

# ANNUAL REPORT – 2001

CIRCULATED FOR THE ANNUAL GENERAL MEETING

29 NOVEMBER, 2001 • 5:00 PM

VANCOUVER  
Renaissance Harbourside  
1133 West Hastings Street, Vancouver, B.C.

*Other sites by video conference.*



# Contents

Board, Staff and Committee Members .....	4
Report from the Chair .....	5
Report from the Registrar .....	7
COMMITTEE REPORTS	
Inquiry Committee .....	17
Legislation Committee .....	19
Quality Assurance Committee .....	18
Registration Committee .....	19
Audited Financial Statements .....	21
Minutes of the 2000 Annual General Meeting .....	26

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## 2001 Annual General Meeting Agenda

1. Call to order, welcome to new registrants and guests, introduction of the Board, 5:00 p.m.
2. Approval of Agenda
3. Minutes of the 2000 Annual General Meeting
  - 3.1 Errors/Omissions
  - 3.2 Adoption
  - 3.3 Business arising from Minutes
4. Annual Reports
  - 4.1 Chair, Robert Colby
  - 4.2 Registrar, Andrea Kowaz
  - 4.3 Reports of Standing Committees
    - 4.31 Inquiry Committee, Larry Waterman Barbara Passmore
    - 4.32 Patient Relations Committee, Justin O'Mahony
    - 4.33 Quality Assurance Committee, Emily Goetz, Ron LaTorre
    - 4.34 Registration Committee, Henry Harder
    - 4.35 Finance Committee, Robert Colby
5. New Business
  - 5.1 Announcement of Board Members elected, Robert Colby
6. Adjournment



# Board, Staff, and Committee Members

## BOARD OF DIRECTORS, 2001

Robert Colby, Chair  
Larry Waterman, Co-chair of the Board, Co-chair, Inquiry Committee  
Emily Goetz, Co-chair, Quality Assurance Committee  
Henry Harder, Chair, Registration Committee and Discipline Committee  
Justin O'Mahony, Chair, Information and Communications and Patient Relations Committee  
Barbara Passmore, Lay Member, Co-chair, Inquiry Committee  
Derek Swain, Chair, Legislation Committee  
Susan Van der Flier, Lay Member

## STAFF MEMBERS

Andrea Kowaz, Ph.D., R.Psych., Registrar  
Rafael Richman, Ph.D., R.Psych., Deputy Registrar-Inquiry  
Colleen Wilkie, Ph.D., R.Psych., Deputy Registrar-Registration  
Lyn Hellyar, Registration Coordinator  
Maria Doyle, Inquiry Coordinator  
Judy Clausen, Communications Coordinator  
Kalia Zalel, Bookkeeper  
Avigail Cohen, Office Assistant

## COMMITTEE MEMBERS, 2001

### DISCIPLINE COMMITTEE

Henry Harder, Chair, Susan Van der Flier, Lay Member  
Rosemarie Alvaro, Linda Harrison, Michael Joschko, William Koch,  
Janet Strayer, Susan Turnbull, Max Uhlemann  
Staff: Judy Clausen (Recording Secretary)

### INQUIRY COMMITTEE

Larry Waterman, Co-chair, Barbara Passmore, Co-chair  
Eva Allan, Mary Ann Carter, Elsie Cheung, Trish Crawford  
Rebecca England, Marion Ehrenberg, Mel Kaushansky, John MacDonald, Donald Read  
Staff: Andrea Kowaz, Rafael Richman (ex-officio); Maria Doyle (Recording Secretary)

### QUALITY ASSURANCE COMMITTEE

Emily Goetz, Co-chair, Ronald LaTorre, Co-chair,  
Bill Borgen, Angela Gedye, Julian Gray, Leora Kuttner, Joan Pinkus, Karen Tee  
Staff: Andrea Kowaz, Colleen Wilkie (ex-officio); Judy Clausen (Recording Secretary)

## REGISTRATION COMMITTEE

Henry Harder, Chair

Cheryl Bradley, Dale Brooks, Colleen Haney, Anne Marie Jones, Gerry Koe, Marvin McDonald, Cheryl Washburn  
Staff: Andrea Kowaz, Colleen Wilkie (ex-officio); Lyn Hellyar (Recording Secretary)

## ORAL EXAMINERS

Don Allen, Rosemarie Alvaro, Verna-Jean Amell, Randall Atkinson, Barbara Beach, Carole Bishop, Conrad Bowden, Elsie Cheung, Michael Coles, Evelyn Corker, Trish Crawford, Anthony Dugbartey Dorothy Edgell, Brian Grady, Julian Gray, Angela Haig, Colleen Haney, Jordan Hanley, Steven Horvath, Elizabeth Huntsman, Mark Jackman, Anne Marie Jones, Margaret Kendrick, Brenda Knight, Brenda Kosaka, Randall Kropp, Ronald LaTorre, Philippa Lewington, Wolfgang Linden, Anne MacGregor, Barbara Madani, Jeffrey Martzke, Jane McEwan, Stephen Milstein, Martin Phillips-Hing, Donald Ramer, Erica Reznick, Anneliese Robens, Barbara Rosen-Harris, Jon Schwabach, Martin Shoemaker, Ruth Sigal, Kathleen Simas, Cecelia Smith, Rhona Steinberg, Paul Sungaila, Joyce Ternes, Georgia Tiedemann, Cheryl Washburn, Marshall Wilensky, Patricia Wilensky

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## Report from the Chair

This last year has proved to be a most exciting and dynamic time for the Board. We have worked at formulating and completing a large number of tasks that had been ongoing for an extended period of time. In the process of doing this, we were also well aware of Federal and Provincial Government initiatives and plans which presented a challenge for the College as we attempted to maintain the role of protecting the public while furthering the integrity of the profession of Psychology. The process led the College into the position of making changes to the categories of registration. We recognize the categories do not have the universal acceptance of our Registrants. We have proceeded in this process while keeping an eye towards movement of the profession in British Columbia to a national and international standard.

This Board has brought to culmination a large number of documents within a limited time frame and has responded to the Federal Agreement on Internal Trade by signing the Mutual Recognition Agreement between the Provinces. We have worked, in conjunction with the Association of State and Provincial Psychology Boards, to develop international transportability of psychologists in British Columbia under the Certificate of Professional Qualification (CPQ). The standards for mobility provide a limited window for the transportability of Registrants who have been grandfathered both with and without Doctorate Degrees. Under the Agreement on Internal Trade there is transportability between provinces with a grandfathering period and recognition of psychologists who are registered in good standing in their home province.

Under our Federal obligation, we have established an extended scope of title by entering into an agreement between the Provinces and Territories for a two tiered registration system. It is the role of the profession to educate the public about this differentiation while supporting the qualifications and experience of our full registrants. This will be an ongoing challenge. With the closing of the grandfather clause and with the review of the credentials for transportability, the competency requirements will place extremely heavy academic responsibility on those individuals who seek to be recognized in other provinces. This, again, is done in order to ensure the integrity of the profession.

This Board has moved forward in establishing bylaws under the Health Professions Act. While there were model

bylaws presented to the College by the Ministry of Health, we have proceeded as far as possible to ensure that the College bylaws meet the needs of our profession. This framework reflects the two classes of registration and, again, the Board has made every effort to ensure, within that framework, maintenance of as strong a standard of professional qualifications and competencies as possible. The core competencies present us a model for education which is at the highest level of educational standards. We are establishing a registration process to assess candidates for registration on the core competencies. It is the profession's role to ensure that the public is informed of the differences between the two registration categories while at the same time ensuring that the rights, responsibilities and professional recognition of all of our registrants are known to the public.

We have attempted to maintain our current fee structure in a very unpredictable environment. As a Board, we cannot accurately predict what the expenses or revenues are in relationship to an expanded body of registrants or of a two tiered system. Further we have been successful in the last year of avoiding costly legal hearings which previously had looked inevitable. There is a possibility that either a levy may have to be established or that additional costs may be offset by new income. This presents an unpredictable factor in our immediate financial future, but by going through this experience we will be able to re-engage in long-term fiscal and economic planning.

One of the factors that has been most difficult to deal with is the change that has been underway since the separation of the British Columbia

Psychological Association into the College of Psychologists of British Columbia and the professional advocacy/societal body. The College of Psychologists of British Columbia is, as with all regulatory bodies, a quasi-judicial arm of government. The budget is set by the Board and, although we can consult with the registrants on this, they do not have direct say in the budgetary process other than through specific bylaw provisions. Further, the matter of the regulation of the profession is the sole responsibility of the Board. Although we have sought feedback and input, the administration of the profession under the Health Professions Act, provides the registrants with a more focused and smaller mandate in the decision-making process. Registrants elect two-thirds of the Board (i.e. the six psychologists on the Board), and entrust the Board to act in their interest to the greatest possible extent. This Board has taken a strong stand in addressing these concerns. In this regard, the Board has produced not only the bylaws of the College, but the documentation to support the bylaws and to assist in the registration process. Other documents developed include a quality assurance document for personal review but not a part of the regulatory process; a Code of Conduct to assist psychologists in establishing criteria for their functioning within their professional responsibilities; and a jurisprudence exam for all new applicants to assist in the process of registration and transportability of psychological credentials.

