



College of Psychologists of British Columbia

Annual Report 2011

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TABLE OF CONTENTS

Table of Contents.....	2
Introduction to the 2011 Annual Report.....	3
Listing of Board, Committee Members, Oral Examiners, Supervisors, and New Registrants.....	4
Report from the Chair.....	6
Committee Reports.....	7
Discipline Committee	7
Patient Relations Committee	8
Inquiry Committee	8
Registration Committee	8
Quality Assurance Committee.....	9
Finance Committee	10
Registrar's Report	11
Minutes of the Annual General Meeting for the 2010 year (May 26, 2011).....	20
Audited Financial Statements - 2011.....	21

INTRODUCTION TO THE COLLEGE OF PSYCHOLOGISTS OF BC 2011 ANNUAL REPORT

MANDATE

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

This 2011 Annual Report provides a summary of the College's regulatory activities for the 2011 year, including reports on the processing of applications for registration from Canadian and international applicants, the investigation of complaints about psychological services provided by a registrant of the College, and activities to enhance the competency and level of practice of psychologists.

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

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

The College is especially pleased to provide in this report information about efforts in the 2011 year to enhance 1) mobility in psychology across the country and internationally, 2) the functionality of its website to registrants, applicants, and members of the public and 3) accountability to the Health Professions Review Board.

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

2011 BOARD, COMMITTEE MEMBERS, REGULATORY SUPERVISORS, ORAL EXAMINERS, AND NEW REGISTRANTS

BOARD

John Carter, Ed.D., R.Psych.
Michael Elterman, M.B.A., Ph.D., R.Psych., Chair
Michael Fellman, Public Member
Henry Harder, Ed.D., R.Psych.
Jenelle Hynes, Public Member

Russell King, Psy.D., R.Psych.
Leora Kuttner, Ph.D., R.Psych.
J. Dean Readman, Public Member
Hendre Viljoen, Ph.D., R.Psych.

DISCIPLINE COMMITTEE

Michael Fellman, Public Member
Daniel Fontaine, Public Member
Henry Harder, Ed.D., R.Psych., Chair
Brenda Kosaka, Ph.D., R.Psych.
J. Dean Readman, Public Member

Ingrid Söchting, Ph.D., R.Psych.
Stacy Sprague, Ph.D., R.Psych.
Janet Strayer, Ph.D., R.Psych.
Cheryl Washburn, Ph.D., R.Psych.

INQUIRY COMMITTEE

Kirk Beck, Ph.D., R.Psych. (to 04/11)
Anthony Dugbartey, Ph.D., R.Psych.
B. Lee Grimmer, Ph.D., R.Psych. (from 09/11)
Lindsey Jack, Ph.D., R.Psych.
Sandy James, Public Member

Russell King, Psy.D., R.Psych., Chair
Marlene Moretti, Ph.D., R.Psych.
Wayne Morson, Public Member
Donna Paproski, Ph.D., R.Psych.
Francesca Zumpano, Public Member

PATIENT RELATIONS COMMITTEE

Michael Elterman, M.B.A., Ph.D., R.Psych.
Jenelle Hynes, Public Member, Chair

J. Dean Readman, Public Member

QUALITY ASSURANCE COMMITTEE

Robert Burrows, Public Member
Christopher Gibbins, Ph.D., R.Psych.
Jenelle Hynes, Public Member
Leora Kuttner, Ph.D., R.Psych., Chair
Kathy Montgomery, Ph.D., R.Psych.

J. Dean Readman, Public Member
Michal Regev, Ph.D., R.Psych.
Runa Steenhuis, Ph.D., R.Psych.
Hendre Viljoen, Ph.D., R.Psych.

REGISTRATION COMMITTEE

Kenneth Cole, Ph.D., R.Psych.
Catherine Costigan, Ph.D., R.Psych. (from 07/11)
Darcy Cox, Psy.D., R.Psych.
Marion Ehrenberg, Ph.D., R.Psych. (to 07/11)
Michael Fellman, Public Member

Marguerite Ford, Public Member
Henry Hightower, Public Member
Hendre Viljoen, Ph.D., R.Psych., Chair
Cheryl Washburn, Ph.D., R.Psych.
Sheila Woody, Ph.D., R.Psych.

REGULATORY SUPERVISORS

Victoria Alfonso, Ph.D., R.Psych.
Cinny Bubber, Ph.D., R.Psych.
Paul Eirikson, Ph.D., R.Psych.
Maureen Godfrey, Ph.D., R.Psych.
Michael Joschko, Ph.D., R.Psych.
William Koch, Ph.D., R.Psych.
Lorne Korman, Ph.D., R.Psych.

Mary Korpach, Ph.D., R.Psych.
Philippa Lewington, Ph.D., R.Psych.
Ann Pirolli, Ph.D., R.Psych.
Harry Stefanakis, Ph.D., R.Psych.
Karen Tallman, Ph.D., R.Psych.
Colleen Wilkie, Ph.D., R.Psych.

ORAL EXAMINERS

Victoria Alfonso, Ph.D.
Verna- Jean Amell, Ph.D.
Mark Bailey, Ph.D.
Jeff Ballou, M.Ed.
Barbara Beach, Ph.D.
Deborah Bell, Ph.D.
Rishi Bhalla, Ph.D.
Michael Boissevain, Ph.D.
Geoffrey Carr, Ph.D.
Robert Colby, M.S.
Constance Coniglio, Ed.D.
Joanne Crandall, Ph.D.
Patricia Crawford, Ph.D.
Susan Cross, Ph.D.
Timothy Crowell, Psy.D.
David Eveleigh, Ph.D.

Mervyn Gilbert, Ph.D.
Maureen Godfrey, Ph.D.
Sue Hackett, Ph.D.
Grace Hopp, Ph.D.
Charlotte Johnston, Ph.D.
Mel Kaushansky, Ph.D.
Margaret Kendrick, Ph.D.
Lorne Korman, Ph.D.
Larry Krywaniuk, Ph.D.
Ronald Laye, Ph.D.
Anne MacGregor, Ed.D.
Barbara Madani, M.A.Sc.
Jane McEwan, Ph.D.
Deborah McTaggart, Ph.D.
Martin Phillips-Hing, Ph.D.
Anneliese Robens, Ed.D.

Barbara Rosen, Ph.D.
Deborah Samsom, Ph.D.
Susanne Schibler, Ph.D.
Whitney Sedgwick, Ph.D.
Kathleen Simas, Ph.D.
Meagan Smith, Ph.D.
Ingrid Sochting, Ph.D.
Suja Srikameswaran, Ph.D.
Harry Stefanakis, Ph.D.
Paul Swingle, Ph.D.
Inna Vlashev, Ph.D.
John Wagner, Ph.D.
Larry Waterman, Ph.D.
Rene Weideman, Ph.D.
Maureen Whittall, Ph.D.
Ariana Yakirov, Ph.D.

NEW REGISTRANTS

Patricia Ackland, Ph.D.
Vaune Elizabeth Ainsworth, Ph.D.
Melanie Anne Badali, Ph.D.
Ekin Blackwell, Ph.D.
Roxalyn Boldt Ginter, M.A.
Dawn Elizabeth Brandlmayr, Ph.D.
Brigitte Ann Breault, M.Ed.
Colleen April Brenner, Ph.D.
William Samuel Brook, Ph.D.
Gertrud Brzezinski, M.A.
Alina Erin Carter, Ph.D.
Mandy (Yao-Min) Chen, Ph.D.
Marion Helen Eals, Ph.D.
Shauna Grace Eriksen, M.Sc.
Lisa Ferrari, Psy.D.
Erika Mireille Forster, Ph.D.
Shelley Lee Goodwin, Ph.D.
Matthew Graham, Ph.D.
Karen Jean Grant, Ph.D.
Camela Paige Hayes, Psy.D.
Katherine Ellen Dorothy Herbert, Ph.D.
Teresa Mary Howell, Ph.D.
Susan Caroline Hunt, Psy.D.
Layla Jillood, Psy.D.
Christopher Peter Jones, Ph.D.
Lauren Elizabeth Jones, Ed.D.
Patricia Ann Jones, M.Sc.
Kelly Ann Kavanagh M.A.
Anna Khaylis, Ph.D.
Elisha David Klonsky, Ph.D.

