

**Checklists for Common Practice Issues** The Quality Assurance Committee has endorsed drafts of a number of checklists, intended to support the practice of registrants. The checklists have been developed in order to: address common practice issues seen through Practice Support service and/or the Inquiry Committee; assist registrants in dealing with evolving areas or new aspects to practice (e.g., telepsychology); function as a guide for thoughtful practical application of the *Code* and/or other legislation relevant to the practice of psychology; and to reflect what would be generally accepted as normative practice by the majority of the profession. The following draft checklists have been developed: Informed Consent and Assent, Planning for Retirement, Relocation or Extended Absence from Practice; Questions to Consider When Contemplating Releasing Information in Various Circumstances; Responding to Requests for Release of Information; Supervision; Telepsychology; Use of Email and Other Electronic Media.

I'd like to acknowledge the hard work of the professional and public members of the Committee. I'd also like to acknowledge the College staff and thank them for their excellent work in keeping the Committee informed of methodological and conceptual developments in the area of Quality Assurance (QA) and for bringing to our awareness the important public policy shifts that will require the attention of this Committee in the immediate future as it embarks on significant revisions to QA programming related to competence assessment.

Respectfully Submitted,

Henry Harder, Ed.D., R.Psych., Chair,  
Quality Assurance Committee 2014

## FINANCE COMMITTEE REPORT

Audited financial statements for the 2014 year are found at the back of this Annual Report. Table 2 provides a comparison of College expenses over the past 5 years. As shown in the Table the expenses for the College increased over 2013, mainly reflecting a combination of increases in staffing and wages (two full time administrative assistant additions over the summer months to assist in managing some workload issues, and a new half-time investigations management position), an increase in unpaid supervision fees, and increased travel expenses on committees. The Board is pleased to note the general stability of legal expenses. NOTE: With the new bylaws of September 1, 2014, the "Finance Committee" is no longer a committee established by the bylaws per se. Given the impact of finances on all College committees and obligations, it was the decision of the 2014 Board to have the entire board serve as the "Finance Committee".

**Table 2: Comparative Expenses**

YEAR	WAGES AND BENEFITS		STATUTORY EXPENSES		GENERAL OPERATING EXPENSES		TOTAL EXPENSES	
	Amount	%	Amount	%	Amount	%	Amount	%
2010	660,870	52	204,277	17	415,859	32	1,281,006	100
2011	679,369	47	293,899	20	484,013	33	1,457,281	100
2012	637,044	41	392,154	25	519,148	34	1,548,346	100
2013	642,732	44	336,501	23	453,613	32	1,438,846	100
2014	717,825	45	322,331	20	556,241	35	1,596,878	100

Russell King, Psy.D., R.Psych. ,  
Board Chair, Finance Committee 2014

## REGISTRAR'S REPORT

Below is the Registrar's Report on the activities of the College for the year 2014. This report is divided into three main sections:

- I. **Registration/Application Matters** This section provides a description of the College Register for 2014, a summary of application activity, and a report on examinations.
- II. **Complaint and Investigative Matters** The second section provides a descriptive and statistical analysis of complaint and HPRB matters.
- III. **Administrative Matters** The third section summarizes activities of the Practice Support Service, administrative activities related to external relationships, and our obligations under the Ombudsperson and Freedom of Information and Protection of Privacy Acts.

### I. REGISTRATION/APPLICATION MATTERS

This section is divided into 2 sections as follows:

- 1) The College Register 2014 and
- 2) Summary of Application Activity

**1. The College Register 2014** As of December 31, 2014, the College Register listed a total of 1248 registrants in the various classes of registration, some with limitations per their class of registration and/or limitations as per the College's Inquiry or Discipline Committee.

**Classes of Registration.** With approval of the new bylaws, there are now several new classes of registration. The vast majority of registrants remain in the first class of "registered psychologist registration". This class reflects training at the doctoral level and full scope practice except as otherwise imposed by the Inquiry or Discipline Committees after a complaint investigation. A new class was created for individuals working exclusively in the (currently exempted) correctional setting, called "associate psychologist (corrections)". A class called "grandparented registration" was created to provide a place for the small handful of registrants holding a continuing limitation, restriction or condition on their practice of psychology from prior to September 1, 2014. Another new class was created for individuals providing specific psychological services under the complete supervision of registrant approved by the College, called "psychology assistant".

In addition to these small additional classes, there are two new classes related to "temporary" registration. The first, called "temporary (supervised)", is for individuals granted registration by a decision of the Registration Committee who meet the criteria for Registered Psychologist registration but have not completed the required registration examinations or other required continuing competency and quality assurance requirements necessary for reinstatement. These registrants provide services under the supervision of an approved registrant of the College. The second temporary class, "temporary (visitor)", is for individuals fully registered for the practice of psychology in another jurisdiction who come to British Columbia to provide psychological services for a very short (typically two weeks or less) period and for a specific purpose (such as providing expert witness testimony).

A final class established in the new bylaws is "non-practicing" which is for individuals currently not practicing in British Columbia as they are: on medical or parental leave, live out of province and are registered elsewhere for active practice, or are completely retired from psychology practice.

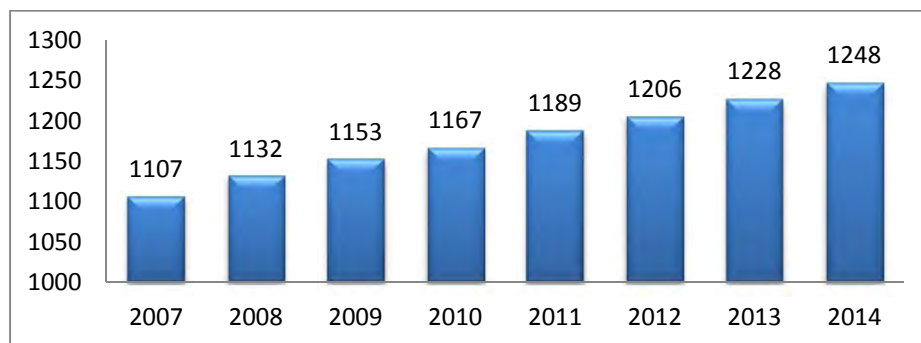
**Table 3: The College Register as of December 31, 2014**

<b>Register Status on December 31, 2014</b>	<b>Total</b>
Registered Psychologists – No Limitations or Conditions	1150
Registered Psychologists -- Limitations as per Inquiry Committee	14
Registered Psychologists -- Suspended as per Inquiry or Discipline Committee	3
Limitations as per Class of Registration:	
Non-Practising (Out of Province)	30
Non-Practising (Medical, Parental or Other Leave)	11
Non-Practising (Retired)	28
Grandparented Registration	7
Associate Psychologist (Corrections)	2
Limitations as per Inquiry Committee (IC) and per Class of Registration	3
<b>Total*</b>	<b>1248</b>

\* As of December 31, 2014 there were no Psychology Assistants, Temporary (Supervised) or Temporary (Visitor) registrants on the register. Four (4) visiting psychologists held temporary registration during 2014.

