

ANNUAL REPORT - 2002

CIRCULATED FOR THE ANNUAL GENERAL MEETING

15 MAY, 2003 ♦ 5:00 P.M.

VANCOUVER
Arbutus Club
2001 Nanton Avenue
Vancouver, B.C.

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2002 Annual General Meeting Agenda

1. Sign-in and Socializing (5:00 p.m. - 5:30 p.m.)
2. Call to order (5:30 p.m.)
 - 2.1 Welcoming remarks, introduction of the Board
(Dr. Henry Harder, 2003 Board Chair)
3. Approval of Agenda
4. Minutes of the 2001 Annual General Meeting
 - 3.1 Errors/Omissions
 - 3.2 Adoption
 - 3.3 Business arising from the Minutes
5. Annual Reports
 - 4.1 Chair of the 2002 Board, Mr. Robert Colby
 - 4.2 Registrar, Dr. Andrea Kowaz
 - 4.3 Reports of Standing Committees
 - 4.31 Inquiry Committee (Dr. Larry Waterman, Ms. Barbara Passmore,
2002 Co-Chairs)
 - 4.32 Patient Relations Committee (No Report)
 - 4.33 Quality Assurance Committee (Dr. Emily Goetz, 2002 Chair)
 - 4.34 Registration Committee (Dr. Henry Harder, 2002 Chair)
 - 4.35 Finance Committee (Dr. Derek Swain, 2003 Chair)
6. New Business
7. Adjournment

Board, Staff, and Committee Members

BOARD OF DIRECTORS, 2002

Robert Colby, Chair
Larry Waterman, Vice Chair - Board, Chair, Inquiry Committee
Michael Elterman, Chair, Patient Relations Committee
Emily Goetz, Chair, Quality Assurance Committee
Henry Harder, Chair, Registration Committee
Barbara Passmore, Public Member, Co-chair, Inquiry Committee
Derek Swain, Chair, Legislation and Finance Committees

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
Judy Clausen, Assistant to the Registrar
Avigail Cohen, Office Assistant
Lyn Hellyar, Registration Coordinator
Maria Doyle, Inquiry Coordinator

COMMITTEE MEMBERS, 2002

DISCIPLINE COMMITTEE

Henry Harder, Chair	Rosemary Alvaro
Linda Harrison	Henry Hightower (Public Member)
Michael Joschko	William Koch
Janet Strayer	Susan Turnbull
Max Uhlemann	

INQUIRY COMMITTEE

Larry Waterman, Chair	Barbara Passmore, Co-chair (Public Member)
Rebecca England	Mel Kaushansky
Jill Hightower (Public Member)	Shirley Louth
Pippa Lewington	Maureen Olley
John MacDonald	
Don Read	

QUALITY ASSURANCE COMMITTEE

Emily Goetz, Chair	Leigh Bowie
Julia Hass (Public Member)	Leora Kuttner
Ron LaTorre	Joan Pinkus
Karen Tee	

REGISTRATION COMMITTEE

Henry Harder, Chair
Dale Brooks
Colleen Haney
Marvin McDonald

Cheryl Bradley
Helen Cook (Public Member)
Anne Marie Jones
Cheryl Washburn

ORAL EXAMINERS

Verna Amell
Carole Bishop
Michael Coles
Jacqueline Douglas
Angela Haig
David Jones
Brenda Kosaka
Anne MacGregor
Martin Phillips-Hing
Erica Reznick
Heather Scott
Cec Smith
Lynn Superstein-Raber
Malcolm Weinstein

Randall Atkinson
Geoffrey Carr
Evelyn Corker
David Eveleigh
Jordan Hanley
Margaret Kendrick
Randall Kropp
Barbara Madani
Joan Pinkus
Anneliese Robens
Ruth Sigal
Rhona Steinberg
Paul Swingle
Maureen Whittal

Barbara Beach
Elsie Cheung
Trish Crawford
Brian Grady
Elizabeth Huntsman
Brenda Knight
Pippa Lewington
Jane McEwan
Donald Ramer
Barbara Rosen-Harris
Kathleen Simas
Paul Suingaila
Joyce Ternes
Marshall Wilensky

Report from the Chair

Having completed my maximum two year term as Chair, I feel this has been one of the most exhilarating experiences in my almost forty year professional career. In conjunction with the staff at the College and with the hard work, diligence, and knowledge of our Registrar, Dr. Kowaz, the Board proceeded to retool the profession in accordance with the changing national and international standards and government regulations. I appreciate all the cooperation and hard work we have had from our staff and committee members which enabled us to develop a Code of Conduct, quality assurance documents, registration procedures and documents and the complaint management process. This allows us to responsibly

meet the needs and concerns of the public while maintaining the integrity in our changing profession. The changing requirements for entrance, and the establishment of procedures to accommodate those changes, took a tremendous amount of cooperative effort. The changing dynamics in relationship to the Inquiry Committee working in close conjunction with legal counsel with the development of an alternate dispute resolution model, has made us more responsive to the public while also enhancing the profession of psychology.

We have made every attempt to maintain an open communication with our Registrants and hopefully we have been able to keep

psychologists informed of the requirements of the professional dynamics in relationship to the delivery of services.

I must admit I am still surprised where information is misinterpreted or not received, and encourage our registrants to attend meetings, to volunteer for committees, and to keep current with information from the website and College newsletter.

I look forward to my next year on the Board as I can take a more active role in discussions around the Board table.

Respectfully,

Robert L. Colby, R. Psych.
Registered Psychologist

Inquiry Committee Report

This was my second and last year of co-chairing the Inquiry Committee. As I look back over what has been accomplished in the past two years, I am reminded that it was at times a difficult but also very rewarding experience for me. I had the privilege of working with Dr. Kowaz, our very capable registrar; our hardworking and under-appreciated office staff; Tony Tobin, our very helpful and articulate legal counsel; Barbara Passmore, our outspoken public member on the committee; and the very articulate and hard-working members who made up the Inquiry Committee. I can honestly say that I learned a great deal over the two years. It was both satisfying and exciting to see the melding of the *Health Professions Act* and our Code of Conduct as they were put to the test of actually being applied.

At the same time, I am well aware that there are some registrants who are still unhappy at what has transpired over the past several years. From my perspective, that is an unfortunate but probably unavoidable result. As I (and I suspect most of us) have learned over our lives, you simply cannot please everyone no matter how worthwhile the endeavour. There continue to be some registrants who want to return to what they see as a "kinder era" and continue to resist the clarity, focus and direction provided by the new regulations. I can tell you from someone who worked both under the old system twelve years ago and the new system now in place is much superior in every way. While not perfect, it does make the regulatory component of the College much easier to apply. In my mind, it's more comprehensive and equitable than we have ever

had in our history. I think what those of you who do not like the new system don't appreciate is that it allows for more consistency and fairness in the decisions that have to be made about the complaints that are received.

Does this mean that I don't think improvements could be made? Definitely not. For example, in Ontario the regulations provide discretionary power to the Registrar that allows some complaints that are obviously vexatious and frivolous to be dismissed relatively easily. Under our regulations, all complaints have to be sent to the Inquiry Committee. As time goes on, there will probably be other changes identified that would improve the current system but that does not detract from the fact that it is an immense improvement over what we had before.

Finally, I can't emphasize enough the incredible work that has been done by everyone associated with the Inquiry Committee. The vast backlog of cases has been all but dealt with, our new Code has been fully implemented with the very competent assistance of Tony Tobin, and new complaints can now be dealt with in a far more efficient and effective manner. Unfortunately, as much as we would like to believe that all psychologists are wonderful, competent and extremely ethical human beings, that is simply not the case. Until such time as we reach that state of utopia, I am grateful for those registrants who understand the importance of good regulation and are willing to donate their time and expertise in pursuing that goal. Finally, I want to thank all of you who have supported me both in electing me

to the Board and in my work during my two-year term.

Respectfully submitted,

Larry Waterman,
Chair, Inquiry Committee

The Inquiry Committee has had a very interesting and successful year. Unfortunately we lost a very able Co-Chair as Dr. Larry Waterman has stepped down to spend more time at his practice.

The last 12 months have seen the Inquiry Committee settle many outstanding complaints, hold numerous without prejudice meetings, as well as panel two extraordinary hearings.

From a public protection perspective, the new systems put in place to deal with the complaint backlog from 1999 are working very well and the majority of those cases have been settled. Concerns such as lack of natural justice caused by delay and procedural fairness have been addressed and steps have been taken to ensure that the past problems don't happen again. Current complaints are dealt with in a timely and appropriate manner.

The committee members are a very dedicated and hard working group of people who do not hesitate to take on arduous tasks. Praise should also go to the office staff who are also dedicated, hard working, and extremely supportive.

Respectfully submitted,

Barbara Passmore, Co-Chair
Inquiry Committee

Quality Assurance Committee Report

Throughout the past year, the Quality Assurance Committee has focussed on:

- (a) developing a web page; and
- (b) drafting a program for required continuing competency based on the Committee's mandate under the College of Psychologists Bylaws.

The informational web page contains examples of informed

consent forms as well as questions registrants might ask themselves before conducting various kinds of assessment and treatment.

The proposed program for required continuing competency has been posted on the Quality Assurance webpage and mailed out to all registrants so that registrants may provide feedback by July 1, 2003. The proposed date of implementation is January 1, 2004. A gradual implementation is planned.

Many thanks to the committee members for their ideas and their carefully researched contributions. Special thanks to College staff for putting committee input into workable form.