The process of dealing with ethics complaints over the last two years to include an alternate dispute resolution model which allows both the public and profession to address the issues that are before it, in a less adversarial

manner. This also becomes less costly to the profession as a whole, and to the respondents in the process.

We face the challenge of attracting and holding onto lay Board members and volunteer lay committee members in order to fulfil the mandates imposed upon us by provincial regulations within a very limited budget.

We have dealt with the concerns, ambiguities and requirements that were placed before this new Board at the beginning of the year. We look forward to the next year where we can proceed with implementing matters of transportability, professional entrance, and professional regulation in a manner that both provides for public protection and assures professional and responsible delivery of psychological services at the highest level.

The Board looks forward to your future support and involvement, both within the committee structure and with your communications to the Board. The College's website will allow for better availability of up to date information for registrants in the new year.

I would like to express my appreciation to the members of the Board, College Counsel and to College staff for their support and hard work on behalf of the profession.

Respectfully submitted,  
*Robert Colby, M.S., R.Psych.*  
*Chair*

# Report from the Registrar

The concept of “fundamental justice” is the Canadian term commonly used to describe the fairness principles which are essential underpinnings of the actions of administrative or regulatory bodies such as the College of Psychologists. In the U.S. this term is often referred to as “due process”. Whatever descriptor is used the concept at hand is one of fairness. Key elements from the legal perspective are that of notice and hearing. An individual whose rights may be affected by a decision of the administrative body should be given adequate notice of the subject matter of the proceeding in order that he or she may respond to the matters at issue. Additionally, there must be some form of an opportunity to make submissions and express their point of view before any final decision is made. These principles underlie the systems and procedures of the College’s statutory, regulatory, and administrative functions.

As you know the College of Psychologists has undergone a series of changes over the past few years, not the least of which has been a concerted effort at developing and articulating the processes to be followed in dealing with the mandate of regulating the profession of psychology in British Columbia. In addition to clarity, the changes made have ensured, at every step that applicants or registrants are given the opportunity to be heard and to make submissions prior to any decision being made by the College. There are no exceptions and this rule applies equally to issues of application and registration as to complaint matters. These efforts are paralleled by providing members of the public information about the College and its mandate of public protection in a supportive and timely fashion.

The sections below provide information with regard to Registration matters (applications, renewals, reinstatement),

complaint matters (complaints, appeals), and College administration (bylaw development and the development of the Code of Conduct, Freedom of Information Requests, and Ombudsman Investigations, staff issues).

## REGISTRATION MATTERS

The flow chart (Figure 1) which follows depicts the application process as approved by the Registration Committee. You will notice the opportunities presented to the applicant for submissions. This opportunity includes being presented with the content matter to be decided by the Registration Committee and the request for submissions. Where the committee faces a choice among several options, the individual is provided with this information as well.

The chart below summarizes Registration Activities at the College over the past year:

### Box 1 – Summary of Registration Activity

Activity	Number
Inquiries from Registrants	780 (average of 15 per week)
Application/Registration Inquiries	1560 (average of 30 per week)
Requests for Mobility Applications	32
Application Packages Requested	52
Number of applications received	26
Number of applicants who wrote EPPP	48 (29 passes, 2 fails, 17 awaiting results)
Number of Oral examinations (42 applicants)	44 (32 pass, 6 retake, 3 limited register, 3 deciding to retake or be placed on limited register).
Number of applications for temporary registration	3
Number of applications withdrawn	1
Number of applications refused	2
Number of applicants registered during the year	35

Note the high number of inquiries fielded by College staff over the past year. This reflects the number and the significance of the changes taking place at the College - most notably the signing of the Mutual Recognition Agreement and the ways in which the College is preparing for and adapting to the necessary changes in registration categories and processes. The new categories of registration as articulated in the bylaws will come into effect once the bylaws have received Cabinet approval. The numbers above also reflect the reality of the new application process outlined in the flow chart. One major difference in this process is the step by step interaction between the Registration Committee and applicants. However, unlike the previous "lock step" model (once you get through a step no further questions may be asked about it), this process is centralized (the Registration Committee can ask applicants questions at any stage of the process).

The new "mechanism" of the Limited Register is also now in place. At this point, individuals on the Limited Register are those individuals needing to complete a period of supervision or other specific task under the Registration Committee. Once they have satisfied the committee that the conditions or limitations on their practice have been met, they will be eligible for placement on the Register. Registrants in the previous categories of "out of province" and "nonpracticing" will now be placed on the Limited Register as well.

## COMPLAINT MATTERS

The chart below (figure 2) specifies the process followed upon the College's receiving a complaint. In terms of the

complaint process, the issue of notice is central. Upon receipt of a complaint, registrants are so notified. A registrant about whom a complaint has been received is called a "respondent". After the initial review by the Registrar, the complaint is brought to the Inquiry Committee. If the committee decides to proceed on the complaint (i.e., jurisdiction is not an issue) the respondent may be requested to provide their clinical file. Review of the clinical file is an important aid to the committee in deciding whether the complaint investigation needs to continue further. Once the clinical file has been reviewed, the committee may decide not to proceed or to dismiss the complaint. Alternatively, if concerns have been identified by the Inquiry Committee, these concerns are articulated in a letter from the College to the respondent.

For all complaints that reach this stage, the respondent is provided with a full copy of all of the documents upon which the Inquiry Committee will be basing their decision. The respondent is provided with details of the complaint at this point. The respondent is requested to provide any information he or she believes the Inquiry Committee should consider in rendering a decision. This request provides the respondent with the opportunity to make submissions directly to the Inquiry Committee.

As mentioned above, the clinical file is typically requested before the registrant is provided with a copy of the documents upon which a decision of the Inquiry Committee will be based. Some registrants have asked the question why they do not receive all of the complaint documents as soon as they are received by the College. One of the reasons for this is that sometimes a review of the clinical file precludes the necessity of going any

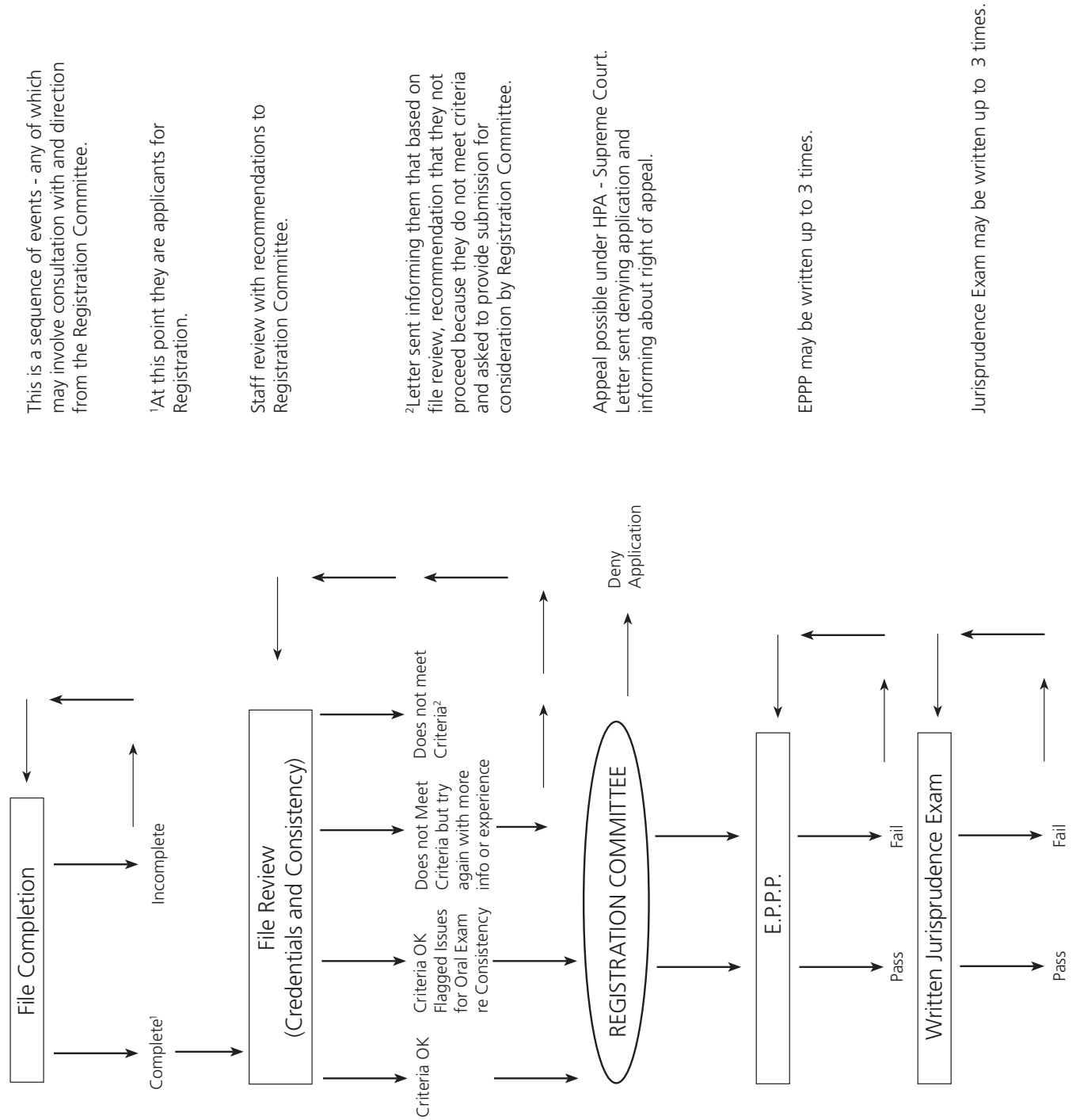
further. At other times, review of the clinical file presents additional questions to which the Inquiry Committee will want to ensure the registrant has the opportunity to respond. Once the Inquiry Committee has identified the issues then the registrant can be notified of the committee's concerns and provided with the opportunity to express his or her point of view.