The College has maintained a relatively stable number of registrants with a modest increase over the past 8 years. This increase is illustrated in Figure 2, depicting the total number of registrants over the years 2007-2014.

**Figure 2: Total Number of Registrants 2007 – 2014**



As shown in Table 4 below, a total of 52 new Registered Psychologists were added to the Register in 2014, most of whom were seeking registration as first time registrants in the class of Registered Psychologist. AIT (Agreement on Internal Trade) applicants are those applicants holding full registration as a psychologist in another Canadian jurisdiction and Mobility applicants hold a license to practice psychology in a US jurisdiction.

**Table 4: New Registered Psychologists by Application Category**

<b>2013</b>				<b>2014</b>			
<b>First Time Applicants</b>	<b>AIT</b>	<b>Mobility</b>	<b>Total</b>	<b>First Time Applicants</b>	<b>AIT</b>	<b>Mobility</b>	<b>Total</b>
34	22	1	<b>57</b>	30	18	4	<b>52</b>

**2. Summary of Application Activity** Table 5 below summarizes the application activities at the College during the 2014 year, along with comparison data from the previous year. As shown in the table, a total of 79 applications were received during the 2014 year. Of these, 59% (n=47) were first time applicants for registration (two of whom were applicants for our new registration classes). 33% percent (n=26) were AIT applications and 4% (n=3) were Mobility applications.

*Foreign Trained Applications Received in 2014*

Seventeen (n= 17) of the 79 were applications from foreign trained individuals. Most were for first time registration (n=12) and nearly all were trained in the United States. Only one (1) of the applicants was trained outside of North America (India). The United States trained applicants were most typically graduates of APA accredited programs and internships which provides for a streamlined and efficient pathway to registration.

**Table 5: Application Activity Summary 2013-2014**

<b>Applications Received</b>	<b>2013</b>	<b>2014</b>
Registered Psychologist Registration	34	45
Associate Psychologist (Corrections)	n/a	1
Psychology Assistant	n/a	1
Temporary (Visitor) Registration	2	3
AIT	20	26
Mobility	4	3
<b>TOTAL</b>	<b>60</b>	<b>79</b>

*Examinations*

All first time applicants for Registered Psychologist registration are required to complete three examinations as part of the application process: the Examination for Professional Practice in Psychology (EPPP), the Written Jurisprudence Examination (WJE) and the Oral Examination (OE). AIT and Mobility applicants are required to successfully complete the WJE.

**Table 6: Number of Examinations Written in 2014**

	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>
EPPP Examinations	24	26	31	29	46	30
Written Jurisprudence Examinations	53	44	31	61	52	59
Oral Examinations	32	25	52	26	43	31

The EPPP was taken 30 times in 2014. Twenty-four applicants of the 27 applicants taking the exam for the first time (89%) passed the exam. The minimum required passing score is 500/800 (scaled score). The average passing score for first-time test takers in 2014 was a scaled score of 608/800 (range 510-753.) Of the 30 examinations, three (3) were re-takes, one of which resulted in a passing score. As in past years, the WJE was held at the College offices on a monthly basis. Fifty-seven (57) applicants passed on their first attempt. Two (2) applicants were taking the exam for the second time and successfully passed.

In 2014, 31 oral examinations were held. Of the applicants taking the exam for the first time (n=31), 26 (84%) fully passed and were added to the register without limitations. Of the other candidates (n=4), one failed the examination and three (3) individuals elected to accept a short period of supervision to address the areas identified in the examination as needing remediation prior to being added to the register.



## *Application Outcomes and Timelines*

Outcomes: Of the 52 individuals added to the Register in 2014, 30 were first time registrants applying for Registered Psychologist registration; 18 were individuals registered elsewhere in Canada, and four were applicants registered in the US.

A total of 16 foreign trained applicants were accepted for registration and added to the Register in 2014. Approximately half were seeking registration for the first time (n=9). Seven individuals came through the AIT/Mobility application streams and were already registered either in the US or Canada. Nearly all of the foreign trained applicants were trained in the United States. Only three were trained outside of North America (South Africa (2) and Australia (1)).

As outlined in previous sections, the vast majority of applicants for registration are granted registration. The clarity of registration requirements likely assists in ensuring that applicants self-select prior to submitting an application. Over the past five years, only six applicants have not been granted registration and all 6 were seeking first time registration in the Registered Psychologist class.

Two of these individuals did not pass the EPPP within the three attempts allowed. Both re-applied, successfully completed examinations and are now fully registered.

With regard to the other four applicants, the Registration Committee determined that their education, training and experience did not meet the registration requirements, and they were not able to successfully demonstrate that their knowledge, skills and abilities were substantially equivalent to the requirements. All four of these individuals met the criteria to apply for registration in new registration classes that came into effect on September 1, 2014 (and a proposed class for school psychology not yet in place). Two (2) of these individuals made application to the Health Professions Review Board (HPRB) for a review of the College's decision. One matter was settled through mediation and the other was still in progress at the end of 2014. See the HPRB section of this report for more information regarding applications and HPRB matters.

Timelines: Most applicants have their applications reviewed and are moved to the examination phase within three months from date of receipt of application. This includes AIT, Mobility and those applicants from APA/CPA accredited programs. Of the 30 first-time registrants, average length of time from receipt of the application to placement on the Register is approximately 17 months, a length of time which is significantly impacted by any leave or extension on the part of the applicant, timeliness in studying for and taking examinations, success on examinations, and the accreditation status of the applicant's graduate program, with applicants from APA and CPA programs typically experiencing a shorter time through to registration. AIT applicants were registered within 8 months of application, on average. The four Mobility applicants averaged 17 months from date of application to registration. Length of time for the AIT/Mobility application streams is often determined by when applicants move to BC as most decide to sit for the WJE exam in BC rather than have it proctored in their home Canadian jurisdiction.

The College is now actively tracking these time periods and looks forward to reporting on timeframe for applications on an ongoing basis. Most significant time delays for any category of registration are due to exchange of correspondence with regard to identified deficiencies in registration requirements as well as deferrals, parental leaves and other applicant-generated delays.

## **Registration Matters before the Health Professions Review Board.**

It is timely to summarize all registration matters that have come before the Health Professions Review Board since its establishment in 2009. There are seven (7) files for which applications were made by applicants for registration or registrants to the HPRB on College registration matters. Four of these matters were raised during the 2014 year.

### **2009-2013:**

1. On review of an application with regard to registration requirements for examinations, the HPRB determined that it had no jurisdiction to hear the matter as the applicant did not meet the meaning of applicant as per s. 50.54(1) (2009)
2. In one case a registrant complained to the review board about limitations on his practice of psychology and this case was successfully resolved through the HPRB's mediation stream (2010).
3. A former registrant appealed to the HPRB with regard to an Undertaking she had signed with the College on resignation of her registration and the HPRB decided that it had no jurisdiction in the matter (2013).

