College of Psychologists

OF BRITISH COLUMBIA

Annual Reports

&

Meeting Material

CIRCULATED FOR THE 2000 ANNUAL GENERAL MEETING

11 MAY 2000 · 5:30 PM

VANCOUVER

FRASER BALLROOM, EXECUTIVE INN

7211 WESTMINSTER HIGHWAY, RICHMOND, BC

VICTORIA

EXECUTIVE BOARDROOM 612, CLARION HOTEL GRAND PACIFIC

450 QUEBEC STREET, VICTORIA, BC

2000 ANNUAL GENERAL MEETING: AGENDA

1. Call to order, welcome to new members and guests, introduction of Board and staff, 5:30 p.m

2. Approval of Agenda

3. Minutes of 1999 Annual General Meeting
   - 3.1 Errors/Omissions
   - 3.2 Adoption
   - 3.3 Business arising from Minutes

4. Opening remarks from the Chair

5. Financial Report
   - 5.1 Presentation of 2000 Budget

6. Question Period

7. Adjournment

SECRETARY-TREASURER'S REPORT

At the last Annual General Meeting in November 1999, we reported that 1999 registrant fees would initially apply for 2000. This was to allow the Board to address a number of issues, get some experience under the Health Professions Act, and conduct some necessary reviews before coming back to the new AGM date in May 2000 with an adjustment to the annual fee that better reflected the actual costs associated with running the College for the year 2000. In addition, we reported on a set of financial budgeting principles passed by the Board to guide future Boards in setting budgets. The Finance Committee has initiated steps to examine and alter the cycle of annual fee increases and special levies with future increases being based upon a rigorous examination of the College's needs in accordance with the application of the budgeting principles.

The ability of the College to achieve a satisfactory contingency fund has been hampered by year-end statutory costs that have drawn back from new year revenues from registrant fees. For example, in 1999 for the first time in many years, the College had a surplus, but $35,000 was drawn back into 1998 to cover debts due largely to statutory costs. But for the thorough application of budgeting principles and a high standard of management in the financial affairs of the College in future we could have the dubious distinction of having the highest fee structures on a comparative basis in Canada. The prime cost drivers for the College budget are staff salaries and legal fees. Since the inception of the College, there have been regular calls at AGMs for a comprehensive review of legal costs. This has been a repeated theme that is being addressed by the Board in the form of an independent administrative review of statutory costs. This review will provide the Board with recommendations regarding different options to ensure the various legal services that the College requires are delivered on a cost-effective basis and mandate-effective basis.

The preparation of the 2000 budget has been unique in that it involved all staff from the College, suggestions from committees, and all Board members. The composition of the Finance Committee was enlarged to include more Board members and to recognize the direct impact of human resources costs as a growing part of the College budget. The College auditor and independent bookkeeper were also involved to ensure that as many perspectives as possible were included in this budget building process to ensure accuracy and completeness. All budgetary items were reviewed on a line-by-line basis by the entire Board with adjustments, reductions, and amendments before any conclusions were made for the registrant fee adjustment necessary to carry the College budget for the remainder of the year.

A major change in the budget process for 2000 is that the College has moved from an estimated costs/income basis to an actual cashflow basis. The College will know its position to the budget on a monthly basis and have an early warning system of any budget problems. Variance motions at Board meetings are required to

fund any exceptional costs or unbudgeted costs. The Finance Committee has been designated the last stop on financial matters before proceeding to the Board as a whole. The College must effectively manage both its staff costs and manage its legal costs to adequately protect the public interest. Public protection requires a fiscally sound and well managed College.

The audit of the 1999 year will result in new financial policy improvements. A timely complaint process will assist the College in managing statutory costs. New procedures for the consolidation of legal opinions, tracking of penalties and Court decisions to College committees and Board members will make for more efficient, informed, and cost-effective processes. These will also empower the committees to fulfill their duties, eliminate cost duplication, and support the privilege the profession has been given to self-regulate.

Volunteers contribute to the broader participation in the College affairs while at the same time favourably impacting the College's finances. Although the Health Professions Act allows fees to be paid to Board and committee members, given the desire of the Board to move forward on a number of public and registrant information resources (a new website, the Directory of Registered Psychologists, and regular publications of the *Chronicle*), the Board has decided to forego honorariums for Board members at this time. Notwithstanding the Board's decision, we are moving to recognize the time intensive nature of the work of volunteers from the profession to the Inquiry Committee and the Discipline Committee with an appropriate honorarium. In addition, the Board acknowledges that it wants to recognize the efforts of other volunteer committees and has budgeted for an annual appreciation dinner to recognize and say thanks in a very special way to volunteers who have generously come forward to donate their time, energy, and commitment to the College and the profession.

The advancement of technology for the College staff through the provision of new computers, the creation of a new database, and the prospect of a new website are important developments in the College's efforts to communicate with registrants on an ongoing basis.

The Finance Committee is in the process of producing new financial procedures and policy to assist the College in regularly reviewing investment options, to regularly review any variances in the budget, to track all financial expenditures and ensure compliance with policy.

The Financial Statement for 1999 is attached for your review. The audit for 1999 is the earliest and most thorough ever undertaken in the College's history. Given the transition to new legislation and the new approach to the complaint process, the audit has been helpful in identifying areas of cost controls, monitoring procedures, and additional accountability measures that can assist the Board in the future.

The Board has decided after reviewing the entire budget on a line-by-line basis that the adjustment in the annual registrant fee for the year 2000 will be

$200 for full registrants and $100 for other registrants. As discussed earlier in this report, these fees will assist the College in improving its systems, communication with registrants, and recognizing the intensive work of the volunteers who serve on committees. My preference is not to have this year's fee level assumed as a baseline for next year's fees. As the College gains experience under the new legislation, and implements structural improvements from the reviews the Board has commissioned, it is entirely possible and ought to be our objective in my view that next year's fee structure will be less onerous.

It has been rewarding and challenging to serve as a Lay member of the Board and I'd like to thank the College and members of the profession for the earnest support and appreciated encouragement you have given me over the past six years. This is my last term with the College as a Lay member and I will be stepping down from the Secretary-Treasurer position later this year. The past year in particular has been the most time-intensive and demanding volunteer position I've ever had. My colleagues on the Board have given tirelessly of their personal time, often donating their evenings and weekends to research, debate, and decide important issues facing the College structure, finances, and complaint process under the Health Professions Act. While we may not always agree, the Board strives consistently for the betterment of the College and the profession of Psychology. The members of the Finance Committee – Bill Borgen, Stephen Flamer, and Anastasia Mirras have worked very hard to make this year's budget address the needs of the College during a crucial transition. The Committee's efforts have been supplemented by the expertise of Paul Brun, auditor and independent bookkeeper Marie Brown as well as College staff. The Committee welcomes volunteer involvement. I look forward to seeing you at the Annual General Meeting.

Blake Williams,
Secretary-Treasurer

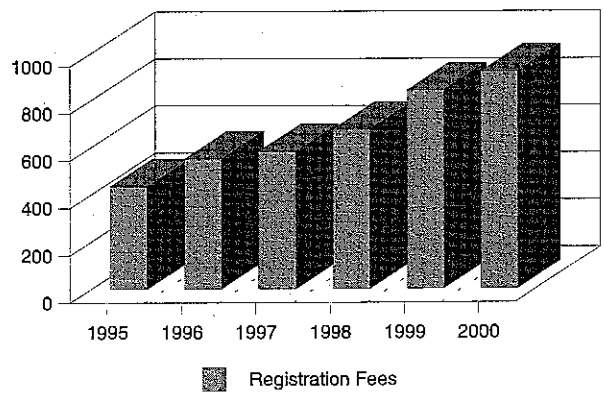
COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA

BUDGET SUMMARY FOR FISCAL PERIOD 2000

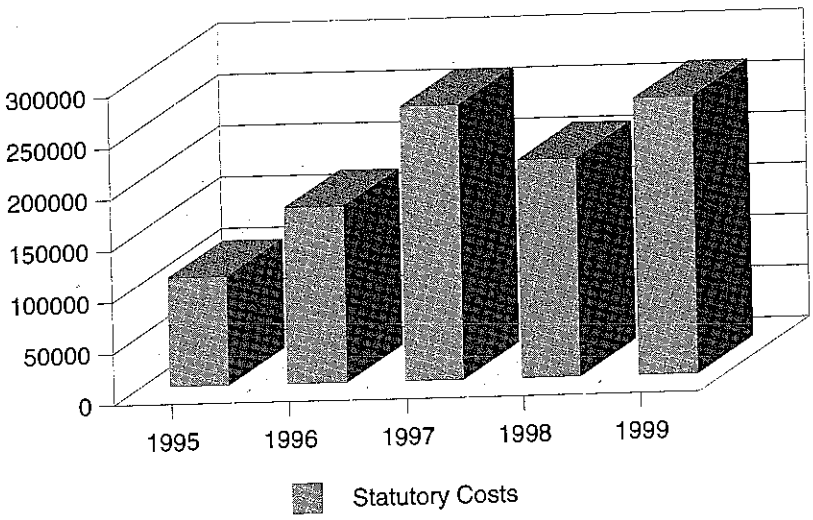
RECEIPTS	
Membership Fees	677,000
Amended Fees:	
865 @ $200	173,000
157 @ $100	15,700
Application and Exam Fees	59,000
Interest	9,000
Other	2,000
Total Receipts	935,700

EXPENDITURES	
Audit and Consultation	8,560
External Relations	10,000
Exams and Workshops	22,000
Services for Registrants	48,900
Statutory Functions	209,000
Administration	57,160
Operations	62,000
Wages	360,000
Board Expenses	47,000
Discipline Committee	24,200
Finance Committee	14,100
Registration Committee	6,800
Inquiry Committee	25,000
Quality Assurance Committee	2,300
A.G.M.	2,500
Capital Expenditures	3,000
Contingency Reserve	20,000
Advertising for New Registrar	4,000
Total Expenditures	926,520
Net Surplus	9,180

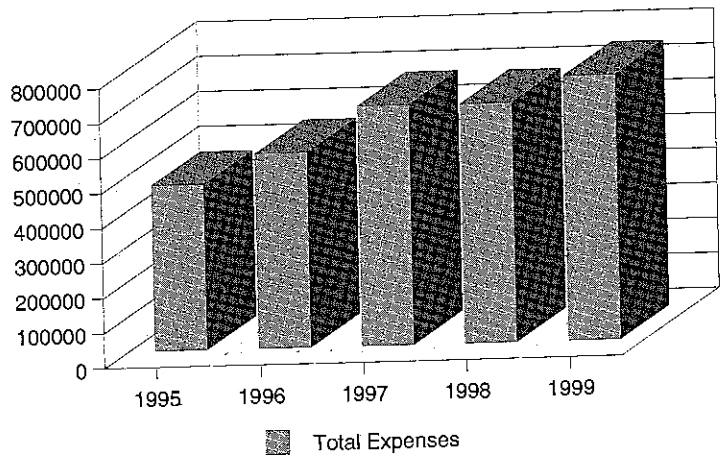
REGISTRATION FEES



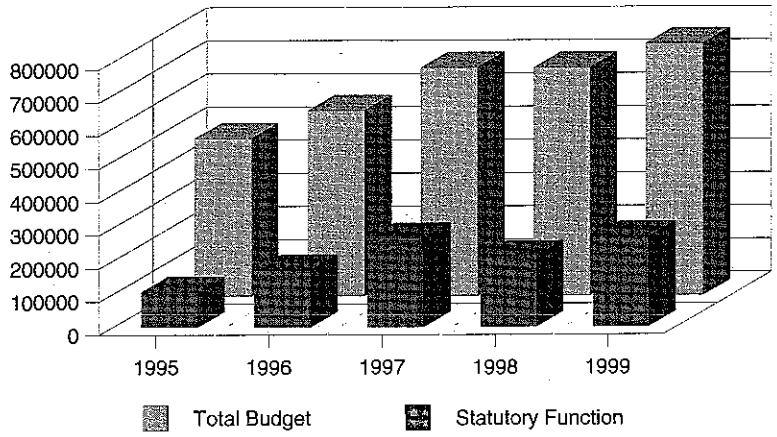
1995 - 1999 STATUTORY COSTS



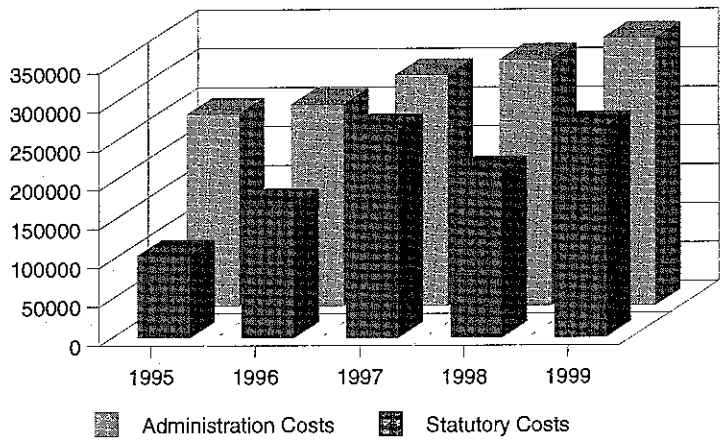
1995 -1999 TOTAL EXPENSES



TOTAL BUDGET/STATUTORY FUNCTIONS



ADMINISTRATION/STATUTORY EXPENSES



AUDITOR'S REPORT

FOR THE YEAR ENDED 31 DECEMBER, 1999
TO THE MEMBERS OF THE COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA:

I have audited the statement of financial position of the College of Psychologists of British Columbia as at December 31, 1999, 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. My responsibility is to express an opinion on these financial statements based on my audit.

I conducted my audit in accordance with generally accepted auditing standards. Those standards require that I 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 my opinion, these financial statements present fairly, in all material respects, the financial position of the College as of December 31, 1999, and the results of its operations and the changes in financial position for the year then ended in accordance with generally accepted accounting principles applied on a basis consistent with that of the preceding year.

PAUL BRUN
Certified General Accountant, North Vancouver, B.C., 25 March, 2000

STATEMENT OF FINANCIAL POSITION

FOR THE YEAR ENDED DECEMBER 31, 1999

ASSETS	1999	1998
CURRENT		
Cash	$ 27,916	$ 13,947
Short term investments	64,237	125
Accounts receivable	1,096	900
Special levy receivable	13,200	
Prepaid expenses	5,053	2,678
	111,502	17,650
CAPITAL (note 3)	20,968	14,734
	132,470	32,384

LIABILITIES AND NET ASSETS (DEFICIENCY)		
CURRENT	1999	1998
Accounts payable	38,316	47,274
Employee remittances payable	8,283	7,625
PST payable	24	202
	46,623	55,101
NET ASSETS (DEFICIENCY)		
Capital assets	20,968	14,734
Unrestricted	64,879	(37,451)
	85,847	(22,717)
	132,470	32,384

STATEMENT OF OPERATIONS

FOR THE YEAR ENDED DECEMBER 31, 1999

	1999	1998
RECEIPTS		
Membership dues	$ 679,061	$ 628,673
Special levy	113,853	-
Application and exam fees	62,971	63,800
Interest	9,112	7,805
Other	2,066	5,774
	867,063	706,052
EXPENDITURES		
Administration	343,452	315,734
Operations	75,341	64,957
Board	10,196	8,780
External relations	8,054	13,964
Audit	4,167	3,900
Member services	41,510	58,313
Statutory functions	269,623	212,330
Committee meetings and travel	6,156	7,809
	758,499	685,787
EXCESS (DEFICIENCY) OF RECEIPTS OVER EXPENDITURES	108,564	20,265

Refer to the accompanying notes

STATEMENT OF CHANGES IN NET ASSETS

FOR THE YEAR ENDED DECEMBER 31, 1999

	INVESTED IN CAPITAL ASSETS	UNRESTRICTED	1999	1998
BALANCE – Beginning of the year	$ 14,734	$ (37,451)	$ (22,717)	$ (42,982)
Excess (deficiency) of receipts over expenditures	6,234	102,330	108,564	20,265
BALANCE – End of the year	20,968	64,879	85,847	(22,717)

STATEMENT OF CASH FLOW

FOR THE YEAR ENDED DECEMBER 31, 1999

	1999	1998
OPERATING ACTIVITIES		
Excess (deficiency) of receipts over expenditures	$ 108,564	$ 20,265
Amortization, an item not involving cash	6,857	4,659
Changes in non cash working capital		
Accounts receivable	(196)	(297)
Special levy receivable	(13,200)	10,433
Prepaid expense	(2,375)	-
Accounts payable	(8,958)	(47,426)
Employee remittances payable	658	779
PST payable	(178)	202
	91,172	(11,385)
INVESTING ACTIVITIES		
Purchase of capital assets	13,091	3,048
	78,081	(14,433)
INCREASE (DECREASE) IN CASH FOR THE YEAR		
CASH - Beginning of the year	14,072	28,505
CASH - End of the year	92,153	14,072
CONSISTING OF:		
Cash	$ 27,916	$ 13,947
Short term investments	64,237	125
	92,153	14,072

Refer to the accompanying notes

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED DECEMBER 31, 1999

1. OPERATIONS

The College was incorporated under the Psychologists Act of British Columbia, to perform those statutory functions required under the Act.

2. SIGNIFICANT ACCOUNTING POLICIES

Capital assets are recorded at cost. Furniture and equipment are amortized on a declining balance basis at the rate of 20%.

Computers are amortized on a declining balance basis at the rate of 30%
Membership dues are recognized as income in the fiscal year due. Expenditures are recognized as incurred.

Claims involving costs against the College, arising from disciplinary proceedings, are recognized upon settlement, (please refer to note 4).

3. CAPITAL ASSETS

Capital assets consist of the following:

			1999	1998
	COST	ACCUMULATED AMORTIZATION	NET BOOK VALUE	NET BOOK VALUE
Furniture & equipment	$ 47,732	$ 38,214	$ 9,518	$ 9,265
Computers	55,071	43,621	11,450	5,469
	102,803	81,835	20,968	14,734

Capital assets are recorded at cost. Office furniture and equipment are being amortized on the declining balance basis at the rate of 20%.
Computers are being amortized on the declining balance basis at the rate of 30%.

4. CONTINGENT LIABILITIES

As at December 31st, 1999, there was one legal claim outstanding against the College for costs arising from disciplinary proceedings.

March 26, 2000

College of Psychologists of British Columbia
Suite 404 - 1755 West Broadway
Vancouver, BC
V6J 4S5

Attention: Audit Committee

Dear Sir or Madam:

Re: Audit Letter

Notes and Recommendations

Referring to the audit of the College of Psychologists of British Columbia financial statements for the year ended December 31, 1999, I note the following:

A. CONTROL ENVIRONMENT - GENERAL

1 A current accounting procedures manual should be developed.

2 Accounting records should be reviewed on a monthly basis by management. This should include:

- reviewing monthly and year to date financial statements
- reviewing financial statements and budget variances
- ensure that variances to budget are fully explained and recommendations made to the Finance Committee
- reviewing and initialling monthly bank reconciliations
- reviewing accounts payable listings
- reviewing all wages paid during the month
- reviewing short term investments and the management of same
- forward reports to the Finance Committee within 21 days of month end

3. Financial information should be reviewed by the Finance Committee on a monthly basis. This should include:

- reviewing financial statements and budget variances
- approving any overtime pay
- reviewing changes to staff wages and making any necessary recommendations to the Board
- reviewing short term investments and the management of same
- monthly review of statutory costs with information of files identified to have considerable cost exposure

4. The financial statements, (noted in 2 and 3 above), should be reviewed both to comparable prior year periods as well as to the budget.

5 Both from a management and an audit perspective, it is essential that the recording of membership dues, special levies and other sources of income, be accrued and payments be applied against the applicable account. This will facilitate the timing of the income recognition and the management of receivables

This system, once in place, will also be cost effective when future dues are invoiced.

6 One back up of the accounting system and data base should always be maintained outside of the College office so as to protect the integrity of College financial data

7. Marie Brown has been engaged as the external bookkeeper. The external bookkeeper position, (responsible to the Finance Committee), is very important from a management and an audit perspective.

8. There should be an organizational chart developed which clearly outlines lines of authority and responsibility.

9. My understanding is that a directory was not completed in 1999 and this should be reviewed

10. A policy should be instituted relative to the College Newspaper and the timing requirements for same

11 There appears to be a lack of control over billings for membership dues This primarily consists of not sending all BC psychologists an 'Information Form and Fee Statement' but only those who paid last year's fees or who updated their information. This aspect should be fully reviewed by the Finance Committee There is also no apparent follow-up, (on a sample basis), to ensure that the assessments between 'full fee' members and 'partial fee' members is correct. This aspect should be reviewed to ensure that all psychologists are mailed a form annually and that sampling reviews are undertaken to ensure that the fee assessments are correct.

B. CASH

1. During the year substantial cash balances were maintained in the bank account There should be a policy that substantial cash balances in the bank should be invested.

2 Management should review bank reconciliations monthly and initial same as evidence of their review. This review should occur no later than 21 days after the end of the month.

3. A member of the Finance Committee or other designated Board member should be required to countersign all College cheques.

4 The budget of the College should include a cash flow forecast so that cash and short term investments may be appropriately managed and subject to constant review.

C. SHORT TERM INVESTMENTS

1. Management should review the balance in short term investments each month and such should also be reviewed by the Finance Committee.

2. A representative from Scotia McLeod should periodically review the account with the Finance Committee, (at least annually).

D. ACCOUNTS RECEIVABLE

1. As previously noted, it is essential that the reporting of income switch from a 'cash' to an 'accrual' method of income recognition. This means that dues and levies will be recognized as income as the invoices are mailed and accounts receivable will be recognized until payment is received.

   Management and the Finance Committee will have to monitor accounts receivable on a monthly basis and ensure that proper follow up actions are being initiated for outstanding accounts.

   It will also be necessary to ensure that all members are receiving their invoices and are reporting their fee status in an appropriate manner

2. It will be necessary to ensure that directories are prepared annually

3. Management and the Finance Committee will also be required to review the status of the College 'Newspaper' and advertising income

4. It should be the College policy that payments must be made by cheque and that cash will not be accepted, (this is for internal control reasons) Any variations to this policy should be fully documented REFER TO ATTACHMENT 'B'. THIS POLICY IS FOR INTERNAL CONTROL PURPOSES.

E. PREPAID EXPENSES

1. The Finance Committee should review all insurance policies so as to ensure adequate fire, liability, office overhead and director liability insurance are in place and constantly reviewed. The insurance confirmation letter which was received from McFarlan Rowland Insurance Ltd relative to Association liability is indicated to cover the period September 26, 2000 to September 26, 2001. This aspect should be reviewed Please ensure that any changes in insurance coverage provide for continuous coverage during any transition. REFER TO ATTACHMENT 'A'.

F. CAPITAL ASSETS

1. Please ensure that the Board approves all capital expenditures
2. Please ensure that the budget and cash flow projections include provision for capital expenditures estimated for the year 2000.

G. ACCOUNTS PAYABLE

1. Please ensure that accounts payable listings are reviewed by management monthly and the review noted by initialling the listing.

2 Please ensure that all subcontractor arrangements are approved by the Finance Committee and supported by a contract which has had a legal review, (this would relate to subcontractor arrangements for a significant amount say, in excess of $5,000 per year). The auditor should also be forwarded a copy of these contracts.

3 Payments for 'statutory costs' should be fully analyzed by day of service rendered, file or category of legal expense and invoices should be requested from solicitors on a monthly basis. Monthly monitoring of legal expenses should be made by management and reviewed by the Finance Committee and subsequently, the Board.

- a current listing of all active complaint files should be maintained
- such should be reviewed monthly by management and Board representatives
- costs, (investigation, legal and disbursements), should be allocated to specific files
- completed files should be reviewed by management and Board representatives and a periodic report prepared for the Board so as to evaluate the resolution of cases and the cost effectiveness of College procedures

H. MISCELLANEOUS ITEMS FOR REVIEW WITH AUDIT COMMITTEE

1 Attachment 'C' is a cheque with only one signature. While such was the only cheque which I noted which was not countersigned, it should be emphasized that all cheques must be signed by two parties and that for the year 2000, it is recommended that one of the signatures be that of a Board Member.

2. Attachments 'D' are samples of payroll cheques which were issued for dates prior to the completion of the relative payroll period. This practice should be cancelled immediately.

3. Overtime should only be recognized upon approval by the Finance Committee

4. Daily employee time sheets should be prepared in a manner appropriate to the Finance Committee. Summary reports should be reviewed periodically by the Finance Committee.

5 The Finance Committee should meet periodically with the Human Resource Committee to ensure the efficient management of personnel

I look forward to reviewing the December 31, 1999 financial statements and this letter with you.

Yours truly,

PAUL BRUN, CGA

MINUTES OF THE ANNUAL GENERAL MEETING

NOVEMBER 04, 1999

The Annual General Meeting of the College of Psychologists of British Columbia was held on November 4, 1999 at the Executive Inn, Richmond, with the Clarion Grand Pacific Hotel in Victoria linked by teleconference. President Verna Amell, acting as chair called the meeting to order at 6:02 p m with 30 members present in Vancouver and 11 members present in Victoria. Lay board member Blake Williams was present at the Vancouver meeting and Barbara Passmore at the Victoria meeting.

Michael Joschko chaired the meeting in Victoria, where they were prevented from joining the meeting at the outset due to technical difficulties with the teleconferencing system. Dr. Amell introduced the board members, Dr. Stephen Flamer, Dr. Lorne Meginbir, Dr. Marvin McDonald and Ms. Anastasia Mirras and lay board member, Blake Williams. Regrets were given for the Registrar, Dr. Ed Kramer, who has been on sick leave since September, board member, Dr. Bill Borgen, and lay board member Larry Kahn.

Staff members present were Deputy Registrar, Vicki Huxtable, Membership Secretary, Lyn Hellyar, and Recording Secretary, Judy Clausen.

AGENDA

The circulated agenda was reviewed It was moved by Anneliese Robens and seconded by Robert Leonard that the agenda be adopted as circulated. Carried.

MINUTES

Errors or Omissions - On page 21, Rule 9 6(f) there was no indication that the motion carried.

It was moved by Henry Harder and seconded by Evelyn Corker that the Minutes of the Annual General Meeting of November 19, 1998 be adopted as amended. Carried.

Business Arising from the Minutes: None.

ANNUAL REPORTS: PRESIDENT

Dr. Amell reviewed her written report with particular emphasis on the implications for change as the College comes under the Health Professions Act She outlined the work that has been done in drafting the new bylaws and the two major differences which will result when the College comes under the Act. These are: (a) the classes of registrants and (b) the broader protection of the public. The new bylaws could enable the College to regulate and monitor the services of Masters-level providers and persuade government to remove the exemptions from the Act for current school psychologists and mental health psychologists.

Another major factor facing the College Dr. Amell outlined was the Agreement on Internal Trade. The Federal Government is pushing to have the barriers to job mobility for professionals moving to different jurisdictions within Canada removed British Columbia has done a lot

of the work on a competency based model to facilitate this process.