Respectfully submitted

Emily Goetz, Chair
Quality Assurance Committee

Registration Committee Report

The step by step interaction between the Registration Committee and applicants is a key feature of the new process. This has resulted in a multifold increase in the amount of correspondence generated by and needing response from the College. It has also increased applicants awareness and clarity about where they are in the process and what further steps lay ahead. The Limited Register was implemented several times during the past year as a mechanism for dealing with applicants whose acceptance into the College includes a requirement to complete a period of supervision or other specific task under the Registration Committee. We continue with the policy of assuring that every individual placed on the Limited Register is provided with clear information on steps necessary for placement on the full Register. This policy applies to Inquiry Committee actions, as well. Registrants in the categories of "out of province" and "nonpracticing" are placed on the Limited Register as well.

Below is an accounting of the work of the staff and registration committee. It is presented by month to give registrants a flavour of the work flow of the College. This list is not all-inclusive but does attempt to cover major activities.

January

The Registration Committee focussed on the development and approval of policies regarding the way in which individuals on the Limited Register should identify themselves to the public, procedures for taking the Written Jurisprudence Examination, management of the new computerized system of completing the EPPP examination, renewal issues such as proof of insurance, area of practice, differentiation of register address from practice records address and the address for publication in the directory, implementation of new criteria for temporary registration, registration fees prorated for first time applicants, wording for Limited Register certificates, the management of renewal questions

and challenges from registrants (approx. 150) including: necessity of insurance, need to be actively practicing, definition of "practice" of psychology, insurance waivers, review of previous compassionate waiver policy, and the development of policy regarding oral examiners and supervisors.

February

During this month the focus of the Registration Committee was on the development and approval of policies regarding movement between categories of registration, reinstatement onto the register after an absence, clarification of the inactive practice category, approval/revision of policy regarding the criteria and selection process of oral examiners and supervisors, the vetting procedure to ensure indemnification, (see Section 24 of the *Health Professions Act*), initial discussions with the BC Association of School Psychologists (BCASP), the development of plans for a new applicant tracking database and revision and conduct of oral

examiner and examinee workshops.

March

During the month of March, discussions were held with UBC counselling psychology faculty regarding registration for faculty not currently registered, with SFU faculty regarding the new registration requirements, discussions regarding accommodations for students who completed the old program, and discussions with BCASP continued. In addition, the committee approved requirements for reciprocal application, as well as the new reciprocal application forms and procedures. The new applicant database was approved, allowing updates to the committee on the monthly status of each of the open application files. A new reference form was developed and approved, policies were developed with regard to required documentation on application, and the committee endorsed the policy of placing the onus on applicants to argue or provide proof of equivalence to criteria, and the committee clarified the Out of Province registration category and to whom it applies.

April

During April the new applicant database was fully implemented, the committee finalised their views regarding the relative breadth of various areas of practice such as clinical and counselling and the supervision requirements for psychological associates were reviewed.

May

In addition to participating in the inter-committee meeting, the Registration Committee concerned itself with issues of Limited Register supervision, minimum pass points for the EPPP paper and computerized tests, the issue of equivalence of coursework in CPA/APA programs to the

College's coursework requirements, development of the reciprocal flow chart and questionnaire, and how to manage the issue of registrants wanting higher academic credentials reflected on their registration. It was decided that in order for a degree to be reflected in the Register, the degree must meet the current requirements.

June

For the month of June, work included responding to requests from other jurisdictions requesting our forms as examples, ongoing website development, issues regarding reinstatement including the provision that those who had been off register for less than six months who were then reinstated would be able to retain title, whereas those individuals off the register for a longer period would have to meet current criteria in order to do so.

July

During the July meeting the committee focussed on issues pertaining to applicants who meet the criteria for reciprocal registration and their length of time in BC prior to application.

September

In September the committee was concerned with proposed changes to the *Health Professions Act*, the development of a task force to deal with implications of the *Degree Authorization Act*, continued discussions with BCASP, and a meeting with faculty from the UBC counselling program regarding accreditation and areas of practice.

October

In October the Committee reviewed the practice area of forensic/corrections psychology, as well as review of respecialization certificates, the issue of supervision during the application process, and development of a policy of

charging a \$100.00 processing fee for registrants who fail to properly notify the College about change of address. This will be implemented once registrants have been properly informed.

November

Discussions continued with BCASP and others, it was decided to discontinue provision of the oral examination reading list, new accreditation standards from CPA were reviewed, and criteria for master's level registration were developed. The committee endorsed the principle of the post degree supervision year and information meetings on changes in registration process and criteria were held.

December

In December issues pertaining to registrants in the research/academic category were reviewed, along with out of province registration. Policies and eligibility criteria were elaborated in light of a decision of the Registration Committee to offer an "extraordinary registration period". This period, planned for the first quarter of 2002, is targeted towards psychology practitioners with five years of membership in a quasi-regulatory or other professional organization who may now be eligible for registration with the College under the new bylaws.

The Chair would like to recognize the vision and hard work of the staff, the integrity and commitment of committee members, and the collaborative efforts of both. The amount and gravity of work produced over the past year attests to the calibre and success of this collaboration.

Respectfully submitted,

Henry Harder, Chair
Registration Committee

Finance Committee Report

As this report is being prepared, the Finance Committee continues to be hopeful that another year can be completed without calling upon registrants for an additional fee assessment. If we are successful in this endeavour, it will mean that fees will have remained stable for a total of three years, despite considerable instability in key factors which impact the budget. Revenue is particularly impacted by changes in number and registration category of registrants. Expenses are impacted by legal consultation costs, which vary according to the complexities of both government legislation, specifically the *Health Professions Act*, the *Freedom of Information and Protection of Privacy Act*, the *Ombudsman's Act*, and the Mutual Recognition Agreement, and the inquiry process in which the College is obliged to investigate all complaints brought before it, and the application review process now in place for new registrants. An asset which has helped to offset expenses has been the growing expertise and confidence of committees and staff around complex legal issues, which has resulted in considerable success in resolving both recent and outstanding complaints. Expenses have been further impacted by changes in College office space and security requirements.

Many of the line-items in Revenue are simply cost-recovery issues which vary according to the number of applicants seeking registration. The primary source of revenue is registrant fees, which have dropped significantly, approximately \$107,000 since last year, representing a decline in registration of approximately 97 active registrants. (For further

discussion, see the report of the Registration Committee).

Legal expenses, the biggest cost to the College beyond wages and benefits, reflect the complex issues which the College must address in regulating the profession in order to both protect the public and maintain the integrity of the profession.

A number of legal firms are consulted on a variety of issues according to expertise and experience in a particular area, always mindful of cost effectiveness. The Board is committed to proactive legal consultation in order to address issues expeditiously and to minimize the threat of later expenses which might be incurred by the mishandling of files which often involve the competing agendas of legislation, complainants, respondents, and the profession itself. Accordingly, staff and the board consult counsel on an ongoing basis. With the cost of a discipline hearing well in the \$100,000 range, we are pleased with our successes in alternate dispute resolution over the past year. There were no discipline hearings in 2002, for the third year in a row.

Over the past three years, legal counsel has also been engaged to work on College bylaws and to consult on responses to proposed changes in the *Health Professions Act*. Counsel is also consulted in order to protect the interests of complainants, respondents, and the College regarding an increasing number and complexity of *Freedom of Information and Protection of Privacy Act* requests. Likewise, counsel is asked for

advice in addressing issues raised by the Office of the Ombudsman, often as a result of complainants' dissatisfaction with the inquiry process. And Counsel is being increasingly consulted regarding registration issues in which the College must carefully scrutinize the credentials of applicants who may be eligible for registration as a result of the criteria determined by the *Mutual Recognition Agreement*.

To follow are two tables and accompanying charts. The first table (Table 1) provides a comparison of budgeted and actual statutory expenses for the past 7 years. The 2002 year was the only year, aside from 1998 where statutory expenses were lower than the amount budgeted. Table 2 provides the relative percentage of total expenses for wages and statutory expenses, the two most expensive college costs.

It is notable that statutory expenses are remaining similar to previous years in absolute amounts. These costs reflect a declining proportion of total College expenses. Given increases over time to hourly rates for legal fees, this is particularly noteworthy.

The proportion of expenses for wages, while higher for 2002 than 2001, is very close to the percentage in 1996, 1997 and 1998. The Board has under review the current demands on staff time and resources and additional staffing may be required to meet ever increasing demands. The future remains uncertain.

Respectfully submitted,

Derek Swain, 2003 Chair
Finance Committee

Table 1: Comparison of Budget/Actual Statutory Expenses

Year	Budgeted	Actual
1996	120,000	165,282
1997	145,000	260,816
1998	243,000	212,330
1999	233,000	269,623.
2000	209,000	242,725
2001	260,000	284,161
2002	317,000	278,128