### **2014:**

4. An applicant for registration was denied registration in the Registered Psychologist class of registration and this matter was successfully resolved through the HPRB's mediation stream. The applicant has subsequently applied for registration in one of the new classes of registration (2014).
5. An applicant withdrew her application to the HPRB and resumed her application process in the same class of registration to which she had originally applied (2014).
6. The HPRB agreed with the College that the filing of an application appeared to be premature as no decision had been made by the Registration Committee. The applicant withdrew the application to the Review Board and the application process continues in the class of registration to which the applicant initially applied (2014).
7. A final matter remained before the HPRB at the end of 2014 and is going through the various stages of the application process (production of the record, discussions regarding possible mediation).

## II. COMPLAINT AND INVESTIGATIVE MATTERS

This section contains information about complaints that the IC received or closed in 2014. This section is divided into the following topic areas:

1. Complaint file status as of December 31, 2014
2. Descriptive complaint summary
3. Investigations opened by the Inquiry Committee
4. Length of time to close complaint files
5. Closing reasons for complaints closed in 2014 and comparison with previous years
6. Components of the complaint investigation process
7. Letters of Undertaking/Resolution Agreements
8. Summary of a sample of complaints in 2014
9. Complaints per year and number of registrants with complaints
10. Summary of Decisions of the Health Professions Review Board

### 1. Complaint file status as of December 31, 2014

Since the College came under the *Health Professions Act (HPA)*, a total of 752 new complaints have been received, including 30 complaints received during 2014. Of the new complaints received in 2014, three were also closed in 2014, leaving a total of 27 new complaints received in 2014 still open at year end. The two complaint matters returned to the IC with directions from the HPRB in 2014 were also closed in 2014.

### 2. Descriptive Complaint Summary

Below are four descriptive variables (primary allegation, complaint context, area of practice, and complainant type) on which all complaints are tracked:

- a. **Primary Allegation** Table 7 shows the primary allegations for complaints received in 2014 as categorized by Code of Conduct standards. The most frequent primary allegations related to Assessment Procedures (n=7), Relationships (n=7), and General Competency (n=6). This is consistent with previous years. Within the domain of competency, many of the allegations involve an assessment (see Table 8).

**Table 7: Primary Allegation in Complaints Received 2000-2014**

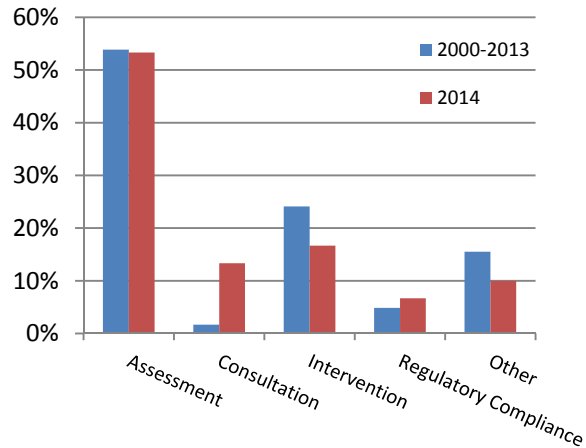
Primary allegation	2000-2013		2014		Total	
	#	%	#	%	#	%
General Standards for Competency (CC 3.0)	112	16%	6	20%	118	16%
Informed Consent (CC 4.0)	30	4%	2	7%	32	4%
Relationships-Clients (CC 5.0)	67	9%	7	23%	74	10%
Relationships-Work (CC 5.0)	11	2%	0	0%	11	1%
Relationships-Dual Roles (CC 5.0)	28	4%	0	0%	28	4%
Confidentiality (CC 6.0)	31	4%	4	13%	35	5%
Professionalism (CC 7.0)	109	15%	3	10%	112	15%
Provision of Services (CC 8.0)	19	3%	0	0%	19	3%
Rep. of Services/Credentials (CC 9.0)	3	0%	0	0%	3	0%
Advertising/Public Statements (CC 10.0)	21	3%	0	0%	21	3%
Assessment Procedures (CC 11.0)	248	34%	7	23%	255	34%
Fees (CC 12.0)	11	2%	0	0%	11	1%
Maintenance of Records (CC 13.0)	1	0%	0	0%	1	0%
Security/Access to Record (CC 14.0)	12	2%	0	0%	12	2%
Compliance with Law (CC 18.0)	7	1%	0	0%	7	1%
Application (CC 2.0)	2	0%	0	0%	2	0%
No Standard Applicable	10	1%	1	3%	11	1%
<b>Total</b>	<b>722</b>	<b>100%</b>	<b>30</b>	<b>100%</b>	<b>752</b>	<b>100%</b>

b. **Complaint Context** Table 8 and Figure 3 show the context of the complaints received in 2014. Consistent with trends from previous years, the majority of complaints (53%) occurred in the context of an assessment, such as a custody and access or return to work assessment.

**Table 8: Number of Complaints by Context for Complaints Received 2000-2014**

Complaint Context	2000		
	2013	2014	Total
Assessment	389	16	405
Consultation	12	4	16
Intervention	174	5	179
Regulatory Compliance	35	2	37
Other	112	3	115
<b>Total</b>	<b>722</b>	<b>30</b>	<b>752</b>

**Figure 3: Complaint Context by Percentage**

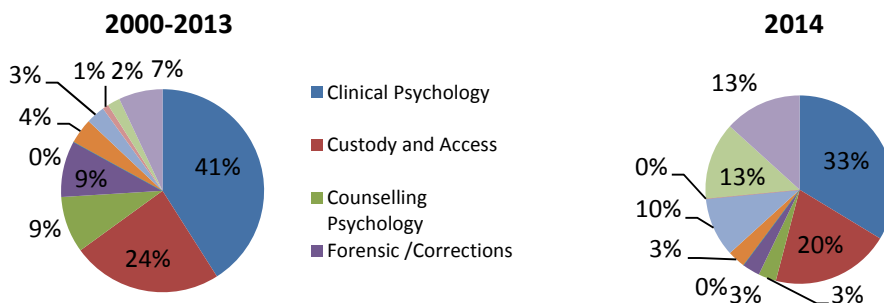


c. **Area of Practice** Table 9 shows the area of practice in which the 2014 complaints occurred. Similar to historical trends, 20% of complaints received were in the sub-area of custody and access and 41% were within the broader area of clinical psychology.