Kimberly Lynn Kreklewetz, Ph.D.
Diane Lane-Feige, M.Sc.
Michelle Anastasia Langill, Ph.D.
Esther Yuet Ying Lau, Ph.D.
Yvette Macarthur, M.A.
Jennifer Sanda MacDonald, Ph.D.
M. Susan McGillivray, M.Ed.
Lise Anique McLewin, Ph.D.
Larissa Araxe Mead-Wescott, Ph.D.
Merry Miller, Ph.D.
Sandra Jeanne Mish, Ph.D.
Edward Murray, M.A.
Charlotte Yuk Yi Ng, M.Ed.
Sheila Mary O'Byrne, Ph.D.
Maya Peled, Ph.D.
Marei Bindi Perrin, Ph.D.
Stephen Blair Porter, Ph.D.
Raazhan Darleen Rae-Seebach, Ph.D.
Paul Robert Roberge, M.Ed.
Martin Christian Scherrer, Ph.D.
Joachim Sehrbrock, Ph.D.
Aneesa Nizar Shariff, Ph.D.
Alison Ann Spadafora, Ph.D.
Andree Rebecca Steiger, Ph.D.
Lindsey Anne Thomas, Ph.D.
Karen Lee Todd, Ph.D.
Lisa Kareen Van Bruggen, Ph.D.
Dana Rachael Wittenberg, Psy.D.
Kimberley Ann Wolff, M.Ed.
Shannon Lorraine Zaitsoff, Ph.D.

REPORT FROM THE CHAIR

It was my pleasure to serve as Chair of the Board of the College of Psychologists of British Columbia for the 2011 year. I am pleased to provide a report on College activities for January through December, 2011.

Information Meetings The Board continued its support of hosting information meetings throughout the province. This included meetings for registrants at various institutions and accredited psychology training programs. I again wish to emphasize the College's policy of providing an "information meeting by request" to any ten or more registrants, given the importance for registrants to be informed and to participate in discussions regarding the regulation of the profession in British Columbia. A key topic in all of the information meetings continued to be the College's proposal regarding new classes of registration and ongoing challenges to professional regulation.

Annual General Meeting The Annual General Meeting was held in Vancouver on May 26, 2011. A video link was provided to Victoria, and registrants were also able to participate and view the meeting via webcast. The continuing competency workshop presented by legal counsel, Mr. Kensi Gounden, was titled "*The Code of Conduct: A Psychologist's Best Friend*". Almost 25% of all registrants participated either in person or via webcast.

Board Elections A Call for Nominations was distributed to registrants in the Fall of 2011 to fill two elected positions on the Board. Two nominations were received and were elected by acclamation. I am delighted that both Russell King and Leora Kuttner will be continuing on the Board for a second term. Public members Michael Fellman and Dean Readman were each reappointed for an additional two-year term. We remain indebted to our three public board members for their ongoing commitment to the regulation of the profession of psychology in BC.

Health Professions Review Board (HPRB) There was a total of ten Inquiry matters open before the HPRB at some point during 2011. No Registration matters were before the HPRB in 2011. Decisions and policies of the HPRB are available on its website: www.hprb.gov.bc.ca. The College informs complainants and applicants of their rights with regard to the HPRB. The College has also provided registrants with information regarding the functioning of the HPRB and their responsibilities in dealing with this authority.

College Workshops The College provided ongoing workshops for applicants, including foreign applicants. In addition, the Deputy Registrar provided workshops for new oral examiners.

Strategic Planning The Board reviews the Strategic Plan on an ongoing basis. A copy of the Strategic Plan is available on the College website.

Participation with Local, National, and International Organizations The College is an active participant in the Health Regulatory Organizations (HRO), the Association of Executive Directors and Registrars of BC, and the Association of Canadian Psychology Regulatory Organizations (ACPRO) of which our Registrar is vice-Chair. The College continues to play a very active role in ACPRO. The College remained an active member of the Association of State and Provincial Psychology Boards (ASPPB), and participated in ASPPB meetings in April in Orlando, Florida and in Chicago, Illinois in October. I am very proud to share that at the October meeting, our Registrar was awarded the ASPPB State and Provincial Service Award in recognition "of her many valuable contributions to the regulation of psychologists and the practice of the profession".

Legal Consultation The College's use of legal services is divided into several main categories: A. Routine legal consultations for Inquiry and Registration Committees; B. General legal counsel (Board legal consultation, legal matters such as lawsuits against the College); C. Legal consultation on Freedom of Information requests; and D. Special legal consultation on discipline matters, including preparation for, and the conducting of, extraordinary hearings of the Inquiry Committee, Discipline Committee hearings, and legal consultation for hearing panels. These various types of consultation are obtained through the services of a number of different individuals, as needed.

Code of Conduct Revision A decision was made by the Board, on the recommendation of the Quality Assurance Committee, that the 18 existing and draft Practice Advisories be incorporated into the *Code of Conduct* itself. This decision was based on a number of considerations, including feedback from registrants received during the lengthy posting period of the draft advisories. It is useful to remember the regulatory and drafting frame within which the 2002 *Code of Conduct* and its 2009 revision were drafted and approved. This frame remains unchanged and is largely based on the ASPPB model *Code of Conduct* which was so helpful in drafting the initial 2002 *Code* :

1. Standards pertain to the process or “mechanics” of the professional relationship and set the boundaries within which the professional relationship occurs. Standards do not, and are not intended to, speak to the content of professional judgment itself and are not intended to determine or dictate professional judgment.
2. Standards are designed primarily to protect the public interest. They also protect the interests of the profession as they assure public confidence and trust in the professional relationship with psychologists.
3. Standards are intended to be as non-intrusive as possible while still accomplishing the objective of protecting the public from exploitation and harm.
4. Standards are as clear as possible with regard to what behaviour is acceptable and what is not.
5. Standards provide a standardized body of information with which the regulatory body can judge compliance with, or deviation from, its requirements.
6. Standards are requirements, not aspirations.

Practice Support The Board was pleased with the continuing positive response to the 2010 introduction of a Practice Support Service for registrants to further protect the public by offering registrants assistance in contemplating novel practice issues and ethical dilemmas through the lens of governing legislation. The objectives and parameters of this Service are delineated on the College website and in the Practice Support information brochure that was sent to each registrant and is also available for download on the website. Please review the summary information on this Service which is included in the Registrar’s Report in this Annual Report.

Bylaw Development The bylaws remain under active development and review as part of the College’s active efforts to address government imperatives for mobility and collaborative health care.

Website In April 2011, the new College website was launched. Feedback to date suggests that the changes made to the organization and presentation of website content were welcomed improvements. Changes include the addition of a searchable directory of registrants which also includes contact information provided by participating registrants for this purpose. The most significant feature of the new website was the ability for registrants to renew online for 2012. More self serve features for registrants and applicants are planned.

In closing, I am pleased to report that a very high volume of College work was handled professionally, competently, and within budget. It was a pleasure and privilege to serve as the Chair of the Board for 2011.

Respectfully submitted,
Michael Elterman, M.B.A., Ph.D., R.Psych.,
Chair of the Board 2011

COMMITTEE REPORTS

DISCIPLINE COMMITTEE REPORT

There were no hearings of the Discipline Committee in 2011.