A Preliminary Report on the Psychologists Scope of Practice has been circulated by the Health Professions Council. The reserved act for psychologists as set out in this document is the act of diagnosis The oral examination would be used to decide competency and the College would have control over who had access to the reserved act of diagnosis

DEPUTY REGISTRAR'S REPORT

Vicki Huxtable reported briefly on the functioning of the College during the past year, particularly with respect to statutory issues; decisions of the Supreme Court won by the College and how the disciplinary process will be carried out under the Health Professions Act.

The Deputy Registrar expressed her thanks to the outside investigators for the hard work they put into investigating complaints, to all the volunteers who serve on committees and to Brenda Kosaka and the membership committee for their work on the new Supervision Standards.

The teleconference with Victoria was established

SECRETARY-TREASURER'S REPORT

Blake Williams reviewed the 1998 Auditor's Report and responded to questions regarding the contingency fund and the deficiency in the 1997 special levy. It was moved by Paul Peel and seconded by Julian Gray that the 1998 Auditor's Report be accepted. Carried in Richmond. Carried in Victoria

It was moved by Carol Solyom and seconded by Evelyn Corker that the College reappoint Paul Brun as auditor for the 1999 fiscal year. Carried in Richmond. Carried in Victoria.

PROFESSIONAL STANDARDS COMMITTEE

Verna Amell reported that she is now chairing the Professional Standards Committee following the resignation of Doreen Kilpatrick. The committee is a very hard working group of individuals who have developed a protocol to ensure that complaints are reviewed thoroughly and competently.

PROFESSIONAL STANDARDS APPEAL COMMITTEE

In Larry Kahn's absence, Verna Amell and Vicki Huxtable reported on this committee. They have had a few appeals this year where complaints were dismissed because their was not sufficient evidence to proceed. One of the appeals was returned to the Professional Standards Committee for further review.

MEMBERSHIP COMMITTEE

Stephen Flamer referred the attendees to his report on Page 12 of the Annual Report. He reported on how the Membership Committee will become an expanded Registration Committee under the Health Professions Act and urged the membership to get involved in determining standards on registration The EPPP scores were discussed and the difficulty of the April exam. When the new bylaws are approved, the pass rate for the EPPP will go from 65% to 70%.

Stephen Flamer thanked Victor Colotla who had also contributed substantially to the Supervision Standards and Ed Kramer for his work on the new bylaws

QUALITY ASSURANCE COMMITTEE

In Bill Borgen's absence the membership was referred to his report in the circulated materials. This is a hard working group doing a great deal of detailed work on the self-assessment document. It is almost ready for circulation. After registrants complete the self-assessment they will be required to sign an attestation to that fact. It is imperative people know that they have to take this self-assessment seriously.

NEW BUSINESS

The two new elected Board members and one new lay member were welcomed to the meeting. Marvin McDonald's term expires December 1, 2000 and Anastasia Mirras' term expires December 1, 2001. Their backgrounds and personal histories are included in the *Chronicle*. Appointment of the new board is done by the government for the first year after the Health Professions Act comes into effect. Barbara Passmore, the new lay Board member, was appointed too late to include information about her but she spoke to the Membership from the Victoria meeting, outlining her background and her willingness to work hard.

ADOPTION OF THE BUDGET FOR 2000

Blake Williams reported that it has been a very busy year and thanked his colleagues on the Finance Committee. The membership was referred to the Budget principles listed on page 11 of the report. This is the first time that the Board has actually said how the budgeting process would work. Because of the many variables involved in coming under the Health Professions Act, the committee opted to present a budget to the membership which leaves the registration fees unchanged for January 2000. The College will hold another Annual General Meeting in May 2000 when the fees will be adjusted. This will allow the Finance Committee to come back with more accurate figures based on a completed audit for 1999 and more information on changes required under the Health Professions Act. It will also set the College up for an AGM in May 2001 instead of November.

Questions were received from the membership with respect to the budget presented. It was moved by Paul Peel and seconded by Carol Solyom that the 2000 budget be accepted as presented. Carried in Richmond. Carried in Victoria with 1 abstention.

The balance of the meeting was devoted to questions and comments on the Health Professions Act and Health Professions Council. Many of the questions involved Masters registration and a competency based model of registration.

Membership agreed that because of all the changes being planned, there is a real necessity for increased communications between the College and the membership. The development of a web site for the College was discussed.

It was moved by Carol Solyom and seconded by Julian Gray that the meeting be adjourned at 8:02 p.m. Carried in Richmond. Carried in Victoria.

College of Psychologists

OF BRITISH COLUMBIA

Chronicle

SPECIAL ISSUE

ANNUAL REPORTS

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MEETING MATERIAL

CIRCULATED FOR THE 2000 ANNUAL GENERAL MEETING

13 DECEMBER 2000 · 5:00 PM

VANCOUVER

RENAISSANCE HARBOURSIDE

1133 WEST HASTINGS STREET, VANCOUVER, B.C.

VICTORIA

OCEAN POINT RESORT

45 SONGHEES ROAD, VICTORIA, B.C.

NEWS AND INFORMATION FROM THE BOARD

VOLUME 3 NUMBER 3 DECEMBER 2000

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** The Bylaws & Rules of The College stipulate that an AGM shall be held in October, November or December (Rule 5 1)*

2000 Annual General Meeting
Agenda

1 Registration: 5:00 to 5:30 p.m.

2. Call to order, welcome to registrants and guests, introduction of the Board: 5:30 p.m.

3. Minutes of May 11, 2000 General Meeting
   - 3.1 Errors/Omissions
   - 3.2 Adoption
   - 3.3 Business arising from Minutes

4. Annual Reports
   - 4.1 Chair, Verna Amell
   - 4.2 Registrar, Andrea Kowaz
   - 4.3 Deputy Registrar, Carol Solyom
   - 4.4 Secretary-Treasurer/Finance Committee, Anastasia Mirras
   - 4.5 Inquiry Committee, Barbara Passmore
   - 4.6 Patient Relations Committee, Brenda Kosaka
   - 4.7 Quality Assurance Committee, Bill Borgen
   - 4.8 Registration Committee, Stephen Flamer

5. New Business
   - 5.1 Announcement of new Board members, Verna Amell
   - 5.2 Presentation of 2000 Budget, Anastasia Mirras

Report from the Committee Chair

As many of you know the College held two Special General Meetings one in September and a second meeting on November 9th. The Annual General Meeting is on December 13, 2000. The meeting will include a summary of the work of the Committees, a budget review and proposed fee, and a welcome and introduction to your new Board of Directors for the year 2001.

The College has been through significant transitions in the past several years the most dramatic being the change in our governing legislation to the *Health Professions Act*. We have the opportunity and obligation to develop new Bylaws that work for us in the self regulation of our profession and in the interests of public protection. You received a draft of the Bylaws in the summer. At the recent SGM we had two guest speakers, Dr. Lorraine Breault from the Psychology Sectoral Work Group on the Agreement on Internal Trade (PSWAIT), and Mr. Stuart Clarke from the BC government representing the labor mobility chapters in the Agreement. They provided a comprehensive overview of the Agreement, what it means for mobility in our profession across the country, the establishment of entry standards for the profession, and the obligation to reduce barriers, revising current bylaws or legislation, if necessary. On November 11 at the BCPA Annual Conference, Dr. Breault, Mr. Brendan Walsh from the Federal Government Interest Group on Labor Mobility and I gave a further elaboration on these matters. I would like to take the opportunity here to provide you with the background rationale for the proposed categories of registration which were included in the draft Bylaws and some recent revisions that can be viewed on the College website (**www.collegeofpsychologists.bc.ca**)

There are a number of issues which are being addressed in the categories of Registrant. These include:

- maintaining the current standards for entry to the profession,
- national consensus on the proposed Psy.D. or doctoral training in professional psychology programs,
- recognition of the knowledge, skills and competency approach to credentialing which is being endorsed by every jurisdiction that regulates psychologists in Canada,
- accommodation of psychologists from other jurisdictions who are in good standing and practice within their competency who have masters level education,
- removal of exemptions in our governing legislation, which currently permits persons to practice without meeting the College's standards of entry and ethical and professional standards of practice,
- inclusion of practitioners who want the support and standards of professional practice of the College in order to maintain ethical practice,
- maximum protection of the public through broader regulation of practitioners,

The category Psychologist (full registration) is the current standard It continues to require a broad range of educational knowledge, acquisition of skills, and competencies In the approach endorsed by the Council of Provincial Associations of Psychologists and the PSWAIT group, the new registration process will include review of transcripts and educational courses, achieving a minimum score on the EPPP, approved internships, thousands of hours of supervision and supervisor references, declaration of competencies for intended practice (and supporting documentation and references), an oral exam of professional judgment, determination of access to the reserved activity of diagnosis (if this is an intended practice component) and a written jurisprudence exam on current legislation affecting the practice of psychologists The Registration Committee needs to develop forms for the Declaration of Competency, the oral exam needs to be standardized, and the jurisprudence exam needs to be developed. Some of this work has been done by other colleges and we can benefit from their experience We are the only College in Canada that does not currently require post doctoral supervision before being licensed for independent practice. Required supervision hours may need to be extended, and we may have a temporary or provisional license for those new applicants completing supervised practice. We would need a roster of qualified psychologists willing to provide the necessary supervision for this final component of professional credentialing Current registrants would continue to be recognized as Psychologists and would not require examination, a declaration of areas of competence to practice would need to be completed, and an indication of whether the registrant carries out the reserved activity of diagnosis would be noted on the Register

The categories of Institutional Psychologist (Health) or (School) (limited registration) were proposed to remove exemptions under the Act, to provide better protection to the public, and to support those persons currently working in these settings to practice ethically and not be improperly constrained by employers in the effective performance of their duties. The Institutional Health category is a sunset clause which means it is intended only for those persons currently employed under this exemption. The College is proposing that we would register persons who have had a five year record without discipline by their employer, they would be required to take an ethics and jurisprudence course offered by the College, their practice would be limited only to their employment setting They would not be required to meet or take other exams. Work for the College includes discussion with unions and employers of these current exempted persons

The Institutional School psychologists

would be similarly accommodated with the limitation that they confine their practice to the school system. The rationale is that they are under supervision and responsible to other professionals and are not sole practitioners. This is also a sunset clause. Work includes ongoing consultation with the Association of School Psychologists, and needs discussion with the unions, employers and Ministry of Education.

The "Practitioner in Psychology" category (eliminated in the revision) was intended to capture individuals whose educational training is at the masters level, who do not have the broader acquisition of knowledge and skills and whose competencies are more narrowly circumscribed by their training. This category would capture the current practitioners who are exempted and wish to branch out into independent practice, the current unregulated "counsellors" whose training is primarily psychological in nature, and the mobility requests from outside of BC. It is expected that with the development of Psy.D. programs and opportunities for upgrading (please see the CPA website on proposals from Quebec and Alberta) this category will eventually be retired. In the new revisions these persons would have to qualify under full registration for independent practice. They would have to submit transcripts, pass the EPPP, submit references, make a declaration of competency, and pass an oral exam, and write a jurisprudence exam. The period of professional supervision may be longer, as these applicants typically have not completed extensive internship hours. Successful applicants in this category would be able to provide independent or autonomous practice. Applicants could request the designation of access to the reserved activity of diagnosis, they would have to demonstrate the required knowledge base, skill acquisition and training and supervision to support this designation. Most current masters programs would not meet this requirement. This category allows for the mobility of psychologists from other jurisdictions who have been registered with masters level educational transcripts. Also of note however, is that every jurisdiction currently has substantial supervision hours required for independent or autonomous practice for these practitioners.

Work for the College in this category includes developing a list of approved educational training sites (again other colleges in Alberta, and Ontario have reviewed this), and dialogue with the current Association of School Psychologists. (The Task Force on Counselling has presented a proposal to government to regulate counsellors with masters training, this category may subsume some of those practitioners who qualify, it would not capture all of that group.)

The interjurisdictional category (temporary registrant) is for psychologists who expect to conduct

temporary work in our province but who do not intend to move here or practice here frequently. An example is Alberta psychologists who are giving testimony in cross border custody and access cases.

The other categories (retired, non-practicing) are straightforward. They permit a person to remain on the Register while not providing services and to pay a reduced fee.

Our College is expected to sign a reciprocity agreement with other Colleges regulating psychologists in July 2001. With the proposed Bylaws we can accommodate most requests for mobility avoiding costly legal challenges. If we do not have an accommodation in place we will have to defend on the basis of competency (not just educational attainment) any refusal to register (both from outside and from within the province). The above categories permit us to meet this without loss of standards for our profession, they capture the broad range of services provided by practitioners, and they eliminate exemptions which do not serve the public and erode the reputation of psychologists. Please consider this thoughtfully as you vote to support or not support the Bylaws.

I would like to remind you to vote on whether you support or do not support the Bylaws. You may also wish to photocopy the Registration section of the Bylaws and write in your approval or reservations on specific categories. If you have other particular concerns on the Bylaws please submit them to Dr. Carol Solyom as we are incorporating many specific recommendations in the final draft. The College will then be able to send the Bylaws to the government with an indication of the degree of support from the Registrants.

Once again it has been a privilege to serve the College during these very demanding times. I wonld like to express my sincere thanks to the dedicated staff at the College for their many hours of service and good humor at times of significant stress. In particular I have been most impressed with the innovation, vision, leadership and skills of Dr. Andrea Kowaz. My only regret is not having the opportunity to work longer with her. We all owe a significant thank you to Dr. Kramer, Mr. Tobin, the past Board of directors and Dr. Solyom for all their efforts in the many drafts of the Bylaws. And finally, thank you to all the registrants who have participated so vocally, and passionately in the last few months. We are a self regulating profession and your participation matters!

Sincerely,

Dr. Verna-Jean Amell
Chair of the Board

2000 Board of Directors

Verna Amell

Bill Borgen

Stephen Flamer

Brenda Kosaka

Art Kube

Marvin McDonald

Anastasia Mirras

Barbara Passmore

Blake Williams (Resigned Oct)

2001 Board of Directors

Robert Colby

Emily Goetz

Henry Harder

Art Kube

Justin O'Mahony

Barbara Passmore

Derek Swain

Larry Waterman

REGISTRAR'S REPORT

This has been an interesting year The College today is a very different place than it was a year ago and most of the changes have been very positive.

Changes have occurred in every area of College functioning including:

- staffing positions and staff relationships,
- physical layout of the office and office procedures,
- workload and special projects,
- filing systems and file management,
- the registration process,
- complaint tracking and complaint processing,
- tracking and monitoring of letters of undertaking,
- the nature of ethical consultation with registrants,
- involvement with other local health and other professional regulatory organizations

While further change is necessary, we know what needs to be done. This process has involved the very hard work of the entire staff, College counsel and an outside consultant who is an expert on organizational change. If we stay on track this process of change should start to stabilize in another two years. Examples of changes are outlined in the context of the various areas of college functioning discussed below:

Staffing Positions and Staff Relationships: Each position at the College has been evaluated in terms of work flow and work load. We eliminated one full time permanent staff position and have replaced it with a part time contract position of two days a week, supplemented by an office helper position of approximately 2 days per week on average The Board of Directors endorsed the ongoing need for a Deputy Registrar. At the moment this position is equivalent to that of "special projects" coordinator, ably filled by Dr. Carol Solyom. This position will likely evolve into a more discrete set of functions as we complete the immediate tasks of bylaw development and compliance with AIT. Role clarity and areas of work overlap was targeted as a priority for change this year. The guiding principle for change was that there should be acceptance of multi-tasking and equality among the three full time support staff positions. A new position of "Complaint Coordinator" has been developed This position is held by Mrs. Vicki Huxtable who is in her 9th year of loyal service to the College. This position is designed to be equivalent in function and role to that of the "Registration Coordinator" position enthusiastically filled by Ms. Lyn Hellyar. The position of Receptionist/Board Secretary, cheerfully filled by Mrs. Judy Clausen, is still in an evolving stage as the volume of phone calls and committee activity has significantly increased over the past year.

Physical Layout and Office Procedures: Those of you who have visited the office of late will have noticed some dramatic rearrangements. These changes have been made with safety and confidentiality of sensitive materials in

mind. There were two incidents this year that brought the issue of safety to the fore. We hope that the budget approved by the Board will include funds for a safety gate if not a fuller renovation to allow for a proper waiting area and gate to keep anyone from walking right through into the heart of the office area. In response to these events we requested a consultation from a member of the RCMP on security and office layout. The constable was clear that our office setup made the staff vulnerable and without proper protection. As a temporary step, we have moved the waiting area to the hallway and placed a table to block automatic entry. These changes have also been made with regard to concern for the confidentiality of much of the office material.

Workload and Special Projects: The volume of work handled by the College's capable staff has been astronomical over the past year. Special demands on College during the past year include: dealing with the "backlog" of complaint files, a complete revamping of complaint correspondence including changes in frequency, format and style, increased correspondence (more than 970 formal pieces of correspondence related to statutory functions alone), preparing for and arranging two Special General Meetings and two "Annual" General Meetings, increased mail outs, significant staff transitions, extra Board meetings, extra meetings of the Inquiry Committee, preparation of several drafts of the draft bylaws, the draft Self-Assessment documents from the Quality Assurance Committee, changes in process and forms due to the new legislation, transfer of data from the old Register to the new Register database, verification of the data, and the introduction of the website and e-mail, making it easier for an even greater number of people to make requests of staff time. These and other projects have pushed capacity to its limits and beyond. The dedication of our office staff is worthy of high praise. We now hold staff meetings on a weekly basis. This allows for early intervention and problem solving, as well as mutual support.

Filing Systems and Information Management: There have been some significant changes in our documentation of College business. We have established a database for each aspect of College functioning for which information retrieval and tracking is useful and/or important. This includes a new Register, a Complaint Tracking Database, Applicant Tracking Database, Closed File Database, FIPPA Request Database, Ombudsman Investigation Database, Letter of Undertaking Database, Appeals Database, Complaint Inquiry Database. Specific databases are described in the relevant sections of this report. The generic issue is that we are making every attempt to have up-to-date information available for registrants and the public when they call. We have also increased the confidence level of the accuracy of the information entered into the system with attention to

verification and cross-checking of information. We have addressed the manner in which we log incoming and outgoing documents and the division of information into privileged and confidential, working documents and original document file. We are in the process of developing a policy for Board approval on file storage and destruction which we anticipate for implementation in the new year. We are also engaged in a process of reviewing all registrant's files to assess which documents the College needs to maintain on file and for what period of time.

The Register of the College has been completely updated and redesigned. A total of approximately 850 registrants have completed and returned the update form mailed out in August. We now have more confidence in the accuracy of information in the Register as well as clarity with regard to information that is to be provided to the public. This updating process was necessary for a number of reasons including the update to a new software program, issues of completeness of information, and a reliable system for tracking registrant status. It also involves verification of the computer information with that in the paper file kept for each registrant. This process has been useful in identifying areas of document tracking for the registration process itself.

The Registration Process: The Registration process will receive significant attention in the coming year. The AIT process is having an impact on regulatory bodies across the country and we are no exception. The Registration Committee and office staff will be working hard to ensure that our admission criteria and standards are in line with the reciprocity agreement to be signed by participating jurisdictions on July 1, 2001. During the course of the past year we have done extensive review of our current registration process and have identified target areas for change. There is a tremendous amount to do but we are confident that we know what needs to be accomplished.

Statistics representing the registration process may be found in the report of the Registration Committee chair.

Complaint Tracking and Complaint Processing: Many of the changes in this area have been previously described. The changes have been significant. Changes extend from the nature and timing of first contact with complainants, a system of regular updates for complainants and respondents, tracking of contact with complainants and respondents in the Tracking Database, integration and linkage of information from word processing and database programs, presentation and discussion of all complaints with the Inquiry Committee (and the requirement under the *Health Professions Act* that all complaints be investigated), to implementation of informal means of complaint resolution (including mediation, without prejudice

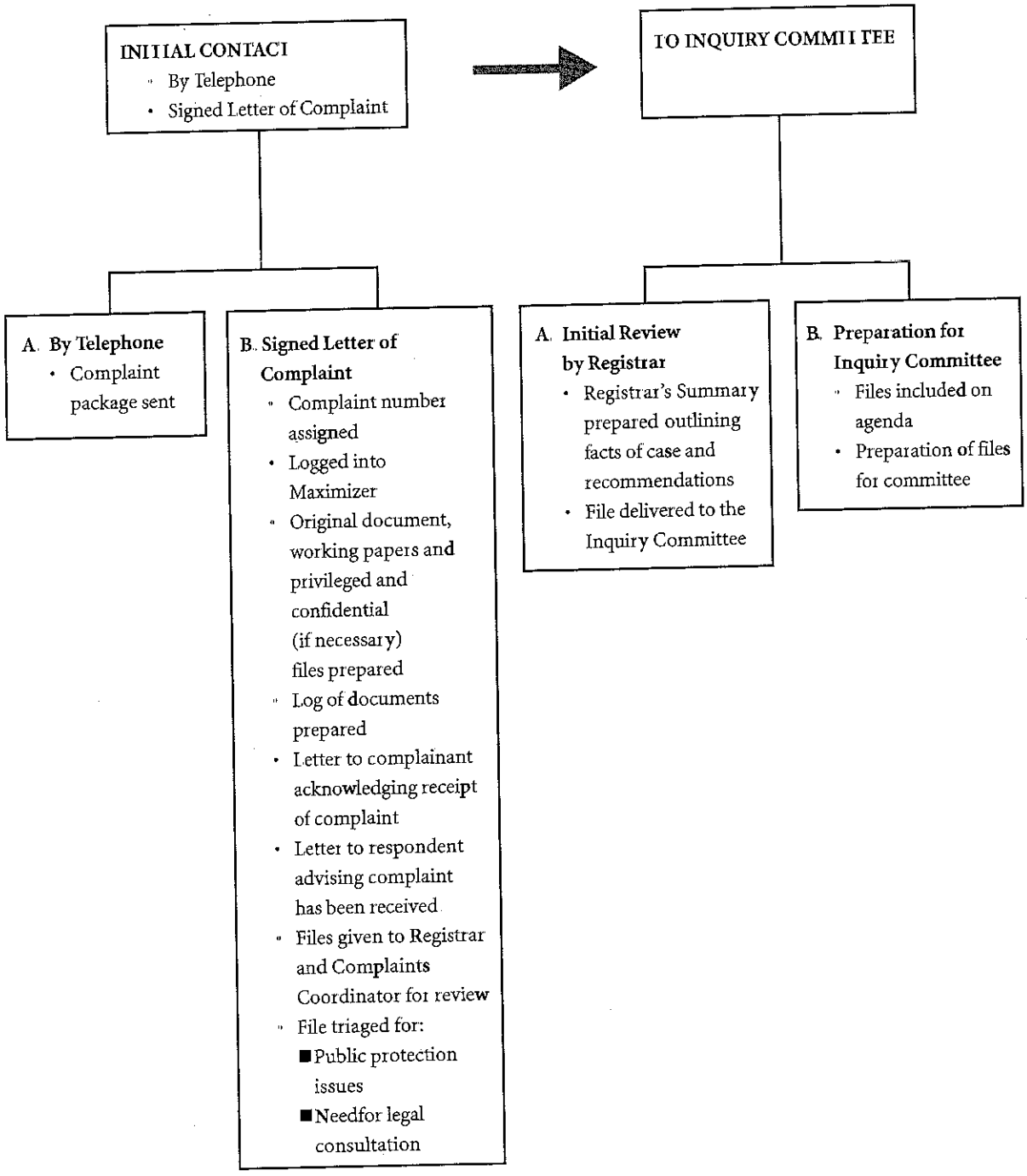
meetings and other voluntary options). At the point of initial contact, the complaint process is described to complainants and expectations of this process are reviewed. Our tracking of initial contact with complainants and potential complainants indicates that this process has likely reduced the number of complaints received this year by 20%. The number of complaints has traditionally increased year by year. Sixty-six complaint form packages were requested as of Nov. 30, 2000.

The challenge of developing and implementing these systems in the face of a backlog of close to 100 open complaint files was enormous and continues to impact on workload and work stress. The processes implemented will facilitate a more accurate and efficient tracking of our progress and as we continue to bring the older complaint files to a close, will translate into more efficient complaint management from start to finish.

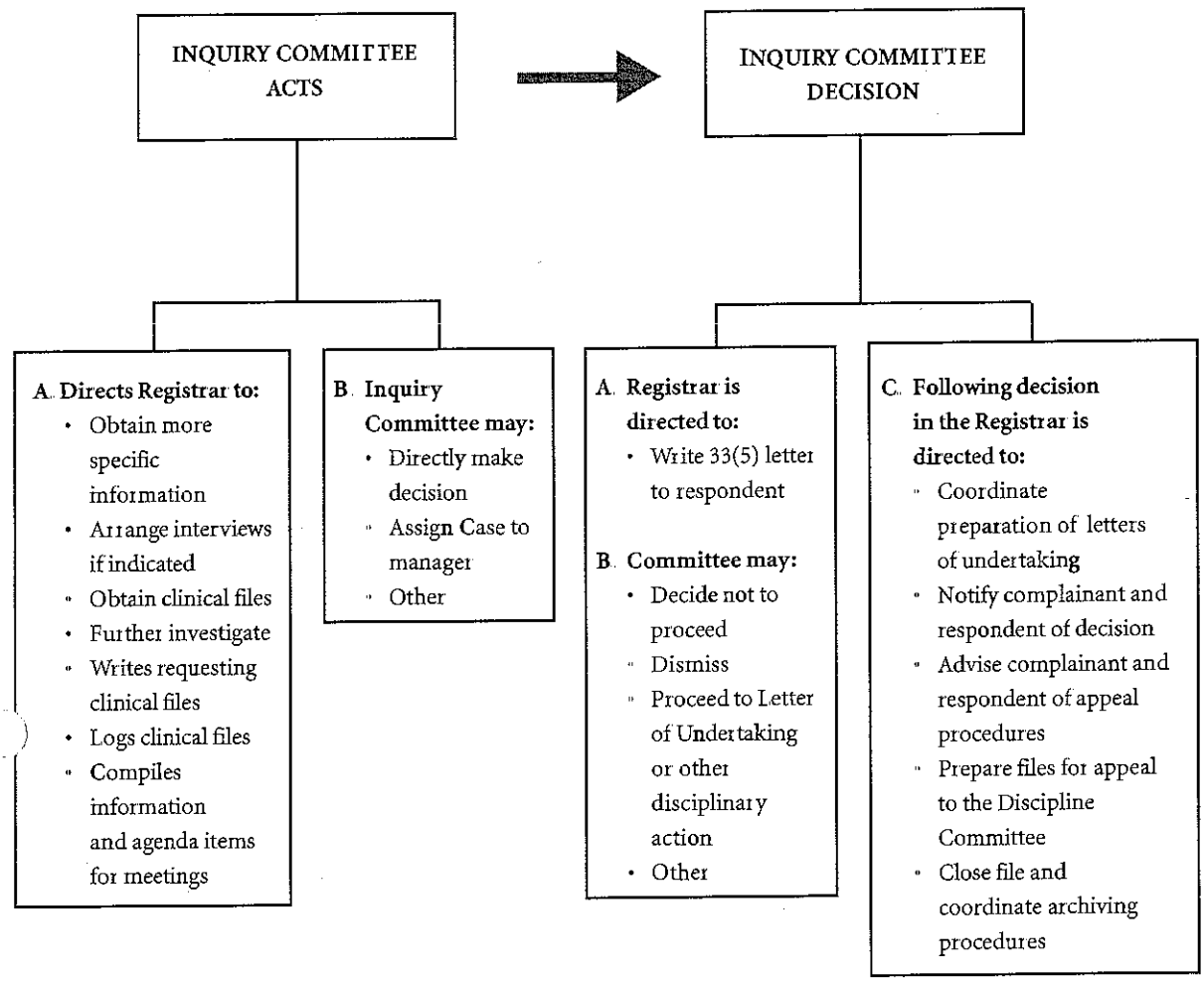
To illustrate the current process I am reproducing here a **draft** version of a flow chart (see Figure 1) depicting our working model of the complaint management process.