**Table 9: Complaint - Area of Practice in Complaints Received 2000-2014**

Complaint: Area of Practice	2000-2013		2014		Total	
	#	%	#	%	#	%
Clinical Psychology	297	41%	10	33%	307	41%
Custody and Access	170	24%	6	20%	176	23%
Counselling Psychology	68	9%	1	3%	69	9%
Forensic /Corrections	63	9%	1	3%	64	9%
Industrial /Organizational	2	0%	0	0%	2	0%
Neuropsychology	32	4%	1	3%	33	4%
Rehabilitation Psychology	19	3%	3	10%	22	3%
Research /Academic	5	1%	0	0%	5	1%
School Psychology	14	2%	4	13%	18	2%
N/A	52	7%	4	13%	56	7%
<b>Total</b>	<b>722</b>	<b>100%</b>	<b>30</b>	<b>100%</b>	<b>752</b>	<b>100%</b>

**Figure 4: Percentages of Complaints by Practice Area**



d. **Complainant Type** Table 10 shows that in 2014, the majority of complaints came directly from clients (n=9). This was followed by complaints from colleagues (n=6) and those opened by the IC (n=6). It is important to remind Registrants of obligations under the Health Professions Act to bring their concerns about a regulated health professional’s conduct or competence to the professional’s respective College.

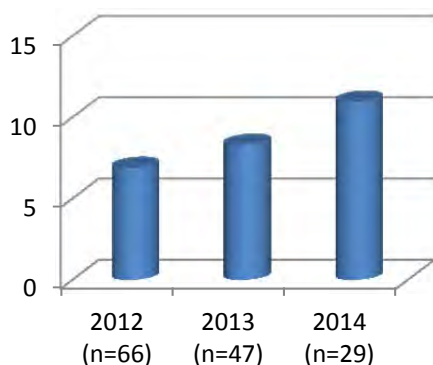
**Table 10: Complainant Type in Complaints Received 2000-2014**

	Complainant Type	2000-2013		2014		Total	
		#	%	#	%	#	%
Public	Client - 3rd Party	162	22%	0	0%	162	22%
	Client – Direct	224	31%	9	30%	233	31%
	Client – Relative	89	12%	5	17%	94	13%
	Colleague	110	15%	6	20%	116	15%
	Other	54	7%	4	13%	58	8%
	Inquiry Committee	Inq. Com.	83	11%	6	20%	89
<b>Total</b>		<b>722</b>	<b>100%</b>	<b>30</b>	<b>100%</b>	<b>752</b>	<b>100%</b>

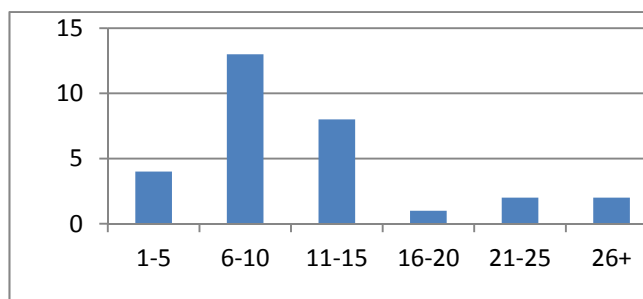
**3. Investigations Opened by the Inquiry Committee** As noted above, the Inquiry Committee opened 6 investigations under its own motion in 2014. Under the *Health Professions Act*, the Inquiry Committee can open an investigation when there are public protection concerns or when the Committee becomes aware of a new area of concern in the context of investigating another complaint.

**4. Length of Time to Close Files** For complaints closed in 2014 (N=30), the number of months required to investigate and/or close a file ranged from 1 to 35 months. Figure 5 below contains the comparative length of time to close complaint files for 2012, 2013, and 2014. Figure 6 shows the average time to close complaint files in 2014. Figure 6 shows that the majority of complaints closed in 2014 were closed within 6-15 months from the date they were received. Seventy-three percent of the complaints that were closed in 2014 were closed within 12 months (n=22) of receipt. This is an impressive achievement by the Inquiry Committee given the complexity of the complaints and the thoroughness with which the Committee members review the often extensive complaint material.

**Figure 5: Average Time (in months) to Close Complaint Files by year**



**Figure 6: Average Time (in months) to Close Complaint Files in 2014 (n=30)**



**5. Complaint File Closing Reasons** Over a third of complaints closed in 2014 were dismissed because of insufficient evidence of a breach of the *Code of Conduct* or because they were withdrawn by the Complainant (and did not present public protection concerns). Approximately half of the complaints closed in 2014 were

resolved by way of an Undertaking or Agreement with the respondent. A detailed breakdown of the closing reasons is provided in Table 11 below.

**Table 11: Closing Reasons for Complaints Closed 2010-2014**

Closing Category	Closing Reason	Year Complaint Received						Totals	
		2012		2013		2014		#	%
		#	%	#	%	#	%		
Dismissed due to lack of evidence; withdrawn; admin. closure; no jurisdiction	Decision Not to Proceed	16	24	7	15	1	3	24	17
	Insufficient Evidence	19	29	16	34	11	37	46	32
	<b>Percentage Subtotal</b>	<b>53</b>		<b>49</b>		<b>40</b>		<b>49</b>	
Voluntary Resolution	Undertaking or Consent Agreement	26	39	22	47	15	50	63	44
	Resolved	3	5	2	4	1	3	6	4
	<b>Percentage Subtotal</b>	<b>44</b>		<b>51</b>		<b>53</b>		<b>48</b>	
Resigned/ Cancelled	Resigned/Cancelled	2	3	0	0	2	7	4	3
<b>Totals</b>		<b>66</b>		<b>47</b>		<b>30</b>		<b>143</b>	

**6. Letters of Undertaking/Resolution Agreements.** Table 12 provides a summary of primary allegations and general terms Agreements signed by Respondents during the 2014 year as a means of bringing a complaint file to a close. A total of 14 agreements were signed in 2014 in order to resolve 15 complaints. The terms of such agreements are determined on a case by case basis. In a number of the more serious complaints below, a hearing of the Discipline Committee would have been held had such a resolution not been achieved.

**Table 12: Summary of Terms of Letters of Undertaking/Resolution Agreements in 2014 (N=15)**

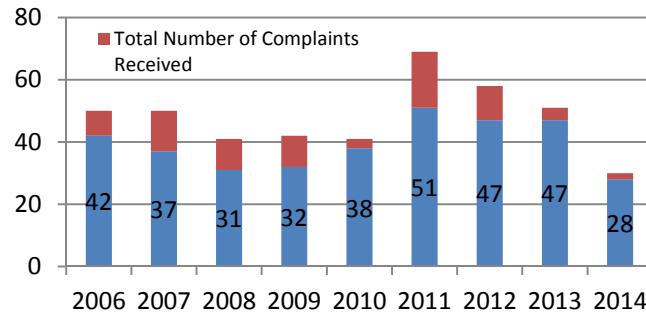
Respondent	# of Files	Primary Allegation by Code Section	Terms of Consent Agreement or Undertaking	Serious Matter*
1	2	Competency	Resignation	YES
2	1	Relationships	Full supervision	YES
3	1	Assessment Procedures	Full supervision	YES
4	1	Research	Supervision	
5	1	Competency	Supervision	YES
6	1	Assessment Procedures	Terms added to previous undertaking	YES
7	1	Consent	Supervision	
8	1	Assessment Procedures	Supervision and letter of regret	
9	1	Professionalism	Supervision	
10	1	Assessment Procedures	Supervision	
11	1	Competency	Supervision	YES
12	1	Confidentiality	Changes to informed consent procedures and letter of regret	
13	1	Relationships	Supervision	
14	1	Assessment Procedures	To not repeat conduct that gave rise to complaint, supervision, and letter of regret	

\*A "serious matter" means a matter which, if admitted or proven following an investigation, would ordinarily result in an order by the Discipline Committee relating to the imposition being made under section 39 (2) (b) to (e) of the *Health Professions Act*, relating to an imposition of limits or conditions on the respondent's practice; suspension of the respondent's registration; imposition of limits or conditions on the management of a respondent's practice during suspension; or cancellation of the respondent's registration.