Some registrants have been unwilling to provide clinical files for fear of breaching client confidentiality. This is not an issue, as has now been made explicitly clear in the new Code of Conduct. The cooperation with the request of the Inquiry Committee to provide a true copy of the clinical file is the least intrusive means of providing this information. However, under Section 28 of the *Health Professions Act*, the Inquiry Committee can appoint an inspector to inspect the practice records of a registrant and make copies.

An example of a real complaint recently handled by the College may be useful. This is a true case but with some details altered. A complainant sent in a letter of complaint along with three indexed binders and a list of 124 allegations. The initial letter to the registrant informed him that a complaint had been received and from whom. In addition the registrant was informed that the complaint had to do with an assessment the registrant had completed on her son. The clinical file was requested and reviewed. The letter sent to the registrant after the committee had reviewed the materials outlined three concerns of the Inquiry Committee. In addition, accompanying this letter, the registrant was sent a complete copy of the three binders of material as well as the other original complaint



**FIGURE 1 – REGISTRATION PROCESS**

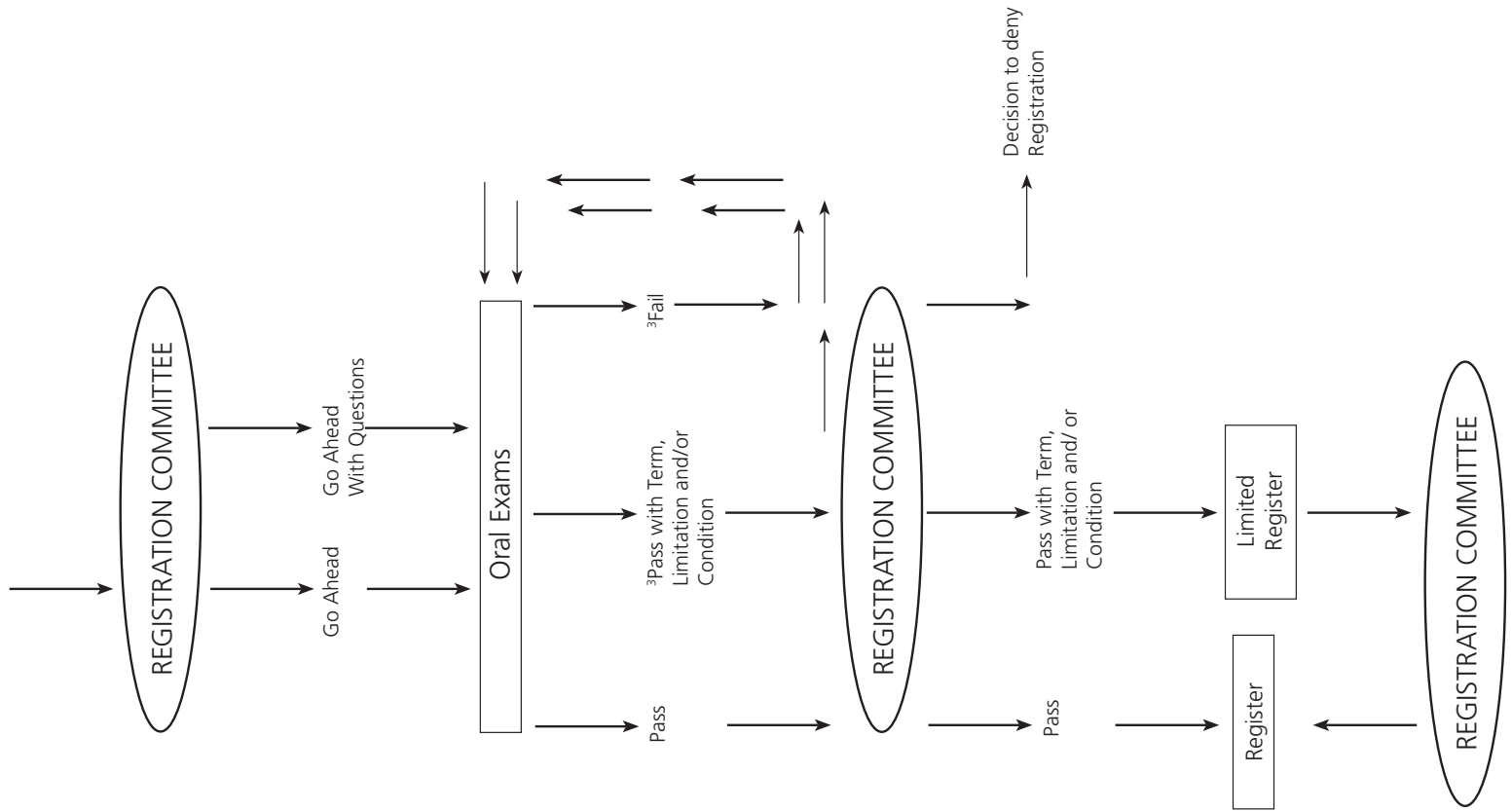


Review of consistency and criteria from #2.  
This is the point at which issues raised on file review are discussed by Registration Committee for purpose of oral exams.

<sup>3</sup> Recommendations of Oral Examiners.  
Letter goes saying Oral Examiners will be recommending conditions and/or limitations.  
Make submissions applicant wishes the Registration Committee to consider before making a decision, or alternately, retake the oral exam.  
(One time)

Letter sent denying application.  
Appeal possible under HPA to Supreme Court.

Process for getting off Limited Register for those with temporary restrictions or restrictions that may be lifted if certain criteria are met.



continued from page 8

documents. The registrant called to inquire if he needed to respond to the 124 allegations. He was informed

that the committee had narrowed their concerns to the three issues he was asked to address. He responded in a one

page letter. The committee was satisfied with his response and the complaint was closed because of insufficient evidence of

**Figure 2 – The Complaint Process**

STAGE	ACTION	POSSIBLE OUTCOME	INFORMATION AVAILABLE TO REGISTRANTS
<b>1. ACKNOWLEDGMENT AND COMPLAINT BROUGHT FORWARD TO INQUIRY COMMITTEE</b>	Acknowledge complaint and initial complaint review by Registrar/Deputy Registrar-Inquiry, then to Inquiry Committee.		ALL PROCEEDINGS OF THE INQUIRY COMMITTEE ARE CONFIDENTIAL
<b>2. COMPLAINT REVIEW</b>	Initial complaint review	Earliest point at which complaint could be dismissed for jurisdictional reasons	
<b>3. CLINICAL FILE REQUEST</b>	Clinical file request		
<b>4. CLINICAL FILE REVIEW</b>	Review of clinical file	Earliest point at which complaint could be dismissed because of lack of evidence of ethical violation.	
<b>5. 33(5) LETTER AND PROVISION OF FILE TO REGISTRANT</b>	Letter outlining concerns of Inquiry Committee and requesting submissions sent to registrant along with complete copy of all documents upon which committee will be making any decision (under section 33(5) of the Act.		
<b>6. REVIEW OF 33(5) LETTER</b>	Review of response to 33(5) letter		
<b>7. DECISION</b>	Inquiry committee decision	For all files remaining open at this stage the decision options include: (a) Decision not to proceed (jurisdictional issues/problems) or decision to dismiss (insufficient evidence of ethical violation). (b) Issue Letter of Undertaking to address Inquiry Committee concerns. (c) Informal resolution. (d) Refer to Discipline Committee for a hearing.	(a) None (b) Restrictions or limitations are submitted to ASPPB database and made available to public on request, unless protection concerns, in which case it may be published. (c) None unless restrictions or limitations. (d) Issuing of a citation for a hearing and the citation itself are public documents, decision of the hearing is public and the hearing is open to the public.
<b>8. PRACTICE FEEDBACK LETTER TO REGISTRANT</b>	On occasion, the Inquiry Committee decides to share observations thought helpful to the registrant, although no violation is found.		None, nothing entered in Registrar's file.
<b>9. APPEALS</b> <b>A. COMPLAINANT</b>  <b>B. RESPONDENT</b>	A.If complainants are dissatisfied with the decision of the Inquiry Committee not to issue a citation (i.e. go to a hearing), they may file an appeal within 14 days of notification.  B. Registrant may appeal to Supreme Court if Inquiry Committee acts under Section 35(1).	Appeal heard by Board of College The Board may: (a) Refuse the appeal (b) Direct Inquiry Committee to act under Section 16 HPA (c) Direct Registrar to issue a citation under Section 37 HPA	(As above under Decision)

an ethical violation. Both the respondent and the complainant were notified. There is no record of this complaint in the respondent's registration file with the College.