FIGURE 1

COMPLAINT PROCESS FLOW CHART



Complaint Process Flow Chart



The table below provides complaint statistics for the past 5 years

Figure 2 Complaint Statistics 1996-2000

Year	Total of complaints	# of total # complaint files closed (resolved or dismissed) during each year	# of files brought forward to the next year by year	File closures during the year 2000 from each year
1996	38	not available	35	8
1997	45	6	74	4
1998	47	24	97	16
1999	55	54	98	26
2000	53 (As of 11/30)	67 (plus 4 closings in progress)	84 (Open files as of 11/30)	13

As shown in the table, we have closed a total of 67 files this year. Of the files closed to date

- **63%** (n=42) were dismissed because there was no ethical violation (n=20) or a decision was made not to proceed d (because of loss of jurisdiction, withdrawal of the complaint by complainant or insufficient information (n=22).
- **37%** (n=25) were reviewed by the Inquiry Committee and closed because the ethical violations were addressed through a letter of undertaking negotiated with the respondent (n=15) or resolved through a mediated resolution (n=10).

These numbers are depicted in Figure 3 below

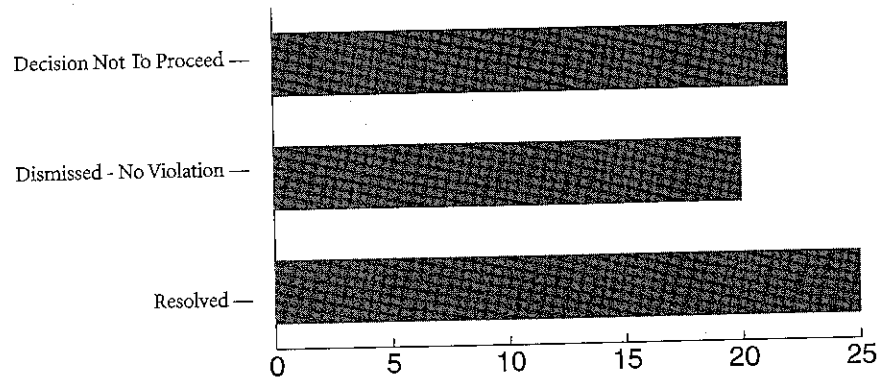


FIGURE 3. RESOLUTION OF CLOSED FILES

Of the 98 files that were open on January 1, 2000 we have closed 54 at the time this report went to print

Of the 44 remaining files:

- 14 remain under active review,
- in 12 cases a letter is being prepared under Section 33(5) of the *Health Professions Act* or a response to this letter is awaited, in three instances we are negotiating a letter of undertaking
- 12 cases are in formal or informal negotiation and in one case a citation is being considered

The status of all complaint files as of November 30, 2000 is depicted in Figure 4 below.

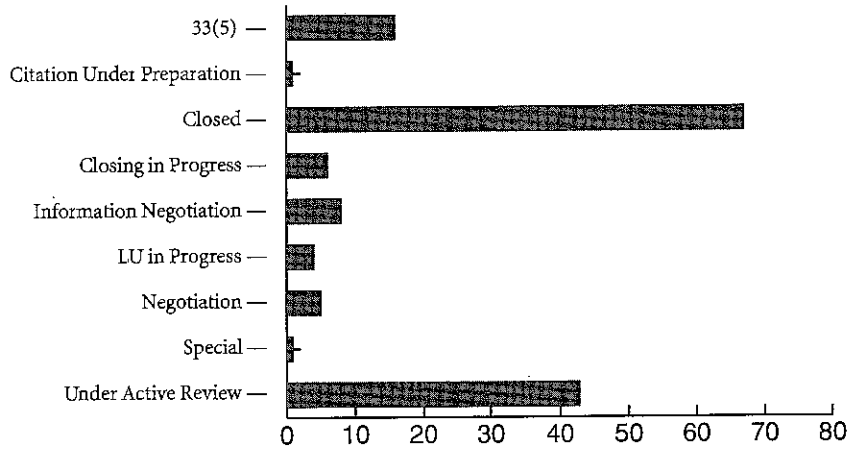


FIGURE 4. COMPLAINT STATUS OF ALL FILES AS OF NOVEMBER 30, 2000

We have conducted a number of practice inspections during the past year The *Health Professions Act* is similar to the Psychologists Act in providing this authority to the College This authority is important in instances of serious concern about protection of the public.

Without Prejudice Meetings with Respondents: A number of without prejudice meetings have been held this year with respondents. To date we have had 6 such meetings Three of these meetings led to resolution of the complaint matters, one meeting set the direction for resolution and this is in process, and two involved discussions of the terms of letters of undertaking (one led to mutual agreement and the signing of a letter of undertaking and one is still in process) We are pleased with these outcomes. This experience has been a learning process for myself and the members of the Inquiry Committee and we look forward to being able to use this option with increasing effectiveness aud success.

Tracking and Monitoring of Letters of Undertaking: One of the major tasks of

the past year has been the compilation and tracking of Letters of Undertaking signed by registrants with the College. The following is a summary of all Undertakings signed since 1996 This summary reflects a careful review of college files and compilation of all Undertakings signed during the past 5 years. There are Letters of Undertaking which predate the list below. These have not yet been reviewed, another project for the coming year. It is also my hope that presentation of this information will help to provide a clear and informative and objective description of this aspect of the statutory responsibility of the college The number of Undertakings signed during each of the past five years is as follows: 1996-6; 1997-3; 1998-7; 1999-5; 2000-10 (to date) These Undertakings are summarized below.

1. Suspended, signed a Letter of Undertaking describing conditions for reinstatement for registration. Original complaint involved a dual relationship with a female client.
2. Registrant with a medical disorder, signed a Letter of Undertaking monitoring the registrant's practice for 5 years and has agreed to continue medical regimen This Undertaking will be complete next spring.
3. Custody and access complaint led to agreement with registrant to have next three reports supervised
4. Investigation of a complaint about dual relationships with a client led to an Undertaking requiring deferral of application for one year plus conditions including supervision of certain aspects of the registrant's practice
5. Inadequacies in a custody and access report including blurred boundaries between therapist and assessor roles led to an Undertaking including a literature review, and supervision of next three subsequent custody and access or sexual abuse assessments.
6. Custody and access report with insufficient detail, disregard of testing standards and Letter of Undertaking included letter of apology to complainant, written submission to the College on importance of collateral information and validity and reliability of psychological tests.
7. Issues of competence and practicing outside of area of expertise led to signing an Undertaking restricting the registrant from practicing in custody and access area.
8. Issues of informed consent and professional judgement led to a signed Letter of Undertaking which included a letter of apology to the complainant
9. Practicing outside area of competence led to an Undertaking restricting registrant from practice in that area until conditions (supervision and additional training) are met.
10. Inadequacies of a custody and access report and inappropriate billing practice led to an Undertaking

including a letter of apology, correct the report, and write a paper

11. A registrant agreed to an Independent medical assessment and agreement to comply with a medical regime for a two year period as a result of a period of impaired ability to practice.
12. Released information without appropriate consent led to an Undertaking including a letter of apology and submission of a letter to be used for obtaining informed consent in third party situations
13. Practicing outside of area of competence and insufficient grounds for providing a diagnosis led to an Undertaking restricting registrant's use of certain test instruments until relevant coursework is completed. Registrant also had to write a report to the College on appropriate test use.
14. Registrant made recommendations regarding custody and access without having conducted a custody and access assessment. The signed Letter of Undertaking involved a letter of apology to the Court and withdrawal of her statements concerning custody and access.
15. Registrant made recommendations regarding custody and access based solely on information provided by one parent who was a therapy client. Letter of Undertaking restricts practice in custody and access and letter of apology.
16. Registrant found guilty by the courts of sexual assault signed Undertaking suspending practice for three years followed by assessment of fitness to practice, training in ethics and a two year period of supervision.
17. Information was released without proper consent by a registrant who signed an Undertaking agreeing to write a report to College on child protection and ethical standards relating to confidentiality and welfare of the client
18. Registrant met with children and prepared report and presented report in court concerning their custody without permission of children's guardian. Letter of Undertaking stipulates that work in area of custody and access be conducted under supervision until conditions are met.
19. Lack of corroborative information and inadequate procedures in conduct of a custody and access report led to an Undertaking involving providing copies of three custody and access reports, and acknowledgment of relevant standards
20. Registrant signed Letter of Undertaking with regard to proper handling, security and storage of files after having moved to a new location, leaving confidential files behind.
21. Registrant agreed to a letter of undertaking involving supervision of practice and a written report, following a complaint involving breach of confidentiality.
22. Registrant agreed to a Letter of

Undertaking stipulating conditions under which mediation may be conducted and appropriate procedures for informed consent following a complaint regarding inappropriate conduct and lack of consent in the mediation process.

23. Registrant has agreed to a restriction on practice in area of custody and access as the result of a complaint.
24. Registrant has agreed to a restriction on practice in area of custody and access until competence is demonstrated in that area as a result of a complaint.
25 Resulting from a complaint involving professional misconduct, practicing outside area of competence, responsibility and other ethical violations, registrant signed a Letter of Undertaking agreeing to undergo assessment of fitness to practice and competence and restriction of practice to area of training
26 Registrant agreed to restriction on practice in area of custody and access as a result of a complaint
27. Registrant signed Undertaking agreeing to suspend conduct of child assessments unless supervised as a result of a complaint involving use of outdated test, incorrect data and incompleteness of a report.
28. Registrant agreed not to practice in area of custody and access as a result of complaint
29. Registrant agreed to write a report and have practice inspected with regard to proper handling, storage and security of files following a complaint in which the registrant had lost the file.
30 Registrant undertook to write a paper with regard to confidentiality and dual relationships following a complaint involving dual relationships and breach of confidentiality.
31. Registrant signed a Letter of Undertaking suspending all practice pending appeal of criminal convictions for assault.

In combination with complaints resolved through other means, the ten undertakings signed during the past year mean that the College has avoided costly hearings and incurred significant savings as a result.

Title Issues: The College has conducted 10 investigations into misuse of title during the past year.

Nature of Ethical Consultation with Registrants: The College continues to provide clarification about ethical standards and guidelines as well as resource information to callers with questions about appropriate practice. As stated previously, it is inappropriate for the College to provide specific advice to registrants currently involved in an ethical situation. We are always prepared to provide decision-making guidelines. There are other ways the College intends to respond to the responsibility of providing ethical consultation to registrants including the use of practice

advisories. Currently the Inquiry Committee is working on drafting practice advisories in the following areas: contents of an informed consent form to sign with clients, informed consent in the correctional system, practice guidelines for practice from one's home, critiquing reports of other psychologists, definition of a psychological assessment, among others. When these drafts are completed they will go to the Board for approval and then be mailed out to the registrants. These practice advisories will have the status of ethical standards. The College will be sending out a binder along with the new 2001 Directory. For your convenience, the binder will have a section for compiling the Practice Advisories as they are issued.

Ombudsman Investigations: Our activities continue to be scrutinized by the Ombudsman who investigates complaints against the College with regard to our handling of complaints. We have had a total of 6 investigations this year. Those concluded to date have been decided in our favor.

FIPPA Requests: It is becoming more commonplace for respondents and complainants to request copies of the complaint file subsequent to (and sometimes during) the complaint process. The processing of such requests is exceedingly time consuming, given the specificity of the *Freedom of Information and Protection of Privacy Act*, the rights of the multiple parties involved in a complaint and the requirement that a "line by line" review of all documents to be severed takes place. We have had a total of 9 requests during the year 2000, 2 were denied, in 3 cases we disclosed all or some of the documentation, and 4 are still under review.

Involvement with other Local Health and other Professional Regulatory Bodies: The Deputy Registrar and I have begun to attend the meetings of the Health Regulatory Organizations of British Columbia and that of the Secretaries and Registrars of Professional Organizations of British Columbia. This interaction has been both interesting and useful. At our recommendation the Health Regulatory Organization has begun to collect documents from its members that may be of use to other members. This documentation includes board orientation materials, conflict of interest guidelines, etc. It has been helpful as well to hear of the similarity of regulatory issues across the different professions.

Annual General and Special General Meetings: The first "Annual" General Meeting of the College this year was held on May 11, 2000 consistent with plans announced by the Board in November 1999 that annual general meetings would be held in May of each year. While we are now under the *Health Professions Act* we are still governed by existing Bylaws and rules which stipulate that an Annual General Meeting is to be held in October, November or December. Thus a second Annual General Meeting is

being held on December 13, 2000 The timing of the Annual Meeting can be readdressed by the new Board once we have new bylaws

The Budget : At the time this report went to print the budget for the year 2001 is still under preparation The budget will be available as attachment to this report. It will be available at the AGM and mailed out to Registrants. The budget I have proposed to the Board provides the minimum support necessary to sustain the changes underway at the College.

The College on Line: This is the first year that the College is "on line". Our website is still under development but has already proven useful in facilitating and increasing our ability to quickly provide information to registrants. We are still in the process of developing a policy to cover the use of e-mail in the complaint and registration process and are evaluating encryption options.

A Word of Thanks: The dedication and caring of the office staff is unparalleled. They have been participants in and witnesses to a large number of significant changes in personnel, procedure and policy, some of which took place in a short period of time. We have weathered some very challenging periods over the past year. It was a privilege to negotiate the rough seas with this dedicated and competent crew. Thank you also to those registrants who take a moment to express their appreciation for the hard work and diligence of the staff

A word about the Inquiry Committee. When faced with the backlog of complaints, the committee doubled their already daunting workload. Even more impressive is their integrity and fairness, care and competence. The path for navigating through the backlog and contending with a myriad of challenging issues was illuminated by the wise counsel of Anthony Tobin.

The Process of Change : Many things have changed or are in the process of changing at the College. Some of the change is due to external pressures such as AIT compliance or coming under new legislation. Much of the change is necessary because additional structure and systems are needed in many areas of College functioning. We are confident that these changes will lead to improvements in our ability to safeguard the public interest while ensuring fairness and due process to registrants

Andrea Kowaz, Registrar

DEPUTY REGISTRAR'S REPORT

The main focus of my duties at the College throughout the year has been development of the new bylaws. There had been several drafts with initial efforts of the previous registrar, the board and a lawyer retained specifically to provide imput on the bylaws. There had also been input from the Ministry of Health.

An early assumption--that each bylaw had already been thoroughly considered by the board--was put to rest by mid-February. We implemented a new approach to reconsider each and every bylaw, conferring with other psychology jurisdictions in Canada and with other Health Regulatory bodies in BC. Several meetings were held with the full board and in May the board approved the draft that was disseminated to registrants, other psychology groups - e.g., the university departments of psychology - and to health regulatory organizations (from whom the government would ultimately seek feedback).

Responses to the draft bylaws were many and varied. BCPA made an extensive response which was partially discussed by the board November 17, 2000. The hot button item was the proposed class of registrant--Registered Practitioner in Psychology--and the issue of masters level registration, generally. Individual responses to comments and queries were provided.

The registrants petitioned the board for an SGM to discuss the bylaws. Two SGMs were held - September 21 and November 9. The first meeting was concerned with the issue of governance under the Health Professions Act and the issue of masters level registration. At the second meeting additional information was provided by the board to clarify the steps that had led to the College coming under the *HPA* and to the proposal for masters level registrants; Stuart Clarke, co-chair and the BC representative to the Labour Mobility Coordinating Group under the Agreement on Internal Trade--clarified what regulators as agents of government must do to comply with the agreement. At the BCPA Annual Convention, a panel on *AIT* discussed the current state of development at the Psychology Sectoral Working Group on *AIT*. The six core competencies were described as well as the deadline for compliance, July 1, 2001.

The most recent draft of the Mutual Recognition Agreement to which Canadian Regulators will be signatories has been consulted, a complete review of all bylaws by the registrar, legal counsel and myself has begun. The most recent revisions will be posted on the Website and a vote of support will be sought from registrants.

In addition to the above, I have been involved with the Chronicle, writing policy and procedures, collecting information to revamp the registration process, upgrading forms, helping the Quality Assurance Committee complete its self-assessment questionnaire, and planning for new board member

orientation. I have also attended two meetings on behalf of the College--PSWAIT in March, and ASPPB's Fortieth Annual Meeting in October.

The year has been extremely busy. The staff took on the extra workload my position placed on them with grace and the expenditure of more hours of their free time. I want to thank each and everyone for their efforts and for putting up with my frequent interruptions - Vicki Huxtable, Lyn Hellyar and Judy Clausen.

The registrar, Dr. Andrea Kowaz, shared my experience daily of being a newcomer who had to speedily catch up with history and unfolding events. I am grateful for her ongoing support and friendship.

I commend the board, where I once resided, for their hard work and heroic efforts in dealing with multiple challenges and demands. I wish them a restful 2001.

Carol Solyom, Deputy Registrar

Inquiry Committee Report

It has been a little over a year since I accepted an appointment to the Board of the College of Psychologists, and following that, the position as Co-Chair of the Inquiry Committee. As a Lay Member, appointed by the Government to protect the public, I am aware that the paramount function of a regulatory body is to regulate the profession that it governs. That is, to thoroughly investigate and to fairly adjudicate complaints from the public. A profession is only as good as its public relations.

When I became a member of the Inquiry Committee there was a tremendous backlog of complaints; there were many questions surrounding the process (or lack of process) in place at the time and there were a lot of unhappy people, which included members of the public, College registrants, and the Government of B.C.

It was obvious that some things had to change. The Inquiry Committee, in conjunction and major consultation with the Registrar, Andrea Kowaz, and College Counsel, Tony Tobin, began to tackle the problems. Some of the recent accomplishments are:

- a new tracking system for complaints;
- a new set of consistent procedures for communicating with complainants and respondents which take into consideration due process and procedural fairness;
- a new set of procedures for the investigation and adjudication of complaints;

- efforts to provide quarterly updates on file status to complainants and respondents;
- the drafting of Practice Advisories in various important practice areas;
- the closing of 42 complaints, either because there was no ethical violation, the complaint was vexatious, there was insufficient information, or the complainant withdrew the complaint; and
- the resolution of many complaints through Letters of Undertaking and informal communications.

I wish to praise all the members of the Inquiry Committee for their selfless dedication to their profession and to the public, and their willingness to work many volunteered hours. For the first five months of this year the Committee met twice per month and discussed and investigated an enormous number of complaints. Each individual probably averages at least 40 hours of work per month on your and the College's behalf. Let's give them a big Thank You!

Barbara Passmore, Chair

INQUIRY COMMITTEE MEMBERS
Eva Allan
Mary Ann Carter
Elsie Cheung
Irish Crawford
Marion Ehrenberg
Marvin McDonald
Barbara Passmore
Donald Read

PATIENT RELATIONS COMMITTEE

Under the *Health Professions Act*, the College must form a Patient Relations Committee which makes recommendations to the Board with regards to:

a) the establishment of specific procedures by which the College deals with complaints of professional misconduct of a sexual nature;

b) monitor and periodically evaluate the operation and procedures established in "a";

c) develop and coordinate for the College, educational programs dealing with professional misconduct of a sexual nature for registrants and the public as required;

d) establish a Patient Relations program to prevent professional misconduct, including professional misconduct of a sexual nature; and

e) develop guidelines for the conduct of registrants with their patients.

I have suggested to the Board that three phases be done in organizing this committee. Phase 1 has been completed by the mail-out of 28 letters to different

colleges of psychology and other health profession organizations to benchmark policies and procedures from other groups. We have received some documentation and feedback. Phase 2, to be done next, is to gather together interested volunteers including a lay person to be a part of the committee and to begin reviewing the information received. I am pleased to report that some excellent psychologists have expressed interest in working on this committee. Phase 3 will be the writing and organizing of policies and teaching materials to be used by the College.

Brenda Kosaka, Chair

Quality Assurance Committee

The purpose of the Quality Assurance Committee is to develop procedures and processes that assist psychologists in maintaining and enhancing their competency. The committee was previously known as the Continuing Education committee. The change in the name of the committee to Quality Assurance was approved by the Board in July of 1998. It represented a shift in activities of the committee from approving and documenting professional development activities of psychologists, to developing a self-assessment guide as a basis for creating a professional development plan to maintain and enhance competence in their areas of practice. The process will also require registered psychologists to sign a yearly declaration attesting to the completion of a self-assessment process, in order to maintain their registration as psychologists.

During the past two years the committee has been actively engaged in creating the self-assessment guide using codes of ethics and standards of practice from a variety of sources, including the Canadian Psychological Association, the American Psychological Association and the Association of State and Provincial Psychology Boards. The self-assessment document was circulated to a strategic sample of registered psychologists in September, 2000. Changes were made on the basis of the feedback received. The self-assessment guide should be ready for circulation to registrants of the College early in 2001.

It has been a pleasure for me to work with the committee on the challenging and interesting task of creating the self-assessment guide. I would like to express my thanks and appreciation to committee members for their hard work and good humour in approaching and completing this important task. On behalf of the committee I would also like to express my appreciation to Judy Clausen for all of her work in formatting

and typing the guide and questionnaire and at times deciphering the indecipherable.

Bill Borgen; Chair

QUALITY ASSURANCE COMMITTEE MEMBERS
Bill Borgen
Sheollagh Fitzgerald
Angela Gedye
Emily Goetz
Julian Gray
Ronald LaTorre

REGISTRATION COMMITTEE REPORT

Since the last report of November 1999, following is a list of the activities of the Registration Committee:

- 43 applicant files were reviewed for registration
- 50 candidates wrote the EPPP (Examination for the Professional Practise in Psychology)
- 59 candidates were assessed by oral examination
- 7 reviews of coursework and/or supervision arrangement plans were conducted
- 63 files presently are awaiting review for eligibility to proceed to written or oral examinations
- 56 registrants were entered in the Register of the College
- 1,069 registrants are currently in the Register
- 25 individuals ceased to be registered due to resignation or non-payment of dues.

The trend observed the previous year of an increasing number of pre-application coursework and/or supervision arrangement reviews continued during this year as well. This trend will undoubtedly continue, particularly with the likelihood of change in registration categories.

In addition to its basic activities involving a review of College application materials and decision-making with respect to an applicant's registration status, the Committee provided input and consultation into the development of the draft bylaws under the *Health Professions Act*, with respect to registration issues. The committee also initiated an ongoing review and evaluation of the procedures and processes involved in the application/ registration process in order to restructure some of these, in order to make the process more efficient and reliable. Also continuing is a review of oral examination and appeal procedures, and supervision and coursework requirements. New activities to be potentially initiated in the very near future include the development of a jurisprudence examination, guidelines to

help standardize the oral examinations, standards of entry for new registrants in new registration categories, and the development of training or orientation materials and workshops

During this past year the Registration Committee gained two new members--Dr. Rosemary Alvaro, and Dr. David Johnston--and three members "retired" at the end of their mandates -Dr. Colleen Wilkie, Dr. Randy Paterson, and Dr. Leonard George. I wish to thank these individuals and the other continuing committee members for their work and commitment on behalf of the College and its registrants.

The Committee expresses its appreciation to those members who volunteered as oral examiners or in other capacities. We especially wish to thank the Registration Committee Co-ordinator, Lyn Hellyar, for her ongoing work and support of the activities of the Committee, as well as the Registrar and Deputy Registrar for their assistance during this past year.

Stephen Flamer, Chair

REGISTRATION COMMITTEE
Rosemary Alvaro
David Eveleigh
Stephen Flamer
Leonard George
David Johnston
Gerry Koe
Art Kube
Alla Nikonova
Randy Paterson
Colleen Wilkie

ORAL EXAMINERS
Eva Allan
Don Allen
Rosemarie Alvaro
Randy Atkinson
Michael Barden
Keith Barnes
David Batstone
Barbara Beach
Carole Bishop
Douglas Boer
Michael Boissevain
Conrad Bowden
Leigh Bowie
Roland Bowman
Jim Browning
Barbara Burnside
Geoffrey Carr
Mary Ann Carter
Elsie Cheung
Robert Colby
Michael Coles
Evelyn Corker
Susan Cross
Yaya de Andrade
Anthony Dugbartey
Dorothy Edgell
Greg Feehan
Sheollagh Fitzgerald
Angela Gedye
Gwyneth Gilliland
Julian Gray
Gerald Guest
Henry Harder
Clair Hawes
Eileen Hendry
Steven Horvath

Elizabeth Huntsman
Mark Jackman
Owen James
Anne Marie Jones
Charlotte Johnston
Michael Joschko
Lesley Joy
Don Knowles
Martha Keller
Deborah Kerr
Krystyna Kinowski
Beverley Kort
Larry Krywaniuk
Leora Kuttner
Jocelyne Lacroix
Ronald LaTorre
Barry Ledwidge
Douglas Lee
Robert Leonard
Wolfgang Linden
Stephen Lustig
John MacDonald
Mary Ann MacDonald
Anne MacGregor
Joanne MacKinnon
Barbara Madani
Ronald Manley
Patricia Manly
Kenneth Marsh
Anne Marshall
Jeffrey Martzke
Laura-Lynne McBain
Jane McEwan
Kimberley McEwan
Marilyn McVicar
Stephen Milstein
Kathleen Montgomery
Janice Nelson
Joan Pinkus
Charles Pirsel*
Donald Ramer
Gordon Reid
Barbara Rosen-Harris
Maribeth Ruckman
Deborah Samsom
Danielle Savasta
Jon Schwabach
Heather Scott
Martin Shoemaker
Ruth Sigal
Carson Smiley
Cec Smith
Frank Spellacy
Paul Swingle
Astrid Stec
Roxanne Still
Paul Sungaila
Karen Tallman
Steven Taylor
Joyce Ternes
Georgia Tiedemann
Jean Toth
Max Uhlemann
Noelle Vogel
Terrance Wapshall
Cheryl Washburn
Gayle Way
Rene Weideman
Penelope Whillans
Marshall Wilensky
Patricia Wilensky
Rosemary Wilkinson
Ted Wormeli
Steve Welch

**In memoriam:* *Charles will be sadly missed for his kindness and generosity to the Registration Committee and his profession. He passed away, the result of a diving accident, in October.*

Minutes of the General Meeting, May 11, 2000

The General Meeting of the College of Psychologists was held on May 11, 2000 at the Executive Inn, Richmond, and the Clarion Grand Pacific Hotel in Victoria linked by teleconference. Chair Verna Amell called the meeting to order at 5:46 p m with 55 members present in Vancouver, and 29 members present in Victoria.

Dr Amell welcomed the registrants to the meeting and thanked them for their support. Dr. Doreen Kilpatrick chaired the meeting in Victoria. Dr Amell introduced the Board members Dr Bill Borgen, Dr. Stephen Flamer, Mr. Art Kube, Dr. Marvin McDonald, Ms. Anastasia Mirras, Ms. Barbara Passmore and Mr Blake Williams.