Respectfully submitted,
Henry Harder, Ed.D., R.Psych., Chair,
Discipline Committee 2011

PATIENT RELATIONS COMMITTEE REPORT

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

Respectfully submitted,
Jenelle Hynes, Chair,
Patient Relations Committee 2011

INQUIRY COMMITTEE REPORT

The Inquiry Committee (IC) dealt with a record number of complaints during the year 2011. A total of 87 complaint files were open for at least some part of 2011 and were at various stages of investigation at any given point in time during the year. This number includes the 69 new complaints received during 2011. It remains to be seen whether this high number of complaints is an anomaly or the beginning of a trend. As of December 31, 2011, 42 of the 87 open files had been closed. Files closed during 2011 are summarized in Table 1 below, along with the nature of the decisions of the IC in closing the complaint files. Please review the Registrar's Report for a comprehensive description and breakdown of 2011 complaint investigations and resolutions.

Table 1: Files Closed During 2011 (N=42)

Closing Reason	Number	%*
Letter of Undertaking or Resolution Agreement	16	38
Insufficient Evidence	23	55
Decision Not to Proceed (no jurisdiction, withdrawn, vexatious or frivolous)	3	7
Total	42	100

* Percentages in this and subsequent tables have been rounded and may not add up to 100%.

The Committee and staff have worked diligently to establish sound processes for ensuring the thorough and appropriate review of each complaint. I have been delighted with the Committee's dedication to efficient and professional work. The Inquiry Committee consists of committed and indispensable professional and public members who work in consultation and cooperation with College staff. It has been an honour to serve on the Inquiry Committee for the past six years and I wish the very best to the Committee for the coming year.

Respectfully submitted,
Russell King, Psy.D., R.Psych., Chair,
Inquiry Committee 2011

REGISTRATION COMMITTEE REPORT

Mobility and Access to the Profession The College continued to follow public policy trends regarding labour mobility and access to the profession in 2011. In British Columbia, Chapter Seven of the *A/T* is implemented by the *Labour Mobility Act* (2009) and dictates the criteria under which BC regulators are required to recognize certifications granted to workers by regulatory bodies in other Canadian provinces, Yukon, and the Northwest

Territories, and to grant certification in BC equivalent occupations, subject only to such exceptions as permitted under Chapter Seven. Under this new legislation, the College has received a significant number of applications from psychologists registered elsewhere in Canada. Greater detail regarding this particular subset of registrants is provided in later sections of this Report.

Proposed Changes to Bylaws In 2010, the Committee developed proposed changes to classes of registration responsive to the new legislative challenges related to mobility and other public policy trends. The proposal, which describes this work, was launched in the 2010 Fall edition of the *Chronicle* and presented to registrants through a series of information meetings throughout the province. This work continued into 2011 as did the College's active engagement with the Ministry of Health on the proposed revisions.

Entry Requirements Across Canada The College was successful in obtaining funding from Human Resources and Skills Development Canada (HRSDC) for a national study of entry requirements and competency assessment methods for psychology practice. This project was conducted under the aegis of ACPRO, launched in late 2009 and concluded in 2011. The national review identified the key commonalities and differences among the jurisdictions and instigated a second HRSDC funded follow up study to be launched in 2012.

Foreign Qualifications Recognition (FQR) The College continued its focus on labour mobility for foreign-trained psychology practitioners and has continued to participate in government-sponsored workshops and stakeholders' meetings on this topic. As reported in last year's annual report, we are continuing to see an increase in foreign-trained psychology practitioners. The College has plans to apply for provincial funding in order to support and further improve its provision of fair, transparent, timely, and consistent review of foreign trained psychology practitioners.

Oral Examiners Two oral examiner training workshops were held in June 2011. In total, 10 new oral examiners were added to our roster in 2011. These new examiners have been quite active in their first year and we look forward to their continued participation.

I wish to thank the professional and public members who gave generously of their time in reviewing all registration matters. I'd also like to thank the College staff for their work in keeping abreast of the very important policy trends and legislative changes that shape and govern our work. Their implementation of registration policies and decisions has been superb. Thanks also to the oral examiners and supervisors for their services this year. The contributions of the above-mentioned people greatly enhance the regulation of our profession in BC.

Respectfully submitted,
Hendre Viljoen, Ph.D., R.Psych., Chair,
Registration Committee 2011

QUALITY ASSURANCE COMMITTEE REPORT

In addition to the annual review of the Continuing Competency Program, the Committee was actively engaged in a number of important initiatives. Below is a summary of the Committee's work in 2011.

Continuing Competency Program Review The audit for the 2010 year was completed by the Committee by March 2011. In a small number of cases the Committee sought additional information from registrants to clarify their activities. Two registrants were found not to be in compliance with the requirements, and the Committee followed up with these registrants. Overall, the Committee was very pleased with the high quality of continuing competency activities reported by the registrants who were included in the random audit.

Designation of a Professional Executor This requirement, consistent with registrants' obligations to ensure they have engaged in contingency planning, commenced with renewal for the 2010 calendar year and involved listing a

designated professional executor on the renewal form. The requirement is needed to enable the College to be responsive to requests received relating to the records of incapacitated or deceased registrants. The Committee was pleased with registrant enthusiasm for, and compliance with, this new requirement. In 2011 the Committee reviewed and modified policies for new registrants who may need additional time to meet the requirements.

Practice Advisories The eighteen Draft Practice Advisories were posted for registrant review and feedback in 2011. The Committee has been actively reviewing these advisories and the feedback received from registrants, and recommended to the Board that the advisories be integrated directly into the *Code of Conduct*, which is planned to be ready for registrant review in the Spring of 2012. While those aspects of the (draft) Advisories that are appropriate to be included as new (or revised) standards in the *Code* will be incorporated, the plan is to develop a series of checklists to assist registrants in the application of standards with considerable practice complexity.

Practice Support Service The Committee was pleased to introduce the Practice Support Service for registrants in 2010, and continued to monitor usage of the Service through 2011. The Service objective is to assist registrants in dealing with unfamiliar practice situations and ethical dilemmas through the lens of governing legislation, in order to enhance ethical practice and protection of the public. On occasion, the Practice Support Service also publishes information of broad interest to registrants in the Practice Support Corner of the *Chronicle*. The Service remained well utilized during 2011. Thank you to registrants who took the time to provide the very positive feedback to the Committee and the Board with regard to this informative and helpful service.

Other Activities The Committee has continued to consider possible changes to the Continuing Competency Program as part of anticipated Bylaw changes. The Committee has also remained actively involved in the College's ongoing review of the impact of new provincial legislation, particularly with respect to quality assurance.

Respectfully Submitted,
Leora Kuttner, Ph.D., R.Psych., Chair
Quality Assurance Committee 2011

FINANCE COMMITTEE REPORT

The College continues to stay within budget projections and renewal fees remain stable with no anticipated fee increases for 2012. Please see the attached audited financial statements for more details.

Table 2: Comparative Expenses

YEAR	WAGES AND BENEFITS		ROUTINE STATUTORY EXPENSES		DISCIPLINE AND EXTRAORDINARY HEARINGS		GENERAL OPERATING EXPENSES		TOTAL EXPENSES	
	Amount	%	Amount	%	Amount	%	Amount	%	Amount	%
2007	571,315	44	210,917	16	101,350	8	414,650	32	1,298,232	100
2008	634,602	44	267,106	19	46,627	3	494,783	34	1,443,118	100
2009	632,320	50	167,881	13	38,842	3	421,937	34	1,260,140	100
2010	660,870	52	202,448	16	1,829	1	415,859	32	1,281,006	100
2011	679,369	47	282,872	19	11,027	1	484,013	33	1,457,281	100

The numbers above reflect an increase in a number of areas: an increase in the number of applications for information under the *Freedom of Information and Protection of Privacy Act* (FOIPPA) and in routine statutory expenses, a rent increase, an increase in the stipend paid to oral examiners, a small increase in wages and benefits, and the cost of preparing for several extraordinary hearings (each of which was resolved before the hearing itself).