### THE COMPLAINT "BACKLOG"

The College has made tremendous progress in dealing with the "backlog" of complaints that existed on January 1, 2000. As shown in Table 1, of the 97 files which were open as of that date, 78 are now closed (6 of these are awaiting the final written report but they have been closed by the Inquiry Committee). Of the remaining 19 files, seven belong to one individual (no longer a registrant) who has left the province and with whom the College is attempting to negotiate, letters of undertaking are being prepared to cover four files; a citation is being prepared relating to 4 of these files (one registrant); one file is undergoing informal resolution; two files are awaiting response from the registrant under section 33(5), and one file has been sent for an expert opinion in order to resolve the issues at hand (as agreed between the College and the registrant). This means that the "backlog" of files has essentially been cleared. We currently face the challenge of continuing to develop the systems and resources to dealing with the current high numbers of new and increasingly complex complaints in order to stay "on track".

### STATUS OF ALL COMPLAINTS PROCESSED BY THE COLLEGE UNDER THE HEALTH PROFESSIONS ACT.

Since the College of Psychologists came under the *Health Professions Act*, the College has processed 211 complaints, including the 97 complaints that were open on January 1, 2000.

### FILE STATUS – "BACKLOG FILES"

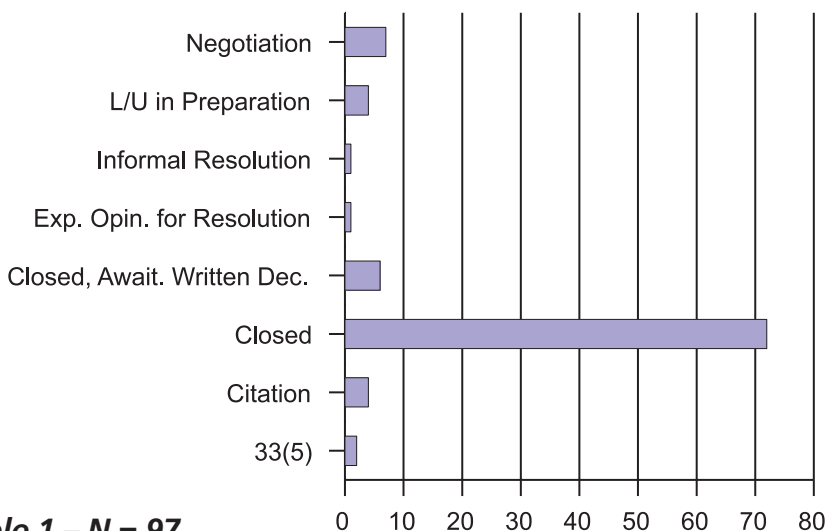


Table 1 – N = 97

### FILE STATUS – ALL FILES PROCESSED SINCE JANUARY 2000

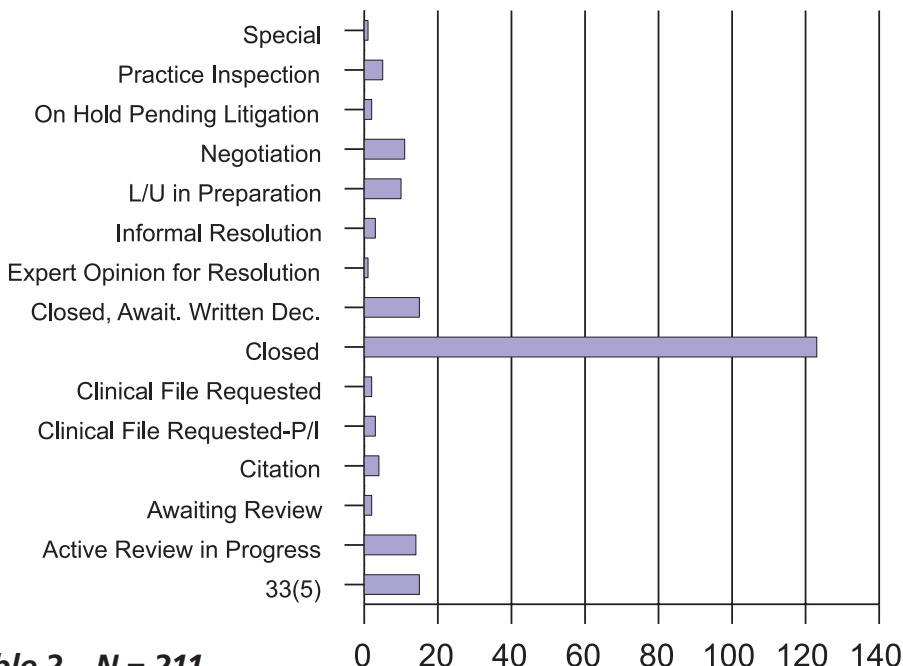
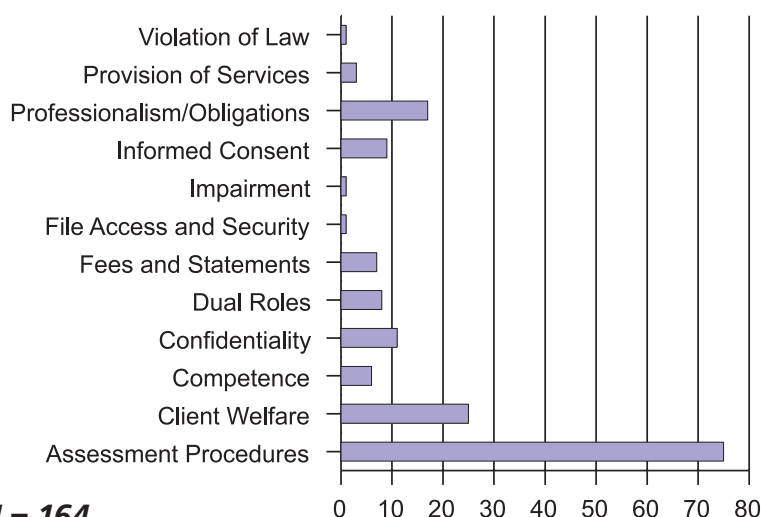


Table 2 – N = 211

The file status of these complaints is depicted in Table 2. As shown in the Table 4, 15 complaints are awaiting response from registrants [33(5)], 16 are being reviewed at an initial stage (14 active review or awaiting review), and four are the subject of a citation to be issued before the end of the year. For

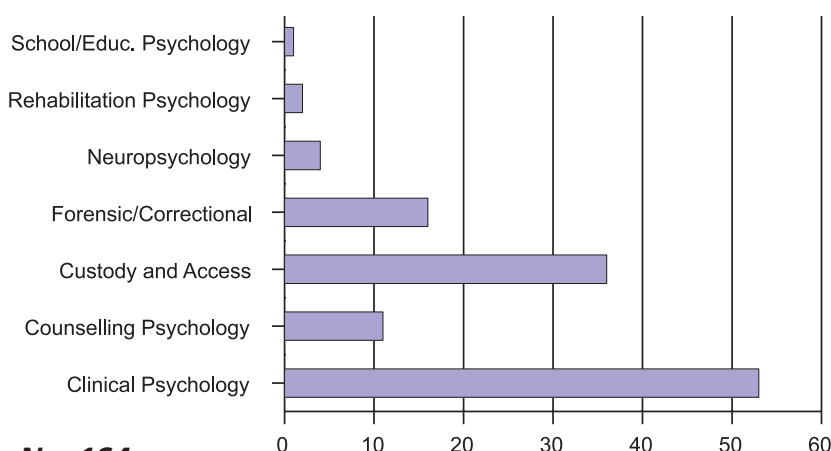
five files the committee has requested the clinical file; 138 complaints are closed (closed or closed awaiting written decision). For one file an expert opinion has been requested to facilitate resolution, and for three files an informal resolution process is underway. There are ten files for which letters of

## MAIN ALLEGATION – COMPLAINTS FROM JANUARY 1999 - OCTOBER 31, 2001



**Table 3 – N = 164**

## AREA OF PRACTICE – COMPLAINTS FROM JANUARY 1999 - OCTOBER 31, 2001



**Table 4 – N = 164**

undertaking are being prepared, eleven files (belonging to one former registrant) are being negotiated, two files are on hold pending completion of litigation, five files are the subject of a practice inspection, and one file resulting from a criminal conviction is under review as the conviction was appealed.