Staff members present were Registrar, Dr Andrea Kowaz, Deputy Registrar, Dr Carol Solyom, Assistant Deputy Registrar, Vicki Huxtable, Registration Coordinator, Lyn Hellyar, and Recording Secretary, Judy Clausen.

Agenda

The circulated agenda was reviewed. It was moved by Paul Peel and seconded by Evelyn Corker that the agenda be approved as circulated. Carried.

Minutes

Errors and omissions: It was moved by Cheryl Conant and seconded by Debbie Samsom that the Minutes of the November 4, 1999 Annual General Meeting be approved as circulated. Carried.

Business arising from the Minutes: None

Because the last Annual General Meeting was held in November, the Chair, Dr. Amell, reported that there would be no committee reports presented at this meeting. She was pleased to announce the appointments of Dr Andrea Kowaz, Registrar, and Dr. Carol Solyom, Deputy Registrar, following the resignation of Dr Ed. Kramer. Dr. Amell also advised that the College had come under the *Health Professions Act* effective January 1, 2000, and reported on the Scope of Practice Hearings.

The Secretary Treasurer, Mr. Blake Williams, presented the financial report and announced that the adjustment to registration fees as discussed at the November 1999 meeting would be $200.00 for full registrants and $100.00 for non-practicing and out-of-province registrants. Support was given for fully funding the activities of the College.

Motion to receive the financial report. Moved by Paul Peel and seconded by Julian Gray Carried.

Motion to receive the auditors report Moved by Angela Gedye and seconded by Evelyn Corker. Carried.

The meeting adjourned at 7:38 p m.

Psychologists added to the Register

(Between November 1999 and November 2000)

1418 Mark Davies, Ph.D
1419 Wallace Dudley, Psy.D.
1420 Catherine Foin, Ph.D.
1421 Don Hutcheon, Ed.D.
1422 Julia Jacobson, Ph.D.
1423 Michael Anderson, Psy.D.
1424 Zohreh Behboodi, Ph.D.
1425 Grant Bogyo, Psy.D.
1426 Dale Brooks, Ph.D.
1427 Colleen Cannon, Ph.D.
1428 Charu Chopra, Ph.D.
1429 Rita Dunn, Ed.D.
1430 Damon Elgie, Ph.D.
1431 Wayne Emery, Psy.D.
1432 Deborah Forrest, Ph.D.
1433 Ingrid Friesen, Ph.D.
1434 Christina Grant, Ph.D.
1435 Sheila Haegert, Ph.D.
1436 Laura Hanson, Ph.D.
1437 Diana Hartel, Ph.D.
1438 James Hill, Ph.D.
1439 Dawn Knapton, Ph.D.
1440 Katherine Kot, Ph.D.
1441 Allison Krause, Ph.D.
1442 Lara Robinson, Ph.D.
1443 Joel Rosenberg, Ph.D.
1444 John Taylor, Ph.D.
1445 Inna Vlassev, Ph.D.
1447 Brian Worth, Ph.D.
1448 Jan Gordon, Ph.D.
1449 Todd Kettner, Ph.D.
1450 Elisabeth Lang, Ph.D.
1451 Deveda Mah, Ph.D.
1452 Deidre O'Sullivan, Ph.D.
1453 Susan Simpson, Ph.D.
1454 Meagan Smith, Ph.D.
1455 Marie Achille, Ph.D.
1456 Marilyn Allison, Ph.D.
1457 Susan Baum, Ph.D.
1458 Sherri Bruce, Ph.D.
1459 Joanna Chung, Ph.D.
1460 Jeff Drugge, Ph.D.
1461 David Erickson, Ph.D.
1462 Heather Gretton, Ph.D.
1463 Zender Katz, Ph.D.
1464 Russell King, Psy.D.
1465 Deborah Kors, Ph.D.
1466 Christine Lilley, Ph.D.
1467 Lyne Piche, Ph.D.
1468 Suzanne Popham, Ph.D.
1469 Roger Wells, Ph.D.
1470 Karen Whittemore, Ph.D.
1471 Sylvain Boies, Ph.D.
1472 Maureen Godfrey, Ph.D.
1473 Nancy Meyer, Ph.D.
1474 Sheila Woody, Ph.D.

College of Psychologists of British Columbia

ANNUAL REPORT – 2001

CIRCULATED FOR THE ANNUAL GENERAL MEETING

29 NOVEMBER, 2001 • 5:00 PM

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

Other sites by video conference.

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2001 Annual General Meeting Agenda

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

Board, Staff, and Committee Members

BOARD OF DIRECTORS, 2001

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

STAFF MEMBERS

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

COMMITTEE MEMBERS, 2001

DISCIPLINE COMMITTEE

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

INQUIRY COMMITTEE

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

QUALITY ASSURANCE COMMITTEE

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

REGISTRATION COMMITTEE

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

ORAL EXAMINERS

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

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Report from the Chair

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

This Board has brought to culmination a large number of documents within a limited time frame and has responded to the Federal Agreement on Internal Trade by signing the Mutual Recognition Agreement between the Provinces. We have worked, in conjunction with the Association of State and Provincial Psychology Boards, to develop international transportability of psychologists in British Columbia under the Certificate of Professional Qualification (CPQ). The standards for mobility provide a limited window for the transportability of Registrants who have been grandfathered both with and without Doctorate Degrees. Under the Agreement on Internal Trade there is transportability between provinces with a grandfathering period and recognition of psychologists who are registered in good standing in their home province. Under our Federal obligation, we have established an extended scope of title by entering into an agreement between the Provinces and Territories for a two tiered registration system. It is the role of the profession to educate the public about this differentiation while supporting the qualifications and experience of our full registrants. This will be an ongoing challenge. With the closing of the grandfather clause and with the review of the credentials for transportability, the competency requirements will place extremely heavy academic responsibility on those individuals who seek to be recognized in other provinces. This, again, is done in order to ensure the integrity of the profession.

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

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

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

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

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

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

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

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

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

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

Report from the Registrar

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

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

The sections below provide information with regard to Registration matters (applications, renewals, reinstatement), complaint matters (complaints, appeals), and College administration (bylaw development and the development of the Code of Conduct, Freedom of Information Requests, and Ombudsman Investigations, staff issues).

REGISTRATION MATTERS

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

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

Box 1 – Summary of Registration Activity

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

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

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

COMPLAINT MATTERS

The chart below (figure 2) specifies the process followed upon the College's receiving a complaint. In terms of the complaint process, the issue of notice is central. Upon receipt of a complaint, registrants are so notified. A registrant about whom a complaint has been received is called a "respondent". After the initial review by the Registrar, the complaint is brought to the Inquiry Committee. If the committee decides to proceed on the complaint (i.e., jurisdiction is not an issue) the respondent may be requested to provide their clinical file. Review of the clinical file is an important aid to the committee in deciding whether the complaint investigation needs to continue further. Once the clinical file has been reviewed, the committee may decide not to proceed or to dismiss the complaint. Alternatively, if concerns have been identified by the Inquiry Committee, these concerns are articulated in a letter from the College to the respondent.

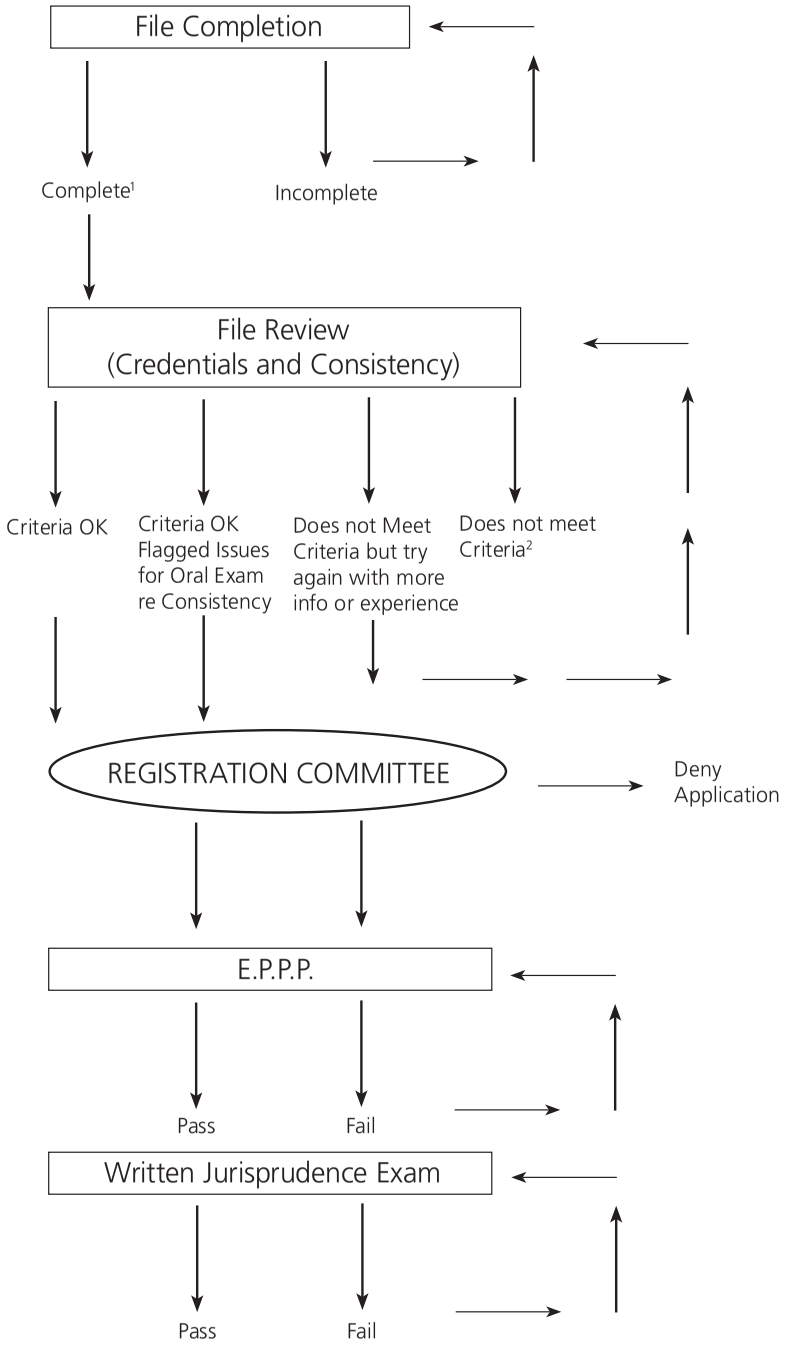
For all complaints that reach this stage, the respondent is provided with a full copy of all of the documents upon which the Inquiry Committee will be basing their decision. The respondent is provided with details of the complaint at this point. The respondent is requested to provide any information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

As mentioned above, the clinical file is typically requested before the registrant is provided with a copy of the documents upon which a decision of the Inquiry Committee will be based. Some registrants have asked the question why they do not receive all of the complaint documents as soon as they are received by the College. One of the reasons for this is that sometimes a review of the clinical file precludes the necessity of going any further. At other times, review of the clinical file presents additional questions to which the Inquiry Committee will want to ensure the registrant has the opportunity to respond. Once the Inquiry Committee has identified the issues then the registrant can be notified of the committee's concerns and provided with the opportunity to express his or her point of view.

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

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

FIGURE 1 – REGISTRATION PROCESS



This is a sequence of events - any of which may involve consultation with and direction from the Registration Committee.

[1]At this point they are applicants for Registration.

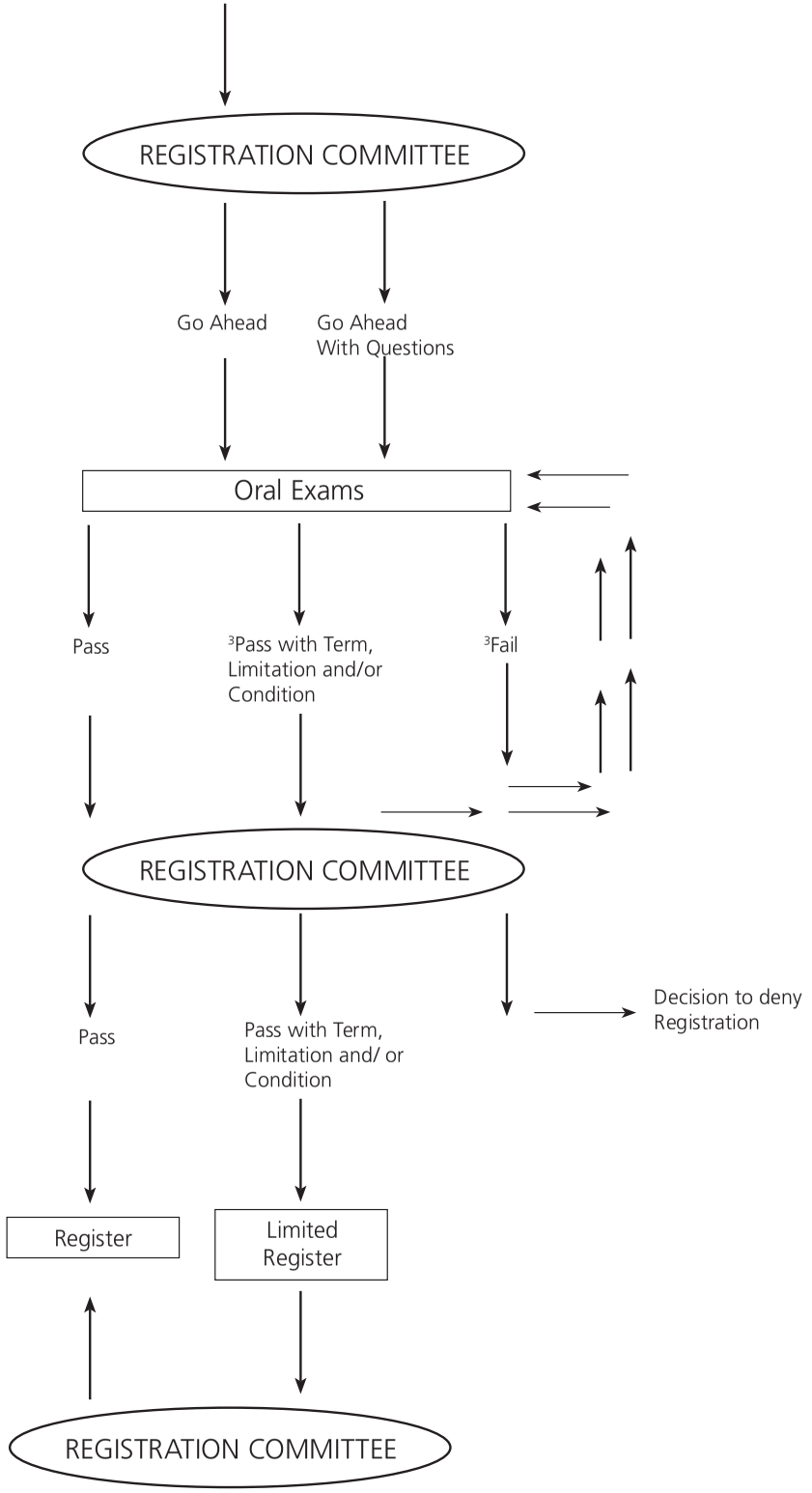
Staff review with recommendations to Registration Committee.

[2]Letter sent informing them that based on file review, recommendation that they not proceed because they do not meet criteria and asked to provide submission for consideration by Registration Committee.

Appeal possible under HPA - Supreme Court. Letter sent denying application and informing about right of appeal.

EPPP may be written up to 3 times.

Jurisprudence Exam may be written up to 3 times.



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

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

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

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

continued from page 8

documents. The registrant called to inquire if he needed to respond to the 124 allegations. He was informed that the committee had narrowed their concerns to the three issues he was asked to address. He responded in a one page letter. The committee was satisfied with his response and the complaint was closed because of insufficient evidence of

Figure 2 – The Complaint Process

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

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

THE COMPLAINT "BACKLOG"

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

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

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

FILE STATUS – "BACKLOG FILES"

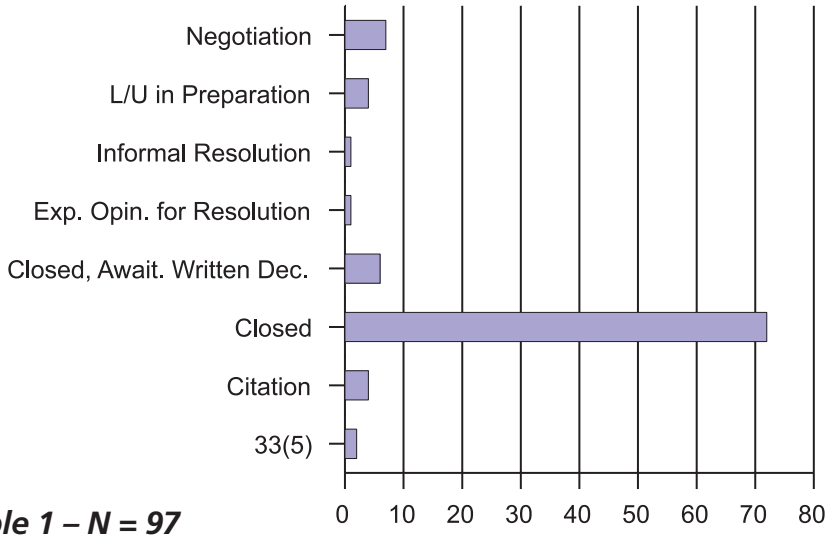


Table 1 – N = 97

FILE STATUS – ALL FILES PROCESSED SINCE JANUARY 2000

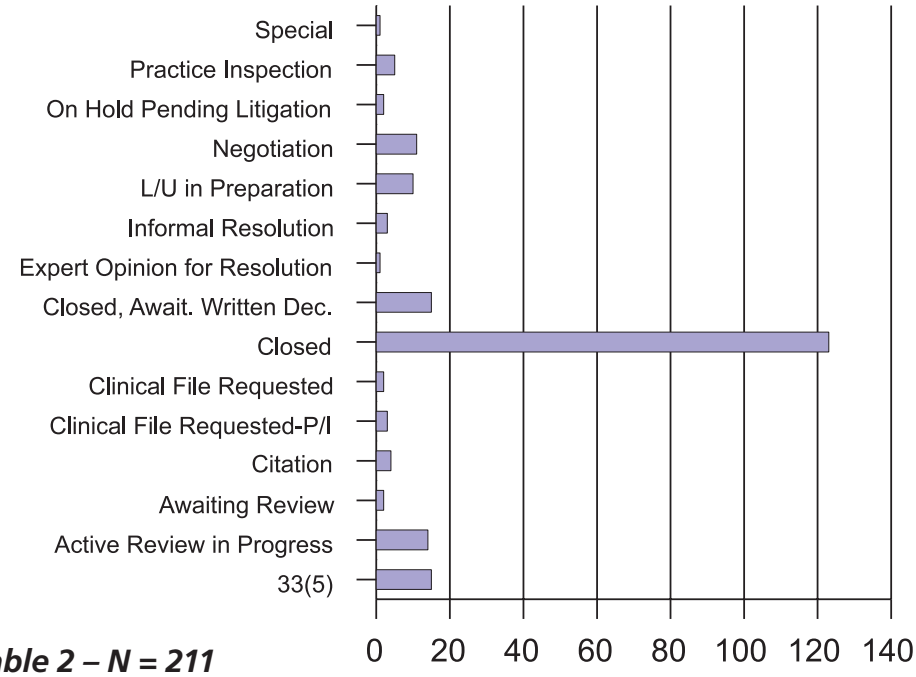


Table 2 – N = 211

The file status of these complaints is depicted in Table 2. As shown in the Table 4, 15 complaints are awaiting response from registrants [33(5)], 16 are being reviewed at an initial stage (14 active review or awaiting review), and four are the subject of a citation to be issued before the end of the year. For five files the committee has requested the clinical file; 138 complaints are closed (closed or closed awaiting written decision). For one file an expert opinion has been requested to facilitate resolution, and for three files an informal resolution process is underway. There are ten files for which letters of

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

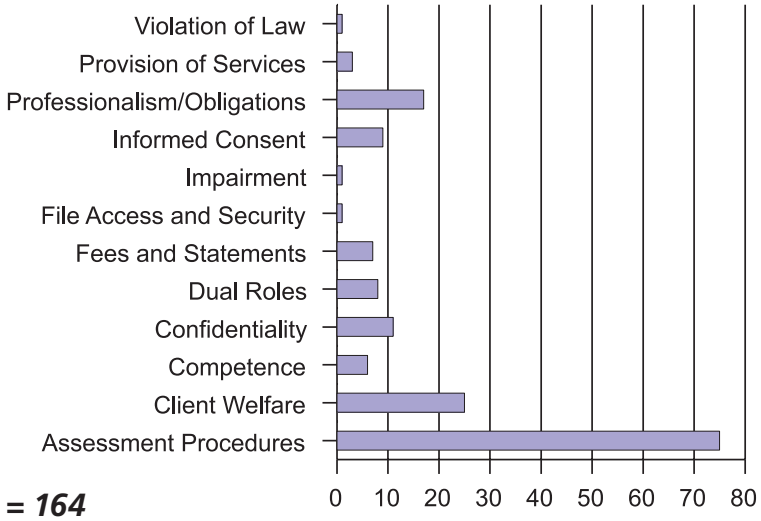


Table 3 – N = 164

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

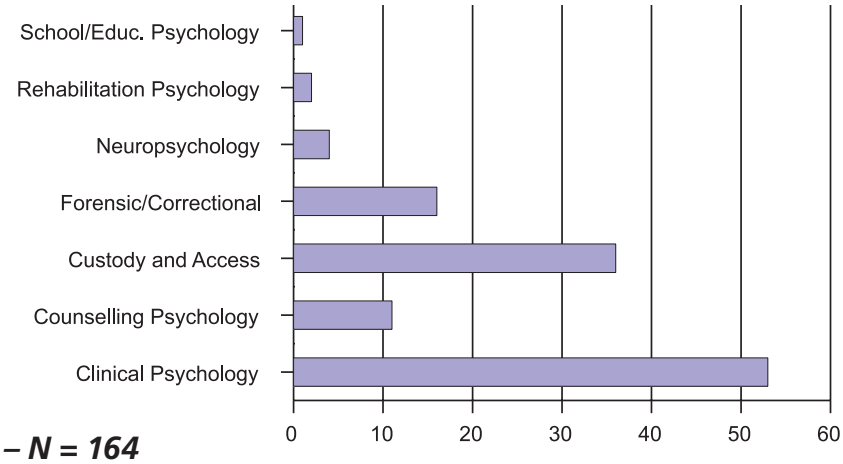


Table 4 – N = 164

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

We are in the process of developing new categories to capture the nature of allegations made by complainants and to relate these allegations to the new Code of Conduct. These new categories are still being refined but are presented here for their information value. Table 3 illustrates the new categories and depicts how the 164 complaints received by the College since January, 1999 (with the exception of four files which were the only 1999 files closed before January 2000) are distributed among the categories. The vast majority of allegations have to do with issues relating to assessments (for example- custody and access, worker's compensation, insurance claims, forensic assessments). In the majority of these , the allegations have to do with factual inaccuracies in reports, offering custody and access recommendations without conducting a custody and access evaluation, and bias. The next two main categories are client welfare (examples- allegations of rude or disrespectful behavior toward the client) and professionalism (late reports, interactions with colleagues). Confidentiality, informed consent, dual roles and competence are also frequent main allegations. As we develop and enhance this system, we will be able to provide information on how the main allegation relates to any findings made (i.e. decisions that specific ethical standards have been violated) by the Inquiry Committee. For present purposes, this category was developed to provide a dimension independent of the area of practice in which the alleged violation occurred. The practice areas for the 164 complaints are depicted in Table 4. In terms of the practice areas, custody and access and forensic/correctional, while typically a subset of clinical psychology practice, are depicted as "stand alone" areas for information and tracking purposes.

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

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

NEW COMPLAINTS

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

COMPLAINTS CLOSED OVER THE PAST YEAR

Table 7 presents a summary of all files closed over the past year. There was a total of 69 files closed up to October 31, 2001. 51 of those files (74%) were not proceeded on for reasons of jurisdiction, insufficient evidence of ethical violation or administrative reason (opened in error, withdrawn). Of the remaining 26% (n=18), 14 were resolved through informal means and four involved signing letters of undertaking. These numbers reflect an increase over last year in terms of the proportion of complaints which were not proceeded upon or dismissed. Last year 63 percent were in that category with 37% resolved through informal or other means. Of the letters of undertaking signed during the past year, one involves agreement to supervision of practice records to be reviewed by College after a six month period, one involves specific steps to address dual relationship issues, one involves the registrant agreeing to a restriction on practice in the area of custody and access and child sexual abuse allegations, and one involves a registrant agreeing to assessment for fitness to practice. In terms of the main allegations for these four files, three involved dual roles and one had to do with assessment procedures. For the files which were resolved through informal means, the main allegation had to do with assessment procedures in five cases, four cases involved issues of client welfare, one case was with regard to fees, one had to do with professionalism, and one with provision of services.

It is interesting to note commulative statistics for all files closed since January 2000. The total number of files closed since that date is 138. Table 8 presents a summary of the reasons for closing the file. In 19 cases there was a decision not to proceed. In 55 cases the Inquiry Committee found insufficient evidence of an ethical violation. Four complaints have been referred to the Registration Committee as they relate to individuals who were either applicants in process before the *Health Professions Act* or are no longer registered with the College. Another 10 complaints were either withdrawn or were opened in error. Two complaints reflected an attempt by an unhappy complainant to resubmit a former complaint and the Inquiry committee determined that there was no new information to be considered. Thus a total of 95 out of 138 (69%) complaints closed since January 2000 were not proceeded on for the reasons outlined. Of the remaining 43 files (31%), 25 were resolved through informal means, 16 resulted in a signed letter of undertaking addressing the concerns of the Inquiry Committee and agreed to by the registrant, and two files resulted in the registrant being suspended from the College of Psychologists.