Figure 1: Budgeted/Actual Statutory Expenses

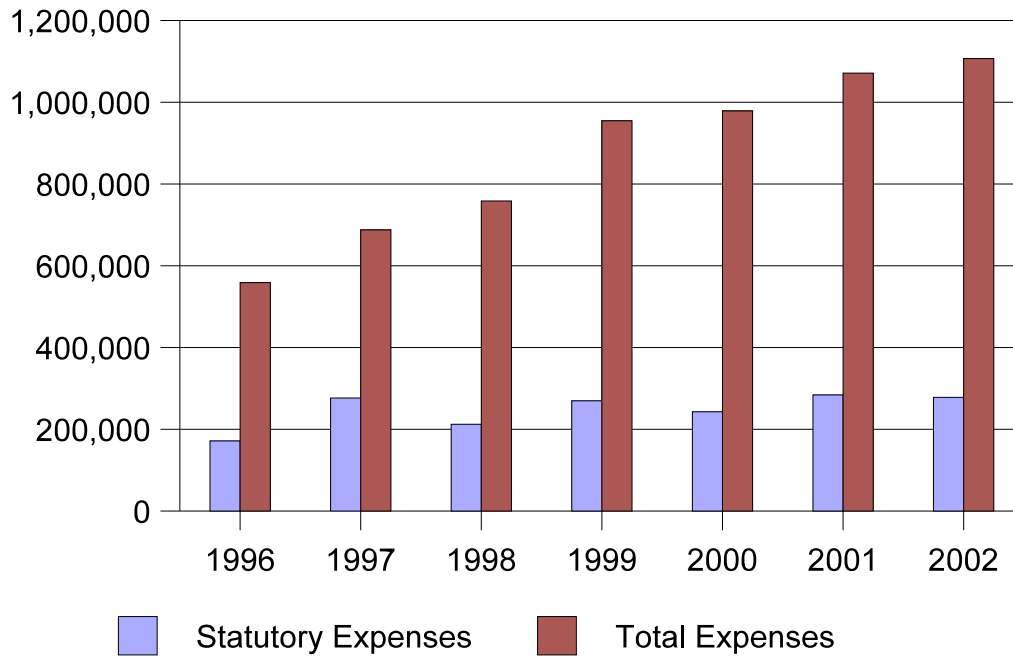
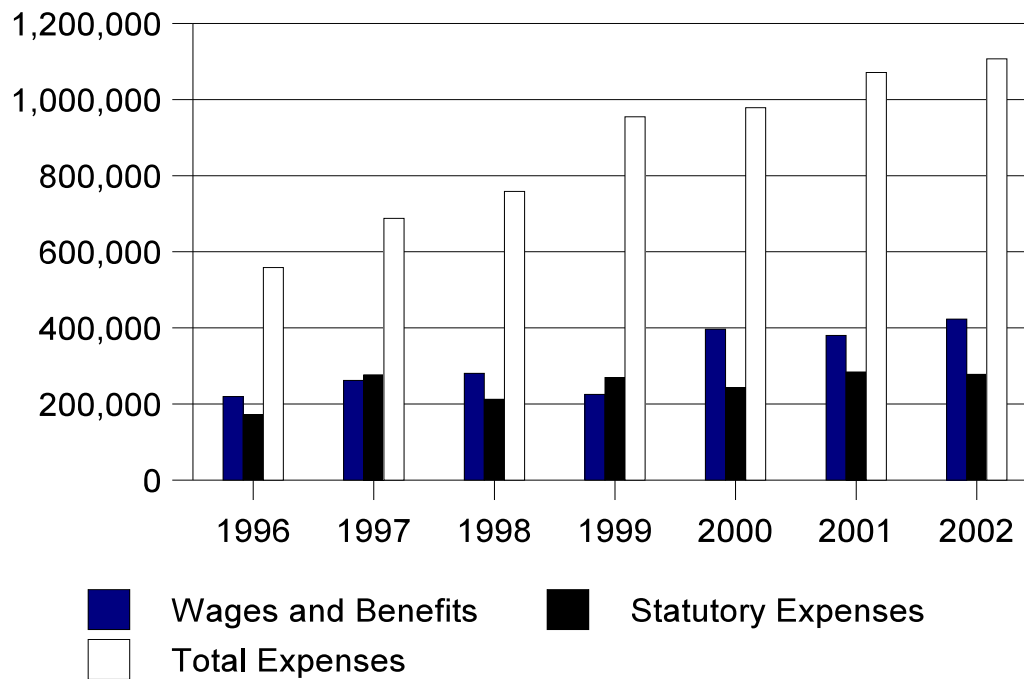


Table 2: Expenses

Year	Wages and Benefits		Statutory Expenses		Percent of Total Expenses	
	Amount	%	Amount	%		
1996	219,693	39	171,528	31	558,824	70
1997	262,099	38	276,641	40	687,688	78
1998	280,683	37	212,330	28	758,499	65
1999	225,278	24	269,623	28	954,682	52
2000	396,422	40	242,725	25	978,860	65
2001	380,312	35	284,161	27	1,071,386	62
2002	423,012	38	278,125	25	1,106,904	63

Figure 2: Wages and Benefits/Statutory Expenses/Total Expenses



Registrar's Report

I am pleased to provide a report on the activities of the College for the year 2002. My report is divided into 4 major sections; Section I talks about the overall objectives of the College for the past year, Section II provides a summary of registration and application activities, Section III reports on our complaint management system including examples of complaints received in 2002, and Section IV summarizes our activities under the *Ombudsman and Freedom of Information and Protection of Privacy Acts*.

I. OBJECTIVES FOR 2002

While much of the work of the College is necessitated through the mandate set by the Health Professions Act, there are specific objectives set out for each year which articulate the means for achieving the end of protection of consumers of psychological services provided by registrants.

Good working relationships with Other Psychology Regulatory bodies

One objective was to ensure that policy decisions of the board and committees are based on current information and make use of the experience and expertise of other jurisdictions, as well as our own. Hand in hand with this objective is the development of good working relationships with other jurisdictions and active participation on the national and international levels. BC is an active participant in national and international meetings of psychology regulatory bodies. There are two main groups with which we are involved. The Council of Provincial Associations of Psychology (CPAP) meets twice a year. It is comprised of all the regulatory bodies and professional associations in Psychology in Canada. Meetings include joint

sessions and individual sessions where the associations and regulators meet separately. The current focus for BC in our involvement in such meetings is on the interpretation of the Mutual Recognition Agreement. While in full agreement with the principles of the document, BC has been concerned about interpretation issues, a concern shared with some of the other provinces. BC is also a likely "recipient" province as it is an attractive location to many practitioners located in other areas.

Meetings have clarified that the five year mobility provision is meant for those in individuals actively practicing in the jurisdiction in which they are licensed, who wish to move to another jurisdiction. The second major group is the Association of State and Provincial Psychology Boards (ASPPB). In addition to hosting bi-yearly meetings on various regulatory topics, the ASPPB runs a databank on disciplinary cases from all the 62 member jurisdictions

Relationship with Government

We have also worked hard on increasing our input into government decision-making. During 2002 the Ministry of Health Planning was focussed on amendments to the *Health Professions Act* as part of their implementation of the recommendations of the Health Professions Council. The College made major submissions on each draft of the Act during the year and had several major successes in doing so. One major achievement was in helping the Ministry to understand the process involved in negotiating a letter of undertaking between the College and a registrant as an effective means of resolving issues raised in a complaint. The first draft of the

amended Act would have required that all terms of an undertaking be available to the public and published on the College Register. This has been changed, largely through our efforts. A second major concern had to do with the amount of information provided to complainants. There is no debate that the complainant is entitled to know what the decision was with regard to issues raised in his or her complaint. Many times, however, the issues as framed by the complainant are not necessarily those issues which end up being investigated by the Inquiry Committee. The Ministry recognized this distinction in the revised draft of the Act. There were a large number of other issues addressed. A copy of each of the College's submissions may be found on the College website. The College had input on a number of other pieces of legislation and was involved in consultation regarding the *Worker's Compensation Amendment Act and the Motor Vehicle Act*. An amended *Health Professions Act* is anticipated in the late Spring of 2003.

Overhaul of the Registration Process

In 2001, the major focus of the College was on developing a complaint management system. For the year 2002 the major focus was on an overhaul of the College's registration process. While this process certainly had begun in 2001, in 2002 the process was fully implemented, including the introduction of the Written Jurisprudence Examination. Please see the report of the registration committee and the subsequent section in this report which summarizes specific application and registration activities.

Inter-committee Relationships

The College held a meeting for members of all standing College committees. The purpose of the meeting was to facilitate and reinforce the importance of communication between committees on issues of mutual concern. The efforts of the Quality Assurance Committee over the past year provide an example of such information exchange. After previous reports summarized the number of complaints arising over informed consent issues, the Quality Assurance Committee developed "sample" informed consent forms. The hope is registrants will use these forms as a handy reference and conduct their practice in a way to avoid complaints on informed consent.

The College Office

Steps were taken during the 2002 year to enhance staff and file security. The Board decided to take advantage of the availability of the adjacent offices for College use. The renovations include a large room (which holds 50-70 people for a meeting) which can be used for hearings as well as meetings, a smaller meeting room, two small breakout rooms and a hallway waiting area. In addition, College files are now all stored in a secured file room. There continue to be incidents from time to time which confirm the importance of the security entrance.

College Bylaws

The Bylaws of the College under the *Health Professions Act* were approved on February 21, 2002.

The Budget

The College continued its work on developing a process for annual

budget development and ensuring that budget categories facilitate providing communication to registrants about college finances

The Domain of Psychology Practice

The College explored the interest of the College of Physicians and Surgeons in gaining protection over "psychotherapy". As they were not interested in a joint pursuit on this issue, the College is pursuing its concerns about the proper communication to the public of skills and credentials in psychology through other means.

The College Website

This is the first year we have actively relied on the website to increase communication with both registrants and applicants.

Board Elections

Elections were held in November of 2002 and Michael Joschko and Michael Elterman were each elected for a three year term on the Board.

II. APPLICATIONS/REGISTRATION

Applications in Process

A total of 83 application files were processed during the 2002 year. Of these 53 were new applicants and 30 were applications received previously. A total of 19 applicants were registered in 2002. A much larger number is anticipated for 2003. In terms of area of practice, the table below (Table 3) shows the breakdown for the 83 open application files. The newly implemented Applicant Tracking Database will facilitate the accumulation and presentation of descriptive data related to the processing of application files.

EPPP Examinations

Nine applicants completed the EPPP examination during 2002 which is now administered by computer. The examinations are scheduled by applicants so that there is no potential delay in the application process due to scheduling of the EPPP. The test administrator, the Association of State and Provincial Psychology Boards, who instituted this convenience to applicants, has noted that the number of individuals taking the examination went down sharply, suggesting that the twice yearly schedule seemed to encourage applicants to "put off" taking the examination as appears to be happening currently across North America.

Oral Examinations

As shown in Table 4 below, a total of 13 oral examinations were administered in 2002. All examinations were passed, with one individual being placed on the Limited Register until certain requirements are met. Of the 13 examinations, 10 were completed by individuals taking the exam for the first time, while three were repeat examinations at the choice of the applicant.