Respectfully submitted,
John Carter, Ed.D., R.Psych., Chair
Finance Committee 2011

REGISTRAR'S REPORT

Below is the Registrar's Report on the activities of the College for the year 2011. This report is divided into three main sections:

- I. **Registration/Application Matters** This section provides a description of the College Register for 2011, a summary of application activity, and a report on examinations.
- II. **Complaint and Investigative Matters** The second section provides a descriptive and statistical analysis of complaint and other investigative matters.
- III. **Administrative Matters** The third section summarizes activities of the Practice Support Service, administrative activities related to external relationships, and our obligations under the *Ombudsperson* and *Freedom of Information and Protection of Privacy Acts*.

I. Registration/Application Matters

This section provides is divided into 3 sections as follows:

- 1) The College Register 2011
- 2) Summary of Application Activity
- 3) Examinations

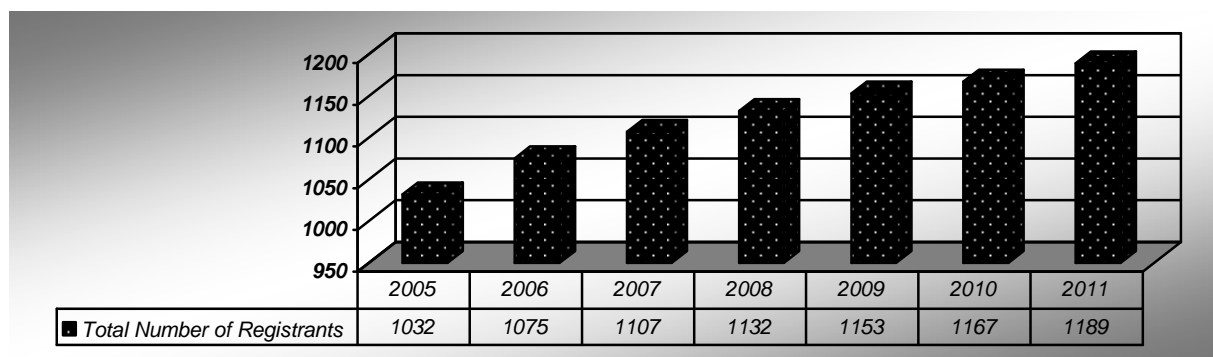
1. The College Register 2011 As of December 31, 2011, the College Register listed a total of 1189 registrants. Two (2) registrants passed away during the year, and 1 individual held temporary registration.

Table 3: The College Register as of December 31, 2011

Register Status on December 31, 2011	Total
Full Registration	1059
Limitations as per Inquiry Committee (IC)	13
Limitations as per Registration Committee (RC)	24
Limitations by Category - Out-of-Province	36
Limitations by Category - Non-Practicing	13
Limitations by Category - Retired	44
Total	1189

The College has maintained a relatively stable number of registrants with a modest increase over the past 7 years. This increase is illustrated in Figure 1, depicting the total number of registrants over the years 2005-2011.

Figure 1: Total Number of Registrants 2005 – 2011



As shown in the table below, a total of 60 new registrants were added to the Register in 2011. Comparison data from the previous year is also provided.

Regular applicants are typically seeking registration for the first time. Reciprocal applicants hold full registration in another Canadian jurisdiction and Mobility applicants hold a license to practice psychology in a US jurisdiction.

Table 4: New Registrants by Application Category

2010				2011			
Regular	Reciprocal	Mobility	Total	Regular	Reciprocal	Mobility	Total
20	13	7	40	37	20	3	60

2. Summary of Application Activity Table 5 below summarizes the application activities at the College during the 2011 year, along with comparison data from the previous year. As shown in the table, a total of 54 applications were received during the 2011 year. Of these, 54% (n=29) were Regular applications. Thirty-one percent (n=17) were Reciprocal applications and 15% (n=8) were Mobility applications.

Table 5: Application Activity Summary 2010-2011

Activity	2010					2011				
	Reg	Temp	Recip	Mobil	Total	Reg	Temp	Recip	Mobil	Total
# of applications received	42	1	14	5	62	29	0	17	8	54

3. Examinations All Regular applicants are required to complete three examinations as part of the application process: the Examination for Professional Practice in Psychology (EPPP), the Oral Examination (OE), and the Written Jurisprudence Examination (WJE). Reciprocal and Mobility applicants are required to successfully complete the WJE.

Table 6: Number of Examinations Written

	2007	2008	2009	2010	2011
Number of EPPP Examinations	23	32	24	26	31
Number of Oral Examinations	39	41	32	25	52
Number of Written Jurisprudence Examinations	36	62	53	44	31

Thirty-one (31) applicants took the EPPP in 2011. Of the applicants taking the exam for the first time (n=30), all but one individual passed. One (1) individual was taking the exam for the second time and successfully passed. The minimum required passing score is 500/800 (scaled score). The average passing score for first-time test takers in 2011 was a scaled score of 637/800 (range 511 – 740). As in past years, the WJE was held at the College offices on a monthly basis. It was administered 31 times in 2011. Twenty-five (25) applicants passed on their first attempt. Three (3) applicants wrote the exam twice and were successful on their second attempt.

The College also conducts the Oral Examination on site. In 2011, 52 examinations took place. Of those examinees, 42 fully passed - this represents 86% of all first-time oral examinees. Five (5) candidates elected to accept limitations placed on their practice of psychology, in order to address what were identified as remediable areas of concern. Two (2) failed the examination. Three (3) of the 52 examinations represented a second attempt – all examinees fully passed on their second attempt.

II. COMPLAINT AND INVESTIGATIVE MATTERS

This section contains information about complaints received in the year 2011 as well as a report on all complaints closed during 2011. Included are descriptions of aspects of the complaint investigation process and a sampling of complaints received during the year. This section is divided into the following topic areas:

1. Complaint file status as of December 31, 2011
2. Descriptive complaint summary
3. Investigations opened by the Inquiry Committee
4. Length of time to close complaint files
5. Closing reasons for complaints closed in 2011 and comparison with previous years
6. Components of the complaint investigation process
7. Letters of Undertaking/Resolution Agreements
8. Summary of a sample of complaints in 2011
9. Complaints per year and number of registrants with complaints

1. Complaint file status as of December 31, 2011

Since the College of Psychologists came under the *Health Professions Act (HPA)*, a total of 613 new complaints have been received, including 69 received during 2011.

- a. Complaints received in 2011 (N=69): Twenty-six (26) of the complaints received in 2011 were also closed in 2011, leaving a total of forty-three (43) complaints received in 2011 still open on December 31, 2011. One (1) complaint received at the end of 2010 also remained open as of December 31, 2011.

Table 7: Complaint File Status as at December 31, 2011 for all complaints received under the HPA (N = 613)

Status	Year Complaint Received							
	2000-2009		2010		2011		Total	
	#	%	#	%	#	%	#	%
Resolved or determined to not be a complaint			2	5	2	3	4	0
Under Initial Review			4	10	16	23	20	3
33(5)			11	27	23	33	34	6
Resolution Meeting			2	5	6	9	8	1
Suspended per HPA			1	3	4	6	5	0
Total # open files	0	0	20	49	43	62	63	10
Total # closed files	503	100	21	51	26	38	550	90
Total	503	100	41	100	69	100	613	100

* Percentages do not all equal 100 due to rounding errors or overlap in categories among some files.