We are in the process of developing new categories to capture the nature of

allegations made by complainants and to relate these allegations to the new Code of Conduct. These new categories are still being refined but are presented here for their information value. Table 3 illustrates the new categories and depicts how the 164 complaints received by the College since January, 1999 (with the exception of four files which were the only 1999 files closed before January 2000) are distributed among

the categories. The vast majority of allegations have to do with issues relating to assessments (for example- custody and access, worker's compensation, insurance claims, forensic assessments). In the majority of these, the allegations have to do with factual inaccuracies in reports, offering custody and access recommendations without conducting a custody and access evaluation, and bias. The next two main categories are client welfare (examples- allegations of rude or disrespectful behavior toward the client) and professionalism (late reports, interactions with colleagues). Confidentiality, informed consent, dual roles and competence are also frequent main allegations. As we develop and enhance this system, we will be able to provide information on how the main allegation relates to any findings made (i.e. decisions that specific ethical standards have been violated) by the Inquiry Committee. For present purposes, this category was developed to provide a dimension independent of the area of practice in which the alleged violation occurred. The practice areas for the 164 complaints are depicted in Table 4. In terms of the practice areas, custody and access and forensic/correctional, while typically a subset of clinical psychology practice, are depicted as "stand alone" areas for information and tracking purposes.

New categories being developed include complainant type (e.g. client, client relative, colleague, other), and complaint context (assessment, intervention, and other). Table 5 shows complainant type. Most complaints, as would be expected, come directly from clients (especially clients in third-party situations such as court ordered assessments). The most problematic context (as shown in Table 6) appears to be assessment.

Our interest in developing such complaint categories and reviewing the complaint files is to be able to provide information to registrants about ways to improve practice in particular areas where complaints appear to be more common. For example, while speculative at this stage, the information summarized above suggests preventive strategies for consideration for those registrants involved in third-party evaluations would be worthwhile. Third party situations are those where someone other than the individual(s) being assessed has a key interest in the outcome. Special care should be taken to ensure that informed consent and other parameters effecting the evaluation are carefully articulated and explained before commencing the assessment.

## NEW COMPLAINTS

A total of 51 complaints were received by the College during the current year through October 31, 2001. In terms of number of complaints for the whole year the numbers are likely to be similar to the past few years. The 63 complaints received in the 2000 year included two multiple-respondent (one complainant) complaints.

## COMPLAINTS CLOSED OVER THE PAST YEAR

Table 7 presents a summary of all files closed over the past year. There was a total of 69 files closed up to October 31, 2001. 51 of those files (74%) were not proceeded on for reasons of jurisdiction, insufficient evidence of ethical violation or administrative reason (opened in error, withdrawn). Of the remaining 26% (n=18), 14 were resolved through informal means and four involved signing letters of undertaking. These numbers reflect an increase over last year in terms of the

proportion of complaints which were not proceeded upon or dismissed. Last year 63 percent were in that category with 37% resolved through informal or other means. Of the letters of undertaking signed during the past year, one involves agreement to supervision of practice records to be reviewed by College after a six month period, one involves specific steps to address dual relationship issues, one involves the registrant agreeing to a restriction on practice in the area of custody and access and child sexual abuse allegations, and one involves a registrant agreeing to assessment for fitness to practice. In terms of the main allegations for these four files, three involved dual roles and one had to do with assessment procedures. For the files which were resolved through informal means, the main allegation had to do with assessment procedures in five cases, four cases involved issues of client welfare, one case was with regard to fees, one had to do with professionalism, and one with provision of services.

It is interesting to note cumulative statistics for all files closed since January 2000. The total number of files closed since that date is 138. Table 8 presents a summary of the reasons for closing the file. In 19 cases there was a decision not to proceed. In 55 cases the Inquiry Committee found insufficient evidence of an ethical violation. Four complaints have been referred to the Registration Committee as they relate to individuals who were either applicants in process before the *Health Professions Act* or are no longer registered with the College. Another 10 complaints were either withdrawn or were opened in error. Two complaints reflected an attempt by an unhappy complainant to resubmit a former complaint and the Inquiry

committee determined that there was no new information to be considered. Thus a total of 95 out of 138 (69%) complaints closed since January 2000 were not proceeded on for the reasons outlined. Of the remaining 43 files (31%), 25 were resolved through informal means, 16 resulted in a signed letter of undertaking addressing the concerns of the Inquiry Committee and agreed to by the registrant, and two files resulted in the registrant being suspended from the College of Psychologists.

## Box 2

Main Allegation	Number of Resolved Complaints	Letters of Undertaking
record keeping		1
confidentiality		1
fees and statements	3	
provision of services	3	
dual roles	1	4
client welfare	4	
assessment procedures	11	10
professionalism	3	
<b>TOTAL</b>	<b>25</b>	<b>16</b>

## APPEALS

When complainants are dissatisfied with the decision of the Inquiry Committee not to issue a citation, they may file an appeal within 14 days of notification of the decision. Of all the files closed over the past year (N=69) by the Inquiry Committee, nine were appealed. The appeals were heard by the College board under the *Health Professions Act*. The decision of the Inquiry Committee was upheld in each case.

## RESOLVED COMPLAINTS AND LETTERS OF UNDERTAKING SINCE JANUARY 2000

Of the files that were resolved since

## COMPLAINANT TYPE – ALL FILES RECEIVED JANUARY 2000 - OCTOBER 31, 2001

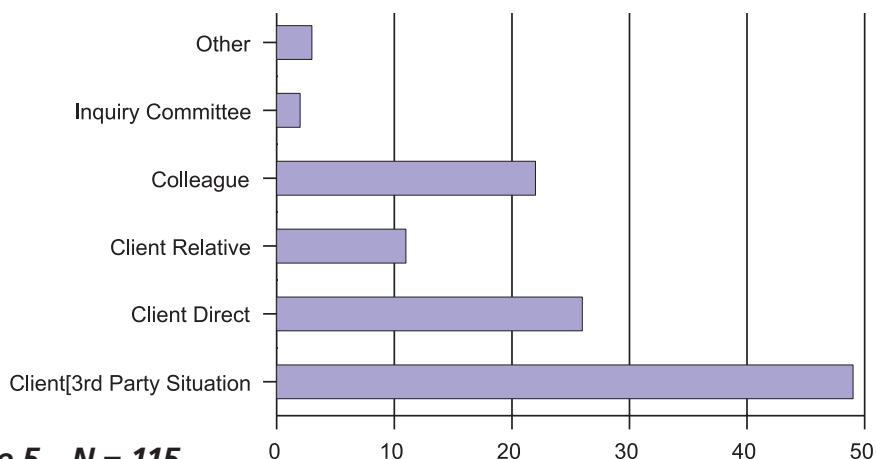


Table 5 – N = 115

January 2000, they break down into the following areas in terms of the main allegation made by the complainant.

The chart below presents the files processed by the College since January 1, 2000. The most meaningful numbers are those from 1999 onward. All but five of the 1999 files were open as of that date. The numbers for the prior years are confounded by the fact that the more complex complaints were among those remaining open as of January 1, 2000 and that these files were of a length and complexity that our best efforts to bring them to appropriate resolution took time as well.

## COMPLAINT CONTEXT – COMPLAINTS RECEIVED

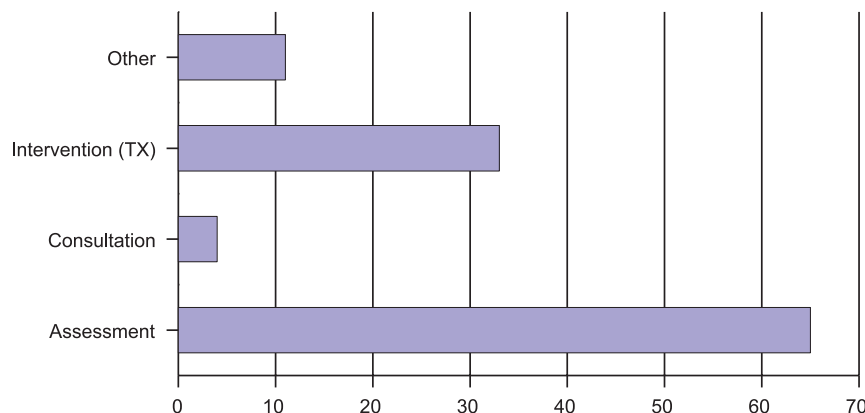


Table 6 – N = 113

### Administrative Matters FREEDOM OF INFORMATION REQUESTS

The College processed six requests under the *Freedom of Information and Protection of Privacy Act* over the past year. Two of these requests come from one registrant, both on files which were dismissed by the Inquiry Committee. These requests require far more than the photocopying of documents by College staff. Since most of the requests that the College receives are for copies of records related to complaints, and given the confidential nature of many of those documents and the various provisions of the *Freedom of Information and Protection of Privacy Act* that have to

Complaint numbers over the past few years are presented in the chart below.