Written Jurisprudence Examinations

Twenty-one written jurisprudence examinations were administered in 2002. Of these, four were reciprocal and 17 were regular applicants. While the scores of the regular applicants are not counted (as we are establishing the psychometric properties of the examination), the average score was 36.7 with a range of 33 to 48 out of 50. For reciprocal applicants, a passing score is 40. Two reciprocal applicants passed on the first try, one was successful on a second try, and the fourth has yet to schedule a repeat exam.

Table 3: Area of Practice for Application files open during 2002.

Area of Practice	Number	Percentage
Clinical Psychology	53	64
Counselling Psychology	23	28
Clinical Neuropsychology	4	5
School Psychology	2	2
Forensic/Corrections	1	1
Totals	83	100

Table 4: Application Activity Summary

Activity	Number 2001	2002
Inquiries from Registrants	780 (avg.15 per week)	1072 (21-22 per wk)
Total Application/Registration Inquiries*	1560 (avg. 30/ week)	2356 (avg. 47/wk)
Requests for Mobility Applications	32	12
Application Packages Requested	52	72
Number of applications received	26	53
Number of applicants who wrote EPPP (passes, fails, awaiting results)	48	9
Number of Oral examinations	44	13
Number of Written Jurisprudence Examinations	0	21 (4 reciprocal applicants).
Number of applications for temporary registration	3	0
Number of applications withdrawn	1	0
Number of applications refused	2	0
Number of applicants registered during the year	35	19
Total number of application files which were open during the year	82	83 (regular - 75, reciprocal -8)
Correspondence (Number of letters to applicants and registrants on registration matters)	500	2500
Average number of months to get registered from time of application (to reflect the "new" system).	9 months for 16 individuals who applied after January 1, 2001 subsequently registered during 2001 or 2002. The range was 6-16 months.	

* Based on telephone records.

Length of Time from Application to Registration

A handful of applicants who applied prior to 2001 were "caught" in the transition to the new application process and experienced some delay. The more recent experience of applicants over 2001 and 2002 is that the process can be completed in a relatively short time. For 16 applicants (the total number of applicants from 2001 and 2002 who passed the oral examination on the first try), the average length of time to registration was 9 months, with a range of 6 - 16 months. In each instance where the process took longer than 1 year - decision-making by the applicant (e.g. delaying the EPPP or Oral examination) was a factor. Other factors which typically impact the

length of the application process is response time of applicants to questions from the Registration Committee.

Correspondence with Applicants

It is estimated that over 2500 letters were sent out in 2002, compared with approximately 500 letters in 2001. All queries are responded to, with every attempt to do so in a timely manner. Typically, all letters are acknowledged within 10 days of receipt and a response is provided within two weeks, or within two weeks of the Registration Committee meeting if the matter was brought forward for the Committee's review. The number of application and registration

inquiries fielded by College staff over the past year remains high. For 2001, the high number reflected the number and significance of the changes taking place at the College with 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. With the approval of the bylaws in February 2002, the large number of inquiries now reflect the implementation of the new application process, which was outlined in a flow chart included in last years annual report and now available on the website.

Table 5: Register

Category	2001	2002
Full Register	873	866
Limited Register - Inquiry Committee	-	14
- Inquiry Committee-Non-Practicing		1
- Registration Committee		2
Number of Active Registrants on Full and Limited Register	873	891
Limited Register - Out-of-Province	57	57
Limited Register - Non-Practicing	51	60
Limited Register - Retired	19	17
Totals	1017	1000

As indicated in the table, there was a total of 866 individuals on the full register for 2002 and a total of 891 active registrants practicing psychology in B.C.

The College bylaws approved in February 2002 included a provision for a Limited Register. Individuals may be on the Limited Register by virtue of

decisions of the Inquiry or Registration Committee, or being in the "Out-Of-Province", "Non-Practicing" or "Retired" category.

III. COMPLAINT MANAGEMENT SUMMARY FOR 2002

The College continues its efforts to document and describe the complaint process to registrants and the public. Below is a summary of the six segments on various aspects of complaint management in 2002:

- ▣ Section 1 provides a summary of the status of all complaint files - including “backlog” files;
- ▣ Section 2 provides a summary of aspects of the complaint management process including without prejudice meetings, appeals, discipline hearings and citations, and extraordinary hearings.
- ▣ Section 3 provides a description of complaints managed by the College under the *Health Professions Act* including a summary of primary allegations, complainant type, context, closing reasons and length of time to close files.
- ▣ Section 4 summarizes complaint correspondence.
- ▣ Section 5 includes examples of complaints received in 2002 as well as a complete description of all letters of undertaking signed in 2002 as a means of resolving complaints.
- ▣ Section 6 provides some preliminary and exploratory statistics on descriptive complaint variables and a summary of the history of complaints at the College since 1992.

SECTION 1: Complaint File Status

Complaint file Status for 2002 Complaint Files (n=54)

A total of 54 complaints were received in 2002, down from 60 complaints in 2001. The decrease may in part reflect our increased skill in early discussions with potential complainants about their expectations of the College’s complaint process and their involvements in other arenas - such as legal proceedings.

As shown in Table 3, almost 43% of the 54 complaints received in 2002 were closed by the end of the year. The remainder of complaints are spread out throughout the other file status categories. The files in the “awaiting review” category are those received at the end of the year.

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 274 complaints, including the 97 complaints that were open on January 1, 2000.

Complaint File Status-Overall

The College is successfully managing a large number of complaints. Complaint file status is described below in Table 6 for the 2002 year, for complaints received in 2001, and for all complaints received under the *Health Professions Act* - that is, all complaints received after January 1, 2000. In addition, file status for the “backlog” complaint files is described in a separate section.

Complaint file status for 2001 Complaint Files (n=60)

Almost 72% of files received in 2001 were closed by the end of 2002. Of the 17 files remaining open at that time, 3 files were the subject of an extraordinary hearing held in 2002, two were on the verge of being closed as a signed letter of undertaking had been received, and the remainder in other status categories.

Complaint file status for 2000 Complaint Files (n=63)

The only files remaining open on December 31, 2002 are 4 files belonging to a former registrant, (this registrant has a total of 11 complaint files), two files which were part of a 2002 extraordinary hearing, and one file in which a letter of undertaking was being prepared.

All file received under the Health Professions Act - Between January 2000 and December 2002. (N=177)

Overall, for the 177 complaints received by the College under the *Health Professions Act*, 69% are closed, 6% were awaiting a response from the registrant, 8 were under active review, 6 were the subject of an extraordinary hearing. Please note that being in the category of “Extraordinary Hearing” signifies that the Inquiry Committee had decided to have such a hearing, not that the hearing had in fact taken place. In some cases the issuing of a citation for such a hearing led to complaint resolution. A total of two extraordinary hearings have been held, both in 2002 covering a total of 6 files.

Table 6: Complaint File Status

Status	"Backlog" Complaints		Year 2000 Complaints		Year 2001 Complaints		Year 2002 Complaints		Complaints Jan. 2000 - Dec. 2002		Complaints processed since January 2000	
	#	%	#	%	#	%	#	%	#	%	#	%
Awaiting Review							4	7.4	4	2.3	4	1.5
Active Review					1	1.7	7	13	8	4.5	8	2.9
Citation in Preparation					6	10	1	1.9	7	4	7	2.6
Clinical File Request							5	9.3	5	2.8	5	1.8
Clinical File Received					1	1.7	2	3.7	3	1.7	3	1.1
33(4)							1	1.9	1	0.6	1	0.4
33(5)	7	7.2	4	6.3			7	13	11	6.2	18	6.6
Practice Inspection					1	1.7	2	3.7	3	1.7	3	1.1
Without Prejudice Meeting					1	1.7			1	0.6	1	0.4
Letter of Undertaking in Preparation			1	1.6	1	1.7	1	1.9	3	1.7	3	1.1
Letter of Undertaking Received					2	3.3			2	1.1	2	0.7
Extraordinary Hearing			2	3.2	3	5	1	1.9	6	3.4	6	2.2
On hold					1	1.7			1	0.6	1	0.4
Closed	90	92.8	56	88.9	43	71.7	23	42.6	122	68.9	212	77.4
Total	97	100	63	100	60	100	54	100	177	100	274	100

"Backlog" Complaint files (n=97)

The College continued progress in dealing with the "backlog" of 97 complaints that existed on January 1, 2000. Last year we reported that 78 of the 97 backlog files had been closed.

As of December 2002, that number has risen to 90. The remaining 7 files that were in the "backlog" group belong to one respondent.

SECTION 2: Summary of Aspects of the Complaint Management Process.

Without Prejudice Meetings

During the year without prejudice meetings were held with 7 registrants in the attempt to informally resolve a total of 9 complaints. Out of these nine complaints, all were later resolved on the basis of these meetings.

Appeals

A total of 10 appeals were heard by the Board during 2002. When complainants are dissatisfied with the decision of the Inquiry Committee not to issue a citation, under the *Health Professions Act* they may file an appeal within 14 days of notification of the decision. For files closed over the past year (N=70) 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.

Discipline Hearings & Citations

No discipline committee hearings were held in 2002. This is the third year in a row that matters for which a citation had been issued or which were serious enough to warrant a citation for a hearing, that have been successfully resolved without necessitating this costly legal step.

In the year 2002 the Inquiry Committee decided to issue citations dealing with a total of 25 files (4 different respondents with 11, 7, 5 and 2 complaints respectively). Simultaneously efforts continued to achieve a non-hearing resolution. By December 31, 2002 over half of these files had been closed with voluntary resolution (in one instance a senior practitioner retired from practice accounting for 5 files, and another registrant signed an undertaking, resolving two complaints. An additional 11 complaints were moving toward resolution with the Inquiry Committee issuing a letter under section 33(5) to the respondent. In the fourth instance, the Committee was preparing the citation as the year closed.