2. Descriptive Complaint Summary

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

a. Primary Allegation Table 8 contains a breakdown of complaint investigations according to the primary allegation made by the complainant as it relates to the *Code of Conduct*. The most frequent primary allegation for complaints opened in 2011 was assessment procedures (n=21). This is consistent with all complaints received since the College came under the *Health Professions Act*; assessment procedures is the primary allegation in the largest number of cases overall (n=218). Professionalism was the next most frequent primary allegation in 2011 (n=20), and second highest overall (n=92). General standards for competency was the third most frequent allegation in 2011 (n=11), and third highest overall (n=88). Many of the cases in which competency is the primary allegation involve an assessment situation of some kind.

Table 8: Primary Allegation in Complaints Received 2000-2011

Status	Year Complaint Received							
	2000-2009		2010		2011		Total	
	#	%	#	%	#	%	#	%
General Standards for Competency (CC 3.0)	69	14	8	20	11	16	88	14
Informed Consent (CC 4.0)	23	5	3	7	0	0	26	4
Relationships-Clients (CC 5.0)	54	11	1	5	1	1	56	9
Relationships-Work (CC 5.0)	8	2	1	2	1	1	10	2
Relationships-Dual Roles (CC 5.0)	22	4	0	0	4	6	26	4
Confidentiality (CC 6.0)	23	5	2	5	1	1	26	4
Professionalism (CC 7.0)	62	12	10	24	20	29	92	15
Provision of Services (CC 8.0)	17	3	2	5	0	0	19	3
Representation of Services/Credentials (CC 9.0)	2	0	1	2	0	0	3	0
Advertising/Public Statements (CC 10.0)	11	2	0	0	7	10	18	3
Assessment Procedures (CC 11.0)	185	37	12	27	21	30	218	36
Fees (CC 12.0)	9	2	1	2	0	0	10	2
Maintenance of Records (CC 13.0)	1	0	0	0	0	0	1	0
Security/Access to Record (CC 14.0)	5	1	0	0	2	3	7	1
Compliance with Law (CC 18.0)	4	0	0	0	0	0	4	0
Application (CC 2.0)	2	0	0	0	0	0	2	0
No Standard Applicable	6	1	0	0	1	1	7	1
Total	503	100	41	100	69	100	613	100

b. Complaint Context Table 9 reports on the context within which complaints occurred. As in the past, in 2011 a substantial proportion (n=30; 43%) of complaint concerns arose in the context of an assessment, such as a custody and access proceeding or a correctional assessment.

Table 9: Complaint Context for Complaints Received 2000-2011

Complaint Context	Year Complaint Received							
	2000-2009		2010		2011		Total	
	#	%	#	%	#	%	#	%
Assessment	285	57	26	63	30	43	341	56
Consultation	8	2	0	0	0	0	8	1
Intervention	124	25	9	522	14	20	147	24
Regulatory Compliance	21	4	0	0	8	12	29	5
Other	65	13	6	15	17	25	88	14
Total	503	100	41	100	69	100	613	100

c. Area of Practice Table 10 below presents information on the area of practice within which complaints occurred. In 2011, fifteen (15) of the complaints received were in the custody and access sub-area within clinical psychology, and twenty-two (22) were in the broader clinical psychology area.

Table 10: Complaint - Area of Practice in Complaints Received 2000-2011

Complaint Area of Practice	Year Complaint Received							
	2000-2009		2010		2011		Total	
	#	%	#	%	#	%	#	%
Clinical Psychology	220	44	11	27	22	32	253	41
Custody and Access	135	27	11	27	15	22	161	26
Counselling Psychology	44	9	2	5	12	17	58	9
Forensic /Corrections	44	9	4	10	5	7	53	9
Industrial /Organizational	2	0	0	0	0	0	2	0
Neuropsychology	22	4	2	5	2	3	26	4
Rehabilitation Psychology	10	2	4	10	0	0	14	2
Research /Academic	4	0	0	0	0	0	4	0
School Psychology	8	2	2	5	1	1	11	2
N/A	14	3	5	11	12	17	31	5
Total	503	100	41	100	69	100	613	100

d. Complainant Type As indicated in Table 11 below, nearly half (n=27) of the complaints received in 2011 were filed directly by clients of respondents. The Inquiry Committee may open files on its own motion based on information provided to it, and did so on a number of occasions this year. Some files were opened after a complaint was withdrawn by the complainant, while others were opened based upon concerns that were brought to the Committee's attention through a number of other means. The category of "Colleague" is now reserved for those cases in which the complainant is not the recipient of services (for example, a registrant who makes a complaint after becoming concerned about a colleague's conduct after observing him/her in a shared work environment). Previously these files had been categorized in the "Client - 3rd Party" category.

Table 11: Complainant Type in Complaints Received 2000-2011

	Complaint Type	Year Complaint Received							
		2000-2009		2010		2011		Total	
		#	%	#	%	#	%	#	%
PUBLIC	Client - 3rd Party	134	27	3	7	9	13	146	24
	Client – Direct	132	26	23	56	27	39	182	30
	Client – Relative	71	14	9	22	0	0	80	13
	Colleague**	68	14	4	10	18	26	90	15
	Other	38	8	2	5	3	4	43	7
IC	Inquiry Committee	60	12	0	0	12	17	72	12
	Total	503	100	41	100	69	100	613	100

3. Investigations Opened by the Inquiry Committee Under the *Health Professions Act*, the Inquiry Committee can open an investigation on its own motion when there are public protection concerns or when an investigation of allegations made by a complainant provides evidence which on its face suggests a new area of concern. As noted above, twelve (12) complaint investigations were opened by the Inquiry Committee in 2011. Most frequently, investigations initiated by the Committee arise in the following circumstances: failure to comply with regulatory obligations in connection with another complaint; receipt of information generally available to the public; information obtained through an inspection of a registrant's practice records; or through information provided to the College that is deemed of sufficient concern to initiate an investigation.

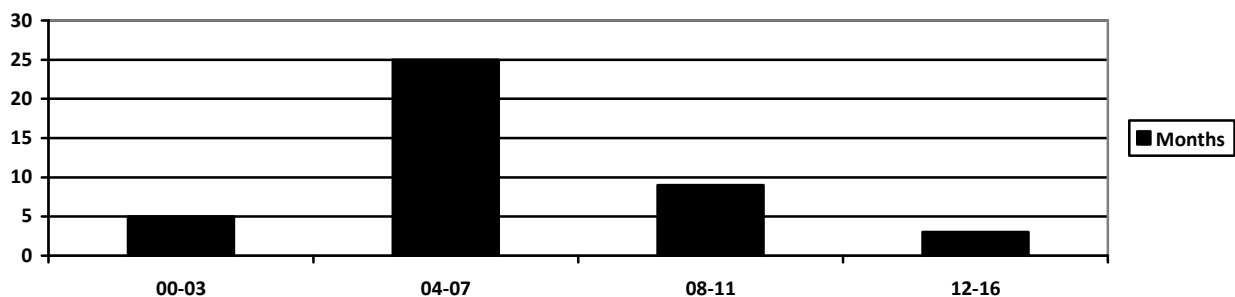
4. Length of Time to Close Files For complaints closed in 2011 (N=42), the number of months required to investigate and/or close a file ranged from 0 to 16 months. Table 12 below contains the average length of time to close complaint files for 2009, 2010, and 2011 (excluding 4 files from previous years which pertained to files involving respondents in protracted legal negotiations).

Table 12: Average Time (in months) to Close Files for Complaints Closed 2009-2011

Year Complaint Closed	2009	2010	2011
Mean Length of Time to Close File	6.02 months, N=51	5.66 months, N=38	6.76 months, N=42

As depicted in the Figure below, the majority of complaints closed in 2011 were closed in under 8 months (n=31) and 39 of 42 files (93%) were closed within a year of receipt, which is an important achievement given the complexity and volume of typical complaint files.