## 8. Complaints per Year and Number of Registrants with Complaints

Figure 7 shows the number of complaints and the number of registrants who have been the Respondents to these complaints. NB: In 2014, there were some registrants who were named in more than one complaint.

**Figure 7: # of Respondents Relative to the Number of Complaints Received Per Year from 2006 - 2014**



## 9. Summary of Complaint Matters before the Health Professions Review Board

The Review Board has the jurisdiction to evaluate whether the dispositions of the Inquiry Committee are reasonable and the investigations adequate. The College continues to observe that expectations on the part of complainants in bringing their concerns forward to the College are often outside the range of permissible and appropriate complaint investigation outcomes. The College continues to review means of communicating with complainants early in the complaint investigation process about the College's mandate and jurisdiction.

The figure below summarizes decisions of the review board on 37 CPBC complaint matters since the inception of the HPRB in 2009 (written decisions available on the HPRB website, [www.hprb.gov.bc.ca](http://www.hprb.gov.bc.ca)).

**Figure 8: HPRB Complaint Matters N=37**

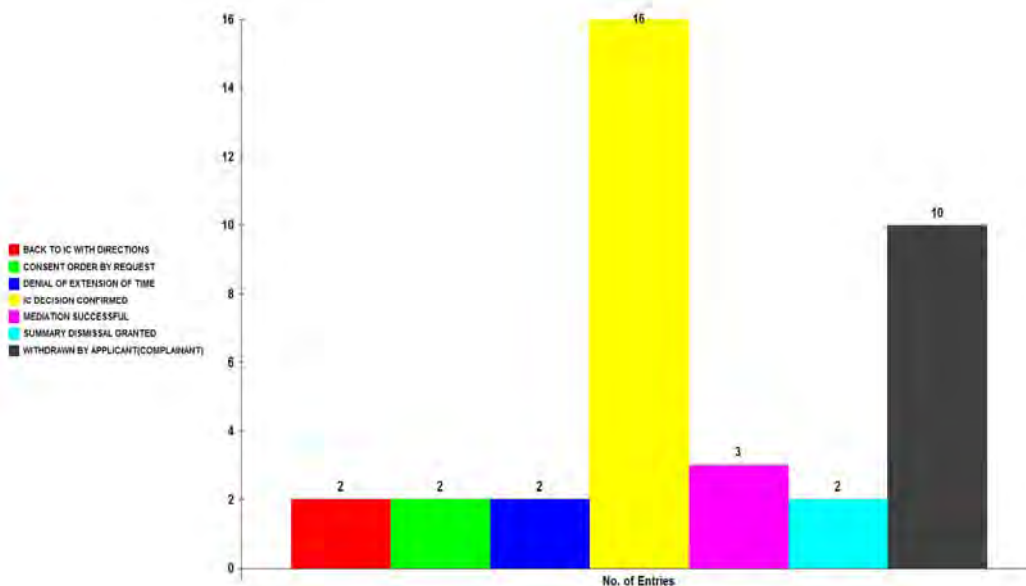


Figure 8 depicts a total of 37 complaint matters that were previously before the HPRB and were closed prior to December 31, 2014. Of these, two matters were sent back to the Inquiry Committee with specific

directions, one file in 2012 and one file in 2013. There were two files taken to the HPRB that the Inquiry Committee requested be returned to them and in both cases this step was agreed upon by both the complainants and the respondents. One of these occurred in 2014. Of the remaining 33 files, 16 decisions explicitly confirmed the decision of the IC (four of which were issued in 2014), finding their investigations both adequate and reasonable, two decisions agreed with the College's application for summary dismissal, three (3) files were successfully mediated, 10 were withdrawn by the complainant (often subsequent to informal discussions or early mediation attempts) and two (2) decisions denied applications made by complainants for a time extension.

To summarize HPRB activities during 2014, there were four (4) decisions to confirm the decision of the Inquiry Committee and one (1) matter was sent back to the IC by agreement of the College and the Complainant and Respondent.



### **III. ADMINISTRATIVE MATTERS**

#### **1. Ombudsperson Investigations and Request under the *Freedom of Information and Protection of Privacy Act***

There were no requests received under the Ombudsperson Act during the 2014 year. Eight requests were received under the *Freedom of Information and Protection of Privacy Act*. All matters were responded to promptly and within established timelines. Two of these requests remained ongoing at the end of 2014, with one currently before the Office of Information and Privacy Commissioner.

#### **2. Relationships with Other Regulatory Bodies**

Relationships with the other Canadian psychology regulatory bodies continues to be an important focus for the College and one which continues to be a significant investment of time. The 2014 issuance of an ACPRO statement on Entry Requirements into the profession confirms that such an investment is worthwhile. The College also remained actively involved with the other health profession regulatory bodies through Health Profession Regulators of BC (HPRBC). The creation of this new societal body continues to represent an unprecedented level of effective collaboration among the health colleges. The College of Psychologists is a proud participant in these collaborations.

#### **3. Practice Support Service**

The Practice Support Service was developed to assist registrants in considering how best to handle ethical dilemmas and practice decisions and to enhance clinical practice, consistent with the College's public protection mandate. Since its inception in March of 2010, the Practice Support Service has received a very positive and active response from registrants, with a total of 884 queries through December 31, 2014. Of these, 169 were received in 2014, the majority of which came via telephone, with a small number using the email account established for this purpose. This is a small decrease from the 2013 year, in which 173 requests were received. Registrants are also able to submit inquiries via regular post or fax, although these are only occasionally utilized. Efforts are made to handle all inquiries by telephone, regardless of the modality in which the inquiry was received, in order to facilitate discussion of the issues. The most frequent topic areas in 2014, in descending order, were: release of information, record keeping issues, dealing with difficult/threatening client or other person, other (i.e., uncategorized) practice issue, concern regarding another registrant/applicant, informed consent, billing/fees, reporting of client or other person, and telepsychology. There are various complex issues related to release of information requests, including, in descending order of frequency for inquiries in 2014: release in legal contexts, release to the client, release related to a deceased client, and release of tests/test results.