Box 2

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

APPEALS

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

RESOLVED COMPLAINTS AND LETTERS OF UNDERTAKING SINCE JANUARY 2000

Of the files that were resolved since

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

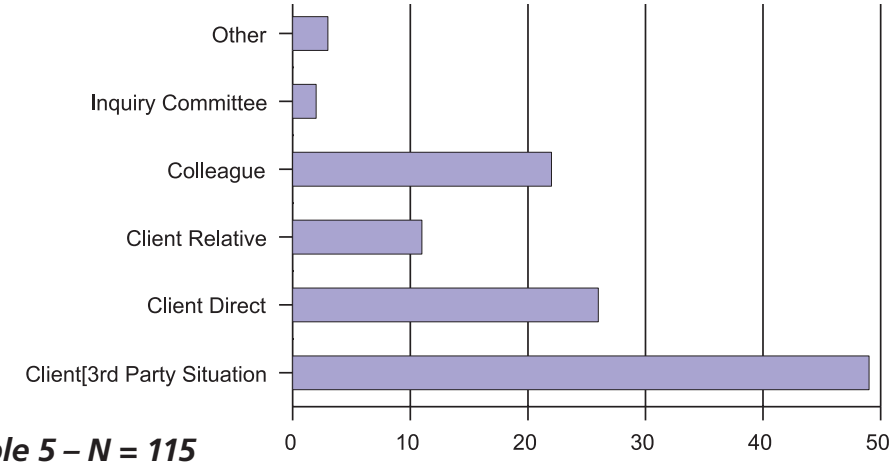


Table 5 – N = 115

COMPLAINT CONTEXT – COMPLAINTS RECEIVED

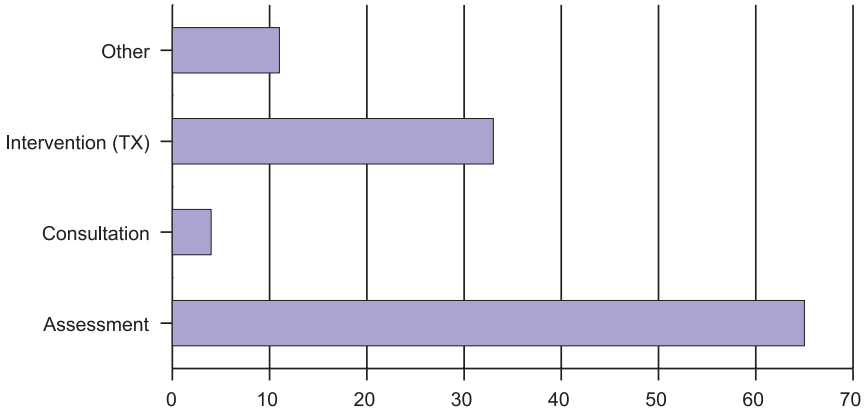


Table 6 – N = 113

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

Chart 3 – Complaint Closures

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

(*TO OCT.31)

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

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

Administrative Matters

FREEDOM OF INFORMATION REQUESTS

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

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

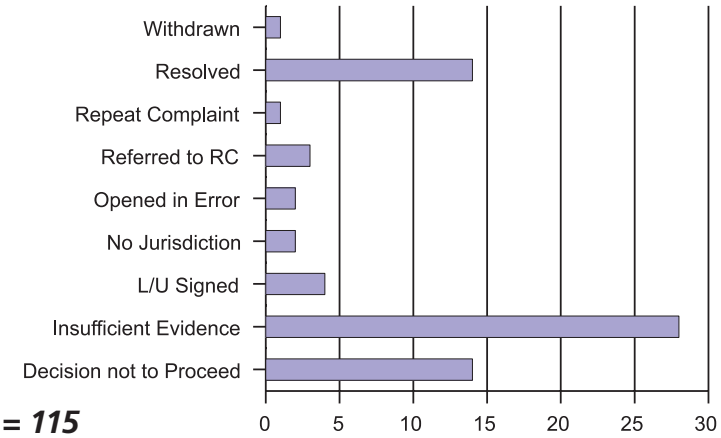


Table 7 – N = 115

FILES CLOSED SINCE JANUARY 2000 – CLOSING REASONS

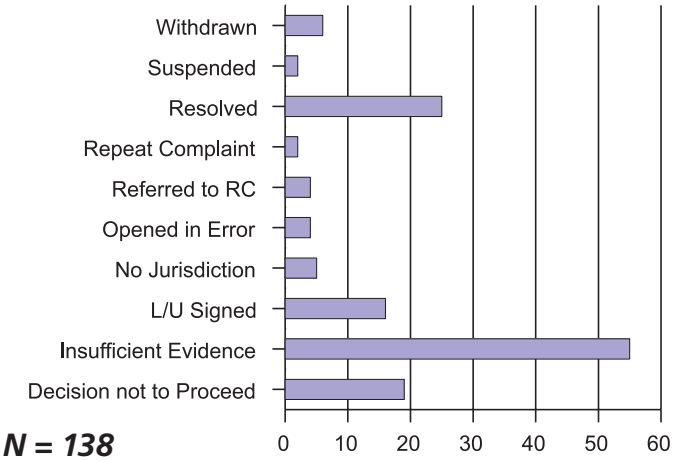


Table 8 – N = 138

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

OMBUDSMAN INVESTIGATIONS

The College has met with the Ombudsman at his request to discuss complaint matters pertaining to issues relating to a backlog file. The College continues to have discussions with that office with regard to old complaints and new processes. In addition there have been four investigations of the Ombudsman on behalf of former complainants and there were no findings against the College in these matters.

BYLAW DEVELOPMENT

Much effort was devoted to the process of developing the bylaws and at press time, a final draft had been prepared. The final draft includes a copy of the new Code of Conduct. The new Code of Conduct will come into effect once the bylaws have been approved by Cabinet.

A NOTE OF APPRECIATION

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

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

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

Inquiry Committee Report

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

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

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

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

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

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

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

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

At the same time, there is always going to be a need for an informed, reasonable, and committed group of Committee members to deal with the complaints that are received by the College. This is one of the foundations of our ability to function as a self-regulating profession. I urge any of you who have an interest in contributing to the activities of the profession of Psychology in BC and to the College to consider volunteering for a term on the Inquiry Committee. If you do, I know you will learn a great deal both personally and professionally, have an opportunity to make a definite contribution to the functioning of the College, and gain a better appreciation for what constitutes "good practice" in our profession. I can tell you from personal experience that I have definitely benefitted from being a member of the Committee and participating in the thoughtful discussions around the many issues that must be addressed.

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

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

Quality Assurance Committee Report

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

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

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

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

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

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

Legislation Committee Report

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

A first document of this type is by nature likely to be contentious. And the context in which it has been written has been significant. One of the major issues which has confronted us all is the historical shift from a collegial organization to that of a regulatory body, the latter having the sole mandate to protect the public. Secondly, the provincial government's refusal to permit updating of the old *Psychologists Act* and the subsequent inclusion of the College under the *Health Professions Act* resulted in some urgency in writing modern and workable operating principles which would conform with government expectations. A coincidental third issue has been the need to revise the registration process in order to comply with federal legislation regarding the Agreement on Internal Trade and the resultant Mutual Recognition Agreement between the regulatory bodies of all Canadian psychology jurisdictions. A fourth issue has been the need to comply with provincial *HPA* requirements for updated and complete appendices of these bylaws, requiring rethinking and defining College forms, fee schedules, and Codes of Conduct. In particular regard to the latter, our Registrar, Dr. Kowaz, undertook the writing of a made in B.C. Code of Conduct which has drawn on the most recent principles established by the Association of State and Provincial Psychology Boards, the American Psychological Association, the Canadian Psychological Association, and other jurisdictions. While considerable staff and collegial effort has gone into the various drafts of the bylaws, the Board has had the good fortune and wisdom to engage legal counsel, Bonita Thompson, who has been able to rework the format and language of the document in order to facilitate government approval.

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

Thanks again to all who have contributed.

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

Registration Committee Report

Let me begin by thanking the members of the Registration Committee (Cheryl Bradley, Dale Brooks, Colleen Haney, Jerry Koe, Anne-Marie Jones, Marvin McDonald, Cheryl Washburn), the Registrar (Andrea Kowaz) and Deputy Registrar-Registration (Colleen Wilkie), the Registration Coordinator (Lyn Hellyar) as well and college counsel (Anthony Tobin) who have worked so hard in the last year. Thanks also go to Dr. Jim Ogloff for his work on the jurisprudence exam. The huge volume of work facing the committee was matched by the spirit of cooperation and teamwork with which it was accomplished, and as validated by the achievements of the past year:

(a) a completely revised oral examination process including:
- oral examiner training
- scoring system
- development of vignette-based examinations in each practice area

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

(c) a new registration renewal process

including:

- new renewal form
- new reinstatement process and form

(d) a written jurisprudence examination:

- including a process for ongoing development and validation.

(e) a new process and procedure for temporary registration

The new application process including the opportunities for submissions to the Committee from applicants, is depicted in Figure 1 in this Report. The Registrar has also prepared a summary of registration activities over the past year which are included in her report. These specific achievements have occurred within the context of the Registration Committee working within the new legistalation, the *Health Professions Act* and in recognition of the provisions of the Mutual Recognition Agreement. The overall result is however nothing less than a rew paradigm under which the college now processes applications for registration and renewal of registrants. The amount of work tackled by the Registration Committee over the past year would be hard to overestimate.

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

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

THE COLLEGE OF PSYCHOLOGISTS
OF BRITISH COLUMBIA

Financial Statements

DECEMBER 31, 2000

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

AUDITORS' REPORT

To the Members of
The College of Psychologists of British Columbia

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

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

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

Meyer A. Mattuck
The Raber Mattuck Group
Chartered Accountants

Vancouver, British Columbia
February 26, 2001

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

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

Approved by the Board

STATEMENT OF OPERATIONS FOR THE YEAR ENDED DECEMBER 31, 2000

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

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

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

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

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

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

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

1. Significant Accounting Policies

Capital assets

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

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

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

Amortization expense is reported in the Capital Asset Fund.

Revenue and Expense recognition

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

2. Capital Assets

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

3. Deferred Revenue

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

4. Contingent Liabilities

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

Minutes of the 2000 Annual General Meeting

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

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

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

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

AGENDA

The circulated agenda was reviewed. It was moved by Derek Swain and seconded by Emily Goetz that the agenda be approved as circulated. Carried.

MINUTES

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

Business arising from the Minutes: None

ANNUAL REPORTS

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

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

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

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

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

(i) The increase in, and complexity of requests for information made under the *Freedom of Information and Protection of Privacy Act,* and

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

BYLAW REPORT

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

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

REGISTRATION COMMITTEE REPORT

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

FINANCE COMMITTEE REPORT

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

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

The meeting adjourned at 8:57 p.m.

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note printed

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

INQUIRY COMMITTEE

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

QUALITY ASSURANCE COMMITTEE

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

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 Sungaila
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 anew 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 fo 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

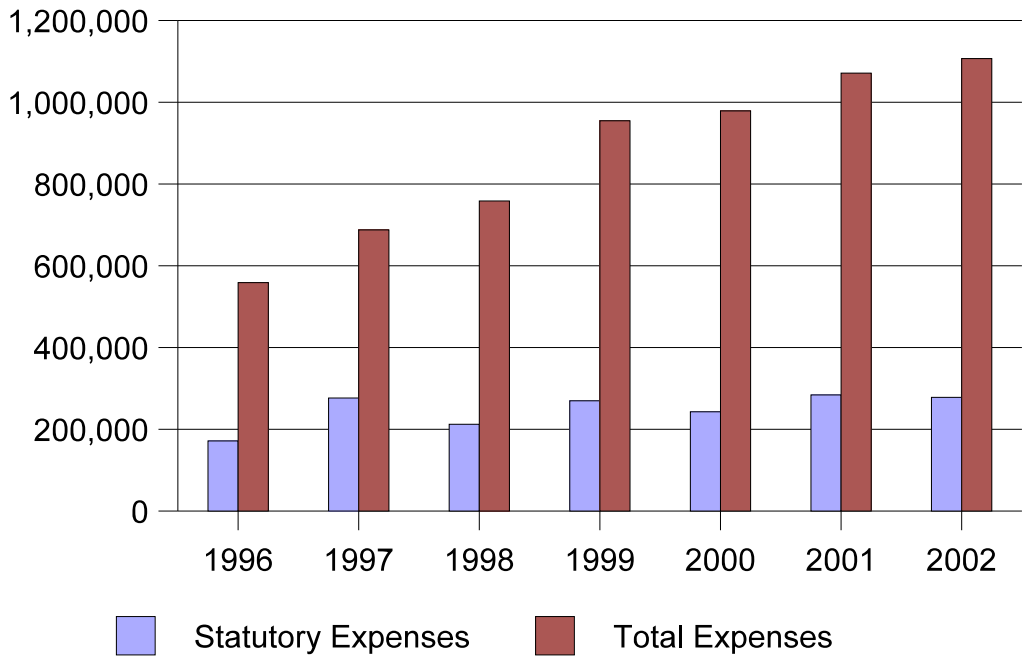
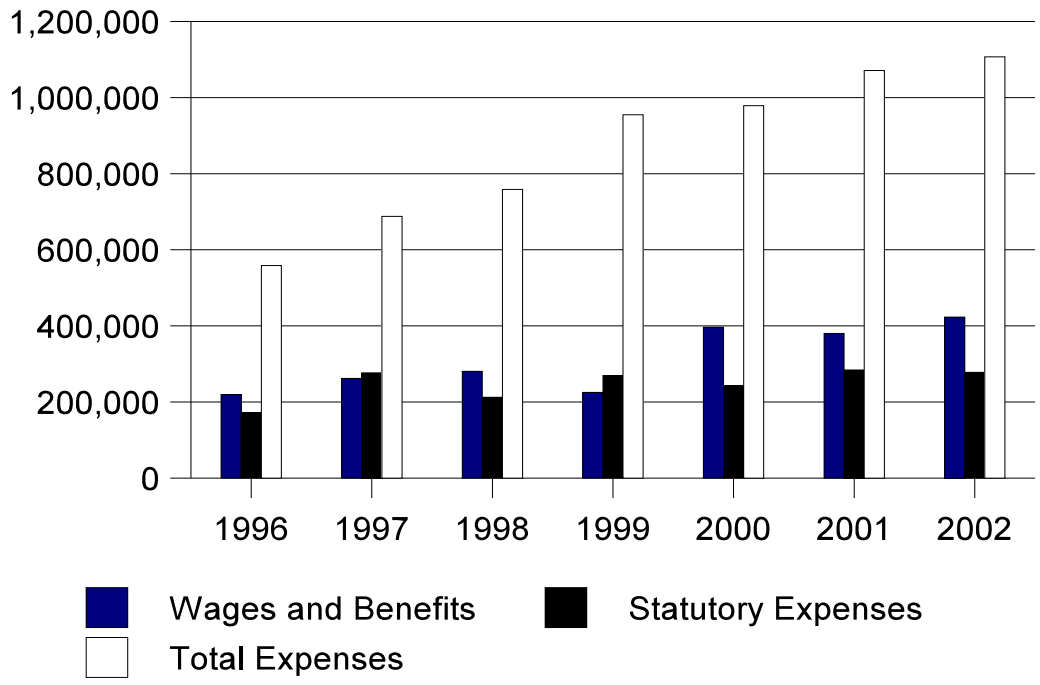


Table 2: Expenses

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 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 - Inquiry Committee-Non-Practicing - Registration Committee	-	14 1 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 - 3rd 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 registrants 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 misund-standings 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 within 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

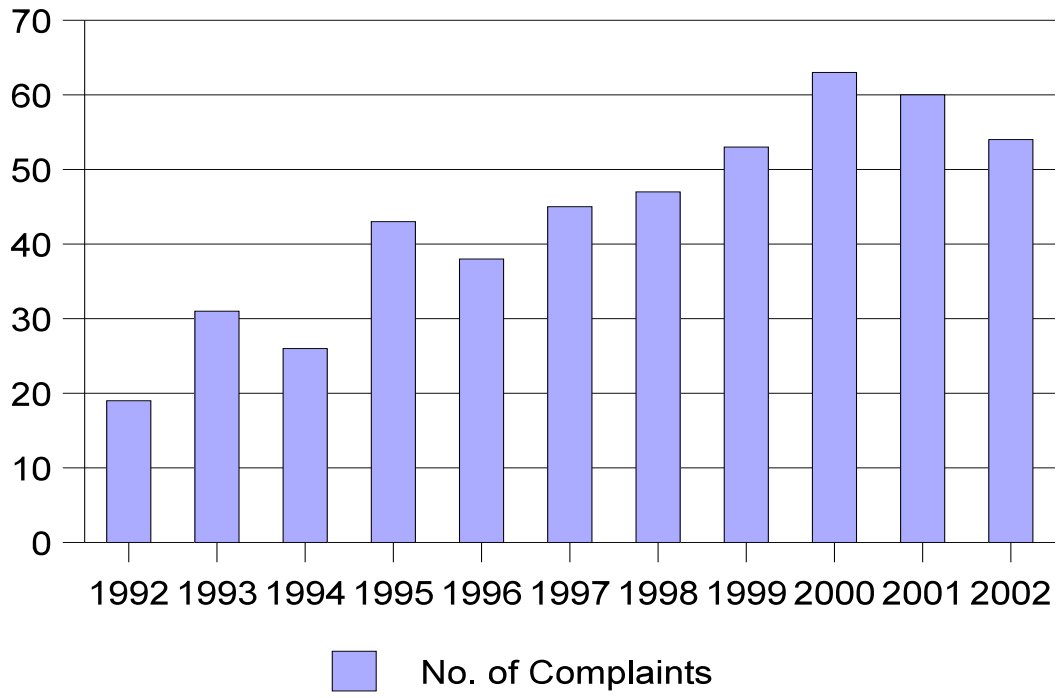
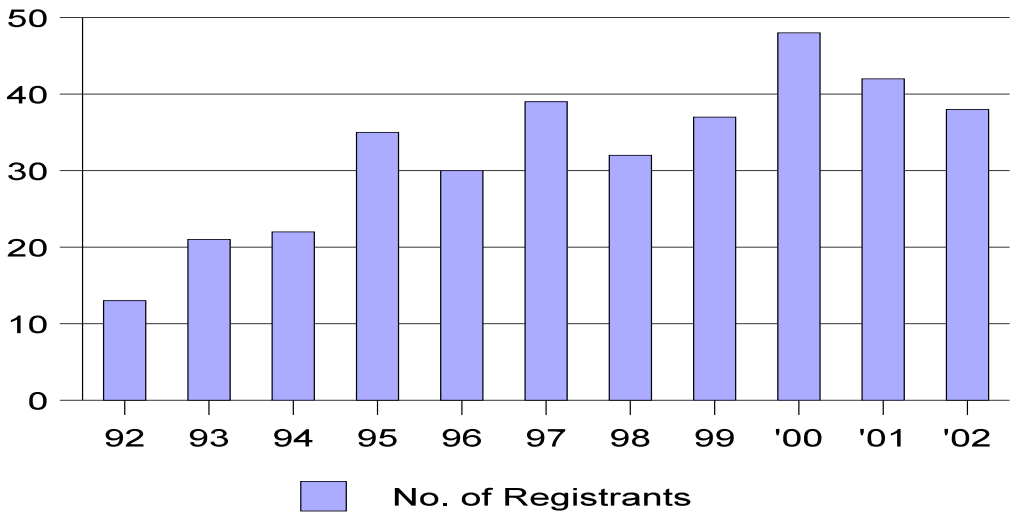


Figure 4: Number of Registrants with Complaints



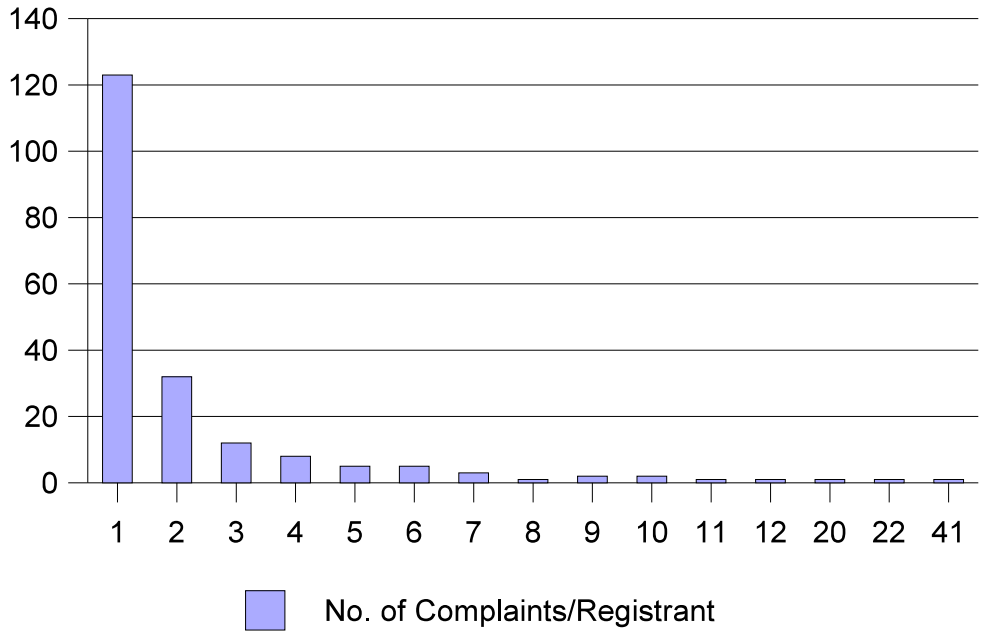
A common misconception is that the College receives complaints on only a relatively small number of practitioners. For example, it is commonly voiced that only a very small percentage of registrants ever receive formal complaints.

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								
	Insuff-icient Evidence	Decision Not to Proceed	With-drawn	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)								
	0 - 4	5 - 9	10 -14	15 - 19	20 - 24	25 - 29	>30	N/A	Total
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 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	4,539	9,769
	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)	413,900	57,475
	520,032	105,766
NET ASSETS (DEFICIENCY)		
CAPITAL ASSETS	79,991	29,674
UNRESTRICTED	92,154	119,906
	172,145	149,580
	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	278,128	284,161
	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	356,425	52,415
	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	-	181,621
	607,647	212,224

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	40,706	8,622	32,084	4,483
	193,221	113,230	79,991	29,674

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.

College of Psychologists of British Columbia

ANNUAL REPORT - 2003

CIRCULATED FOR THE ANNUAL GENERAL MEETING

14 MAY, 2004
2:30 P.M.

Vancouver - UBC Teleconference Centre
Victoria - Queen Alexandra Centre

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2004 Annual General Meeting

Agenda

1. Sign-in and Socializing (2:00 p.m. - 2:30 p.m.)

2. Call to order (2:30 p.m.)

3. Welcoming remarks, introduction of the Board (Dr. Henry Harder, 2003 Board Chair)

4. Approval of Agenda

5. Minutes of the 2003 Information Meeting
   - 5.1 Errors/Omissions
   - 5.2 Adoption
   - 5.3 Business arising from the Minutes

6. Annual Reports
   - 6.1 Chair of the 2003 Board, Dr. Henry Harder
   - 6.2 Reports of Standing Committees
     - 6.21 Inquiry Committee (Ms. Barbara Passmore, 2003 Chair)
     - 6.22 Patient Relations Committee (Mr. Robert Colby, 2003 Chair)
     - 6.23 Quality Assurance Committee (presented by Dr. Michael Joschko, 2004 Chair)
     - 6.24 Registration Committee (Dr. Michael Elterman, 2003 Chair)
     - 6.25 Finance Committee (Dr. Derek Swain, 2003 Chair)

7. New Business
   - 7.1 Adjournment

BOARD, STAFF, AND COMMITTEE MEMBERS 2003

BOARD

Henry Harder, Ed.D., R.Psych., Chair of the Board
Derek Swain, Ed.D., R.Psych., Vice Chair, Board, Chair, Finance and Discipline Committees
Robert Colby, M.S., R.Psych., Chair, Patient Relations Committee
Michael Elterman, Ph.D., R.Psych., Chair, Registration Committee
Emily Goetz, Ph.D., R.Psych., Chair, Quality Assurance Committee
Michael Joschko, Ph.D., R.Psych., Chair, Legislation Committee
Barbara Passmore, Public Member, Chair, Inquiry Committee
Marguerite Ford, Public Member
Rana Dhatt, Public Member

STAFF MEMBERS

Andrea Kowaz, Ph.D., R.Psych., Registrar
Rafael Richman, Ph.D., R.Psych., Deputy Registrar
Colleen Wilkie, Ph.D., R.Psych., Deputy Registrar
Cheryl Bradley, Ph.D., R.Psych., Deputy Registrar (from Sept.1, 2003)
Judy Clausen, Assistant to the Registrar
Avigail Cohen, Office Assistant
Lyn Hellyar, Registration Coordinator
Maria Doyle, Inquiry Coordinator
Wendy Lou Harris, Inquiry Coordinator (from November 17, 2003)

LEGAL COUNSEL

Anthony G.V. Tobin, LL.B., M.Ad.Ed., FCIarb.

COMMITTEE MEMBERS

DISCIPLINE COMMITTEE

Derek Swain, Ed.D., R.Psych., Chair
Bruce Clarke (Public Member)
Linda Harrison, Ph.D., R.Psych.
Erica Reznick, Ph.D., R.Psych. (from November)
Lynn Superstein-Raber, Ph.D., R.Psych. (from October)
Max Uhlemann, Ph.D., R.Psych.
Rosemary Alvaro, Ph.D., R.Psych.
Michael Coles, Ph.D., R.Psych. (from October)
Henry Hightower (Public Member)
Janet Strayer, Ph.D., R.Psych.
Susan Turnbull, Ph.D., R.Psych.

INQUIRY COMMITTEE

Barbara Passmore, Chair (Public Member)
Jill Hightower (Public Member)
Pippa Lewington, Ph.D., R.Psych.
John MacDonald, Ph.D., R.Psych.
Hendre Viljoen, Ph.D., R.Psych.
Rebecca England, Ph.D., R.Psych.
Mel Kaushansky, Ph.D., R.Psych.
Shirley Louth, Ph.D., R.Psych.
Maureen Olley, Ph.D., R.Psych. (until June)

QUALITY ASSURANCE COMMITTEE

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

REGISTRATION COMMITTEE

Michael Elterman, Ph.D., R.Psych., Chair
Dale Brooks, Ph.D., R.Psych.
Colleen Haney, Ed.D., R.Psych.
Robert Ley, Ph.D., R.Psych. (from September)
Cheryl Washburn, Ph.D., R.Psych.
Cheryl Bradley, Ph.D., R.Psych. (until August)
Helen Cook (Public Member)
Anne Marie Jones, Ph.D., R.Psych.
Marvin McDonald, Ph.D., R.Psych.

ORAL EXAMINERS

Verna Amell, Ph.D., R.Psych.
Barbara Beach, Ph.D., R.Psych.
Geoffrey Carr, Ph.D., R.Psych.
Michael Coles, Ph.D., R.Psych.
Trish Crawford, Ph.D., R.Psych.
David Eveleigh, Ph.D., R.Psych.
Jordan Hanley, Ph.D., R.Psych.
Margaret Kendrick, Ph.D., R.Psych.
Brenda Kosaka, Ph.D., R.Psych.
Anne MacGregor, Ed.D., R.Psych.
Jane McEwan, Ph.D., R.Psych.
Joan Pinkus, Ph.D., R.Psych.
Erica Reznick, Ph.D., R.Psych.
Barbara Rosen, Ph.D., R.Psych.
Ruth Sigal, M.Ed., R.Psych.
Cec Smith, M.Sc., R.Psych.
Paul Sungaila, Ph.D., R.Psych.
Paul Swingle, Ph.D., R.Psych.
Malcolm Weinstein, Ph.D., R.Psych.
Marshall Wilensky, Ph.D., R.Psych.
Randall Atkinson, Ph.D., R.Psych.
Carole Bishop, Ph.D., R.Psych.
Elsie Cheung, Ph.D., R.Psych.
Evelyn Corker, M.A., R.Psych.
Jacqueline Douglas, Ph.D., R.Psych.
Brian Grady, Ph.D., R.Psych.
Elizabeth Huntsman, Ph.D., R.Psych.
Brenda Knight, M.A., R.Psych.
Randall Kropp, Ph.D., R.Psych.
Barbara Madani, M.A.Sc., R.Psych.
Martin Phillips-Hing, Ph.D., R.Psych.
Donald Ramer, Ph.D., R.Psych.
Anneliese Robens, Ed.D., R.Psych.
Heather Scott, Ph.D., R.Psych.
Kathleen Simas, Ph.D., R.Psych.
Rhona Steinberg, Ph.D., R.Psych.
Lynn Superstein-Raber, Ph.D., R.Psych.
Joyce Ternes, Ph.D., R.Psych.
Maureen Whittal, Ph.D., R.Psych.