As of May 15, 2003 all of these files are on their way to informal resolution. In each of these four instances the Committee thought the matters under investigation were serious enough from a public protection perspective to proceed to a hearing. The cost savings in achieving alternate means of resolution are enormous.

The last full discipline hearing at the College cost in excess of \$111,000 which was in 1999.

Multiplied by 4 with additional cost for increased costs of such proceedings and the College likely saved in excess of \$500,000 in resolving these matters.

Extraordinary Hearings

Two extraordinary hearings were held in 2002. This preventive measure enables the Inquiry Committee to act swiftly when issues arise of sufficient public protection concern that the Committee believes a restriction on practice may be warranted. There is no testing of evidence at an extraordinary hearing - but a decision on whether the available evidence supports action by the Inquiry Committee. A discipline hearing is the equivalent of a full trial on all issues and a finding of fact is made at the end of the hearing.

SECTION 3. Descriptive Complaint Summary

This is the first year we are able to describe complaints under the categories of the new Code of Conduct. This categorization is descriptive only as only complaints received after the Code came into effect (February 2002) are evaluated on the basis of the Code of Conduct rather than the previous Standards.

The descriptive variables are: primary allegation made by the complainant, complaint context, area of practice, complainant type, and length of time to close files

A . PRIMARY ALLEGATION

The trend across the previous three years is the same, with roughly 50% of all complaints in the area of assessment procedures such as allegations of bias, unfair procedures and the like. Reviewing all complaints

processed under the Health Professions Act, 50% are in the assessment procedure category, followed by client welfare (12%), professionalism/obligations (9%), and confidentiality (7%). See Table 7.

B. COMPLAINT CONTEXT

As shown in Table 8, nearly 60% of all complaints received by the College under the Health Professions Act were in the assessment context, compared with 25% in intervention, 23% in various other contexts and 2% in consultation. This distribution holds for complaints received in the 2002 year as well. See Table 8.

C. AREA OF PRACTICE

For complaints received since January 2000, we have been assigning a general practice category to describe the area of practice in which the complaint occurred. These terms are descriptive only. As the table illustrates, 45% of the 177 complaints were in the broad area of Clinical Psychology, with an additional 23% in a subset of clinical psychology - custody and access. See Table 9.

D. COMPLAINANT TYPE

As shown in Table 10, 31% of complaints received in the year 2002 came from third party situations, such as court-ordered or WCB assessments. Fifteen (15%) came directly from clients and 17% from client relatives. A total of 11% of complaints were registrants lodging complaints regarding

the conduct of another registrant. These percentages are similar for complaints received in 2000 and 2001. The

“backlog” complaints were made by a much higher percentage of clients directly. (71%).

TABLE 7: Primary Allegations for 2002 complaints

Primary Allegation	“Backlog” Complaints		Year 2000 Complaints		Year 2001 Complaints		Year 2002 Complaints		All Complaints Jan. 2000 - Dec. 2002		All complaints processed since January 2000	
	#	%	#	%	#	%	#	%	#	%	#	%
Advertising & Public Statements	1	1					2	3.7	2	1.1	3	1.1
Assessment Procedures	57	58.7	28	44.4	28	46.7	24	44.4	80	45.2	137	50
Client Welfare	9	9.3	10	15.9	9	15	4	7.4	23	13	32	11.7
Competence	6	6.2	2	3.2	1	1.7	3	5.6	6	3.4	12	4.4
Confidentiality	8	8.2	2	3.2	3	5	5	9.3	10	5.6	18	6.6
Dual Roles	7	7.2	2	3.2	1	1.7	2	3.7	5	2.8	12	4.4
Fees and Statements			6	9.5	1	1.7			7	4	7	2.6
File Access and Security	1	1									1	0.4
Impairment					1	1.7			1	0.6	1	0.4
Informed Consent			5	7.9	4	6.7	3	5.6	12	6.8	12	4.4
Professionalism / Obligations	6	6.2	6	9.5	8	13.3	6	11.1	20	11.3	26	9.5
Provision of Services			1	1.6	3	5	1	1.9	5	2.8	5	1.8
Relationship with Clients					1	1.7	3	5.6	4	2.3	4	1.5
Violation of Law	2	2.1	1	1.6			1	1.9	2	1.1	4	1.5
Total	97	100	63	100	60	100	54	100	177	100	274	100

Table 8: Complaint Context

	"Backlog" Complaints		2000 complaints		2001 complaints		2002 complaints		Complaints received between Jan. 2000 - Dec. 2002		All complaints processed since January 2000	
	#	%	#	%	#	%	#	%	#	%	#	%
Assessment	64	66	36	57.1	36	60	33	61.1	105	59.3	179	65
Consultation			1	1.6	3	5			4	2.3	4	1.5
Intervention	21	22	20	31.7	15	25	10	18.5	45	25.4	66	24
Other	12	12	6	9.5	6	10	11	20.4	23	13	25	9.1
Totals	97	100	63	100	60	100	54	100	177	100	274	100

Table 9: Complaint Area of Practice

Complaint Area of Practice	2000 Complaints		2001 Complaints		2002 Complaints		Complaints received Jan. 2000 - Dec. 2002	
	#	%	#	%	#	%	#	%
Clinical Psychology	27	42.9	25	41.7	28	51.9	80	45.2
Custody and Access	15	23.9	22	36.7	14	25.9	51	28.9
Counselling Psychology	2	3.2	8	13.3	2	3.7	12	6.8
Forensic/Correctional	12	19	2	3.3	5	9.3	19	10.7
Industrial/organizational					1	1.9	1	0.6
Neuropsychology	3	4.8	1	1.7			4	2.3
Rehabilitation Psychology	1	1.6	1	1.7			2	1.1
Research/Academic					2	3.7	2	1.1
School Psychology	1	1.6	1	1.7			2	1.1
N/A	2	3.2			2	3.7	4	2.3
Totals	63	100	60	100	54	100	177	100

E. LENGTH OF TIME TO CLOSE FILES

"Backlog Files"

The backlog files represent a varied group of files, some of which had been extensively investigated at some point in a complaint investigation, others of which had

not yet been investigated as of January 2000. Some of the investigations had taken place some time before January 2000 and some were investigated closer to that date. Bringing these files to a close has involved considerable efforts and resources. The average time to close the 90 of these 97 files which are now

closed was 25.29 months (median, 24 months, mode 19 months, with a range of 4-72).

All Files Closed since January 2000

The average time it took to close a file received after January 2000 is 7.6 months. See Table 11.

Table 10: Complainant Type

	"Backlog" Complaints		2000 Complaints		2001 Complaints		2002 Complaints		All Complaints received between Jan. 2000 - Dec. 2002		All Complaints processed since January 2000 N=274	
	#	%	#	%	#	%	#	%	#	%	#	%
Client - 3 rd Party situation	9	9	23	36	29	48	17	31	69	39	78	28
Client - direct	69	71	17	28	10	17	8	15	35	20	104	38
Client relative	1	1	6	9	9	15	9	17	24	14	25	9
Colleague	13	13	13	21	9	15	6	11	28	16	41	15
Inquiry Committee	2	2	2	3	2	3	4	7	8	4	10	4
Other	3	2	2	3	1	2	10	18	13	7	16	6
Totals	97	100	63	100	60	100	54	100	177	100	274	100

F. CLOSING REASONS

Complaints Closed in 2002

The pattern observed for files closed in 2002 was similar to that of the previous 2 years. The majority of complaints closed during the year 2002, roughly two-thirds, were not proceeded on by virtue of proceeded on by virtue of insufficient evidence (50%), a decision not to proceed (sometimes due to administrative or procedural reasons - 10%) or withdrawn (3%), for a total of 63% of the 62 files closed during the year. Of the remaining 23 files, 16 were resolved through the registrant agreeing to take certain steps to satisfy the Inquiry Committee that identified concerns had been addressed. As a review of the table indicates, this is a relatively high percentage and is an encouraging trend. Eight (8%) of the files were resolved when the registrant retired from the practice

of psychology and an additional 3% were resolved through informal means.

"Backlog Files"

For "backlog" files - 44 files (49%) were either dismissed because of insufficient evidence that an ethical standard had been violated, withdrawn or a decision was made not to proceed (likely due to loss of jurisdiction in these older files).

Forty of these files were resolved through the voluntary actions of the registrant: a signed letter of undertaking, resignation from the College or other informal resolution. The remaining 6 complaints include two complaints for one respondent who agreed to have his registration cancelled and four complaints were referred to the Registration Committee. This latter referral accomplished the

establishment of expectations for the individuals involved should they reapply for registration at a future date.

All Files Closed since January 2000

A review of the total of 212 files closed since January 2000 shows that 67% (142) of the 212 closed files not proceeded on for reasons of insufficient evidence, procedural issues or the complainant withdrawing the complaint and the Inquiry Committee deciding that there were no public protection concerns warranting proceeding on the complaint on their own motion. Of the remaining files, 16% were resolved with letters of undertaking, a total of 12% were resolved through informal means, and the remaining 3% either resigned or agreed to the cancellation of their registration. See Table 12.

Table 11: Time to Close Files

	Complaints Closed in 2000	Complaints Closed in 2001	Complaints Closed in 2002	Total Complaints Closed
Total number of complaint files closed during the year for files received after January 2000.	56	43	23	N=122
Average length of time in months to close file during the calendar year for complaints received after January 2000.	9.61 N=56	7.26 N=43	3.39 N=23	7.6 N=122
Average length of time in months to close file for complaints closed during that calendar year including "backlog" complaints.	18.1 N=70	14.1 N=80	14.2 n=62	15.31 N=210*
Total number of complaints remaining open as of December 31, 2002	7	17	31	62

* Two complaints from 1993 which were opened for administrative reasons and later closed are not included in this computation.