#### **4. Acknowledgments.**

The College Board and Committees exemplify engagement, thoughtful participation and generosity of time. The College continues to be very well served by the wise legal guidance of Mr. Kensi Gounden, Mr. Jason Herbert and Ms. Fran Doyle. The staff of the College continues to be an energizing and inspiring wellspring of dedication and extremely competent management of a high volume of work. It is my privilege to continue to work with this community of dedicated individuals in the regulation of the profession of psychology.

Respectfully submitted,

Andrea Kowaz, Ph.D., R.Psych.,  
Registrar & CEO

## **MINUTES OF THE ANNUAL GENERAL MEETING FOR THE 2013 YEAR - MAY 22, 2014**

*Chair's Report* – Dr. Russell King welcomed everyone to the meeting and apologized for the glitch with online participation due to technical limitations experienced at the Vancouver Public Library site. He introduced Dr. Henry Harder, who was the Chair of the 2013 Board, to provide the Chair's report. The Table of Contents in the 2013 Annual Report was approved as the agenda for the May 22, 2014 meeting. The Minutes of the 2012 Annual General Meeting which was held on May 23, 2013 were approved. Dr. Harder shared comments on his years of serving on the Board and highlighted the importance of the College's engagement on regulatory aspects of collaborative care.

*Patient Relation's Committee Report*—Ms. Jenelle Hynes, public member of the Board and Chair of this Committee, provided a brief report on this Committee, reminding registrants of its mandate which includes recommending to the Board specific procedures for handling complaints of professional misconduct of a sexual nature; informing the public about the process of bringing their concerns to the College; monitoring and periodically evaluating the operation of procedures established; developing and coordinating educational programs dealing with professional misconduct of a sexual nature for registrants and the public as required; establishing a patient relations program to prevent professional misconduct of a sexual nature; and recommending to the Board standards and guidelines for the conduct of registrants and their patients.

*Inquiry Committee Report* – Dr. Hendre Viljoen summarized key complaint statistics reported in the Annual Report for 2013. He thanked Committee members for consistently demonstrating high integrity and utmost dedication to their investigation of complaints as well as to the ongoing development of procedures for this task. He thanked both our professional and public members for their contributions.

*Registration Committee Report* – Dr. Michael Elterman highlighted several aspects of his written report and expressed appreciation to Committee members, in addition to noting the contributions of oral examiners and regulatory supervisors. He commented on public policy trends and impacts on registration, in addition to noting that the majority of applicants for registration in BC continue to be graduates from APA/CPA accredited doctoral programs. He then introduced the Deputy Registrar, Dr. Amy Janeck, who acknowledged Dr. Ron Laye and Dr. Susan Cross for joining the "20 Plus" club, having participated in more than 20 oral examinations for the College. Dr. Janeck also acknowledged attendees who serve the College as regulatory supervisors.

*Quality Assurance Committee Report*—Dr. Russell King was the Chair of this Committee in 2013 and he highlighted several aspects of his written report. He commented on the College's practice support service and thanked registrants for conveying positive feedback on this free service for registrants.

*Discipline Committee Report* – Dr. John Carter referred to his written report, confirming that there were no hearings held in 2013.

*Finance Committee Report* – Dr. John Carter reviewed the College's financial status and made reference to the Committee Report in addition to the audited financial statements.

*Registrar's Report* – The Registrar shared some brief observations on the College's challenges and priorities and referred attendees to her written report.

*Awards and Recognition* – In addition to the two new additions to the "20 plus" club for oral examiners, Dr. Susan Cross and Dr. Ron Laye, a special acknowledgement was made, along with special recognition plaques, of two registrants for Committee Service: Dr. Kathy Montgomery was commended for her six years of service on the Quality Assurance Committee and Dr. Marlene Moretti was acknowledged for six years of hard work and engagement on the Inquiry Committee.



**COLLEGE OF PSYCHOLOGISTS  
OF BRITISH COLUMBIA**  
AUDITED FINANCIAL STATEMENTS  
DECEMBER 31, 2014

The Raber Matruck Group

**COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA**  
CONTENTS  
DECEMBER 31, 2014

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AUDITORS' REPORT  
FINANCIAL STATEMENTS  
Statement of Financial Position  
Statement of Changes in Net Assets  
Statement of Operations  
Statement of Cash Flows  
Notes to Financial Statements

The Raber Matruck Group



The Raber Matruck Group  
Chartered Accountants

**INDEPENDENT AUDITORS' REPORT**

**To the Members of COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA:**

We have audited the accompanying financial statements of COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA, which comprise the statement of financial position as at December 31, 2014 the statements of operations, changes in net assets, and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

*Management's Responsibility for the Financial Statements*

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian Accounting Standards for Not-for-Profit Organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

*Auditors' Responsibility*

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, we consider internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained in our audit is sufficient and appropriate to provide a basis for our audit opinion.

*Opinion*

In our opinion, the financial statements present fairly, in all material respects, the financial position of COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA as at December 31, 2014 and the results of its operations and its cash flows for the year then ended in accordance with Canadian Accounting Standards for Not-for-Profit Organizations.

**CHARTERED ACCOUNTANTS**  
Vancouver, British Columbia  
April 13, 2015

\* A partnership of professional corporations

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COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA  
STATEMENT OF FINANCIAL POSITION  
AS AT DECEMBER 31, 2014

	2014	2013
<b>ASSETS</b>		
<b>CURRENT ASSETS</b>		
Cash and short term investments (Notes 1(b), 2)	\$ 1,393,397	\$ 1,504,708
Cash and short term investments- restricted (Notes 1(b), 2, 6)	1,010,111	850,386
Accounts receivable (Notes 1(b), 3)	10,548	12,142
Prepaid expenses	8,259	2,637
	2,422,315	2,369,873
<b>PROPERTY AND EQUIPMENT (Notes 1(d), 4)</b>	<b>48,264</b>	<b>40,995</b>
	\$ 2,470,579	\$ 2,410,868
<b>LIABILITIES</b>		
<b>CURRENT LIABILITIES</b>		
Accounts payable and accrued liabilities (Note 1(b))	\$ 28,672	\$ 51,315
Employee remittances payable	12,967	11,002
Deferred revenue (Note 5)	1,313,795	1,327,800
	1,355,434	1,390,117
<b>NET ASSETS</b>		
<b>INTERNALLY RESTRICTED</b>		
General Contingency Fund (Note 6)	1,010,111	850,386
<b>CAPITAL ASSET FUND (Note 7)</b>	<b>48,264</b>	<b>40,995</b>
<b>GENERAL FUND (Note 1(c))</b>	<b>56,770</b>	<b>129,370</b>
	1,115,145	1,020,751
	\$ 2,470,579	\$ 2,410,868

Approved by the Board  
"SIGNED" \_\_\_\_\_ Board Member  
"SIGNED" \_\_\_\_\_ Board Member

The accompanying notes are an integral part of these financial statements.