Report from the Chair

I welcome this opportunity to review the 2003 year and the challenges faced and achievements realized for the Board of the College during the year. During 2003 the systems and procedures put in place since the College became regulated under the *Health Professions Act* were consolidated and validated. These systems and procedures provided a solid foundation from which the College was able to manage divergent and challenging issues. This is a major achievement and one which gives the Board great pleasure and comfort, given the need to develop and implement major changes in every aspect of College functioning in a very short period of time.

Among the major issues facing the Board during the 2003 year were the following:

Regulation of Master's Level Practitioners

Changes to the bylaws provided an opportunity for some master's level psychology practitioners to become registered with the College. Consequently the Board supported the continuation of a number of initiatives, including meetings with the BC Association of School Psychologists, the Canadian Counseling Association (national and BC representatives), psychology personnel from Corrections Canada, as well as the BC Association of Clinical Counselors. Over 100 individuals from these various groups took advantage of the extraordinary period of application the College extended to these master's level practitioners from January 1 to May 1, 2003.

The Registration Committee devoted considerable time to developing policies to cover the applications received during the extraordinary period. Four information sessions for these applicants were held in November. A special oral examination is being developed for these candidates. The committee is continuing to discuss how applicants in the extraordinary period will remain accountable to the College once they are placed on the Limited Register to meet remaining registration criteria.

Removal of Exemptions

Meetings were held during the year with Mr. Alan Moyes, Executive Director of the Office of Professional Regulation, along with representatives from the Ministry of Education, to discuss the regulation of school psychology practitioners. All participants in these discussions were appreciative of the flexibility and openness of the Board to the consideration of ways to regulate psychology professionals under the systems in place at the College. In particular, the Limited Register and the ability to place limitations on practice in terms of both settings and activities, opens a variety of options for the regulation of psychology practitioners. These discussions were held in light of the recommendation of the former Health Professions Council to remove the exemptions from the Psychologists' Regulation under the *Health Professions Act*.

This series of discussions produced some excitement and brought to light the high degree of misinformation among some stakeholders. We put considerable effort into ensuring that accurate information was accessible and easily available. For example, the Registrar prepared a basic "fact sheet" and FAQ's on the website.

Implementation of the Mutual Recognition Agreement

The Registrar and Registration Committee put tremendous efforts into drafting amendments to the bylaws to ensure consistency with the Mutual Recognition Agreement signed by all Canadian psychology regulatory bodies. The bylaw changes were submitted to government in November 2003.

Amendments to the bylaws were also submitted to government for approval to allow for recognition of status on the National Register of Health Service Providers in Psychology as a mobility mechanism.

Regulation of Title and Practice of Psychology

The Board decided to pursue a matter of a former registrant who continued to advertise himself as a psychologist, in explicit contravention of the Psychologists Regulation under the *Health Professions Act*.

Renewal Process

The Board was pleased with the response to the clear deadline set for submission of full payment and a completed renewal form of December 31, 2003. This year a much smaller number of registrants (n=27) were taken off the register due to failure to submit their fees and renewal on time. Of these, 19 individuals had not intended to renew and the remaining 8 were quickly reinstated after payment of fees and fines. This compares very favourably to the over 100 registrants taken off the register at the end of 2002 for failure to meet the deadline.

Patient Relations

The Patient Relations Committee prepared a brochure in conformity with the *Health Professions Act* with two versions, one for registrants and one for clients.

Annual Evaluation of Registrar

We conducted a performance evaluation of the Registrar according to established objectives. All objectives had been met or exceeded and the board is delighted with the achievements of the College staff, under the leadership and guidance of the Registrar. The following objectives serve both as the objectives for the College as a whole in 2004 as well as being specific targeted objectives for the Registrar and her staff in the coming year. While these will serve as a means of performance evaluation on an annual basis, the objectives are all seen to be ongoing and long term in nature. They are as follows:

to bring the College in line with national and international standards (both substantive and procedural) for professional regulation;
to enhance the profile, standing and credibility of the College with government;
to develop and maintain an effective system for document control, management, filing and storage;
to maintain the efficient and timely management of complaints;
to ensure regular and effective communication with registrants about regulatory issues affecting them;
to enhance the decision-making competencies of the Inquiry, Registration, Discipline and Quality Assurance Committees;
to maintain the efficient resourcing and staffing of the College; and
to ensure data integrity, security, control and management.

Continuing Competency Program

We were pleased that the Quality Assurance Committee's continuing competency program received such a favourable response from registrants. Over 46 registrants took the time to provide constructive feedback. The Board is supportive of the plan to implement the program as currently described, with an eye to amending or adjusting the program and requirements as knowledge is gained through experience with its implementation over the next few years.

Board Elections

Elections were held in November of 2003. Robert Colby was re-elected and Lee Cohene was elected, both for a three year term on the Board.

Public Members

Two new public members, Marguerite Ford and Rana Dhatt, were welcomed to the Board. I cannot say enough to convey our appreciation to these dedicated and thoughtful individuals for volunteering their time to serve the College as public members.

Submissions to Government

During the past year the College made several major submissions to government. The Registrar, working with legal counsel, Anthony Tobin, and Bonita Thompson, who helped us previously on our bylaws, wrote major submissions to government in response to proposed changes to the *Health Professions Act*. See the Registrar's report for more specific information. The Board was pleased with the response of government to our submissions, which validates the Board's perception of the clarity, thoroughness and thoughtfulness of the College's submissions. These submissions are on our website.

The College also made a major submission in support of the recommendation of the Health Professions Council that diagnosis be a reserved action, and that this reserved action be available to registrants of our College. This submission underscores our view that the act of psychological diagnosis and the conduct of psychological assessments are facets of the same basic skill set and competencies. Thanks to the Registration Committee members who spent many hours on the psychological assessment submission.

The College opposed an application for Occupational Title Protection by the B.C. Association of Clinical Counsellors to protect the title "Registered Clinical Counsellor" under Part 10 of the *Society Act* as it was thought that its approval would be contrary to the public interest. Among the arguments advanced was the acceptance by government of recommendations made in two major reports on professional regulation (the Seaton Report and Safe Choices) against designating this group as a health profession in its amendments to the *HPA* and enacted critical amendments to the *Health Professions Act* on October 7, 2003. It would clearly be inappropriate to approve use of this title when the Government has not been prepared to this date to designate the health profession and to grant its members an exclusive title under the *Health Professions Act*. We also raised objection to the term "clinical". The term "clinical" implies that the population being treated is a clinical population of patients and that there is pathology or abnormality that requires diagnosis and intervention. The typical population of individuals who require counseling are normal people with normal problems such that no diagnosis would be applicable.

Such submissions take a tremendous amount of time and add to an already overloaded workload. It speaks to the caliber of our staff, committee members and legal consultants that we are able to make such high quality submissions while all other responsibilities are being so ably met.

Book Chapter

The Registrar was invited to submit a chapter in a book on the regulation of psychology in Canada by David Evans. The Board endorsed the Registrar working on this project.

Incorporation

Registration with the College is generic and thus the College cannot approve specialty designations in incorporation names. The Board endorsed the Registration Committee's policy on company names and confirmed that it is not considered timely for the College to involve itself in the incorporation process. Therefore, we will not be seeking a resolution under the *Health Professions Act* to regulate corporations at this time.

Motor Vehicle Act

The College has been participating in discussions with the Superintendent of Motor Vehicles along with the Colleges of Optometrists and Physicians and Surgeons. Patricia McFarland, R.Psych., has been participating in the meetings on behalf of the College, along with the Registrar, and has assisted with drafting an upcoming practice advisory for registrants. Many thanks to Dr. McFarland for her involvement and expertise.

Proposal from Marriage and Family Therapists

A proposal to form a College of Psychologists and Marriage and Family Therapists, outlined in the April 10, 2003 letter from the B.C. Association of Marriage and Family Therapists was discussed and declined.

Annual General Meetings

The lack of a quorum at last year's Annual General Meeting turned the meeting into an "information meeting" and prompted discussion around the Board table about the purpose and objectives of an annual general meeting. Since coming under the *Health Professions Act*, the registrants no longer approve a budget. The main purpose of the meeting is for the Board to present information to the registrants about the conduct of College business over the last year, and to be accountable for decisions made. It was decided to circulate a letter to registrants asking for opinion on how to manage this issue for the 2003 year with the choices being 1) to hold another AGM or 2) to consider the last meeting an information meeting and not to reschedule another meeting. Very few registrants responded and those that did voted against having another AGM in 2003.

Meetings with BCPA

Considerable time and effort was spent over the year conveying concerns to BCPA and attempting to establish a clear understanding of mutual roles and responsibilities. A series of meetings were held, resulting in a "working group" meeting towards the end of the year. The outcome of this meeting was a proposed "Letter of Understanding" which was approved by both Boards.

The key elements of this agreement are as follows:

It is recognized that appropriate consultation and cooperation is in the interest of the profession of psychology and the public in British Columbia.
It is recognized that there is a clear distinction between the roles and mandates of the College (regulation) and the Association (advocacy).
It is agreed that representatives of the College and the Association will meet on a regular basis.
On request, the College will provide brief consultation regarding compliance with governing legislation and consistency with College Bylaws and the Code of Conduct as time and resources allow.
It is agreed that the College will, when appropriate, invite submissions from BCPA on matters that have been identified by the College as issues of public concern that may affect the profession.
In the event of conflict or disagreement about issues, projects or concerns, the parties will initially refer all such matters to a meeting of joint representatives of the parties with a view to clarity of the issues and reasons why the parties differ which will then be taken back to the respective boards.

Information Meeting/Dinner with Committee Members

I was delighted to participate in the meeting between the Board and committee members prior to the information meeting on November 3, 2003. The involvement of committee members and their contribution in terms of time and expertise is much appreciated. This meeting provides a valuable opportunity for discussion of substantive topics of shared concern as well as a chance to thank committee members for their efforts on behalf of our profession.

Budget

Given the unpredictability of regulation and the large number of changes in legislation, bylaws and the volume of complaints being processed by the College, I am pleased to report that our expenditures and receipts for 2003 were very close to projections. Many thanks to the Registrar and the Finance Committee for their efforts in this achievement.

Meeting with Sindi Hawkins

We were invited to attend a reception meeting with Sindi Hawkins, the then Minister of Health Planning, to thank those who made submissions on changes to the *Health Professions Act*. The Registrar and Vice-Chair, Dr. Derek Swain, attended the meeting on behalf of the College.

Appeals 2003

A total of 11 appeals were heard by the Board during 2003. 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= 44) by the Inquiry Committee, eleven 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.

Demographics

The Board continues to be aware of the changing demographics of our registrants with the average age of registrants increasing year by year. Currently the mean age is approximately 54 years old. The changing demographic picture means that in the next five to ten years we will see an increasing number of registrants retiring from practice.

Complaint Resolution

We are very pleased at our continued success in achieving negotiated resolution to complaints. At the same time, the Board has been advised that there are a number of serious matters that may be heading towards a hearing of the Discipline Committee. There is no question that it is preferable to resolve matters amicably and through negotiation and discussion. There is also little doubt that some matters are of such a serious nature that litigation is the necessary course of action.

I encourage every registrant to read through this Annual Report carefully. Many thanks to the Registrar and her staff for this impressive Report. If registrants read through the report, many of the anxieties and concerns related to complaints could be alleviated. Take a look, for example, at the proportion of complaints which end up being dismissed. Then look at the proportion of the complaints which are not dismissed but are resolved through negotiated resolutions. Certainly for all but the most serious complaints, the statistics suggest that an open response to a complaint investigation is in the best interest of the registrant. In the typical instance, if you receive a notification that the College has received a complaint about your conduct, you would be well-served by asking yourself the question of whether or not this is an opportunity for constructive self-reflection. Approaching it from this point of view is more likely to lead to a nonadversarial resolution. Even when complaints are appropriately viewed as vexatious in nature, there is still something to be learned about their prevention. If the particular complaint is investigated and you are asked to provide a response and/or to participate in a without prejudice discussion with your peers, the numbers suggest engaging actively in this process is in your best interest.

The College staff, committee members, and Board are working hard at fulfilling the mandate of the College.

Respectfully submitted,

Henry Harder, Ed.D., R.Psych.
Chair of the Board, 2003

Inquiry Committee Report

The Inquiry Committee met 11 times over the past year, in addition to numerous teleconferences and other consultations. In addition to ongoing complaint investigations, the outcome of which is fully reported in the Registrar's report, the committee spent hours discussing a number of other critical substantive issues related to practice. Submissions were received from psychology practitioners at Correctional Services of Canada with regard to risk assessments. The College was asked to consider a practice advisory on the topic of whether or not file-based assessments of risk should be exempt from the Code of Conduct requirement for face-to-face contact. After much discussion, the committee felt that there were significant concerns with risk assessments in the correctional setting such that no such blanket exemption should be made. As with other provisions of the Code, the registrant is accountable for providing information on why he/she was not able to meet a particular provision of the Code because of extenuating circumstances. Other proposed practice advisories were discussed, including one which is forthcoming with regard to release of test data. This is reported on in the Legislative Committee report. The committee directed staff to review the new APA Ethics Code with a view to noting any desirable revisions to our Code of Conduct. It was unanimously moved to indemnify officers of the College and College counsel for acting at the direction of committees or the Board, a motion later ratified by the Board.

In terms of complaints, the Inquiry Committee continues to deal with a tremendous volume due to both the large number of complaints and the amount of material of which the typical complaint is comprised. It also appears, from responses from respondents in some complaints, that many registrants do not understand the role of the Inquiry Committee. The committee does not decide which complaints to investigate, nor are decisions made about whether or not a complaint has merit until a complete review of the evidence has been performed. Even then, the decision options open to the committee are as prescribed by the *Health Professions Act*. In brief, on receipt of a written complaint, the Inquiry Committee must investigate. Further, the committee may open its own investigation regarding any of the following matters: (a) a contravention of this Act, the regulations or the bylaws; (b) a failure to comply with a limit or condition imposed under this Act, the regulations or the bylaws; (c) professional misconduct; (d) competence to practise the designated health profession; (e) a physical or mental ailment, an emotional disturbance or an addiction to alcohol or drugs that impairs his or her ability to practise the designated health profession. For complaints on which the Inquiry Committee determines they have jurisdiction and in which there appears to be some evidence of an ethical violation, the committee must request the registrant who is the subject of an investigation under this section to provide it with any information regarding the matter that the registrant believes should be considered by the Inquiry Committee. After considering any information provided by the registrant, the Inquiry Committee may (a) take no further action if the Inquiry Committee is of the view that the matter is trivial, frivolous, vexatious or made in bad faith, or that the conduct or competence to which the matter relates is satisfactory, (b) in the case of an investigation respecting a complaint, take any action it considers appropriate to resolve the matter between the complainant and the registrant; (c) act under section 36; or (d) direct the Registrar to issue a citation under section 37.

Information is a useful tool for registrants who may be named as respondents in complaints. Here are some examples of complaints drawn from the 44 complaint files closed in 2003.

A registrant assessed an individual's competence to drive, following a request from the Superintendent of Motor Vehicles. The complaint concerned the individual's distress in the manner in which he perceived the registrant interacted with him and what he perceived to be the registrant's selective attention. The relevant sections of the Code of Conduct were determined by the Inquiry Committee as: standard 3.12 [accuracy], standard 7.7 [unprofessional behaviour], and standard 3.3 [limits on practice]. After requesting and reviewing a copy of the registrant's clinical records, the Inquiry Committee invited the registrant's response to the allegations, and to a question related to sensitivity to clinical issues. The registrant responded to the questions and the responses satisfied the committee. The complaint was closed in eight months. Subsequently the complainant appealed the decision of the Inquiry Committee not to take this matter to a hearing. The Board refused (i.e. denied) the appeal.

A registrant attempted to conduct a mediation session with a woman and her brothers with regard to decisions related to the care of their father. After the sessions, and the perception on the part of the woman of an undesirable outcome

from the sessions, the woman complained to the College alleging bias on the part of the psychologist. The sections of the Code of Conduct relevant to the complaint are: standard 3.11 [objectivity of opinions and interventions], standard 4.7 [avoiding misunderstandings], standard 5.1 [obligation], and standard 5.13 [multiple clients]. The Inquiry Committee reviewed the documents provided by the complainant and the registrant's clinical records, and asked the psychologist a number of questions. These questions included asking about how the issue of the purpose of the session had been addressed, informed consent, and the appropriateness of this form of mediation given the woman's interpersonal style and personality characteristics. The respondent provided a detailed and thorough response to the Inquiry Committee that included relaying what he had learned from this experience and changes that he has since incorporated into his practice. The committee accepted the registrant's response. This complaint took five months to close. The decision was not appealed to the Board.

A woman and her husband attended couples counselling with a registrant. The woman complained about her experience of certain of the techniques used by the registrant during their sessions which she and her husband found to be indicative of a lack of caring and concern. The relevant sections of the Code of Conduct for this complaint are: standard 5.1 [obligation], standard 5.33 [avoiding harm], and standard 7.7 [unprofessional behaviour]. The Inquiry Committee obtained and reviewed the registrant's clinical records and then asked the registrant about his therapeutic techniques and his response to the complainant's concerns. The registrant responded with a description of his treatment philosophy and techniques and expressed his regret that the client had perceived the therapy experience as described. The registrant agreed to provide a letter of regret to the client, which he did and the file was closed. This complaint took six months to resolve.

A complaint was received about an assessment of a woman who claimed that she had been sexually abused by her father. The woman later retracted this allegation. The woman's father complained to the College that he had been diagnosed as "a child abuser" by the registrant without having been assessed or consulted in any fashion by the registrant. The Inquiry Committee decided, given the serious nature of the allegations, to conduct a practice inspection and obtain a sample of other clinical files from the registrant. The files were reviewed by the committee and concerns were identified. The relevant standards that were in effect at the time of the complaint were: standard 1 and standard 1.f [responsibility] of the Ethical Standards of Psychologists [1985]. The committee then decided to open a complaint on its own motion, and to ask the registrant to respond to the concerns on the files obtained during the inspection, in addition to continuing its investigation of the first complaint. After negotiations with the registrant's legal counsel, an agreement was reached and the registrant signed a letter of undertaking agreeing to the complete supervision of his practice. Shortly thereafter the registrant resigned from the practice of psychology. These two complaints took 21 and 17 months to investigate, respectively.

A young woman complained to the College that she had requested a copy of her clinical records from a registrant she had seen some time earlier and that the registrant informed her that he could not locate the records. She expressed feeling distressed about the registrant's conduct to the registrant, who encouraged her to file a complaint with the College. The relevant standards of the Code of Conduct are: standard 7.7 [unprofessional behaviour], standard 13.1 [length of record retention], standard 13.2 [legal requirements], and standard 13.3 [minor's records]. The Inquiry Committee asked the registrant about his file storage practices and the steps he took to locate the file. The committee was satisfied with his response and the file was closed after two months. The complainant appealed to the Board and the Board refused the appeal.

Respectfully submitted,

Barbara Passmore, Chair
Inquiry Committee 2003

Quality Assurance Committee Report

The Quality Assurance Committee's main focus in 2003 was on the development of a continuing competency program. In developing this proposal, the Quality Assurance Committee was guided by the following principles:

that the proposed program is not equivalent to a continuing education program, i.e., that continuing competency and continuing education are complementary, not identical. This program is qualitatively and quantitatively distinct from a "continuing education" requirement in which forms must be completed following attendance at various professional workshops and conferences;
that the program incorporate the existing emphasis on registrants self-declaring compliance and self-assessment;
that the requirement be regulated with a view to minimizing College resources, staff time, and registrant effort;
that the program be based on minimal acceptable requirements, and emphasize freedom of choice and flexibility;
that the program is an articulation of the basic expectations as described in the Code of Conduct of the College which sets out the standards by which registrants conduct will be evaluated.

The program was distributed to registrants and placed on the website for a three month period of registrant review and opportunity for feedback to the Quality Assurance Committee. The start date of January 2004 means that registrants will be asked to attest to compliance with this requirement with the 2005 renewal.

Forty-six responses were received to our request for feedback. Comments were specific, thoughtful and helpful. The highest number of responses supported required continuing competency in principle. The next most frequent categories were: questions regarding the audit and inspections; suggestions for making categories for hours more flexible; suggestions for clarifying definitions of requirements; and suggestions for lowering cost to registrants, e.g., with online course credit. The committee will use the first few years to fine-tune the program, with input from registrants.

A second area of discussion stems from the interaction with other College committees and information provided by the Registrar on issues of overlapping concern. For example, among the goals of the Quality Assurance Committee is the provision of information to registrants to enhance level of practice - a goal which is also consistent with complaint prevention. We are supportive of the College's efforts to distribute information about common complaints and believe that the Quality Assurance Committee has a role to play in translating these issues into preventive practice enhancement.

It was agreed that the committee will continue to respond to feedback to the continuing competency program by way of the "Frequently Asked Questions" available on the College website and in issues of the *Chronicle*.

Emily Goetz was the Chair of the Quality Assurance Committee in 2003 and the College thanks her for her hard work on this committee.

Legislation Committee Report

Two major issues were under review in 2003 by the Legislation Committee.

Release of Information - Secure Test Materials

Registrants are often asked to disclose test materials, particularly in the context of litigation. Several provisions in the Code of Conduct address the issue of disclosure of confidential documents and materials. Code of Conduct 11.15 in particular requires registrants to make reasonable efforts to maintain the integrity and security of tests.

One of the most frequent questions registrants ask of the College is "What do I do if I have been asked to respond to a court order requiring the provision of test materials". The practice advisory under current review by the College includes the following elements:

> Determining whether this is a formal request (i.e., court order) or a request anticipating the issuing of a court order. Outlining registrants' responsibilities when responding to requests for raw data in the context of legal proceedings. These include:
>
> a) describing the confidential nature of the documents;
> b) requesting that the parties do not make copies of the documents except for purposes of the legal proceedings;
> c) requesting that all persons who receive copies of the documentation be bound by the court Order;
> d) requesting that the raw test data not be disclosed to or discussed with any person who is not competent to use or analyse the data, and if there is a dispute as to whether or not any such person is competent, the data may be disclosed to the College which shall determine whether such person is competent;
> e) requesting the return of all copies of the documents to the registrant by the party who obtained the Order upon completion of those proceedings and the expiration of any appeal periods; and
> f) requesting that the Court Registry not to disclose the documents unless in accordance with the terms of the court Order.

While this matter remained under active review as of December 2003, the key elements of the draft advisory centre on the obligations of the registrant to advise legal counsel in writing of the nature of the documents, the relevant provisions of the Code of Conduct, and the terms of the Advisory. This would be an advisable course of action in response to any request for confidential information.

Privacy Legislation

The implementation of new legislation in January 2004 will create challenges for individual registrants, not unlike the challenges faced by the College as an authority under the *Freedom of Information and Protection of Privacy Act*.

On January 1, 2004, private psychology practitioners offices, medical diagnostic facilities, and non-hospital medical/ surgical facilities in British Columbia will be subject to privacy legislation, either through the provincial *Personal Information Protection Act* (known as *PIPA*), or through the federal *Personal Information Protection and Electronic Documents Act* (known as *PIPEDA*). Both statutes establish information practices in private organizations, which can be an individual, an agency, or a non-profit society. Most private psychology practitioners in B.C. will fall under *PIPA;* however, organizations or individuals who transfer personal information across provincial borders for business purposes will likely need to comply with *PIPEDA* in addition to any relevant sections of the provincial legislation.

Registrants are encouraged to read the *Chronicle* and to avail themselves of legal consultation and other available resources in dealing with these new obligations. While the College will continue to make available information likely to be useful to registrants, the College office cannot advise registrants on how to respond to *PIPA* or *PIPEDA* requests. See for example *PIPA* Implementation Tool 4, available on the website of the Ministry of Management Services. (http://www.mser.gov.bc.ca/foi_pop/Privacy/Tools/PIPA_Tool_4.htm).

Respectfully submitted,

Michael Joschko, Chair
Legislation Committee 2003

PATIENT RELATIONS COMMITTEE

The *Health Professions Act* specified that regulatory bodies must have a Patient Relations Committee for the specific purpose of establishing a patient relations program to seek to prevent professional misconduct of a sexual nature. The duties 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;
- recommending to the Board standards and guidelines for the conduct of registrants and their patients.

This Committee has developed a pamphlet for registrants and a pamphlet for members of the public. Both documents are currently under review by the Board and Inquiry and Quality Assurance Committees.

Respectfully submitted,

Robert L. Colby, Chair
Patient Relations Committee 2003

REGISTRATION COMMITTEE REPORT

I am pleased to report on four major areas of Registration Committee discussion and decision-making from 2003. The four major areas are: extraordinary application/registration issues; general issues related to application for registration, issues having to do with title and representation of credentials, and registration renewal issues. This review is intended to provide registrants with a sense of the many substantive and procedural issues which were the focus of the Registration Committee over the 2003 year.

1. Extraordinary application/registration issues

Registration Exemptions

It is noted that the exemptions in place in B.C. with regard to title appear to be among the broadest in the country. Upon approval of the College's bylaws, the College initiated a series of discussions with various groups for whom eligibility for registration with the College had been opened by means of the two classes of registration now possible. While there has been no formal confirmation of this, the College of Psychologists has understood through our communication with the Office of Professional Regulation under the Ministry of Health Planning that the government intends to continue to implement the recommendations of the Health Professions Council, one of which was that the exemptions would be lifted. Discussions initiated by the College remain ongoing with various groups, and with individuals currently practicing psychology under the existing exemptions. As part of this process, the College of Psychologists initiated contact with the BC Association of School Psychologists and other groups to discuss issues arising from the new class of registration as well as the possibility of the government removing existing exemptions.

The standards adopted by the Registration Committee are consistent with the national standards as reflected in the Mutual Recognition Agreement in Psychology (MRA) as well as with standards adopted by the Canadian Psychological Association, the Association of State and Provincial Psychology Boards (representing 62 psychology jurisdictions in North America), and those in place in most individual Canadian psychology jurisdictions.

We anticipate that the College will be involved in ongoing discussions with government along with the various groups whose members may be directly affected by removal of the exemptions.

The Extraordinary Application Period

Two major events led to the committee's decision to implement an "extraordinary application period". The first is the implementation of the new bylaws, driven by the provisions of the MRA and the availability of registration for both doctoral and master's level applicants. The second results from the recommendation of the Health Professions Council that existing exemptions as per the Psychologists Regulation under the *Health Professions Act* be lifted. Ongoing discussions with government continue to support the view the government does intend to implement all recommendations of the Health Professions Council. [Copies of these reports are available on the College website under the links section or at www.healthplanning.gov.bc.ca/leg/hpc/review/index.html].