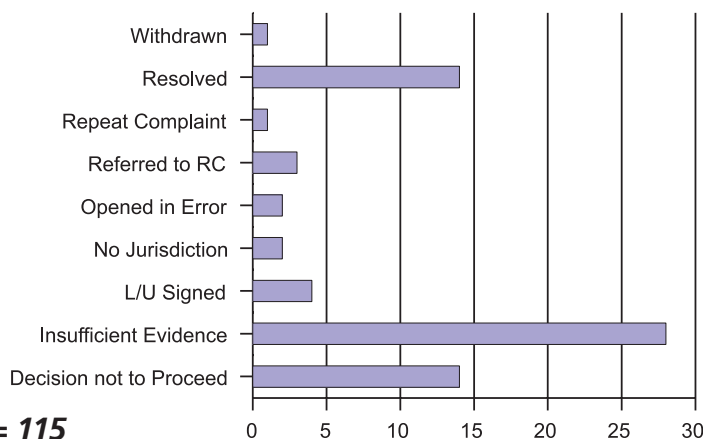
Chart 3 – Complaint Closures

YEAR	# OF COMPLAINTS	# OF COMPLAINT FILES CLOSED FROM JAN. 1, 2000 FROM EACH YEAR (BRACKETED NUMBER - FILES OPEN AS OF 1/1/00)	AVERAGE TIME TO CLOSE COMPLAINTS # OF COMPLAINTS DIVIDED BY # OF MONTHS FROM RECEIPT TO CLOSURE	# OF COMPLAINTS REMAINING OPEN ON OCT. 31, 2001 FROM EACH YEAR
1993	N/A	2 (2)	N/A	0
1995	43	1 (1)	65 MONTHS (n = 1)	0
1996	38	7 (8)	46 MONTHS (n = 7)	1
1997	45	6 (7)	35 MONTHS (n = 6)	1
1998	45	25 (29)	27 MONTHS (n = 25)	4
1999	55	37 (50)	15 MONTHS (n = 37)	13
2000	63	47 (not applicable)	7.8 MONTHS (n = 47)	16
2001	51*	13* (not applicable)	5.4* (n = 13)	38

(\*TO OCT.31)

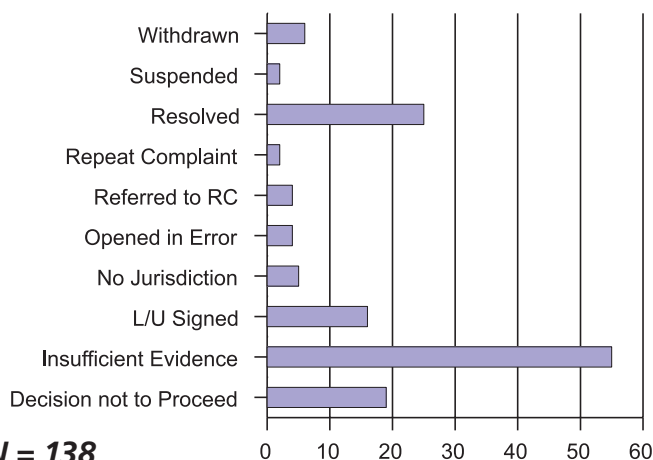


## FILES CLOSED FROM JANUARY 2000 - OCTOBER 31, 2001 CLOSING REASONS



**Table 7 – N = 115**

## FILES CLOSED SINCE JANUARY 2000 – CLOSING REASONS



**Table 8 – N = 138**

be applied, not only in relation to each document but also in relation to lines and sentences within each document, such requests are a considerable resource cost to the College.

### OMBUDSMAN INVESTIGATIONS

The College has met with the Ombudsman at his request to discuss complaint matters pertaining to issues relating to a backlog file. The College continues to have discussions with that

office with regard to old complaints and new processes. In addition there have been four investigations of the Ombudsman on behalf of former complainants and there were no findings against the College in these matters.

### BYLAW DEVELOPMENT

Much effort was devoted to the process of developing the bylaws and at press time, a final draft had been prepared. The final draft includes a copy

of the new Code of Conduct. The new Code of Conduct will come into effect once the bylaws have been approved by Cabinet.

### A NOTE OF APPRECIATION

The new Board of the College had little idea of the vast volume of issues awaiting them. They have met the challenge with inquisitiveness and enthusiasm. The amount accomplished over the past year is no small tribute to the manner with which they took on their responsibilities. Members of the various committees with whom I have had the pleasure to work over the past year should take great pride in the fruits of their hard work. It is most rewarding to work hard with others who share an appreciation for the importance of the task.

The dedication and hard work of College staff remains unparalleled. This past year was made all the more pleasant with the company of the two half-time Deputy Registrars, Colleen Wilkie and Rafael Richman and the addition of Maria Doyle, Inquiry Coordinator, new Bookkeeper, Kalia Zalel and office assistant, Avigail Cohen in addition to continuing and most valued staff members Lyn Hellyar, Registration and Office Coordinator and Judy Clausen, Communications Coordinator. The wise counsel of Mr. Tobin continues to be of immeasurable value. The pace of work and the importance of the tasks before us are very high but they continue to be managed with competence, thoughtfulness and caring by our staff members all of whom have my sincerest appreciation.

Respectfully submitted,  
*Andrea Kowaz, Ph.D. R.Psych.*  
Registrar



# Inquiry Committee Report

This has been a year of change for the Inquiry Committee. Barbara Passmore, our Lay member and myself have Co-chaired this Committee since January 2001. While always demanding in terms of time and the issues that need to be addressed, it has been a pleasure working with the members of the committee. I would like to extend my sincere appreciation to Eva Allan, Elsie Cheung, Marion Ehrenberg and Trish Crawford for all the hard work that they did during their terms on the Committee. I would also like to extend my ongoing thanks to the current committee which consists of Donald Read, Mary Ann Carter, John MacDonald, Mel Kaushansky and Rebecca England. Their continued involvement and dedication has made working with this Committee both stimulating and rewarding.

No report on the work of this Committee would be complete without expressing my gratitude to the office personnel who work closely with the Committee members. Certainly, the contributions of Andrea Kowaz, our hard working Registrar, can never be overestimated. I am also very appreciative for the dedication and involvement of Rafael Richman, our Deputy Registrar-Inquiry, and Maria Doyle, our Recording Secretary and Inquiry Coordinator. Having them come "on board" has helped to decrease Andrea's extensive work week and has allowed us to pursue many of the initiatives that have resulted in the Inquiry Committee functioning more efficiently and effectively than it did previously.

I wanted to extend a special note of appreciation to Anthony Tobin, our

Legal Counsel to the College. As many of you know, Tony attends the Inquiry Committee meetings and is often called upon to offer legal opinions about various matters. I believe (and the statistics support this conclusion) that having Tony available for immediate consultation provides for more effective functioning by the Committee. It also in the long run saves us a considerable amount of money. Part of what we have been dealing with over the past year since I began Co-chairing the Committee are historical situations which have had to be addressed. If legal advice in many of these situations had been obtained or followed, the matters could have been handled in a very different and probably more effective manner. We continue to strive to ensure that procedures are put in place which allow current complaints to be addressed more promptly, effectively and efficiently than they have in the past. Tony's advice and suggestions are an integral part of that process.

As one of the primary Committees of the Board, you may be interested in our activities from January 1, 2001 through October 31, 2001. The following statistics were provided by the College staff and I appreciate their input into this report:

- **Total number of complaints processed since January 1, 2001.. 139**
- **Total number of new complaints received since January 1, 2001 ..... 51**
- **Total number of open files..... 73**
- **Files awaiting review ..... 2**
- **Files under active review ..... 14**
- **Practice inspections pending/in progress..... 5**
- **Files in which some action is in progress..... 70**
- **Files closed since January 1, 2001.. 69**

As you can see from these numbers, the Inquiry Committee deals with a huge volume of information. Thanks to the office staff, the Committee is now able to deal with each complaint in a more effective manner than was previously possible. When a complaint is received, the office staff responds to the complainant, tries to clarify the issues involved to some extent, and brings the information forward to the Inquiry Committee to be assigned to a Committee member. The information is then reviewed by the Committee member and is brought back to the next meeting. A decision is made based on a discussion of the findings about how to proceed (close the file for various reasons, request the complete file for review, etc.). Once further information has been obtained, it is reviewed in detail and recommendations are brought back to the Committee for discussion and decisions. At that point, the registrant may receive a 33(5) letter requesting specific information in response to the complaint. Information is not shared with the registrant prior to that time since no decision has been made by the Committee about whether or not to proceed with the investigative process. Until specific issues related to the relevant legislation have been identified, it is not possible to have the registrant respond since specific questions have not been formulated.