Figure 3: Average Time (in months) to Close Files in 2011 (N=42)



5. Complaint File Closing Reasons Slightly more than one-half of the complaints closed in 2011 were dismissed because of insufficient evidence of a breach of the *Code of Conduct* or because they were withdrawn by the complainant (and did not present public protection concerns). For complaints received and closed in 2011, 15 were resolved by an undertaking or agreement with the respondent, or by some action offered by the respondent satisfying the Committee's concerns in the matter.

Table 13: Closing Reasons for Complaints Closed 2009-2011

Closing Category	Closing Reason	Year Complaint Received							
		2009		2010		2011		Total	
		#	%	#	%	#	%	#	%
Dismissed- lack of evidence or not proceeded upon	Decision Not to Proceed	14	26	10	26	3	7	26	20
	Insufficient Evidence	11	21	12	32	24	57	47	36
	Subtotal	25	47	22	58	27	64	73	56
Voluntary Resolution	Letter of undertaking or resolution agreement	22	42	16	42	15	36	52	39
	Resolved	5	10	0	0	0	0	5	4
	Subtotal	27	51	16	42	15	36	57	43
Resigned/ Cancelled	Resigned/Cancelled Referred to Discipline Cttee	1	2	0	0	0	0	2	2
Totals		53	100	38	100	42	100	132	100

6. Components of the Complaint Investigation Process. Components of the complaint investigation process include resolution meetings, extraordinary hearings, and citations and discipline hearings, described below.

a. Resolution Meetings Resolution meetings provide an informal and effective means for resolving complaint matters. By way of example, a resolution meeting between the Inquiry Committee and a respondent occurred in the context of a complaint involving treatment of a couple. The complainant in this matter was concerned about issues related to objectivity and consistency with respect to individual versus couple's therapy. Subsequent to the meeting, the respondent consulted with a colleague to discuss these issues and signed an agreement to improve her practices in these areas.

b. Extraordinary Hearings Sometimes concerns arise which necessitate immediate action on the part of the Inquiry Committee, where public protection concerns arise that the Committee believes warrant immediate action, such as a restriction on practice or license suspension. There is no testing of evidence at an extraordinary hearing. Rather, a decision is made on whether the available evidence, on its face, supports extraordinary action by the Inquiry Committee. Any extraordinary action or agreement is an interim measure, designed to address immediate public protection concerns while the complaint investigation continues and/or pending a full hearing of the Discipline Committee. Extraordinary actions or agreements, therefore, do not represent final resolutions of the complaint issues. No extraordinary hearings were held in 2011; however, the Inquiry Committee received four complaints in 2011 for which registrants signed Undertakings and Consents to cease practice or go under immediate supervision, pending an investigation, rather than to be the subject of an extraordinary hearing.

c. Discipline Hearings and Citations In contrast to an extraordinary hearing, a hearing of the Discipline Committee is the equivalent of a full trial on all issues, and a finding of fact is made at the end of the hearing. No Discipline Committee hearings were held in 2011.

7. Letters of Undertaking/Resolution Agreements. Table 14 provides a summary of Letters of Undertaking and Resolution Agreements signed with registrants during the year 2011 as a means of bringing a complaint file to a close. A total of 15 such agreements were signed in 2011. The terms of such agreements are determined on a case

by case basis and all are signed voluntarily. In a number of the more serious complaints below, a hearing of the Discipline Committee would have been held had such a resolution not been achieved.

Table 14. Summary of Terms of Letters of Undertaking/Resolution Agreements in 2011 (N=15)

	# of Files	Primary Allegation by <i>Code of Conduct</i> Section	Terms of Consent Agreement or Letter of Undertaking
1	1 file	07- Professionalism	Change to informed consent form
2	1 file	07- Professionalism	Practice review and change to practices
3	1 file	11-Assessment Procedures	Corrections to report, practice review, practice changes
4	1 file	05-Prohibited Relationship/Contact	Supervision and apology
5	1 file	14 – Records Security/Access	Practice review and change to office practices
6	1 file	07- Professionalism	Agreement to increase responsiveness to College requests
7	1 file	10-Advertising/Statements	Correction to advertising
8	1 file	05-Prohibited Relationship/Contact	Supervision
9	1 file	07- Professionalism	Apology, practice review, and change to office practices
10	1 file	07- Professionalism	Consultation
11	1 file	07- Professionalism	Consultation
12	1 file	06 – Confidentiality	Apology and practice review
13	1 file	11-Assessment Procedures	Consultation and preparation of addendum to report
14	1 file	07- Professionalism	Retirement and conditions for return to practice
15	1 file	03- Competency	Resignation and conditions for reapplication

8. Samples of Complaints Open During 2011

Below is a brief review of the main allegations raised in a sample of complaints open during 2011, along with a description of the process and outcome of the complaint investigation.

One case arose in a correctional context. The complainant, who was the subject of a forensic risk assessment, alleged that the respondent reached opinions and conclusions without sufficient basis and beyond competence. The Committee carefully reviewed the assessment report and information provided by the complainant and respondent. The Committee found no evidence to support any of the allegations made in this case and disposed of the complaint pursuant to Section 33(6)(a) of the *Health Professions Act* (the “Act”).

A second example is a complaint made by a parent who was party to a custody and access assessment conducted by the respondent. The complainant alleged that the respondent was biased, used inappropriate assessment procedures, produced a report that contained errors, and expressed opinions on issues beyond competence. The Inquiry Committee reviewed all the documentation and then provided the respondent with an opportunity to provide information pursuant to Section 33(5) of the *Health Professions Act*. After a careful review of all of the evidence, the Committee determined that there was no evidence to substantiate the allegations in this case, and disposed of the complaint under Section 33(6)(a) of the *Act*.

A third case arose in the context of a neuropsychological assessment. The complainant, who was the subject of the assessment, alleged that the respondent’s report was inaccurate, and contained inappropriate and unprofessional opinions and conclusions about the complainant. The Committee carefully reviewed the assessment report, as well as other documentation provided by both the complainant and the respondent. The Committee did not find evidence to support the allegations that the respondent had breached any *Code* standard, but made note of the complainant’s distress about certain factual inaccuracies contained in the report. The Committee proposed, and the respondent agreed, to prepare an addendum to the report to correct the factual inaccuracies identified, and to opine on whether those facts affected the overall outcome of the assessment.

In a fourth case, the Inquiry Committee opened an investigation on its own motion after repeated unsuccessful attempts to obtain a registrant's continuing competency information pertaining to the Quality Assurance program's Continuing Competency Audit. The Committee acted as per Section 33(4) of the *Health Professions Act* to investigate the matter and proposed, and the respondent agreed, to a resolution to comply with any College requests for information within the time required.

9. Complaints per Year and Number of Registrants with Complaints

Table 15 below describes the number of registrants about whom complaints have been received since 2006. As shown in the Table, in 2011, 69 complaints were received. These 69 complaints were with regard to 51 different registrants. Thus, some registrants were named in more than one complaint file.

Table 15: # of Complaints per year from 2006 - 2011 and # of Registrants with Complaints

Year	# Complaints (with named registrant)	# Registrants
2006	50	42
2007	50	37
2008	41	31
2009	42	32
2010	41	38
2011	69	51

III. ADMINISTRATIVE MATTERS

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

There were no requests received under the *Ombudsperson Act* during the 2011 year. Five requests were received under the *Freedom of Information and Protection of Privacy Act*. All matters were responded to promptly and within established timelines. Three of these five requests remained ongoing at the end of 2011.

2. Relationships with Other Regulatory Bodies The College remained actively involved with the other regulatory bodies through the Association of Canadian Psychology Regulatory Organizations (ACPRO) (Canada) and with the Health Regulatory Organizations (HRO) (BC – provincial), the Executive Directors and Regulators of the Health Professions (BC – provincial), and the Association of State and Provincial Psychology Boards (ASPPB) (US and Canada).