Table 12. Closing Reasons

Closing Reasons	"Backlog" Complaints		Files Closed in 2000		Files closed in 2001		Files Closed in 2002		Complaints Closed between Jan. 2000 - Dec. 2002	
	#	%	#	%	#	%	#	%	#	%
Decision Not to Proceed	9	10	11	15.7	16	20	6	9.7	33	15.6
Withdrawn	2	2.2	5	7.1	2	2.5	2	3.2	9	4.2
Insufficient Evidence	33	36.7	28	40	41	51.2	31	50	100	47.2
Letter of Undertaking Signed	19	21.1	13	18.6	4	5	16	25.8	33	15.6
Referred to Registration Committee	4	4.4	1	1.4	3	3.8			4	1.9
Resigned from Practice of Psychology	4	4.4					5	8.1	5	2.4
Resolved	17	18.9	10	14.3	14	17.5	2	3.2	26	12.3
Registration Cancelled	2	2.2	2	2.9					2	0.9
Totals	90	100	70	100	80	100	62	100	212	100

During 2002 we developed and issued a new complaint brochure to help to inform complainants about realistic expectations about the complaint process. The

emphasis of such interactions is to ensure complainants that their concerns will be heard and addressed within the framework of due process and administrative

fairness and the Code of Conduct. A copy of the brochure is available on the College website or through the College office.

Table 13 Complaint Correspondence

Type of Correspondence	Number of Letters
Complaint Acknowledgment	54
Respondent Notification	54
Complaint Package Requests	86
Ongoing Complaint File Correspondence	430
Clinical File Request	41
Letters Written Under Section 33(5) of the Health Professions Act	35
Without Prejudice Meeting Requests	14
Correspondence regarding letters of undertaking	20
Decision Reports	27
Decision Report Correspondence	47
Appeal Correspondence	20
Miscellaneous Complaint Correspondence	40
Title issue correspondence	32
Supervision Agreements	5
Supervision Correspondence	5
TOTAL	907

As shown in Table 13, the complaint management process in 2002 necessitated over 900 letters from the College to complainants and registrants.

The objective of keeping complainants and respondents informed about the status of complaints accounts for almost half of all correspondence.

SECTION 5. EXAMPLES OF COMPLAINTS RECEIVED IN 2002 AND LETTERS OF UNDERTAKING

Examples of Complaints Received During the Year 2002

To follow are examples of eight complaints received during the 2002 year.

Example 1. [relevant section of Code - Assessment Procedures]

This is a complaint where the respondent provided a professional opinion about a mother, without having direct and substantial in-person contact with the mother. The College resolved the complaint through negotiating a letter of undertaking where the

respondent agreed to comply with the sections of the code pertaining to providing opinions only after substantial direct in-person contact with an individual, and stating limitations when providing opinions.

Example 2. [relevant section of Code - Assessment Procedures and Custody and Access Standards]

This complaint involved allegations that the respondent offered custody and access recommendations without conducting a thorough and complete custody and access evaluation.

Example 3. [relevant section of Code - assessment procedures]

This is a complaint where it is alleged that the respondent wrote a report providing an opinion about alleged childhood sexual abuse, without conducting a thorough evaluation of all the involved parties.

Example 4. [relevant section of Code - assessment procedures]

This is a complaint where the complainant alleged that the respondent did not complete his report in a timely manner, and that the respondent's report contained factually inaccurate information. Following correspondence between the Inquiry Committee and the respondent, a practice feedback letter was issued to the respondent suggesting ways that clients could be informed about possible delays to receiving a report.

Example 5 [relevant section of Code -relationship with clients - informed consent]

This is a complaint where the respondent allegedly did not adequately clarify the nature of her

role, when working with multiple clients. [The respondent provided psychological services to her primary client, and then conducted a joint session with her client and her client's father]. The complaint was resolved by way of a letter of undertaking where the respondent wrote a paper discussing the importance of obtaining informed consent when working with multiple clients.

Example 6. [relevant section of Code - relationship with clients; confidentiality]

The complainant alleged that the respondent breached confidentiality and acted "inappropriately and unprofessionally" in her interactions with her therapy client. Following the Inquiry Committee's review of the respondent's clinical file, correspondence with the respondent, and without prejudice discussions with the respondent, the committee determined that there was insufficient evidence of an ethical violation and dismissed the complaint.

Example 7 [relevant section of Code - client welfare; relationship with clients]

This is a complaint about psychological services (i.e., family sessions) provided by the respondent to the complainant and the complainant's parents. The complainant alleged that he was misled by the respondent. Following a review of the documents provided by the complainant and the respondent's practice records, the Inquiry Committee determined that there was insufficient evidence of an ethical violation and dismissed the complaint.

Example 8 [relevant section of Code - informed consent]

This complaint was received from a lawyer alleging that the consultation provided by two psychologists to the RCMP interrogating an individual facing criminal charges was a violation of informed consent. The Inquiry Committee dismissed the complaint on the basis that there was no evidence of an ethical violation.

Letters of Undertaking Signed during 2002:

Fourteen Letters of Undertaking were prepared and signed in 2002 pertaining to a total of 23 complaints.

To follow is a summary of the issues addressed in this voluntary means of complaint resolution.

1. With regard to a complaint regarding confidentiality and dual relationships in a parental capacity context, a registrant agreed to provide a written paper addressing practice records, parental capacity opinions, confidentiality and dual relationships and to demonstrate knowledge and understanding of the Code of Conduct with regard to these issues. The terms of this undertaking were met within 5 weeks of signing the undertaking. No restrictions were placed on the registrant's practice.

2. A registrant agreed to write a letter of apology to a coworker and to complete courses regarding prevention of harassment. The terms have all been met.
3. A registrant with two complaints raising issues of competence in dealing with personality disorders agreed to supervision of her practice until such time as the supervisors were satisfied that there was no risk to the public.
4. A registrant signed a subsequent undertaking providing for supervision of her practice for a minimum of 18 months subject to the report of the supervisors to the College.
5. A registrant agreed to having three custody and access reports conducted under supervision resulting in a limitation on practice.
6. A registrant agreed to voluntarily stop practicing in the area of custody and access.
7. A registrant agreed to apologize and express regret for comments made in a courtroom
8. A registrant agreed to voluntarily stop practicing in the area of psychological assessments until such time as the Inquiry Committee was satisfied about her competence to do so. Further in the area of custody and access, she agreed that if she were to resume practice in this area after Inquiry Committee approval, she would conduct the first three such assessments under supervision.
9. A registrant agreed to ensure he used up to date versions of psychological tests and to provide a paper to the satisfaction of the Inquiry Committee regarding dual and multiple relationships in the context of professional psychological practice in both assessment and treatment contexts.
10. A registrant agreed to a restriction on his practice not to conduct custody and access assessments after having "inadvertently" provided an opinion on custody and access without having conducted a proper assessment and without training in this area of practice.
11. A registrant agreed that he had ceased conducting custody and access assessments and has no intention of doing so in the future.
12. A registrant wrote a letter of apology to the father of a client and a paper for the Inquiry Committee on informed consent and on the steps she would take in her practice to avoid misunderstandings about her role.
13. A registrant alleged to have provided the wrong (someone else's) test results to a client among other allegations, agreed to nullify a bill of a client, to write a paper outlining procedures taken in her practice to avoid potential mix-ups of test results and to inform all clients and third parties of the estimated completion time of all work undertaken.
14. Subsequent to an extraordinary hearing, the Inquiry Committee required that the registrant's practice of psychology be supervised pending final resolution of complaint matters.

SECTION 5. Complaint History and Preliminary (Descriptive) Statistical Analyses

The records available at the College document receipt of 480 complaints since 1992, which was the first year such records were kept by the College of Psychologists - subsequent to the separation of regulatory and advocacy services, the latter

of which were taken over by the BC Psychological Association which had previously handled both regulatory and advocacy functions. The number of complaints received each year is listed in Table 14 below and illustrated in Figure 3. Figure 4

illustrates the number of registrants receiving at least one complaint during each year and the number of complaints received by registrants. There is a range from 19 complaints in 1992 to a high of 63 complaints in the year 2000.

Table 14: Number of Registrants with Complaints from 1992 - 2002

Year	No. of Complaints	No. of Registrants	Distribution with in Each Year *
1992	19	13	11 = 1; 1 = 2; 1 = 6
1993	31	21	16 = 1; 4 = 2; 1 = 3; 1 = 4
1994	26	22	18 = 1; 4 = 2
1995	43	35	29 = 1; 4 = 2; 2 = 3
1996	38	30	18 = 1; 5 = 2; 1 = 3; 1 = 7
1997	45	39	33 = 1; 2 = 2; 2 = 4
1998	47	32	25 = 1; 2 = 2; 3 = 3; 1 = 4; 1 = 5
1999	53	37	29 = 1; 5 = 2; 1 = 3; 1 = 5; 1 = 6
2000	63	48	38 = 1; 6 = 2; 3 = 3; 4 = 1
2001	60	42	30 = 1; 9 = 2; 2 = 3; 1 = 6
2002	54	38	27 = 1; 8 = 2; 2 = 3; 1 = 5
Total	480	-	