There is no doubt that much of the work which has been done by the Board and other Committees is going to have an impact on the future functioning of the Inquiry Committee. For example, the clarification which is inherent in the new Code of Conduct will help the Committee identify potential problems

much more easily than was possible under the old *Psychologists Act* and other legislation. The *Health Professions Act* is similarly clear in terms of what the expectations are as far as the overall legislation is concerned. The changes that are in the process of being implemented by the Registration Committee should also help to decrease potential problems in the future which would have come to the attention of the Inquiry Committee sooner or later.

At the same time, there is always going to be a need for an informed, reasonable, and committed group of Committee members to deal with the complaints that are received by the College. This is one of the foundations

of our ability to function as a self-regulating profession. I urge any of you who have an interest in contributing to the activities of the profession of Psychology in BC and to the College to consider volunteering for a term on the Inquiry Committee. If you do, I know you will learn a great deal both personally and professionally, have an opportunity to make a definite contribution to the functioning of the College, and gain a better appreciation for what constitutes "good practice" in our profession. I can tell you from personal experience that I have definitely benefitted from being a member of the Committee and participating in the thoughtful discussions around the many issues that must be addressed.

Finally, I would like to thank our Lay Board Member, Barbara Passmore, for her ongoing participation as Co-chair of the Inquiry Committee. For a variety of unhappy and tragic personal reasons, Barbara has not been able to be as active on the Committee as I know she would have liked. However, she was certainly present in spirit if not always in body. We appreciate her dedication to the work of the College and the Committee and value her perspective as a representative of the public. I look forward to working with all of the Committee members over the coming year.

Respectfully submitted,  
*Dr. Larry W. Waterman, Ph.D., R.Psych.*  
*Chair, Inquiry Committee*

## Quality Assurance Committee Report

The direction and focus of the Quality Assurance Committee has changed since the *Health Professions Act* came into effect for the College of Psychologists of British Columbia. Unlike some other standing committees, e.g., Inquiry and Discipline, that derive direction, duties and power directly from the *Health Professions Act*, the mandate, duties and responsibilities of the Quality Assurance Committee are delegated to the Committee through the College Bylaws.

Additionally, an entirely new College Board was voted into place. Consequently, a significant amount of effort this year has been given to ensuring continuity with past Quality Assurance efforts and compliance with new legislation.

This year the Quality Assurance Committee prepared a Self Assessment Guide. This document was approved by the Board. The Guide is to be mailed to all registrants by the end of the calendar year. The purpose of the Guide is to educate and assist the self-reflective clinician, teacher and researcher in order to promote high standards of practice among registered psychologists. There is a marked place for the Guide in the purple binder. The Guide represents a cornerstone for the continuing competency program that the Quality Assurance Committee continues to develop for approval by the Board, and by registrants.

The members of the Committee have worked long and hard. The co-chairs acknowledge and thank

Committee members Bill Borgen, Angela Gedye and Julian Gray. The committee also welcomes three new members: Leora Kuttner, Joan Pinkus and Karen Tee. As well, the Committee appreciates and acknowledges the advice and/or assistance of the Registrar, Andrea Kowaz, Deputy Registrar, Colleen Wilkie, and College Counsel, Tony Tobin. The Committee has been especially appreciative of the hard work and assistance provided by College staff member, Judy Clausen.

Respectfully submitted,  
*Emily Goetz, Ph.D., R.Psych.*  
*Co-Chair and Board Representative*

*Ron LaTorre, Ph.D., R.Psych.*  
*Co-Chair and Board Representative*

# Legislation Committee Report

I am pleased to announce that the long and arduous process of creating the first set of bylaws for the College of Psychologists of British Columbia appears complete. The Board is hopeful that this document will receive cabinet approval within the next few weeks, thereby providing a clear and firm process for the regulation of the profession. The establishment of this document has been a significant challenge for various Boards, staff members, and psychologists. Several drafts of this document have received helpful feedback and, on behalf of the Board, I would like to thank the numerous colleagues who have contributed to the process.

A first document of this type is by nature likely to be contentious. And the context in which it has been written has been significant. One of the major issues which has confronted us all is the historical shift from a collegial organization to that of a regulatory body, the latter having the sole mandate to protect the public. Secondly, the provincial government's refusal to permit

updating of the old *Psychologists Act* and the subsequent inclusion of the College under the *Health Professions Act* resulted in some urgency in writing modern and workable operating principles which would conform with government expectations. A coincidental third issue has been the need to revise the registration process in order to comply with federal legislation regarding the Agreement on Internal Trade and the resultant Mutual Recognition Agreement between the regulatory bodies of all Canadian psychology jurisdictions. A fourth issue has been the need to comply with provincial *HPA* requirements for updated and complete appendices of these bylaws, requiring rethinking and defining College forms, fee schedules, and Codes of Conduct. In particular regard to the latter, our Registrar, Dr. Kowaz, undertook the writing of a made in B.C. Code of Conduct which has drawn on the most recent principles established by the Association of State and Provincial Psychology Boards, the American Psychological Association, the Canadian Psychological Association, and

other jurisdictions. While considerable staff and collegial effort has gone into the various drafts of the bylaws, the Board has had the good fortune and wisdom to engage legal counsel, Bonita Thompson, who has been able to rework the format and language of the document in order to facilitate government approval.

The Board is confident that these bylaws will provide a stable platform for the effective regulation of the profession. The appendices are more readily changed and are expected to be modified according to circumstances and feedback. We trust that while fulfilling the mandate of protecting the public, the bylaws will prove respectful of registrants and will also provide protection of the profession.

Thanks again to all who have contributed.

Respectfully submitted,  
*Derek A. Swain, Ed.D., R.Psych.*

## Registration Committee Report

Let me begin by thanking the members of the Registration Committee (Cheryl Bradley, Dale Brooks, Colleen Haney, Jerry Koe, Anne-Marie Jones, Marvin McDonald, Cheryl Washburn), the Registrar (Andrea Kowaz) and Deputy Registrar-Registration (Colleen Wilkie), the Registration Coordinator (Lyn Hellyar) as well and college counsel (Anthony Tobin) who have worked so hard in the last year. Thanks also go to Dr. Jim Ogloff for his work on the

jurisprudence exam. The huge volume of work facing the committee was matched by the spirit of cooperation and teamwork with which it was accomplished, and as validated by the achievements of the past year:

- (a) a completely revised oral examination process including:
  - oral examiner training
  - scoring system
  - development of vignette-

based examinations in each practice area

- (b) a new application process including:
  - new application form
  - new reference forms and procedure
  - new criteria for required internship experience
- (c) a new registration renewal process

including:

- new renewal form
- new reinstatement process and form

(d) a written jurisprudence examination:

- including a process for ongoing development and validation.

(e) a new process and procedure for temporary registration

The new application process including the opportunities for submissions to the Committee from applicants, is depicted in Figure 1 in this

Report. The Registrar has also prepared a summary of registration activities over the past year which are included in her report. These specific achievements have occurred within the context of the Registration Committee working within the new legislation, the *Health Professions Act* and in recognition of the provisions of the Mutual Recognition Agreement. The overall result is however nothing less than a new paradigm under which the college now processes applications for registration and renewal of registrants. The amount of work tackled by the Registration Committee over the past year would be hard to overestimate.

It is likely that actual meeting time exceeded 50 hours. The issues and decisions were made carefully, thoughtfully and thoroughly. We are confident that these new processes will provide fairness to applicants and registrants as well as public protection. Plans for the future include work on finalizing doctoral level admission criteria, master's level criteria, mobility registration and continuing efforts to engage in dialogue with representatives of the university training programs in the province.

Respectfully submitted,  
*Henry Harder, Ed.D., R.Psych.*  
Chair



THE COLLEGE OF PSYCHOLOGISTS  
OF BRITISH COLUMBIA

**Financial Statements**

DECEMBER 31, 2000

Auditors' Report  
Statement of Financial Position  
Statement of Operations  
Statement of Changes in Net Assets  
Statement of Cash Flows  
Notes to Financial Statements

# AUDITORS' REPORT

To the Members of  
The College of Psychologists of British Columbia

We have audited the statement of financial position of The College of Psychologists of British Columbia as at December 31, 2000 and the statements of operations, changes in net assets and cash flows for the year then ended. These financial statements are the responsibility of the College's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the College as at December 31, 2000 and the results of its operations and the changes in its net assets for the year then ended in accordance with generally accepted accounting principles applied on a basis consistent with that of the preceding year.