During 2003 we met with representatives of the B.C. Association of School Psychologists (BCASP), the BC branch of the Canadian Counselling Association, the BC Association of Clinical Counselors, and other groups of individuals such as a group of university faculty to discuss the implications of this recommendation. We also initiated and participated in meetings in Victoria with Alan Moyes (Executive Director, Ministry of Health Planning) and representatives from the Ministry of Education regarding school psychology practitioners. These meetings indicated general support for the mechanisms that we have established for the extraordinary period. Both ministries hope that a similar procedure could be used when and if the exemptions are lifted.

The extraordinary period was from January 1 to May 1, 2003. Over 100 individuals took advantage of this extraordinary period, representing school psychology, corrections, counselling and other areas of psychology. The registration criteria were not changed; rather, the accommodations provided an extension of time within which registration criteria would need to be met (such as completion of the EPPP exam and the internship), and recognition of work experience in psychology. Individuals accepted for registration under these provisions will be placed on the Limited Register until all registration requirements have been met. Further, some individuals will have more ongoing restrictions on their license to practice.

The Committee established general policies, procedures and criteria for the extraordinary period. The guiding principles were as follows:

commitment to regulate psychology practitioners
criteria and processes to establish minimal entrance criteria for independent practice in psychology
mechanisms for accountability and support when upgrading to entrance criteria

It is anticipated that the mechanisms used during the extraordinary period would apply to other psychology practitioners working in the school system who meet the basic eligibility criteria established by the Registration Committee if the exemptions are lifted.

This process is not without controversy, and there is much misinformation in the community about the interest of the College in extending a welcome to master's level practitioners who meet criteria, and in offering the accommodations of the extraordinary period. Much effort was placed in developing fact sheets and other information documents to ensure that accurate information was available. See for example, the fact sheet and FAQ's on the College website.

The work involved in the initial review of the applications under the extraordinary period was extensive. Four criteria were used to review extraordinary applications for degree acceptability:

1. Degree granted by a recognized/regionally accredited institution.
2. Degree granted from a psychology department.
3. Degree granted in psychology.
4. Degree psychological in nature.

Much future work will be required, including development of supervision protocols and ways in which the College can evaluate and facilitate relevant supervised experience for these extraordinary applicants.

Oral Exam for Extraordinary Applicants

It was decided that the oral exam for extraordinary applicants will consist of two parts as follows: Part A will focus on awareness of competence areas, limits of competence, and related ethical decision-making for the purpose of assisting in determining limitations on scope of practice prior to placement on the Limited Register. Part B will be similar to the current oral exam, and will be undertaken after all other requirements have been fulfilled.

Mandatory Orientation

The Registration Committee decided to require all extraordinary applicants to participate in a mandatory orientation about the functioning of the College and the responsibilities of a College registrant. Four such workshops were held during 2003 for applicants for registration under the extraordinary provisions. It may be that this orientation will become mandatory for all applicants.

2. Application for Registration Issues

Psychological Associates and the MRA

The MRA states that after July 1, 2003, all applicants will be assessed on the core competencies. Psychological Associates who were licensed in their home jurisdiction after that time are eligible for mobility. The MRA does not provide for automatic eligibility of reciprocal applicants who were licensed as psychological associates prior to July 1, 2003. The Committee agreed that these applications would be reviewed on a case-by-case basis to determine if they meet the foundational and core competencies.

Degree Authorization Act

The Registration Committee formed a task force to deal with issues related to the government's enactment of the *Degree Authorization Act (DAA)*. The task force consisted of Drs. McDonald, Bradley, Washburn and Wilkie. The *DAA* was passed in 2002. This legislation allows for advanced education, including graduate training, to be offered by institutions other than chartered universities. Its stated goal is to improve access to higher education. The Registration Committee had a number of concerns. The *Act* was non-specific on a number of aspects. For example, the *Act* authorized the establishment of a Degree Quality Assurance Board (DQAB) that will carry much of the policy and procedural decision-making, and be responsible for the balance of access (student benefits) with quality control (public benefit). As much of the implementation of the *Act* will be determined in committee rather than through legislation, there was concern about the process by which the new legislation would be implemented, and potential for the composition of the DQAB to highly influence what policies and systems are developed. The most pressing concern was that there would be a loosening of the standards for graduate-level training in psychology. There could be a diversity of institutions offering master's and doctorate training: public university colleges; US-based private schools (often for-profit); locally-based private schools (profit and non-profit). The issue of distance education was an additional concern as it is associated both with access and quality control issues.

The Task Force met with Jim Soles, Assistant Deputy Minister in May, 2003 to better understand the government's view of the importance of consultation with health professions regarding the implementation of the DAA and the role of the health professions on the DQAB. This was a successful meeting in which Mr. Soles was receptive to our concerns about quality issues and indicated that the government was willing to include health professions in relevant discussions. The College received draft documents from the Ministry in September, 2003 regarding the proposed degree quality assessment process under the DAA and invited feedback. Based on our review of the document, we made a submission that drew the Ministry's attention to a number of steps in the review process that appeared unclear. Overall, we were pleased that the Ministry and the Degree Quality Assessment Board wanted to collaborate with regulatory bodies to ensure high educational and professional standards in BC.

The College received a second communication from the Ministry requesting feedback on draft criteria for the use of the word 'university' by private and out-of-province public post-secondary institutions. We responded with comments and questions related to this as well.

Next steps include developing a protocol for providing feedback on new degrees/institutions being reviewed by the DQAB and to keep our eye on the website for applications coming through the system. The turnaround time for submissions was typically very short. This put tremendous pressure on staff and the committee to produce a thorough and thoughtful submission together in each instance. Much appreciation to staff and task force members for their excellent work. It is unclear how much of a concern this will be to the College in coming years, but it seems prudent to continue to be informed and involved.

Assessment of core competencies

The process for assessing core competencies was confirmed. The Registration Committee will continue to assess all applicants on the core competencies and reaffirmed its expectation that the applicant will have achieved the core competencies prior to application.

Year of post-degree supervision

The committee endorsed the introduction of a post-degree year of supervised experience for all applicants. The earliest date for implementation is 2006.

Coursework requirements

Three principles were confirmed with regard to coursework requirements:

- the College's registration criteria are to be consistent with those established by the Canadian Psychological Association;
- the scope of practice for psychological associates and psychologists is identical; and
- applicants graduating from CPA/APA accredited programs are considered to have met the registration coursework criteria.

The Committee reaffirmed current coursework requirements; however, it was recognized that applicants can argue equivalence regarding senior undergraduate courses for required courses in foundational knowledge in psychology, bringing the registration criteria in line with CPA accreditation standards. During the 2003 year it was decided to amend the registration criteria coursework requirements to include two professional practice courses, one in intervention and one in assessment. This change ensures the registration criteria are consistent with our obligations to assess the core competencies.

Criminal Record Review

The committee reviewed the *Criminal Record Review Act* and decided that additional information may be required for new applicants and supported a bylaw change in this regard.

Written Jurisprudence Examination

Scores on the Written Jurisprudence Exam are being closely tracked. Most applicants pass on the first attempt. It was decided to clarify the wording of some items of the exam.

3. Title Issues

Names of Incorporated Companies

Although the College has decided at this point not to take on the additional responsibility of regulating incorporated companies, we do receive frequent requests to give approval to company names, a step that is required in order to incorporate.

The Registration Committee adopted the following policy with regard to names of incorporated companies: The name of the Corporation must meet the requirements set out in the College of Psychologists Code of Conduct, the *Company Act* and the *Health Professions Act*. In addition, the Corporation must not have a number name, the corporate name must include the words "Professional Corporation" or "Société professionnelle", the corporate name must include the surname of one or more Shareholders of the Corporation as the surname is set out in the College register, the corporate name may also include the Shareholder's given name, one or more of the Shareholder's initials or a combination of his or her given name and initials; the corporate name must indicate the health profession (Psychology) practised by the Shareholders; the corporate name must not include any information other than that permitted or required, and the corporate name must not violate the provisions of any other Act.

In the case of company names for unincorporated companies, the Code of Conduct standards regarding advertising must be followed, in particular section 10: Advertising and other public statements.

Retention of Title

A policy was developed with regard to registrants whose registration has been suspended or cancelled, for a period of six months or less as the result of a decision of the Board, Registration or Inquiry Committee. These individuals will retain the title (i.e. psychologist or psychological associate) in effect at the time of their suspension or cancellation. If the suspension or cancellation has been for longer than six months, the individual will be required to make a new application for registration. This is an important consideration, especially for registrants who may have been accepted for registration during a grandfathering period. For example, if a psychologist who holds a master's degree does not pay their renewal fees and is removed from the Register, he or she will need to reapply as a new applicant (psychological associate) if off the register for more than six months.

Yellow Pages/Super Pages Advertising

The Code of Conduct section 10.6 requires that registrants include their registration number in all advertisements. This includes telephone book listings. This requirement emerged from the refusal on the part of the Super Pages to provide any screening of individuals requesting a listing under "Psychologists" in the yellow pages. Identification of registrants of the College by registration number is both a protection of public and protection of title issue.

4. Registration Renewal Issues

Registration Renewal

I am pleased to report that the renewal process was much improved this year over the renewal process for the 2002 year. Appreciation to registrants for understanding the need for one firm deadline for payment of full fees and for taking the responsibility to ensure that all required information is provided on the renewal form. Some confusion remains with regard to eligibility for the different categories of registration. The committee is firm that if a registrant is working, he or she cannot choose to be on the Limited Register by virtue of the specific nature of his or her employment. Placement on the Limited Register by way of signing Declaration B on the registration renewal form is exclusively for registrants who are temporarily not working [practising] for reason of medical, parental or maternity leave, sabbatical, or are registered in another psychology jurisdiction ("Out of Province").

Reinstatement issues

The committee adopted the following policy: former registrants who have been off the register for six months or less may request reinstatement; former registrants who have been off the register for a longer period would need to reapply.

Area of Practice

The College has on file the area of practise for all registrants, and it is clearly indicated for all new applicants. The Registration Committee agreed that the area of practice will remain in the renewal form. The Committee discussed the issue of registrants changing their area of practice at renewal, and reciprocal applicants changing their area of practice from that of their home jurisdiction at application. The Registration Committee decided that registrants, starting at renewal 2005, and reciprocal applicants, beginning on form revision completion, would be required to provide an explanation of a change in area of practise. Further policies on this issue will ensue.

Processing Fee

Bylaw 50(3) requires that registrants inform the College in writing (regular mail or fax), clearly indicating a change in address or any other information on the Register. Due to the volume of mail handled by the College, and the cost and time involved in dealing with returned mail and making changes to this information, a $100 processing fee will be assessed to registrants who do not adhere to this bylaw.

It was a pleasure to work with the Registrar and her staff over the past year and my gratitude is also extended to the hardworking, insightful and dedicated members of the committee who so generously gave of their time, energy and expertise.

Respectfully submitted,

Michael F. Elterman,
Chair

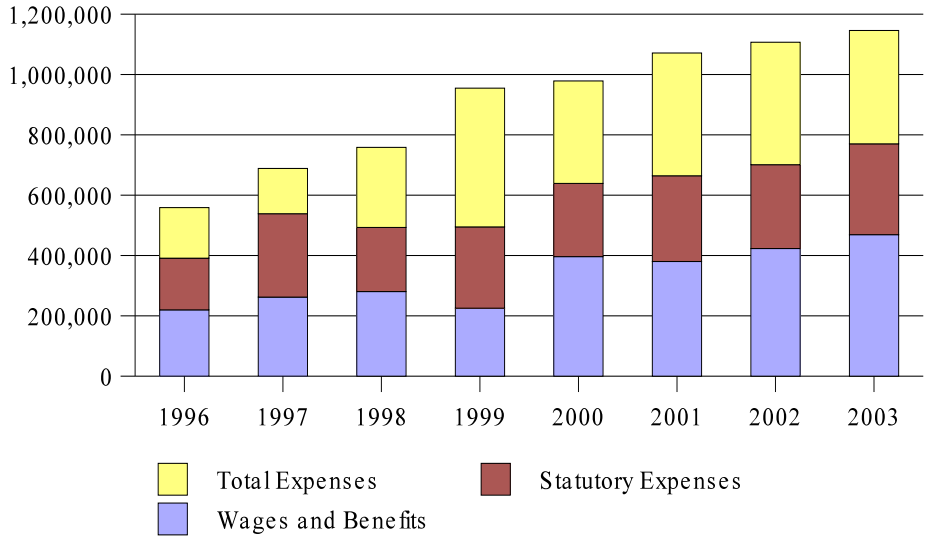
FINANCE COMMITTEE REPORT

Expenditures for the 2003 year were within budgeted expectations. Revenues exceeded the budgeted amounts due to the unplanned revenues received from applications under the extraordinary provisions established by the Registration Committee. This additional revenue was considered as part of 2004 budget planning. Fees were increased by $100.00 to help provide financial stability in light of uncertainty in the number of registrants and retirement, and staffing needs in response to increasing workload. Audited Financial statements for the 2003 year from Raber Mattuck are appended at the end of this Annual Report.

Table 1: Expenses as Percent of Total Expenses

Year	Wages and Benefits		Statutory Expenses		% of Total Expenses		% Increase from Previous Year
	Amount	%	Amount	%	Amount	%	%
1996	219,693	39	171,528	31	558,824	70	N/A
1997	262,099	38	276,641	40	687,688	78	23
1998	280,683	37	212,330	28	758,499	65	10.3
1999	225,278	24	269,623	28	954,682	52	25.9
2000	396,422	40	242,725	25	978,860	65	2.5
2001	380,312	35	284,161	27	1,071,386	62	9.5
2002	423,012	38	278,125	25	1,106,904	63	3.3
2003	469,062	41	301,244	26	1,146,128	67	3.5

Figure 1: Wages and Benefits/Statutory Expenses as Percent of Total Expenses



REGISTRAR'S REPORT

I am pleased to provide a report on the activities of the College for the year 2003. This report is divided into four main sections:

I. The first section offers a brief summary of the scope and variety of activities of the College in meeting its mandate of regulating psychology in the public interest under the *Health Professions Act*.

II. The second section provides an in depth description of activities in the area of registration.

III. The third section provides a descriptive and statistical analysis of complaint and other investigative matters.

IV. The fourth section summarizes administrative activities related to external relationships and our obligations under the Ombudsman and Freedom of Information and Protection of Privacy Acts.

I. SCOPE OF COLLEGE ACTIVITIES

The mandate of the College of Psychologists of British Columbia is to regulate the profession of psychology in the public interest. In fulfilling this mandate, the Board has established a set of objectives which include the following:

> the establishment, maintenance and administration of requirements for registration and continuing registration as a psychology practitioner in British Columbia consistent with national and international standards (both substantive and procedural) for professional regulation in psychology;
>
> the efficient and timely management of complaints;
>
> the establishment and maintenance of regular and effective communication with registrants about regulatory issues affecting them;
>
> to enhance the profile, standing and credibility of the College with government;
>
> the development and maintenance of an effective system for document control, management, filing and storage, and the assurance of data integrity, security, control and management.

The main activities which comprise the efforts to reach these objectives are described in the chart which follows. This list is intended to be descriptive and informative, not exhaustive.

Table 2: Scope of College Activities

R E G I S T R A T I O N M A T T E R S

Main Activity Area	Subactivities	Description
1. Applications	a) Application Queries	responding to queries regarding registration criteria processing payment for application package determination of eligibility for application categories [reciprocal, regular, temporary, extraordinary]
	b) Review of Application Files i. Completeness ii. Credentials and Consistency iii. Evaluation of Core Competencies as per the Mutual Recognition Agreement (MRA)	review of application files for completeness, follow up on references, previous license to practice, criminal record check review of application for credentials and consistency, follow up on questions regarding consistency between training and credentials and intended area of practice processing application fees correspondence, review of submissions, and decision-making with regard to issues arising from file review, criminal record check and references review of files, references, for evaluation on the core competencies as per MRA
	c) Administration, Scoring, Communication of Results for Required Examinations	EPPP, oral examination, written jurisprudence examination for regular applicants written jurisprudence examination for reciprocal applicants EPPP, written jurisprudence examination, oral examination part A and part B for extraordinary applicants administration, scheduling, scoring and communication of results rescheduling of examinations for individuals who don't pass correspondence, review of submissions and decision-making for applicants for whom failure or placement on the Limited Register is recommended processing examination fees
	d) Placement on the Register or Limited Register	arranging supervision for limited registrants including training of supervisors, obtaining supervision agreements monitoring and support for ongoing supervision, tracking of supervision reports, terms and conditions processing supervision fees, registration fees, issuance of certificates, confirmation of insurance coverage

REGISTRATION MATTERS (Continued)

Main Activity Area	Subactivities	Description
2. Registrant Activities	a) Queries	responding to queries regarding registration status, confirmation of registration for insurance companies and other third party payers
	b) Renewals	processing registration renewals review of renewal information and follow up on incomplete information query/follow up of information as required entering and tracking changes to register information
	c) Registrant Services	compilation and printing of directory compilation and printing of chronicles, annual report, mailouts Registration Committee activities development of proposals for committee consideration, e.g., criteria for coursework requirements implementation of committee decisions and policies processing address changes processing registration status changes provision of verification of status documents to third parties by registrant request annual report to registrants preparation for information meetings and AGM administration of continuing competency program
	d) Committee and Board Activities	development of proposals for committee and/or Board consideration implementation of policy decisions by committees or Board implementation of directions from committees or the Board coordination of agenda preparation and distribution to committees development of proposals for consideration by Board and committees training of committee members recruitment and training of public members
	e) Policy Development	ongoing policy development and review of registration requirements for compliance with MRA and consistency with CPA, APA and other psychology regulatory and credentialling bodies ongoing policy development and implementation procedures for review and consideration of Registration Committee, e.g., supervision requirements for supervised work experience liaison/monitoring of interface with government, new legislation

I N V E S T I G A T I V E M A T T E R S

Main Activity Area	Subactivities	Description
1. Applicants	a) Investigation of fitness to practice issues for applicants	investigation of title issue violations under *HPA* and regulations under the *Act*. follow up and tracking of inappropriate use of title or practice of psychology investigation of matters related to fitness to practice for applicants
2. Registrants	b) Complaints about registrants	ensuring principles of hearing and notice
	i) correspondence with complainants and respondents	notification and updates, request for clinical records letters under sections 33(4) and 33(5) of the Act. drafting, delivering and tracking letters of undertaking decision reports
	ii) tracking and monitoring of all actions on complaints	logging all correspondence and clinical records document tracking
	iii) inspections under S. 28 of the *HPA*	appointment of inspector inspection, collection and copying of files logging, tracking and review of files
	iv) without prejudice meetings	arrangements and agenda for without prejudice meetings negotiating settlements and agreements
	v) preparation for extraordinary hearings, hearings	preparation for disclosure preparation of hearing materials
	vi) tracking of limitations and conditions	publication of suspensions ongoing liaison with supervisors
	vii) coordinating with Inquiry Committee members	ensuring complaint files are up to date and available for review ensuring delivery and receipt of complaint correspondence coordinating committee member file review communication with committee members on correspondence
	viii) ongoing liaison with College counsel	communicating and tracking instructions to counsel planning and consultation

E X T E R N A L R E L A T I O N S H I P S

Main Activity Area	Subactivities	Description
1. External Relationships	a) Other psychology regulatory bodies i) Canadian regulators	meetings throughout the year implementation and clarification of Mutual Recognition Agreement meetings at Council of Provincial Associations of Psychologists - twice a year
	ii) North American	ASPPB - twice a year
	iii) International	once every 3-5 years
	b) Other psychology organizations	liaison with BCPA implementation of letter of understanding coordinating communication
	c) Other regulatory bodies (monthly meetings)	Executive Directors and Registrars Health Regulatory Organizations
	d) Government	
	i) Office of Professional Regulation	liaison with office of professional regulation regarding bylaw development and approval review and response to submissions from other regulated professions
	ii) Office of the Freedom of Information and Protection of Privacy Commissioner	receipt and tracking of all requests for information under FOIPPA responding to all requests within time frame and making decisions on severing and withholding documents decision-making with regard to appeals to Inquiry and seeking appropriate legal consultation
	iii) Ombudsman's Office	timely responses to inquiries from the office of the Ombudsman.
	iv) Board Allocation and Resources Office	liaison and correspondence with regard to public appointees

II. REGISTRATION/APPLICATION MATTERS

This section reviews activities at the College to do with the Register of the College, application for registration, and registrant matters in the following nine sections: 1. the College Register 2003, 2. summary of application activity, 3. status of application files, 4. area of practice, 5. examinations, 6. extraordinary applicants, 7. time from application to registration, 8. registrant status issues and 9. correspondence.

1. The College Register 2003

As shown in Table 3 below, there was a small decrease in the number of registrants for the College. With the current demographic profile of registrants, it is anticipated that an increasing number of registrants will be retiring over the next 5-10 years.

Table 3: The College Register 2003 as at Dec. 31, 2003

Category	2001	2002	2003
Full Register	873	863	889
Limited Register- Inquiry Committee		15	14
Limited Register- Inquiry Com.-Non-Practicing		1	1
Limited Register - Out-of-Province	57	58	43
Limited Register - Non-Practicing	51	61	17
Limited Register- Retired	19	17	15
Limited Register- Registration Committee		1	2
Limited Register- Temporary		1	2
Limited Register-Pending as at Dec. 31, 2003			1
Totals	1000	1017	984

* numbers are amended/corrected from 2002 annual report.

2. Summary of Application Activity

Table 4 provides a summary of the number of applications processed during 2003 along with comparison data for the previous two years. Two major differences from previous years should be noted. First, because of the decision to provide an extraordinary registration period (described above in both Chair and Registration Committee reports), the office was processing a dramatic increase in the number of applications during 2003. Second, as indicated in the table, 2003 was the first year that individuals who applied under the provisions of the Mutual Recognition Agreement completed the registration process. A total of 4 reciprocal applicants completed the registration process in 2003. Fifteen (15) regular applicants completed the registration process, for a total of 19 new registrants in 2003. This number is anticipated to be significantly higher in 2004.

Table 4: Application Activity Summary

Activity	2001	2002	2003					
			Regular	Temporary	Reciprocal	Extraordinary	Unclassified	Total
Application packages requested	84	84						221
# of applications received	26	53	41		14	106	2	163
Appl. for temporary registration	3	0		2				2
# of applications withdrawn	1	0						0
# of applications refused	2	0				9		9
# of applicants registered	35	19	15		4			19
# of application files open	82	83	85		28	110	2	225*

* The total of 225 is the total number of application files which were processed during the 2003 year.

3. Status of Application Files

The table below (Table 5) shows the status of the 225 application files as at December 31, 2003. The file indicated as "suspended" in the table reflects a decision of the Registration Committee to place an application on hold as matters related to a positive criminal record check were investigated. The large numbers of application files created an unprecedented volume of correspondence, document tracking and related work for the College staff. As at December 31, 2003 a total of 82 files were at initial stages of review for completeness and submission of all required documentation. A further 65 files were under credential and consistency review. This review is a careful examination of formal academic training, supervised and work experience in relation to declared areas of intended professional activity, review of references and follow up on any issues emerging from the review.

Table 5: Application Status as at December 31, 2003

	Regular	Reciprocal	Extraordinary	Unclassified	Total
Initial review, data entry, completeness check	13	9	60		82
Under review for credentials and consistency	22	3	40		65
EPPP	13	n/a			13
Written Jurisprudence Exam	4	12			16
Oral Examination	10	n/a			10
Refused/Not eligible	1		9	2	12
Suspended			1		1
Registered	15	4			19
Expired/Withdrawn	7				7
Total	85	28	110		225

4. Area of Practice

An applicant is required to indicate one area of practice in psychology on the application form. This area is expected to be the broad area of practice which best describes the individual's training and competence. Table 6 below depicts the area of practice indicated by the applicants in 2003.

Table 6: Area of Practice 2003

Area of Practice	Regular	Reciprocal	Extraordinary	Unclassified	Total
Clinical Psychology	52	17	25		84
Counselling Psychology	23	4	47		74
Clinical Neuropsychology	6	2			8
School Psychology	3	2	31		36
Health			1		1
Rehabilitation		1	1		2
Research/Academic	1				1
Forensic/Corrections		2	15		17
Total	85	28	110	2	225

5. Examinations

There are three examinations for regular applicants: the EPPP, the oral exam (OE) and the written jurisprudence examination (WJE). Reciprocal registrants are only required to complete the WJE. Table 7 below summarizes examination results for 2003. No extraordinary applicants reached the stage in the application process to be eligible for any of their required examinations which include EPPP (or the National Association of School Psychologists (NASP) examination for individuals self-selecting permanent placement on the Limited Register in school psychology), the oral exam (which has been divided into two parts for these applicants) and the WJE.

Table 7: Examination results

	2001	2002	2003
Number of applicants who wrote EPPP	48	9	16
Number of Oral examinations	44	13	15
Number of WJE examinations	0	21	19

The EPPP exam was taken 16 times in 2003 with five failures. Of the three people who retook the EPPP, two passed on the second attempt.

For oral examinations, 15 examinations took place in 2003, one of which was a second attempt. For the 14 first time examinees, 12 passed all eight areas, one failed two areas and one failed 5 out of the 8 content areas. The individual who failed in two areas retook the exam and passed all 8 areas on the second attempt. The individual who failed in five of the eight areas is planning to retake the examination.

The WJE examination was administered 19 times in 2003 (16 applicants; with three individuals taking the exam twice during the year), 11 regular and 5 reciprocal applicants. Six applicants failed the on the first attempt in 2003. Three of these retook the exam in 2003 and two of the three passed on the second attempt. While all failures are communicated to the applicants, passing the exam is a requirement only for applicants who applied for registration after July 1, 2001.

We reviewed the WJE exam item by item and made some wording changes to increase clarity.

6. The Extraordinary Applicants

Extraordinary applicants completed a mandatory orientation workshop during 2003. The orientation workshop included sessions on the following:

introduction to professional regulation, including a history of regulation of psychology in B.C., a review of the Mutual Recognition Agreement (MRA) and discussion of national standards, the *Health Professions Act*; registrant responsibilities and relationship to the College;
preventive practice including an area-by-area review of the Code of Conduct, common complaint areas, and review of common legal issues; and
ethical decision-making.

The 110 extraordinary applicants are typically individuals who have worked in the field of psychology under current exemptions and most have many years of experience. One of the eligibility criteria established by the Registration Committee was that applicants must have been members in good standing of another regulatory or quasi-regulatory body. The table below (Table 8) depicts the organizational affiliation of these applicants.

Table 8: Organizations for extraordinary applicants

American Association of Marriage and Family Therapists (AAMFT)	4
British Columbia Association of School Psychologists (BCASP)	32
Canadian Association of Rehabilitation Professionals (CARP)	1
Canadian Counselling Association (CCA)	4
College of Teachers	2
Correctional Services of Canada	25
Equivalent*	2
Foreign License	2
National Association of School Psychologists (NASP)	1
B.C. Association of Clinical Counsellors (BCACC)	28
Registered Nurses	2
Board of Registration for Social Work	1
UBC Faculty*	6

* Two individuals, while not members of any specific organization, and the faculty members were determined to have had work experiences of sufficient structure to be equivalent to membership in a quasi-regulatory body.