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA  
STATEMENT OF CHANGES IN NET ASSETS  
FOR THE YEAR ENDED DECEMBER 31, 2014

	General Contingency Fund 2014 (Note 6)	Capital Asset Fund 2014 (Note 7)	General Fund 2014	Total 2014	Total 2013
<b>NET ASSETS, beginning of year</b>	\$ 850,386	\$ 40,995	\$ 129,370	\$ 1,020,751	\$ 934,237
Excess of revenue over expenses	-	-	77,386	77,386	86,514
Interfund transfers	159,725	-	(159,725)	-	-
Prior period adjustment (Note 12)	-	17,008	-	17,008	-
Changes in capital assets, net of amortization	-	(9,739)	9,739	-	-
<b>NET ASSETS, end of year</b>	\$ 1,010,111	\$ 48,264	\$ 56,770	\$ 1,115,145	\$ 1,020,751

The accompanying notes are an integral part of these financial statements.

The Raber Mattuck Group

**COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA**  
STATEMENT OF OPERATIONS

FOR THE YEAR ENDED DECEMBER 31, 2014

	2014	2013
<b>REVENUE</b>		
Registration fees	\$ 1,418,600	\$ 1,392,546
Application and exam fees	78,678	68,720
Investment	83,301	38,007
Other income, cost recovery, and grants	7,935	26,087
Supervision revenue	85,750	18,678
	<b>1,674,264</b>	<b>1,544,038</b>
<b>EXPENSES</b>		
Administration	138,403	125,078
Audit	5,286	5,759
Bad debts (Note 3)	24,620	-
Board	64,428	65,047
Committees (meetings, travel and honoraria)	64,025	68,584
Hearings (Extraordinary or Discipline Committee)	19,925	-
Operations	149,598	144,583
Registrant / Applicant services	19,938	44,349
Statutory functions (FOI, Investigations, routine legal consultation)	322,331	336,501
Supervision expense	70,499	24,891
Wages and compensation	717,825	642,732
	<b>1,586,878</b>	<b>1,457,524</b>
<b>EXCESS OF REVENUE OVER EXPENSES</b>	<b>\$ 77,386</b>	<b>\$ 86,514</b>

The accompanying notes are an integral part of these financial statements.

The Raber Matruck Group

**COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA**  
STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED DECEMBER 31, 2014

	2014	2013
<b>OPERATING ACTIVITIES</b>		
Excess of revenue over expenses	\$ 77,386	\$ 86,514
Adjustments for:		
Amortization	20,941	21,351
Accounts receivable	1,594	(12,142)
Prepaid expenses	(6,622)	(539)
Accounts payable	(22,643)	7,073
Employee remittances payable	1,965	2,158
Deferred revenue	(14,005)	89,041
<b>CASH PROVIDED BY OPERATING ACTIVITIES</b>	<b>59,616</b>	<b>193,456</b>
<b>INVESTING ACTIVITIES</b>		
Purchase of capital assets	(11,202)	(9,985)
<b>CASH USED IN INVESTING ACTIVITIES</b>	<b>(11,202)</b>	<b>(9,985)</b>
<b>NET INCREASE IN CASH</b>	<b>48,414</b>	<b>183,471</b>
<b>CASH, beginning of year</b>	<b>2,355,094</b>	<b>2,171,623</b>
<b>CASH, end of year</b>	<b>\$ 2,403,508</b>	<b>\$ 2,355,094</b>
<b>CASH AND SHORT TERM INVESTMENTS CONSIST OF (Note 2):</b>		
Unrestricted cash	1,393,397	1,419,495
Unrestricted short term investments	-	85,213
Internally restricted short term investments	1,010,111	850,386
	<b>\$ 2,403,508</b>	<b>\$ 2,355,094</b>

The accompanying notes are an integral part of these financial statements.

The Raber Matruck Group

**COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA**  
**NOTES TO FINANCIAL STATEMENTS**

DECEMBER 31, 2014

The College of Psychologists of British Columbia ("the College") is the regulatory body for the profession of psychology in British Columbia. The College's role is to protect the public's interest by regulating and setting standards for the practice of psychology and monitoring the practice of psychology practitioners. The practice of psychology in British Columbia is regulated under the *Health Professions Act (HPA)*, the *Psychologists Regulation, the Bylaws and the Code of Conduct*. The College was incorporated by statute in January 2000.

The College is a not-for-profit organization under the Income Tax Act, and as such is exempt from income taxes.

**1. SIGNIFICANT ACCOUNTING POLICIES**

*a) Basis of presentation*

The financial statements have been prepared by management in accordance with Canadian Accounting Standards for Not-for-Profit Organizations (ASNPO).

*b) Financial instruments*

The College initially recognizes financial instruments at fair value and subsequently measures them at each reporting date as follows:

Asset/Liability	Measurement
Unrestricted cash	Amortized cost
Accounts receivable	Amortized cost
Accounts payable and accrued liabilities	Amortized cost

Investments in externally managed funds, which are traded on an active market, are recorded at fair value as determined on the last business day of the fiscal period. Changes in fair value are recognized in the statement of operations.

*c) Revenue recognition*

The College accounts for revenues using the deferral method.

Registration, application and exam fees received during the year are recorded as revenue in the period to which they relate and in which the related expenses are incurred. Where a portion of a fee or other contribution relates to a future period, it is deferred and recognized in that subsequent period.

Investment income is recorded when received or receivable and when collection is reasonably assured. Fair value adjustments, which are reported as part of investment income in the statement of operations, are calculated as a difference between estimated market value of the short term investments and their adjusted cost base on the last business day of the fiscal period.

The Raber Mattuck Group

**COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA**  
**NOTES TO FINANCIAL STATEMENTS**

DECEMBER 31, 2014

**1. SIGNIFICANT ACCOUNTING POLICIES (continued)**

*c) Revenue recognition (continued)*

Government grants received during the year are recorded as revenue in the period to which they relate and in which the related expenses are incurred. Government grants are recorded on a net basis when the College acts as an agent on behalf of the grantor. Government grants are otherwise recorded on a gross basis when the College is acting as a principal in the transactions.

Supervision revenues are recorded when received or receivable and when collection is reasonably assured.

Revenues and expenses for general activities and administration are reported in the General Fund. The General Fund was established in 2005.

*d) Property and equipment*

Purchased property and equipment are recorded at cost. Amortization is recorded over the estimated useful life of the assets using either a straight-line or declining balance method, as follows:

Office furniture and equipment	- 20% declining balance
Computer equipment and software	- 30% declining balance
Leasehold improvements	- 5 years straight line

In the year of acquisition, only one-half of the normal amortization is recorded.

Amortization expense is reported in the Capital Asset Fund.