3. Practice Support Service. Since inception in March 2010, the Practice Support Service has received a very positive and active response from registrants, with a total number of 358 queries through December 31, 2011. Of these, 188 were received in 2011, the majority of which came via telephone with a small number using the email account established for this purpose. Only a handful of registrants made requests via letter or fax.

The Practice Support Service policy has continued to be refined as the service has developed. Currently, efforts are made to handle almost all inquiries by telephone, regardless of the modality in which the inquiry was received, followed by a brief summary letter of the discussion. The most frequent topic area is release of information. Other areas of inquiry in descending order of frequency are as follows: practice issues, incorporation, informed consent, practice advisories, record keeping, reporting requirements, telepsychology, concern regarding another registrant/applicant, continuing competency, supervision, dual relationships, and report writing.

4. Acknowledgments. I would like to extend my appreciation to the members of the College Board, Committee members, registrants serving the College as oral examiners and regulatory supervisors, and to registrants who take the time to provide their thoughtful comments and feedback to the College. We have benefited greatly during the past year by the erudite and thoughtful legal guidance of Mr. Kensi Gounden, Mr. Jason Herbert and Ms. Fran Doyle. The engagement of our Board and Committee members, regulatory supervisors and oral examiners, is of pivotal

importance in the regulation of our profession. In closing, I especially want to thank my hardworking staff, a small group of dedicated and extremely competent people, who serve the profession with a consistent and unwavering commitment to professionalism and excellence.

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

Minutes of the Annual General Meeting for the 2011 year - May 26, 2011

Agenda and Minutes The Table of Contents in the 2011 Annual Report was approved as the agenda for the May 26, 2011 meeting. The Minutes of the 2010 Annual General Meeting held on May 28, 2010 were approved.

Chair's Report Michael Elterman, M.B.A, Ph.D., R.Psych. gave the Chair's report on behalf of the College Board. He highlighted College achievements over the 2010 year, during which the College participated in a working group comprised of representatives from HRO members designed to share information and experiences regarding HPRB matters; proactive relationships with the HPRB staff, active review of existing cases before the Ontario Health Professions Appeal and Review Board (HPARB) and in the case law to assist the College in better understanding the impact of an external review board on registrants and the inquiry and registration processes; and sharing the College's experience with registrants to ensure that registrants are fully informed about what the existence of the HPRB means with respect to their practice of psychology. He emphasized ways in which the world of professional regulation was changing in BC. He thanked the members of the 2010 Board and introduced all Board members present.

Finance Committee – Mr. Wayne Morson reported, on behalf of the Committee, the stability of the College's financial situation, that the 2010 year was completed within budget, and that there were no anticipated fee increases.

Registration Committee Report – John Carter, Ed.D., R.Psych. (2010 Chair), reported on the Committee's work on mobility issues relating to Canadian psychology professionals and foreign-trained psychology professionals who wish to practice in BC. The Committee is exploring registration processes in relation to applicants trained outside of the US and Canada as well as examining processes to facilitate labour mobility for psychology professionals registered to practice elsewhere in Canada. Dr. Carter singled out Deputy Registrar Amy Janeck, Ph.D., R.Psych. for her work on the full scope of registration matters and to the devoted and involved professional and public members of the committee.

Inquiry Committee Report – Russell King, Psy.D, R.Psych. reported on the work of the Inquiry Committee for 2010 and thanked the hardworking members of his committee for their efforts and dedication.

Patient Relations Committee Report – Dr. Elterman summarized the Committee's report on behalf of the Chair.

Registrar's Report – Dr. Kowaz reported on the trends in professional regulation having impact on the College's processes and procedures over the 2010 year and highlighted some key elements from her written report. Dr. Kowaz also thanked Kathleen Montgomery, Ph.D., R.Psych., for her assistance at the Victoria AGM location.

Quality Assurance Committee Report – Leora Kuttner, Ph.D., R.Psych. reported on the hard work of the Quality Assurance Committee members, thanking them each for their efforts. She summarized registrants' response to the new Service and thanked the Director of Practice Support, Dr. Susan Turnbull for her work in this regard.

Special Recognition – The College recognized Kirk Beck, Ph.D., R.Psych. for six years of service on the Inquiry Committee, as well as Mr. Daniel Fontaine and Mr. Wayne Morson for six years of service as public members on the College Board. The College also expressed appreciation to Mr. Fontaine and Mr. Morson for their agreement to continue to serve on College committees. Awards were given to Barbara Beach, Ph.D., R.Psych., Robert Colby, M.S., R. Psych. Maureen Godfrey, Ph.D., R.Psych., Martin Phillips-Hing, Ph.D., R.Psych. and Larry Waterman, Ph.D., R.Psych. for the 20 Plus Club, having done more than 20 oral examinations. Members of the Board, Inquiry, Quality Assurance, and Registration Committees, as well as Oral Examiners and Regulatory Supervisors, in attendance were also recognized for their efforts and provided a certificate of recognition for their ongoing contributions to the regulation of the profession.

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
CONTENTS

DECEMBER 31, 2011

COLLEGE OF PSYCHOLOGISTS
OF BRITISH COLUMBIA

AUDITED FINANCIAL STATEMENTS

DECEMBER 31, 2011

AUDITORS' REPORT

FINANCIAL STATEMENTS

Statement of Financial Position

Statement of Changes in Net Assets

Statement of Operations

Statement of Cash Flows

Notes to Financial Statements

The Raber Mattuck Group

The Raber Mattuck Group



The Raber Mattuck Group*
Chartered Accountants

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AUDITORS' REPORT

We have audited the accompanying financial statements of the College of Psychologists of British Columbia, which comprise the statement of financial position as at December 31, 2011, the statements of changes in net assets, operations and cash flows for the year then ended and summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian generally accepted accounting principles, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

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

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

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

Opinion
In our opinion, the financial statements present fairly, in all material respects, the financial position of the College of Psychologists of British Columbia as at December 31, 2011, and its results of operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

CHARTERED ACCOUNTANTS

Vancouver, British Columbia
April 4, 2012

* a partnership of professional corporations

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF FINANCIAL POSITION

AS AT DECEMBER 31, 2011

	2011	2010
ASSETS		
CURRENT ASSETS		
Cash and short term investments	\$ 1,642,838	\$ 1,529,615
Cash - restricted (Note 5)	825,043	800,000
Prepaid expenses	9,422	1,714
	2,177,303	2,131,329
CAPITAL ASSETS (Note 3)	70,774	58,058
	\$ 2,248,077	\$ 2,189,387
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities (Note 9)	\$ 56,648	\$ 48,898
Employee remittances payable	22,181	18,857
Deferred revenue (Note 4)	1,353,001	1,279,045
	1,441,830	1,345,800
NET ASSETS		
CAPITAL ASSET FUND (Note 6)	70,774	58,058
INTERNALLY RESTRICTED		
General Contingency Fund (Note 5)	825,043	800,000
UNRESTRICTED	110,430	185,729
	805,247	843,797
	\$ 2,248,077	\$ 2,189,387

Approved by the Board

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

The Raber Mathuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CHANGES IN NET ASSETS
FOR THE YEAR ENDED DECEMBER 31, 2011

	General Contingency Fund 2011 (Note 5)	Capital Asset Fund 2011 (Note 8)	Unrestricted 2011	Total 2011	Total 2010
NET ASSETS, beginning of year	\$ 800,000	\$ 58,058	\$ 185,729	\$ 843,797	\$ 885,181
Excess of Receipts Over Expenses (Expenses over Receipts)	-	-	(37,550)	(37,550)	(21,354)
Interfund transfers	25,043	-	(25,043)	-	-
Capital Asset Acquisitions, net of amortization	-	12,706	(12,706)	-	-
NET ASSETS, end of year	\$ 825,043	\$ 70,774	\$ 110,430	\$ 806,247	\$ 843,797