Figure 3: Number of Complaints

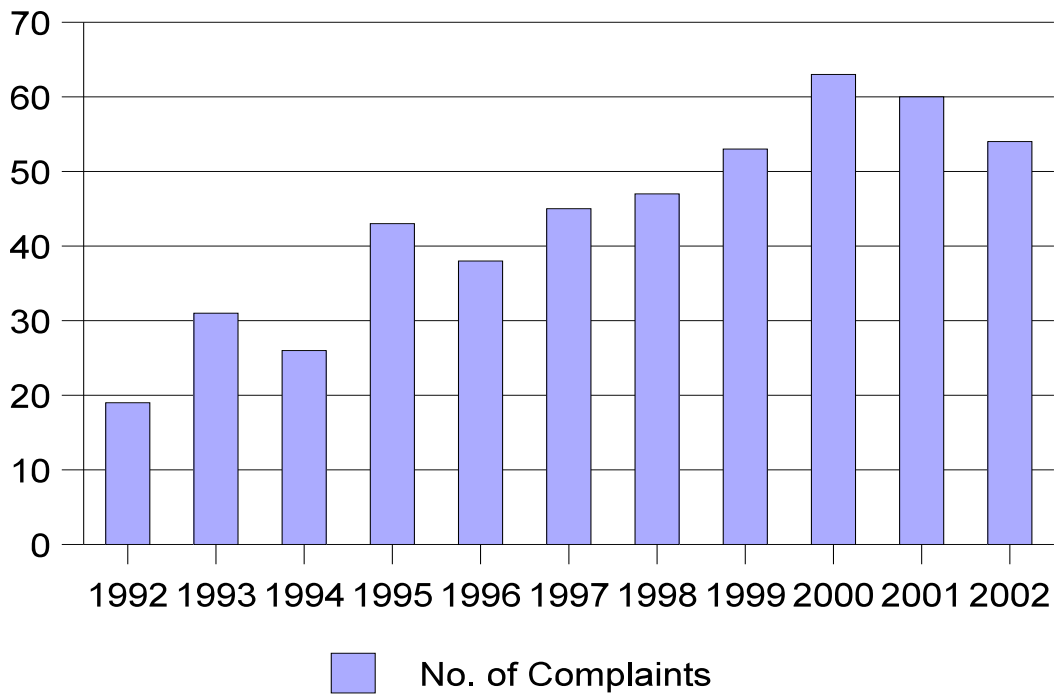
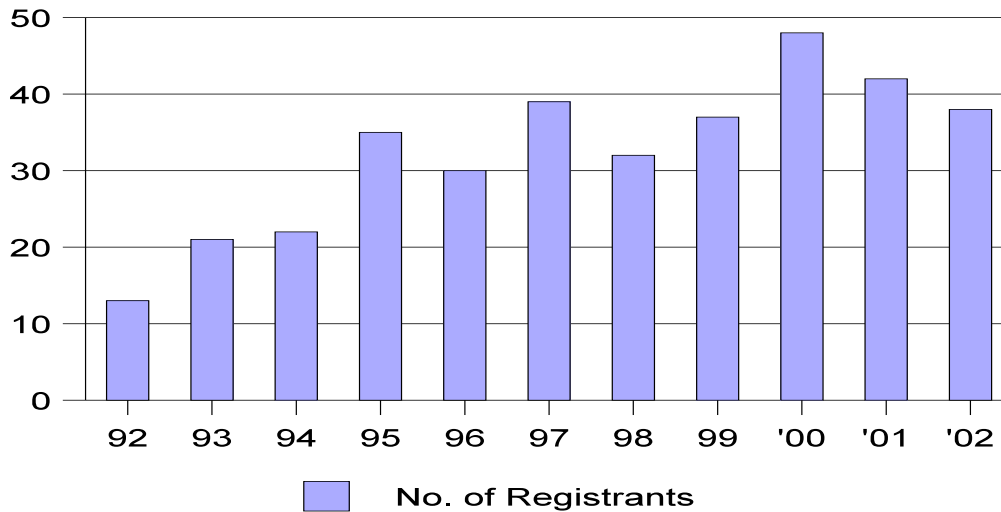


Figure 4: Number of Registrants with Complaints



A common misconception is that the College receives complaints on only a relatively small number of practitioners. For example, it is commonly voiced that only a very small percentage of registrants ever receive formal complaints.

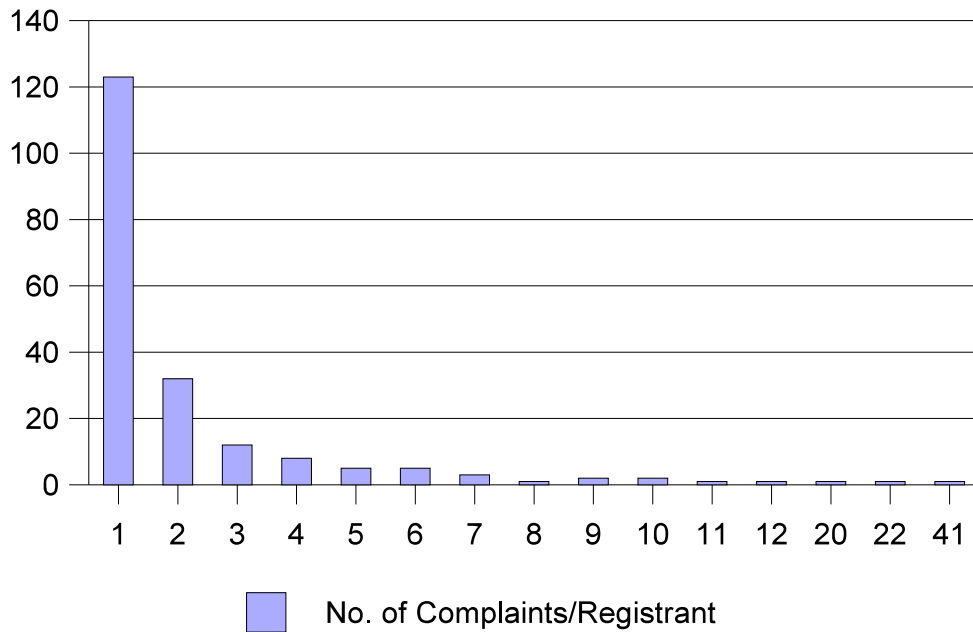
A review of complaint data from the past 11 years (1992 - 2002) suggests this is not the case. (See Table 15 below) Complaints have been received for 20% of registrants currently on the register (172/856). This percentage is slightly higher

when individuals previously registered are included. A total of 195 registrants have received one or more complaints. Of these 120 had a single complaint and the remainder had two or more complaints and 7 have received 10 or more complaints.

Table 15 Number of Complaints Per Registrant

Number of Complaints	Number of Registrants	Total Complaints
1	123	120
2	32	64
3	12	36
4	8	32
5	5	25
6	5	30
7	3	21
8	1	8
9	2	18
10	2	20
11	1	11
12	1	12
20	1	20
22	1	22
41	1	41
Total	195	480

Figure 5: Number of Complaints/Registrant



PRELIMINARY STATISTICAL ANALYSES (DESCRIPTIVE AND EXPLORATORY)

The description of complaints into the categories described in the preceding sections allows for some interesting, albeit preliminary and exploratory, statistical analyses. For example, one interesting question is whether or not the resolution of a

complaint file (the “closing reason”) is related to the complainant’s main allegation. A Chi-Square performed on the table below was significant. χ^2 (df=84) = 193.32 (p<.01). These statistical analysis will become more useful and informative as we continue to track complaints on these key dimensions. Another interesting question is whether or not the length of time it takes to

bring a complaint to resolution is related to the primary allegation. Again a significant result (χ^2 (df=84) = 237.76; p < .01) was obtained. See Table 17 which follows

Table 16 Closing Reason and Primary Complaint Allegation

Primary Allegation	Closing Reason								
	Insufficient Evidence	Decision Not to Proceed	Withdrawn	Letter of Undertaking/ Consent Agreement	Resolved	Resigned from Practice	Registration Cancelled	Referred Registration Committee	Total
Advertising Public Statements	3								3
Assessment Procedures	47	16	3	21	10	3			101
Client Welfare	12	4	1	3	8			1	29
Competence	3	1		1	1		2	1	9
Confidentiality	10	1	1	2					14
Dual Roles	2		1	4	2	1			10
Fees and Statements	3	1			2				6
File Access and Security				1					1
Informed Consent	9								9
Professionalism /obligations	9	6	1		2	1			19
Provision of Services	2	2			1				5
Relationship with Clients		2	1						3
Violation of Law				1				2	3
Totals	100	33	9	33	26	5	2	4	212

Table 17: Closing Reason and Length of Time to File Closure

Primary Allegation	Time to Close Complaint (Months)								Total
	0 - 4	5 - 9	10 -14	15 - 19	20 - 24	25 - 29	>30	N/A	
Advertising and Public Statements	2	0	0	0	0	0	1	0	3
Assessment Procedures	21	10	15	10	19	10	16	0	101
Client Welfare	7	10	5	3	2	0	2	0	29
Competence	2	0	1	2	0	1	3	0	9
Confidentiality	3	2	6	2	0	0	1	0	14
Dual Roles	1	1	1	3	0	0	4	0	10
Fees and Statements	2	4	0	0	0	0	0	0	6
File Access and Security	0	1	0	0	0	0	0	0	1
Informed Consent	3	2	4	0	0	0	0	0	9
Professionalism/obligations	5	7	0	3	2	0	2	0	19
Provision of Services	3	1	1	0	0	0	0	0	5
Relationship with Clients	2	1	0	0	0	0	0	0	3
Violation of Law	0	0	1	0	0	0	0	2	3
Totals	51	39	34	23	23	11	29	2	212

SECTION IV. ADMINISTRATIVE MATTERS

Court Proceedings

The College was brought to court by a registrant. The registrant contended that he had not been provided with information about the "charges against" him. It was explained to him that he had been provided with an opportunity to respond to the concerns of the Inquiry Committee along with a complete copy of all complaint documentation. He persisted in his contention even after the Inquiry Committee had dismissed the complaint due to insufficient information. The court agreed with the position of the College and ordered the registrant to pay \$1000 to the College.