*e) Measurement uncertainty*

The preparation of financial statements in accordance with ASNPO requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and the disclosure of contingent liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the reporting period. Management reviews all significant estimates affecting its financial statements on a recurring basis and records the effect of any necessary adjustments. Management believes that the estimates used in preparing its financial statements are reasonable and prudent; however, actual results could differ from these estimates.

The Raber Mattuck Group



COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA  
NOTES TO FINANCIAL STATEMENTS  
DECEMBER 31, 2014

2. CASH AND SHORT TERM INVESTMENTS

The College's cash and short term investments balance is comprised as follows:

	2014	2013
Unrestricted	\$ 1,393,397	\$ 1,504,708
Restricted – General Contingency Fund	1,010,111	850,386
	\$ 2,403,508	\$ 2,355,094

3. ACCOUNTS RECEIVABLE

	2014	2013
Trade	\$ 35,168	\$ 11,800
Accrued interest	-	342
Allowance for doubtful accounts	(24,620)	-
	\$ 10,548	\$ 12,142

In fiscal 2014, bad debts of \$24,620 (2013 - \$Nil) were recorded as a result of management's assessment of uncollectible receivables.

4. PROPERTY AND EQUIPMENT

	2014	2013			
	Cost	Accumulated Amortization	Net Book Value	2013	Net Book Value
Computer equipment	\$ 159,289	\$ 134,644	\$ 24,645	\$ 21,604	\$ 4,848
Leasehold improvements	90,063	76,078	11,985	14,543	-
Office furniture and equipment	118,471	106,837	11,634	14,543	-
	\$ 367,823	\$ 319,559	\$ 48,264	\$ 40,995	\$ 7,391

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA  
NOTES TO FINANCIAL STATEMENTS  
DECEMBER 31, 2014

5. DEFERRED REVENUE

The College has received funds in advance of their year-end which are designated for expenses with specific restriction to be incurred during the forthcoming fiscal year.

These funds represent deferred revenue and relate to membership fees for the 2015 calendar year received in advance. These deferred fees will be recorded as revenue in the statement of operations when the related expenses are incurred.

	2014	2013
Deferred revenue, beginning of year	\$ 1,327,800	\$ 1,238,759
Less: amount recognized as revenue in the year	(1,327,800)	(1,238,759)
Add: amount received for future periods	1,313,795	1,327,800
Deferred revenue, end of year	\$ 1,313,795	\$ 1,327,800

6. GENERAL CONTINGENCY FUND

The General Contingency Fund was established to provide for a reserve in case of law suits, hearings and other matters that may require significant expenditure. Based on financial guidelines and fiscal management, the Board of Directors resolved to endorse the equivalence of a one year operating amount for the General Contingency Fund. In the current year the fund has been maintained at \$1,010,111 (2013 - \$850,386).

Expenditures from the General Contingency Fund are subject to approval by the College of Psychologists of British Columbia Board of Directors.

The Raber Mattuck Group

**COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA**  
**NOTES TO FINANCIAL STATEMENTS**

DECEMBER 31, 2014

**7. CAPITAL ASSET FUND**

The Capital Asset Fund was established to provide a reserve for furniture and equipment purchases. It is the intention of the College to maintain this fund at the current year carrying value of the capital assets.

	2014	2013
Capital Asset Fund, beginning of year	\$ 40,995	\$ 52,361
Less: amount amortized	(20,941)	(21,351)
Add: asset purchases during the year	11,202	9,985
Add: Prior period adjustment	17,008	-
<b>Capital Asset Fund, end of year</b>	<b>\$ 48,264</b>	<b>\$ 40,995</b>

Expenditures from the Capital Asset Fund are subject to approval by the College of Psychologists of British Columbia Board of Directors.

**8. CONTINGENCIES**

The nature of the College's activities is such that there may be litigation pending or in progress at any time. With respect to claims at December 31, 2014, management is of the opinion that it has valid defenses and appropriate insurance coverage in place, or if there is unfunded risk, such claims are not expected to have a material effect on the College's financial position.

Outstanding contingencies are reviewed on an ongoing basis and are provided for based on management's best estimate of the ultimate settlement.

The Raber Matruck Group

**COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA**  
**NOTES TO FINANCIAL STATEMENTS**

DECEMBER 31, 2014

**9. COMMITMENTS**

The College has entered into lease agreements for photocopying and postage equipment. Furthermore, the College leases its premises. The aggregate amounts of payments estimated to be required for these commitments over the next five years are as follows:

Year	Amount
2015	\$ 129,272
2016	129,272
2017	15,543
2018	2,001
2019	-

**10. HRSDC PROJECT LIABILITY**

On February 1, 2010, the College entered into a Labour Market Partnerships Contribution Agreement ("the Agreement") with the Canada Employment Insurance Commission (division of Human Resources and Skills Development Canada - "HRSDC"). Pursuant to the Agreement, the College will administer funds for an HRSDC labour mobility project. The maximum contribution in respect of the eligible costs of the project is \$99,539. During 2014, a total amount of \$Nil (2013 - \$55,000) was received by the College. During 2014, \$Nil (2013 - \$55,000) was expended on project activities. The remainder of these funds, \$436, is maintained in a separate bank account designated for the project.

**11. FINANCIAL RISKS AND CONCENTRATION OF RISK**

*(a) Credit risk*

Credit risk refers to the risk that a counterparty may default on its contractual obligations resulting in a financial loss. The College extends credit to psychologists who are members, as well as with government entities that are believed to be creditworthy.

*(b) Liquidity risk*

Liquidity risk is the risk that the College will be unable to fulfill its obligations on a timely basis or at a reasonable cost. The College's exposure to credit risk is dependent on the collection of membership and other revenues and accounts receivable to sustain operations. Cash flow from operations provides the vast majority the College's cash requirements. Liquidity risk is mitigated by the contingency fund that has been established by the College.

The Raber Matruck Group

**COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA**  
NOTES TO FINANCIAL STATEMENTS

DECEMBER 31, 2014

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**11. FINANCIAL RISKS AND CONCENTRATION OF RISK (continued)**

*(c) Other price risk*

The College's investment portfolio is comprised of a mix of investments in fixed income and equity market securities. A decline in equity markets will result in a decrease to the fair values of some of the College's marketable securities. This risk is mitigated by the portfolio being professionally managed. Furthermore, the College strives to maintain a mix of 75% in fixed income investments, and 25% in other assets including equities. This mix has remained unchanged from the prior year.

**12. PRIOR PERIOD ADJUSTMENT**

The adjustment for \$ 17,008 was made as a result of a prior period error whereby amortization on leasehold improvements had not been appropriately calculated.

**13. COMPARATIVE FIGURES**

Certain of the comparative figures for the year ended December 31, 2013 have been reclassified to conform to the account classification used in the current year; there have been no changes in the accounting principles or the reported operating results for 2014 or 2013.