Meyer A. Mattuck  
The Raber Mattuck Group  
Chartered Accountants

Vancouver, British Columbia  
February 26, 2001



**COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA**  
**STATEMENT OF FINANCIAL POSITION AS AT DECEMBER 31, 2000**

	<b><u>2000</u></b>	<b><u>1999</u></b>
	<b>\$</b>	<b>\$</b>
<b><u>ASSETS</u></b>		
CURRENT ASSETS		
Cash	-	27,916
Short-term investments	85,994	64,237
Accounts receivable	19,935	1,096
Special levy receivable	2,690	13,200
Prepaid expenses	<u>8,485</u>	<u>5,053</u>
	117,104	111,502
CAPITAL ASSETS (Note 2)	<u>18,508</u>	<u>20,968</u>
	<u>135,612</u>	<u>132,470</u>
<b><u>LIABILITIES</u></b>		
CURRENT LIABILITIES		
Bank indebtedness	4,486	-
Accounts payable and accrued liabilities	20,308	38,316
Employee remittances payable	-	8,283
PST payable	-	24
Deferred revenue (Note 3)	<u>5,060</u>	<u>-</u>
	<u>29,854</u>	<u>46,623</u>
<b><u>NET ASSETS (DEFICIENCY)</u></b>		
CAPITAL ASSETS	18,508	20,968
UNRESTRICTED	<u>87,250</u>	<u>64,879</u>
	<u>105,758</u>	<u>85,847</u>
	<u>135,612</u>	<u>132,470</u>
Approved by the Board		

**STATEMENT OF OPERATIONS FOR THE YEAR ENDED DECEMBER 31, 2000**

	<b><u>2000</u></b>	<b><u>1999</u></b>
	<b>\$</b>	<b>\$</b>
<b><u>RECEIPTS</u></b>		
Membership dues	897,041	679,061
Special levy	-	113,853
Application and exam fees	59,167	62,971
Interest	11,787	9,112
Other	<u>6,598</u>	<u>2,066</u>
	<u>974,593</u>	<u>867,063</u>
<b><u>EXPENDITURES</u></b>		
Administration	471,508	343,452
Audit	8,827	4,167
Board	57,316	10,196
Committees (meetings, travel and honorarium)	17,429	6,156
External relations (dues)	15,716	8,054
Member services	74,670	41,510
Operations	85,885	75,341
Statutory functions	<u>223,331</u>	<u>269,623</u>
	<u>954,682</u>	<u>758,499</u>
<b><u>EXCESS OF RECEIPTS OVER EXPENDITURES</u></b>	<u>19,911</u>	<u>108,564</u>

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

**COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA**  
**STATEMENT OF CHANGES IN NET ASSETS FOR THE YEAR ENDED DECEMBER 31, 2000**

	Invested In Capital <u>Assets</u> <u>2000</u> \$	<u>Unrestricted</u> <u>2000</u> \$	<u>Total</u> <u>2000</u> \$	<u>Total</u> <u>1999</u> \$
Balance, beginning of year	20,968	64,879	85,847	(22,717)
Excess of Revenue Over Expenditures	<u>(2,460)</u>	<u>22,371</u>	<u>19,911</u>	<u>108,654</u>
Fund Balances, end of year	<u>18,508</u>	<u>87,250</u>	<u>105,758</u>	<u>85,937</u>

**STATEMENT OF CASH FLOWS FOR THE YEAR ENDED DECEMBER 31, 2000**

	<u>2000</u> \$	<u>1999</u> \$
<b><u>CASH FLOWS FROM OPERATING ACTIVITIES</u></b>		
Excess of receipts over expenditures	19,911	108,564
Adjustments for:		
Amortization	6,307	6,857
Accounts receivable	(18,839)	(196)
Special levy receivable	10,510	(13,200)
Prepaid expense	(3,432)	(2,375)
Accounts payable	(18,008)	(8,958)
Employee remittances payable	(8,283)	658
PST payable	(24)	(178)
Deferred revenue	<u>5,060</u>	<u>-</u>
	<u>(6,798)</u>	<u>91,172</u>
<b><u>CASH FLOWS FROM INVESTING ACTIVITIES</u></b>		
Purchase of capital assets	<u>(3,847)</u>	<u>(13,091)</u>
Net (decrease) increase in cash	(10,645)	78,081
Cash, beginning of year	<u>92,153</u>	<u>14,072</u>
Cash, end of year	<u>81,508</u>	<u>92,153</u>
Consisting of:		
Cash (Bank Indebtedness)	(4,486)	27,916
Short-term investments	<u>85,994</u>	<u>64,237</u>
	<u>81,508</u>	<u>92,153</u>

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



THE COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA  
NOTES TO THE FINANCIAL STATEMENTS DECEMBER 31, 2000

## 1. Significant Accounting Policies

## Capital assets

Purchased capital assets are recorded at cost. Contributed capital assets are recorded at fair value at the date of contribution. Amortization is provided on a declining balance basis at the following rates:

Office furniture and equipment	- 20% per year
Computer equipment and software	- 30% per year

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

Amortization expense is reported in the Capital Asset Fund.

## Revenue and Expense recognition

Membership dues are recognized as income in the fiscal year due. Expenditures are recognized as incurred.

## 2. Capital Assets

2000				1999
Office furniture and equipment Computer equipment	Cost	Accumulated Amortization	Net Book Value	Net Book Value
	\$49,587	\$40,489	\$9,098	\$ 9,518
	<u>57,064</u>	<u>47,654</u>	<u>9,410</u>	<u>11,450</u>
	<u>106,651</u>	<u>88,143</u>	<u>18,508</u>	<u>20,968</u>

### 3. Deferred Revenue

Deferred revenue represents membership fees for the 2001 calendar year received in advance.

#### 4. Contingent Liabilities

As at December 31, 2000 there was one legal claim outstanding against the College for court costs arising from disciplinary proceedings.

# Minutes of the 2000 Annual General Meeting

The Annual General Meeting of the College of Psychologists was held on December 13, 2001 at the Renaissance Harbourside Hotel, Vancouver, and the Ocean Pointe Resort, Victoria, and Dr. Heather McEachern's Office, Kelowna, linked by teleconference. Chair Verna Amell called the meeting to order at 5:26 p.m. with 53 members present in Vancouver, 27 members present in Victoria and 7 members present in Kelowna.

Dr Amell welcomed the registrants to the meeting. Lay Board Member, Barbara Passmore, chaired the meeting in Victoria. Dr. Amell introduced the Board members, Dr. Stephen Flamer, Mr. Art Kube, Dr. Marvin McDonald, and Ms. Anastasia Mirras. Regrets were given by Dr. Bill Borgen and Dr. Brenda Kosaka.

Staff members present were Dr. Andrea Kowaz, newly appointed Registrar, Dr. Carol Solyom, Interim Deputy Registrar, Vicki Huxtable, Assistant Deputy, Lyn Hellyar, Registration Coordinator and Judy Clausen, Administrative Assistant. Vicki Huxtable's retirement was announced and the College made a presentation to her with thanks for her many years of service.

The new elected Board members, Mr. Robert Colby, Dr. Emily Goetz, Dr. Henry Harder, Dr. Justin O'Mahony, Dr. Derek Swain, and Dr. Larry Waterman were introduced.

## AGENDA

The circulated agenda was reviewed. It was moved by Derek Swain and seconded by Emily Goetz that

the agenda be approved as circulated. Carried.

## MINUTES

Errors and omissions: It was moved by Larry Waterman and seconded by Emily Goetz that the Minutes of the May 11, 2000 Annual General Meeting be approved as circulated. Carried.

Business arising from the Minutes: None

## ANNUAL REPORTS

The Report from the Chair was delivered by Dr. Verna Amell. Her report dealt with the manner in which the bylaws were written, the classes of registration and the work being done by the College to have the exemptions removed from the regulations.

The Registrar, Dr. Andrea Kowaz, gave highlights of her report given in the Annual Report. She reported on the systems being put in place the work that has been done and what still needs to be done. This included:

(f) Filing system and information management systems being initiated, including data bases for each aspect of College functioning,

(g) Changes made to the Registration process and how this will be a major focus for the coming year,

(h) A report on the complaint tracking system and a flow chart showing the steps taken in the processing of a complaint,

(i) The increase in, and complexity of requests for information made under

the *Freedom of Information and Protection of Privacy Act*, and

(j) Changes in the layout of the office because of the confidential nature of the work and incidents with complainants,

## BYLAW REPORT

Dr. Carol Solyom advised that her report was as written. She also commented that in the feedback received from registrants on the bylaws the main concern was the classes of registrants.

Inquiry Committee, Patient Relations Committee and Quality Assurance Committee Reports were as included in the written submissions.

## REGISTRATION COMMITTEE REPORT

Dr. Stephen Flamer reported on the number of challenges facing the Registration Committee. He thanked the registrants for the honour and privilege of serving on the Board for the past five years.

## FINANCE COMMITTEE REPORT

Anastasia Mirras presented the budget. She reported on the work being done to tighten up line items and postings, the appointment of a new auditor and bookkeeper and gave a breakdown of all the figures in the budget. Registrants were advised that the registration fee for the coming year would be \$1,100.00.

It was moved by Carol Solyom and seconded by Rosemary Wilkinson that the budget be received. Carried.

The meeting adjourned at 8:57 p.m.

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note printed



# College of Psychologists of British Columbia

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