Freedom of Information Requests

During the 2002 year the College received 8 requests under the *Freedom of Information and Protection of Privacy Act*. It remains typical that these requests are time consuming and complex - factors which increase when the requests are made with regard to older files or files on which there is very extensive documentation. Expenses for 2002 include over \$20,000 spent on responding to these requests including legal consultation. In one instance the College prepared a lengthy submission to the Information Commissioner on a 1996 file in

which the complainant sought documents the College decided not to disclose. The College had several compelling reasons for doing so. This matter remains before the Information Commissioner.

Ombudsman Investigations

The College was involved in numerous discussions with the Office of the Ombudsman during the year with regard to their decision to conduct an "audit" of the College's complaint file. This was challenged by the College with regard to matters of Ombudsman jurisdiction.

Bylaw Approval

The bylaws, along with the Code of Conduct were approved by Order in Council on February 21, 2002.

A Word of Thanks

There is a solid team of individuals who work in the College office. This group of people helped enormously in both the creation and implementation of a large number of significant changes in policy and procedure at the College.

Their dedication, their appreciation of the importance of the work they do, the constant search for greater efficiency and economy are impressive and without equal.

It is a privilege to work with Judy Clausen, Lyn Hellyar, Maria Doyle, Colleen Wilkie, Rafael Richman, and Avigail Cohen. They each have my personal appreciation and admiration. The various lawyers who provide consultation to the College are each to be thanked for their expertise, availability and efforts in support of the regulatory and professional concerns of the College. The successes documented in this report are a tribute to the calibre of their contributions. In particular credit is due with regard to our submissions to government on the *Health Professions Act* and in our achievements in alternate dispute resolution.

A fine working relationship has been established between College staff and the Board and Committees of the College. The activities described in this Annual Report are a product of these relationships. I would also like to take this opportunity to express my personal gratitude to the support, caring and thoughtfulness of Robert Colby in his role as Board Chair over the past two years.

Respectfully Submitted,

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

**COLLEGE OF PSYCHOLOGISTS
OF BRITISH COLUMBIA**

FINANCIAL STATEMENTS

DECEMBER 31, 2002

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
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, 2002 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 Canadian 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, 2002 and the results of its operations and the changes in its net assets for the year then ended in accordance with Canadian generally accepted accounting principles applied on a basis consistent with that of the preceding year.

Chartered Accountants
The Raber Mattuck Group

Vancouver, British Columbia
April 10, 2003

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF FINANCIAL POSITION
AS AT DECEMBER 31, 2002

	2002	2001
ASSETS	\$	\$
CURRENT ASSETS		
Cash	607,647	30,603
Short-term investments	-	181,621
Accounts receivable	-	3,679
Prepaid expenses	<u>4,539</u>	<u>9,769</u>
	612,186	225,672
CAPITAL ASSETS (Note 2)	79,991	29,674
	692,177	255,346
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	98,330	39,938
Employee remittances payable	7,755	8,123
PST payable	47	230
Deferred revenue (Note 3)	<u>413,900</u>	<u>57,475</u>
	520,032	105,766
NET ASSETS (DEFICIENCY)		
CAPITAL ASSETS	79,991	29,674
UNRESTRICTED	92,154	119,906
	<u>172,145</u>	<u>149,580</u>
	692,177	255,346

Approved by the Board

_____, Director

_____, Director

**COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF OPERATIONS
FOR THE YEAR ENDED DECEMBER 31, 2002**

	2002	2001
	\$	\$
RECEIPTS		
Membership dues	1,056,324	1,052,361
Application and exam fees	51,450	51,317
Interest	15,687	20,777
Other	6,008	14,931
	1,129,469	1,139,386
EXPENDITURES		
Administration	528,532	476,017
Audit	4,039	4,815
Board	68,620	74,607
Committees (meetings, travel and honorarium)	38,072	33,803
External relations (dues)	7,290	8,780
Hearings		
Discipline	-	-
Extraordinary	33,260	-
Operations	124,975	99,257
Registrant / Applicant services	23,988	89,946
Statutory functions	<u>278,128</u>	<u>284,161</u>
	1,106,904	1,071,386
 EXCESS OF RECEIPTS OVER EXPENDITURES	 22,565	 68,000

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CHANGES IN NET ASSETS
FOR THE YEAR ENDED DECEMBER 31, 2002

	Invested In Capital Assets	Unrestricted	Total	Total
	2002	2002	2002	2001
	\$	\$	\$	\$
Balance, beginning of year, as previously reported	29,674	119,906	149,580	105,758
Less: Correction for understatement of expenditures (Note 4)	-	-	-	24,178
Balance, beginning of year, as adjusted	29,674	119,906	149,580	81,580
Invested in Capital Assets	65,306	-	65,306	-
Amortization	(14,989)	-	(14,989)	-
Excess of Revenue Over Expenditures	-	(27,752)	(27,752)	68,000
Fund Balances, end of year	79,991	92,154	172,145	149,580

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED DECEMBER 31, 2002

	2002	2001
	\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES		
Excess of receipts over expenditures	22,565	68,000
Adjustments for:		
Amortization	14,989	7,190
Accounts receivable	3,679	16,256
Special levy receivable	-	2,690
Prepaid expense	5,230	(1,284)
Accounts payable	58,392	(4,548)
Employee remittances payable	(368)	8,123
PST payable	(183)	230
Deferred revenue	<u>356,425</u>	<u>52,415</u>
	460,729	149,072
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of capital assets	(65,306)	(18,356)
Net (decrease) increase in cash	395,423	130,716
Cash, beginning of year	212,224	81,508
Cash, end of year	607,647	212,224
Consisting of:		
Cash	607,647	30,603
Short-term investments	<u>-</u>	<u>181,621</u>
	607,647	212,224

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO THE FINANCIAL STATEMENTS
DECEMBER 31, 2002

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% 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.

Revenue and Expense recognition

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

2. Capital Assets

	2002		2001	
	Cost	Accumulated Amortization	Net Book Value	Net Book Value
	\$	\$	\$	\$
Office furniture and equipment	79,111	47,507	31,604	11,281
Computer equipment	73,404	57,101	16,303	13,910
Leasehold Improvements	<u>40,706</u>	<u>8,622</u>	<u>32,084</u>	<u>4,483</u>
	<u>193,221</u>	<u>113,230</u>	<u>79,991</u>	<u>29,674</u>

3. Deferred Revenue

Deferred revenue represents membership fees for the 2003 calendar year received in advance.

Minutes of the 2001 Annual General Meeting

The Annual General Meeting of the College of Psychologists of British Columbia was held on November 29, 2001 at the Renaissance Harbourside Hotel, Vancouver, and by internet broadcast to seven other locations throughout the province. The Chair, Robert Colby, called the meeting to order at 5:11 p.m. with 79 registrants present in Vancouver.

Mr. Colby welcomed the registrants to the meeting and introduced the Board members, Henry Harder, Justin O'Mahony, Derek Swain, and Larry Waterman. Regrets were received from Emily Goetz and Barbara Passmore. Staff members present were Dr. Andrea Kowaz, Registrar; Dr. Rafael Richman, Deputy Registrar-Inquiry; Dr. Colleen Wilkie, Deputy Registrar-Registration; Lyn Hellyar, Registration Coordinator; Maria Doyle, Inquiry Coordinator; and Judy Clausen, Recording Secretary.

Agenda

The circulated agenda was reviewed. It was moved by Anneliese Robens and seconded by Rebecca England that the agenda be approved as circulated. Carried.

Minutes

Errors and Omissions: Column 1, Line 3, the date should read December 13, 2000, not December 13, 2001. It was moved by Rebecca England and seconded by Susan Turnbull that the Minutes of the December 13, 2000 meeting be approved as amended.

Business Arising from the Minutes:

None

ANNUAL REPORTS

Report from the Chair

The Chair, Robert Colby, referred the attendees to his report in the Annual Report circulated to registrants. He thanked the Board members and staff for their work during the year, particularly the completion of the Bylaws and Code of Conduct for the College. The highlights of the year nationally and internationally were summarized.

A written report received from the public Board member, Barbara Passmore, was read by the Chair.

Registrar's Report

Dr. Andrea Kowaz, the Registrar, prepared an extensive report on registration, complaint, and administrative matters for the Annual Report. The clear and consistent processes put in place for registration and complaint matters were outlined. The Registrar responded to questions regarding complaints, registration and freedom of information.

COMMITTEE REPORTS

Inquiry Committee

Dr. Larry Waterman, Chair of the Inquiry Committee, thanked the committee members present and past for their service on the committee. The impact of the *Health Professions Act* and the Code of Conduct on the complaint process was described and questions from registrants were responded to.

Patient Relations Committee

Dr. Justin O'Mahony, Chair of the Patient Relations Committee, reported that this committee is in the start-up stage and that more information would be forthcoming.

Quality Assurance Committee

In the absence of the Chair of the

Quality Assurance Committee, Dr. Emily Goetz, the Co-chair, Dr. Ron LaTorre, referred registrants to the written report on Page 18 of the Annual Report. He thanked the members of the committee and staff who worked on the Self Assessment Guide.

Registration Committee

The Chair of the Registration Committee, Dr. Henry Harder, expressed his appreciation to the members of the committee and staff for their diligence and work. Dr. Harder recounted the processes implemented including a new application form, written jurisprudence exam, and fairer oral exam procedure and responded to questions from registrants.

Finance Committee

Robert Colby referred registrants to the Audited Financial Statements for the year 2000, contained in the Annual Report. The budget for 2002 was circulated for information purposes, but financial statements were not yet available for the 2001 calendar/fiscal year. It was agreed that information on 2001 and 2002 statutory and other expenses would be presented at the next Annual General Meeting.

It was moved by Stan Blank and seconded by Trish Crawford that the Raber Mattuck Group be appointed as the College's auditors for the year 2002. Carried.

ELECTION RESULTS

The Chair announced that Dr. Henry Harder and Dr. Justin O'Mahony had been reelected to the Board of Directors for three year terms.

The meeting adjourned at 7:19 p.m.