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

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF OPERATIONS

FOR THE YEAR ENDED DECEMBER 31, 2011

	2011	2010
RECEIPTS:		
Registration fees	\$ 1,317,648	\$ 1,180,987
Application and exam fees	67,739	52,975
Interest	27,138	21,106
Supervision cost recovery	751	-
Other income, cost recovery, and grants	6,455	4,574
	1,419,731	1,259,622
EXPENDITURES		
Administration	795,239	763,706
Audit	5,748	5,793
Board	84,885	84,719
Committees (meetings, travel and honoraria)	67,531	58,444
External relations (dues)	5,720	6,198
Extraordinary Hearings	11,027	-
Discipline Hearings (including Preparation)	-	1,829
Operations	155,666	137,219
Registrant / Applicant services	38,893	16,837
Statutory functions (FOI, investigations, routine legal consultation)	282,872	202,448
Supervision expense	-	4,015
	1,467,251	1,281,008
EXCESS OF RECEIPTS OVER EXPENSES (EXPENSES OVER RECEIPTS)	\$ (37,550)	\$ (21,384)

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

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED DECEMBER 31, 2011

	2011	2010
CASH FLOWS FROM OPERATING ACTIVITIES		
Excess of receipts over expenses (expenses over receipts)	\$ (37,550)	\$ (21,384)
Adjustments for:		
Amortization	26,442	13,948
Prepaid expense	(7,708)	1,104
Accounts payable	9,750	(4,190)
Employee remittances payable	2,524	18,880
Deferred revenue	83,966	166,645
	77,414	175,003
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of capital assets	(39,148)	(27,238)
NET INCREASE IN CASH	38,266	147,767
CASH, beginning of year	2,129,615	1,981,848
CASH, end of year	\$ 2,167,881	\$ 2,129,615

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

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO THE FINANCIAL STATEMENTS

DECEMBER 31, 2011

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

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

1. SIGNIFICANT ACCOUNTING POLICIES:

a) *Basis of presentation*

The financial statements have been prepared by management in accordance with Canadian generally accepted accounting principles.

b) *Revenue recognition*

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

Revenues and expenditures for general activities and administration are reported in the General Fund. The General Fund was established in 2006 and is typically an amount equal to 50% of the College's annual budget.

c) *Measurement uncertainty*

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

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO THE FINANCIAL STATEMENTS

DECEMBER 31, 2011

1. SIGNIFICANT ACCOUNTING POLICIES (continued):

d) *Property and equipment*

Purchased property and equipment are recorded at cost. 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.

e) *Financial instruments*

The College has designated all non-derivative financial assets and liabilities as held for trading.

- The College initially records all non-derivative financial assets and liabilities at fair value.
- Assets and liabilities classified as held for trading are measured at fair value and changes in fair value are recognized in the statement of operations.
- Receivables are measured at amortized cost using the effective interest rate method.

Assets and liabilities classified as available for sale are measured at fair value and changes in fair value are recorded in the statement of changes in net assets until the financial instruments are re-recognized or other than temporarily impaired at which time the amounts are recorded in the statement of operations. The College has not classified any assets or liabilities as available for sale.

f) *New accounting pronouncements*

(i) *Assessing going concern*

Effective April 1, 2008, the College implemented the Canadian Institute of Chartered Accountants ("CICA") Handbook, Section 1400, General Standards of Financial Statement Presentation, which includes requirements for management to assess and disclose an entity's ability to continue as a going concern. College's ability to continue as a going concern based on the assumption that the current registration levels are maintained, if there are significant declines in registration, expenditures will be adjusted to match revenue as appropriate.

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO THE FINANCIAL STATEMENTS
DECEMBER 31, 2011

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO THE FINANCIAL STATEMENTS
DECEMBER 31, 2011

1. SIGNIFICANT ACCOUNTING POLICIES (continued):

(ii) Capital disclosures

Effective April 1, 2008, the College adopted Handbook Section 1535, Capital Disclosures. Under this new standard, the College is required to disclose both qualitative and quantitative information that enables users of the financial statements to evaluate the College's objectives, policies, and processes for managing capital. It also includes disclosure regarding what the College regards as capital, whether the College has complied with any external requirements and in the event of non-compliance, the consequences of not complying with these capital requirements.

2. FINANCIAL INSTRUMENTS:

The College's financial instruments include cash and cash equivalents, term deposits, and accounts payable and accrued liabilities. It is management's opinion that the College is not exposed to significant interest, currency or credit risks arising from these financial instruments. The fair values of these instruments approximate their carrying values.

3. PROPERTY AND EQUIPMENT:

	2011		2010	
	Cost	Accumulated Amortization	Net Book Value	Net Book Value
Office furniture and equipment	\$ 118,471	\$ 95,748	\$ 22,723	\$ 21,384
Computer equipment	134,350	112,137	22,213	17,770
Leasehold Improvements	83,136	57,298	25,838	18,934
	\$ 335,957	\$ 265,183	\$ 70,774	\$ 58,088

4. DEFERRED REVENUE:

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

These funds received represent deferred revenue and relate to membership fees for the 2012 calendar year received in advance. These deferred fees will be recorded as revenue in the statement of operations when the related expenses are incurred.

	2011	2010
Deferred contributions, beginning of year	\$ 1,279,045	\$ 1,112,400
Less amount recognized as revenue in the year	(1,279,045)	(1,112,400)
Add amount received for future periods	1,363,001	1,279,045
Deferred contributions, end of year	\$ 1,363,001	\$ 1,279,045

5. GENERAL CONTINGENCY FUND:

The General Contingency Fund was established to provide for a reserve in case of law suits, hearings and other matters that may require significant expenditure. It is the intention of the College to maintain this fund at 50% of its operating budget. In the current year the fund has been maintained at \$625,043 (2010 - \$600,000).

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

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO THE FINANCIAL STATEMENTS
DECEMBER 31, 2011

6. CAPITAL ASSET FUND:

The Capital Asset Fund was established to provide for a reserve for furniture and equipment purchases. It is the intention of the College to maintain this fund at the current year carrying value of the capital assets. In the current year the fund has been maintained at \$70,774.

	2011	2010
Capital Asset Fund, beginning of year	\$ 58,068	\$ 44,780
Less: amount amortized	(26,442)	(13,948)
Add: asset purchases during the year	39,148	27,236
Capital Asset Fund, end of year	\$ 70,774	\$ 58,068

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

7. CONTINGENCIES:

The nature of the College's activities is such that there will be litigation pending or in progress at any time. With respect to claims at December 31, 2011, management is of the opinion that it has valid defenses and appropriate insurance coverage in place, or if there is untoward risk, such claims are not expected to have a material effect on the College's financial position.

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

8. CAPITAL MANAGEMENT:

The College receives its principal source of capital through registration fees provided annually by new and existing members. The College defines capital to be net assets. The College's objective when managing capital is to fund its operations and capital asset additions.

The College is not subject to debt covenants or any other capital requirements with respect to operating funds.

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO THE FINANCIAL STATEMENTS
DECEMBER 31, 2011

9. HRSDC PROJECT LIABILITY:

On February 1, 2010, the College entered into a Labour Market Partnerships Contribution Agreement ("the Agreement") with the Canada Employment Insurance Commission (division of Human Resources and Skills Development Canada - "HRSDC"). Pursuant to the Agreement, the College will administer funds for an HRSDC labour mobility project. The maximum contribution in respect of the eligible costs of the project is \$99,539. During 2011, a total amount of \$50,536 was received by the College and \$41,062.87 was expended on project activities. The remainder of these funds, \$19,473.13, is maintained in a special bank account designated for the project. A corresponding liability to HRSDC for these outstanding funds has been recorded on the books of the College and is included in accounts payable.

The Raber Mattuck Group