7. Time from application to registration

Of the 15 regular applicants, one file is not included in the table below (Table 9) as the application was put on hold for an extended period by the applicant. Of the remaining 14 regular applicants who completed registration in 2003, it took an average of 13 months from application to date of registration with a range of 11-22 months.

For reciprocal applicants completing the application process in 2003, it took an average of 9 months to become registered, with an average of 6-13 months. This period is expected to be shorter in the coming year.

Table 9: Length of time in months from application to registration

	2002		2003			
	Regular		Reciprocal		Regular	
	Mean	Range	Mean	Range	Mean	Range
Average # of months from application to registration	9 mo. (n=16)	6-16	9 (n=4)	6-13	13 (n= 14)	11-22

8. Registrant Status Issues

A significant amount of activity occurs with regard to movement between registration categories and individual's moving on and off the register during the course of the year. Policies and procedures are being developed and refined in this area.

9. Correspondence with Applicants and Registrants

The large number of applications had serious implications for work load in 2003. One of the clearest indications of this is in terms of the amount of correspondence to applicants and registrants, as indicated in Table 10 below.

Table 10: Correspondence with Applicants and Registrants

	2001	2002	2003
Correspondence (Number of letters to applicants and registrants on registration matters)	500	2500	5658**

**It should be noted that this number includes some mailouts to groups (i.e. letters to all extraordinary or regular applicants) but not Chronicles, renewal certificates, reminder postcards which would add another 5000-6000 items of correspondence.

III. COMPLAINT AND INVESTIGATIVE MATTERS

This section will review nine areas of complaint tracking, followed by a summary of investigation of title issue violations and the Psychologists Regulation:

1. Complaint file status as at December 31, 2003.
2. Descriptive complaint summary
3. Length of time from receipt to file closure
4. Closing reasons for closed complaints
5. Summary of components of the investigative process
6. Letters of undertaking
7. Complaint history and number of registrants with complaints
8. Complaint correspondence
9. Investigation of title issue violations and the Psychologists Regulation

1. Complaint file status as at December 31, 2003

The College continues its efforts to document and describe the complaint process to registrants and the public. Since the College of Psychologists came under the *Health Professions Act*, the College has processed a total of 327 complaints, including the 97 "backlog" complaints that were open on January 1, 2000. Below is a summary of complaint file status in 2003.

File status is described for the following complaint groupings:

a. "backlog complaints" which are complaints open as at January 1, 2000.
b. complaints received in the year 2000
c. complaints received in the year 2001
d. complaints received in the year 2002
e. complaints received in the year 2003
f. all complaints processed by the College under the *Health Professions Act* (i.e. after January 1, 2000).

a. "Backlog" Complaint files (n=97)

As of December 2002, the College had resolved 90 of the 97 files which were unresolved as of January 2000. The same 7 files open in December 2002 remained open on December 31, 2003. These 7 files belong to one respondent, a former registrant. The respondent has obtained new legal counsel and a letter of undertaking was being negotiated, as at December 31, 2003.

b. Files received in 2000 (n =63)

Of the 63 complaints received in the year 2000, all have been closed except for a total of six files which are in negotiation for a letter of undertaking.

Table 11 : Complaint File Status as at December 31, 2003

Status	"Backlog"		2000		2001		2002		2003		All Complaints	
	#	%	#	%	#	%	#	%	#	%	#	%
Awaiting Review									9	17	9	3
Active Review							1	2	9	17	10	3
Citation					6	10	2	4			8	2
Clinical File Request/Receipt									8	15	8	2
33(4)									2	4	2	1
33(5)							4	7	8	15	12	4
HPA Section 28 Inspections									1	2	1	.5
Without Prejudice Meeting									1	2	1	.5
Letter of Undertaking	7	7	6	10	3	5	2	4	2	4	20	6
Total # open files	7	7	6	10	9	15	9	17	40	75	71	22
Total # closed	90	93	57	90	51	85	45	83	13	25	256	78
TOTAL	97	100	63	100	60	100	54	100	53	100	327	100

c. Files received in 2001 (n = 60)

Of the 60 complaints received in 2001, the Inquiry Committee has moved to citation for a discipline committee hearing on six files, and three files are under negotiation for a letter of undertaking. All the remaining files are closed, having been dismissed or resolved.

d. Files received in 2002 (n = 54)

For the 54 complaints received in 2002, 1 file remains under active review, a citation has been issued for 2 files, a 33(5) letter (a letter under section 33(5) of the *Health Professions Act* that requests the respondent to provide the Inquiry Committee with any information it wants the committee to consider, along with providing the respondent with all of the documents in the complaint file) had been issued on another 4 files, and two files were in negotiation for a letter of undertaking as at December 31, 2003.

e. Files received in 2003 (n = 53)

There were 53 complaints received in 2003. As shown in Table 11, 25% of these 53 complaints 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 were received towards the end of the year and had not yet been assigned for in-depth review by December 31, 2003.

f. All files processed by the College under the *Health Professions Act* (n=327)

As summarized in Table 11, a total of 327 files had been processed by the College by December 31, 2003 under the *Health Professions Act*. Of these, 78% were closed as at December 31, 2003 (n=256). There were 71 open files on that date at various stages of the complaint process.

2. Descriptive Complaint Summary

The descriptive variables which have been tracked on all complaints received post-January 1, 2000 are: primary allegation made by the complainant, complaint context, area of practice, complainant type, and length of time to close files.

a. Primary Allegation

For complaints received in 2003, a smaller percentage appear in the assessment category than in previous years (36%) while there is an increase in the percentage of primary complaint allegations related to competence (19%). The other two main areas of primary allegations are professionalism/obligations and relationship with clients (17% each). These numbers may represent a change in the content of complaint concerns. Alternatively they may be reflective of our greater precision in describing primary allegations with the introduction of the Code of Conduct and our tracking of allegations according to Code of Conduct categories. See Table 12.

Table 12: Primary Allegations

Primary Allegation	"Backlog"		2000		2001		2002		2003		All complaints	
	#	%	#	%	#	%	#	%	#	%	#	%
Advertising & Public Statements	1	1					2	3.7			3	1
Assessment	57	58.7	28	44.4	28	46.7	24	44.4	19	36	156	48
Competence	6	6.2	2	3.2	1	1.7	3	5.6	10	19	22	7
Confidentiality	8	8.2	2	3.2	3	5	5	9.3	2	4	20	6
Dual Roles	7	7.2	2	3.2	1	1.7	2	3.7			12	4
Fees/Statements			6	9.5	1	1.7			1	1.75	8	2.5
Impairment					1	1.7					1	.33
Informed Consent			5	7.9	4	6.7	3	5.6	1	1.75	13	4
Record Maintenance									1	1.75	1	.34
Professionalism/ Obligations	6	6.2	6	9.5	8	13.3	6	11.1	9	17	35	11
Provision of Services			1	1.6	3	5	1	1.9			5	1
Relationship w/ Clients	9		10		10		7		9	17	45	14
Rep. of Services									1	1.75	1	.33
Violation of Law	2	2.1	1	1.6			1	1.9			4	1
Total	97	100	63	100	60	100	54	100	53	100	327	100

b. Complaint Context

As shown in Table 13, over 60% of all complaints received by the College under the *Health Professions Act* were in the assessment context, compared with 24% in intervention, 13% in various other contexts and only 1% in consultation. This distribution holds for complaints received in the 2003 year as well.

Table 13: Complaint Context

	"Backlog"		2000		2001		2002		2003		All complaints	
	#	%	#	%	#	%	#	%	#	%	#	%
Assessment	64	66	36	57.1	36	60	33	61.1	34	64	203	62
Consultation			1	1.6	3	5					4	1
Intervention	21	22	20	31.7	15	25	10	18.5	12	23	78	24
Other	12	12	6	9.5	6	10	11	20.4	7	13	42	13
Totals	97	100	63	100	60	100	54	100	53	100	327	100

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 233 complaints were in the broad area of clinical psychology, with an additional 28% in a subset of clinical psychology - custody and access. See Table 14.

Table 14: Complaint - Area of Practice

Complaint Area of Practice	2000		2001		2002		2003		All complaints	
	#	%	#	%	#	%	#	%	#	%
Clinical Psychology	27	43	25	42	28	52	22	42	102	44
Custody and Access	15	24	22	37	14	26	13	24	64	28
Counselling Psychology	2	3	8	13	2	4	4	8	16	7
Forensic/Correctional	12	19	2	3	5	9	5	9	24	10
Industrial/organizational					1	2			1	1
Neuropsychology	3	5	1	2			2	4	6	3
Rehabilitation Psychology	1	2	1	2			3	6	5	2
Research/Academic					2	4			2	1
School Psychology	1	2	1	2			4	4	6	3
N/A	2	3			2	4			4	2
Totals	63	100	60	100	54	100	53	100	230	100

d. Complainant Type

As shown in Table 15, 28% of complaints received in the year 2003 came from third party situations, such as court-ordered or WCB assessments. Nine complaints (17%) came directly from clients and 15% from client relatives. A total of 15% of complaints were registrants lodging complaints regarding the conduct of another registrant. These percentages are similar for complaints received in 2000, 2001 and 2002.

Table 15: Complainant Type

	"Backlog"		2000		2001		2002		2003		All Complaints	
	#	%	#	%	#	%	#	%	#	%	#	%
Client - 3rd Party situation	9	9	23	36	29	48	17	31	15	28	93	28
Client - direct	69	71	17	28	10	17	8	15	9	17	113	35
Client relative	1	1	6	9	9	15	9	17	8	15	33	10
Colleague	13	13	13	21	9	15	6	11	8	15	49	15
Inquiry Committee	2	2	2	3	2	3	4	7	6	11	16	5
Other	3	2	2	3	1	2	10	18	7	13	23	7
Totals	97	100	63	100	60	100	54	100	53	100	327	100

3. Length of Time to Close Files

The average of 15.5 months to close a file, as reported in the table below, is under the 18 month target which is stipulated as desirable in the case law for regulatory complaints. More importantly, there is a clear trend over the past few years towards less time to close files.

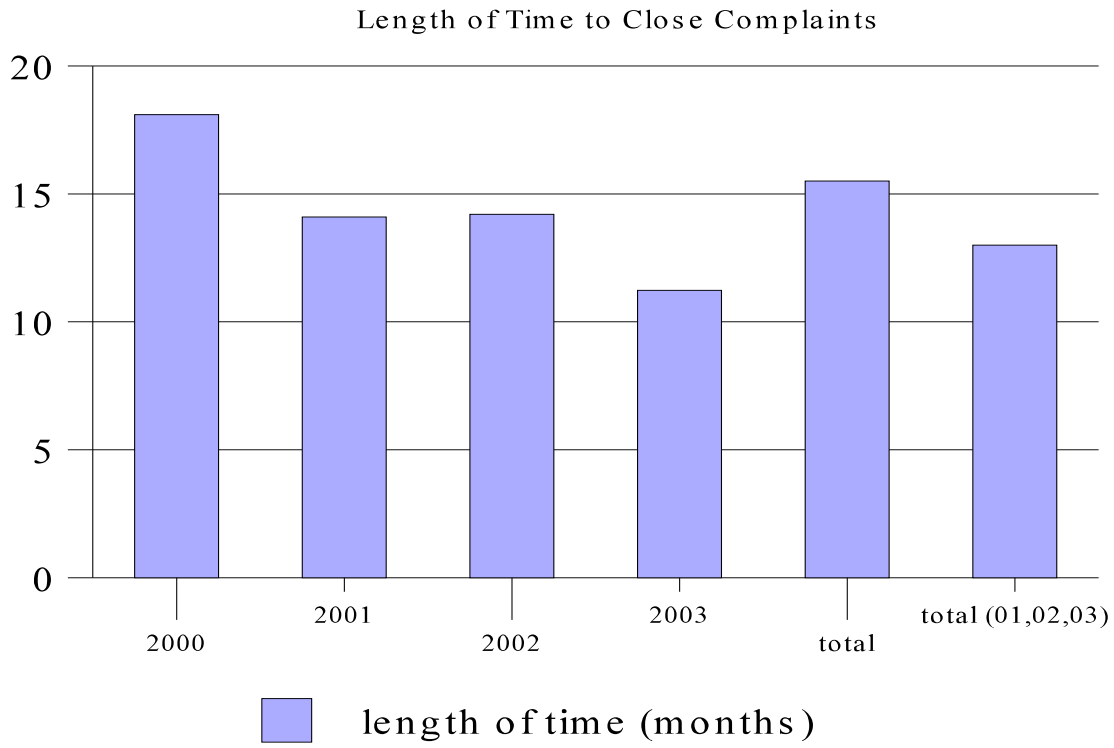
Length of time from receipt to closure is only 13 months when the years 2001, 2002 and 2003 are combined, as a number of the files closed during the year 2000 were from the "backlog" files. Many of these complaints had been unresolved for some time. See Figure 3.

Table 16: Time to Close Files

	2000	2001	2002	2003	Total
Average length of time in months to close file for complaints closed during that calendar year	18.1 N=70	14.1 N=78*	14.2 n=62	11.23 n=44	15.5 n=254*

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

Figure 2: Length of Time to Close Complaints



4. Closing reasons for complaints closed in 2003 and comparison with previous years

The tables and figures below confirm the pattern of complaint resolution reported for previous years and discussed in various College publications. As in past years, the majority of complaints are dismissed because of insufficient evidence, or not proceeded on (sometimes due to administrative or procedural reasons), or withdrawn. In past years the proportion has typically been about 2/3 of closed complaints. For 2003 this proportion is closer to three-quarters of closed complaints.

Of the remaining 12 files, 9 (21%) were resolved through the registrant agreeing to take certain steps to satisfy the Inquiry Committee that identified concerns had been addressed. Of the three remaining complaints: one complaint matter was referred to the Registration Committee to be addressed should the registrant ever reapply. The registrant had closed her practice and left the province. Two files were closed because the registrant chose to resign from the practice of psychology and is off the register.

Table 17: Closing Reasons

Closing Reasons	Closed in 2000		Closed in 2001		Closed in 2002		Closed in 2003		Closed 01/00- 12/03	
	#	%	#	%	#	%	#	%	#	%
Decision Not to Proceed	11	16	16	20	6	10	7	16	40	16
Withdrawn	5	7	2	3	2	3	1	2	10	4
Insufficient Evidence	28	40	41	51	31	50	24	55	124	48
Letter of Undertaking Signed	13	19	4	5	16	28	6	14	39	15
Resolved	10	14	14	18	2	3	3	7	29	11
Referred to Reg. Committee	1	1	3	4			1	2	5	2
Resigned					5	8	2	5	7	3
Registration Cancelled	2	3							2	1
Totals	70	100	80	100	62	100	44	100	256	100

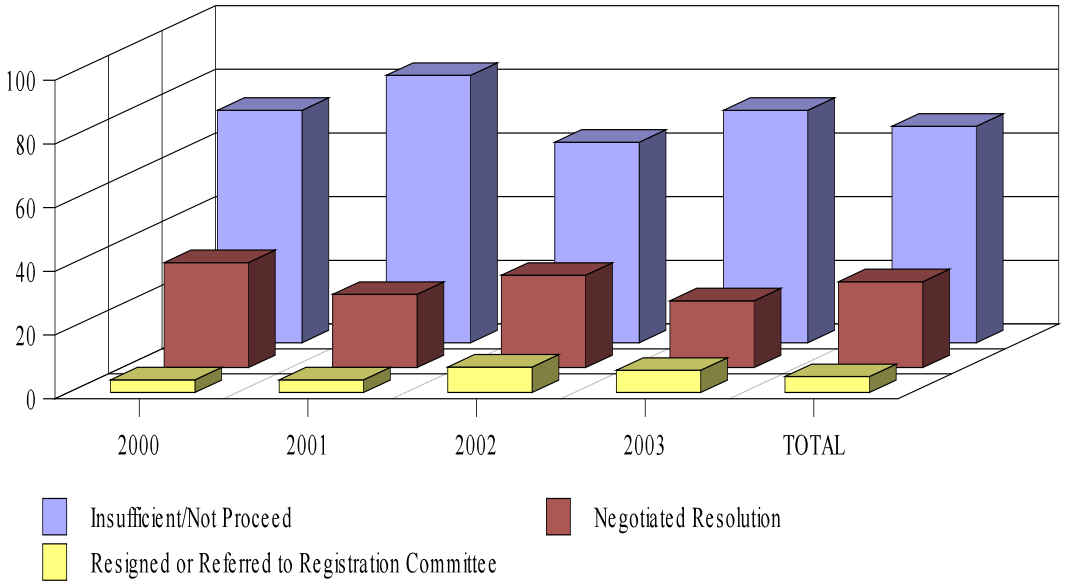
Table 18 below collapses the categories of closing reasons to illustrate the proportion of files closed through the different means of resolution of complaints, in addition to the proportion dismissed because of insufficient evidence of an ethical violation or procedural reasons.

Table 18: Summary of Closing Reasons: Means of Complaint Resolution

Closing Reasons	Files Closed in 2000		Files Closed in 2001		Files Closed in 2002		Files Closed in 2003		Closed between 01/00- 12/03	
	#	%	#	%	#	%	#	%	#	%
Decision Not to Proceed Withdrawn/ Insufficient Evidence	44	73	59	84	39	63	32	73	174	68
Resolved/ Letter of Undertaking	23	33	18	23	18	29	9	21	68	27
Referred to Registration Committee/Resigned from Practice of Psychology Registration Cancelled	3	4	3	4	5	8	3	7	14	5
Totals	70	100	80	100	62	100	44	100	256	100

A review of the 256 complaint files which were closed between January 2000 and December 31, 2003 confirms the pattern observed in previous years. Two-thirds (174) of the 256 closed files were 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, 27% were resolved with letters of undertaking, including 11% resolved without need for a formal agreement. An example of the latter is when a registrant has already made changes to their practice resulting from the complaint investigation and documents such changes to the committee prior as part of a resolution dialogue. See Tables 17 and 18 and Figure 3.

Figure 3: Means of complaint resolution



The figure above illustrates the very small proportion of complaints in which the outcome involved resignation of registration by the respondent. Of the roughly 1/3 of complaints not dismissed or otherwise not proceeded upon, the vast majority are resolved through discussion of the issues and an agreement on the terms to resolve the matters of concern.

Complaints have been processed under the current complaint tracking process since January 2000. The summary tables and charts in this Annual Report provide details in terms of the substance of common complaints and the typical consequences and means of resolution for complaints. This is useful information which may alleviate concerns of registrants who receive a complaint for the first time. As the data suggests, whenever possible, complaints are resolved through a formal or informal agreement between the registrant and the College. Where the Inquiry Committee has significant concerns about protecting the public interest, it is sometimes necessary to proceed further.

To date, only 14 complaints which were not dismissed because of insufficient evidence or not proceeded upon for procedural reasons have involved the resignation of a registrant. For example, in two instances, accounting for 7 files, registrants decided to resign completely from the practice of psychology rather than agree to practice supervision or other limitations on their license. In another instance, a registrant with two complaint files agreed to cancellation of his registration for a period of at least five years. A further five files, related to two different registrants with one and four complaints respectively, have been referred to the Registration Committee as neither respondent is currently on the register. Should these former registrants decide to reapply for registration, the complaint matters would need to be addressed as part of the reapplication process. All other complaints have been resolved through agreement between the registrant and the Inquiry Committee.

5. Other Components of the Complaint Investigation Process

There are several other special components of the complaint investigation process described below, including without prejudice meetings, extraordinary hearings, and citations and discipline hearings

a. Without Prejudice Meetings

Without prejudice meetings provide a unique opportunity for attempting to resolve complaint matters. The term "without prejudice" is used to indicate that nothing that occurs in a without prejudice meeting or correspondence may be used in any other context. If a registrant, for example, comes to such a meeting and acknowledged that he or she "made a mistake", this admission cannot be used by the College as a means of obtaining agreement on a letter of undertaking or for any other purpose. During the year four without prejudice meetings were held with registrants in the attempt to informally resolve a total of six complaints. Out of these complaints, three were later resolved on the basis of these meetings.

One meeting was with regard to resolution of a complaint involving issues of informed consent, inadequate risk assessment and history-taking; one was a difficult case involving allegations of being a "hired gun"; one was with an individual with a large number of complaint files and the attempt was made by the College to avoid a hearing; one was to reach resolution and understanding with a registrant who provided therapy to a very disturbed personality-disordered client who had complained about boundary violations. Of the four, three were successful in bringing matters to closure.

b. Extraordinary Hearings

No extraordinary hearings were held in 2003. 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 is made 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.

c. Discipline Hearings & Citations

No discipline committee hearings were held in 2003. This is the fourth 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 have been successfully resolved without necessitating this costly legal step.

As of December 31, 2003, the Inquiry Committee had moved to issue a citation on 8 files (2 respondents with 7 complaints and 1 complaint, respectively). By December 31, 2003, one respondent signed an undertaking, avoiding a costly hearing.

6. Letters of Undertaking

As at December 31, 2003 a total of 20 letters of undertaking were either in preparation, were under review by the respondent or had been signed to resolve a complaint. Seven different letters of undertaking were signed during the year to resolve a total of seven complaints.

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

> As a means of addressing issues arising from criminal conviction related to physical assault, the registrant agreed to complete six sessions of supervision to determine whether or not the issues that led to the conviction are a matter of public protection concern and fitness to practice.

As a means of addressing concerns regarding a custody and access report, the registrant agreed to document all efforts, successful and unsuccessful, to obtain relevant records and contact collaterals, and to document any limitations on opinions or recommendations.

To resolve a complaint in which concerns centred around making a diagnosis without having contact, to comply with sections 3.14, 3.17, 11.26, 11.27, and 11.40 of the Code of Conduct.

To resolve serious matters related to assertions of sexual abuse without conducting an assessment, and other issues related to competence in conducting assessments, the registrant agreed "to not provide any psychological services of any kind including diagnosis, assessment, opinion, comment or therapy, to any person concerning issues related to allegations of sexual abuse or to any person who has made allegations of sexual abuse or to any person against whom such allegations have been made, or to someone who has been convicted of a sexual offense". In the event that the respondent wished these restrictions to be lifted, other conditions would apply including a period of directed learning, assessment of competence in this area and supervision of any cases in this area; and supervision for one calendar year of all and any psychological services.

To avoid a hearing on allegations of sexual misconduct, the registrant agreed to pay a fine of $3,000.00, to provide evidence of steps taken to prevent recurrence of misconduct, to undergo assessment of fitness to practice, three month suspension and to have his practice supervised.

Two other complaint files belonging to one registrant were formally closed during 2003, although the undertaking had been underway for some time. The concerns addressed in the undertaking had to do with competence around treatment of severe personality disorders and boundary issues.

Public Interest versus Privacy Concerns

Many undertakings now include a clause which terminates the undertaking at the point at which the Inquiry Committee is satisfied that the terms of the agreement have been met. The purpose of such agreements is improvement in practice and resolution of concerns.

The College is clear about our responsibility to provide information regarding public safety and the public interest. When necessary and where there are restrictions on practice, such information is conveyed to the public in an appropriate manner.

7. Complaint Correspondence Summary

As shown in Table 19, the complaint tracking process in 2003 generated almost 1,000 letters from the College to complainants and registrants. This does not reflect the hours required to receive and log the hundreds of letters and documents received on complaint matters.

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

Table 19: Complaint Correspondence

Type of Correspondence	# of letters -2002	# of letters - 2003
Complaint Acknowledgment	54	44
Respondent Notification	54	44
Complaint Package Requests	86	81
Ongoing Complaint File Correspondence	430	411
Clinical File Request	41	1
Letters Written Under Section 33(5) of the *Health Professions Act*	35	31
Without Prejudice Meeting Requests	14	20
Correspondence Regarding Letters of Undertaking	20	26
Decision Reports	27	31
Decision Report Correspondence	47	79
Appeal Correspondence	20	75
Miscellaneous Complaint Correspondence	40	51
Title Issue Correspondence	32	29
Supervision Agreements	5	6
Supervision Correspondence	5	35
TOTAL	907	984

8. Complaints per Year and Number of Registrants with Complaints

As discussed in last year's Annual Report, it is a common misconception is that the College receives complaints on only a small number of practitioners. The tables and figures in this section identify the number of registrants about whom complaints were received, when a registrant was specified in the complaint. Some amendments and corrections to the data reported here last year have been made for the purposes of this table.

Table 20: # of Complaints per year from 1993 - 2003 and # Registrants with Complaints

Year	# of Complaints	Corrected (# with named registrant)	# Registrants
1993	31	30	21
1994	26	26	22
1995	44	44	35
1996	38	38	30
1997	45	45	39
1998	47	47	32
1999	55	53	37
2000	64	64	48
2001	60	59	42
2002	54	54	38
2003	53	53	42
Total	517	513	208*

* this figure is not a column total, as some registrants appear in multiple years.

It was decided to only include information from 1993 forward as it was on January 1, 1993 that the College began the sole responsibility of regulating the profession. There are some slight differences from the numbers previously reported because of this, in addition to the inclusion of data for 2003. The corrected numbers in the table above show the actual number of complaints with a specific registrant named as the respondent. The corrected numbers show four fewer complaints: two complaints had to do with an applicant, and two complaints did not have a respondent.

Figure 4: Complaints by Year and Number of Registrants with Complaints

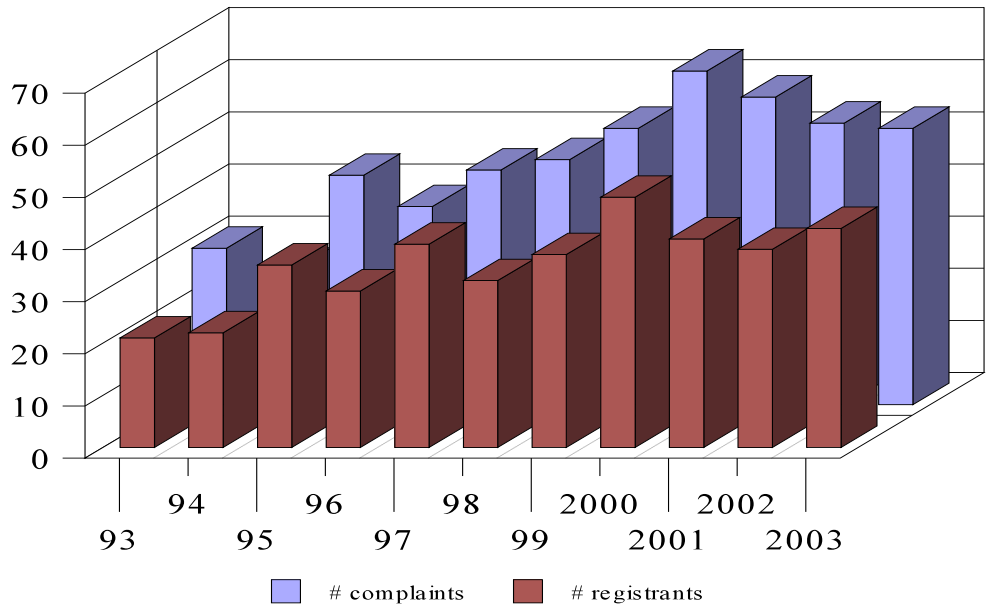
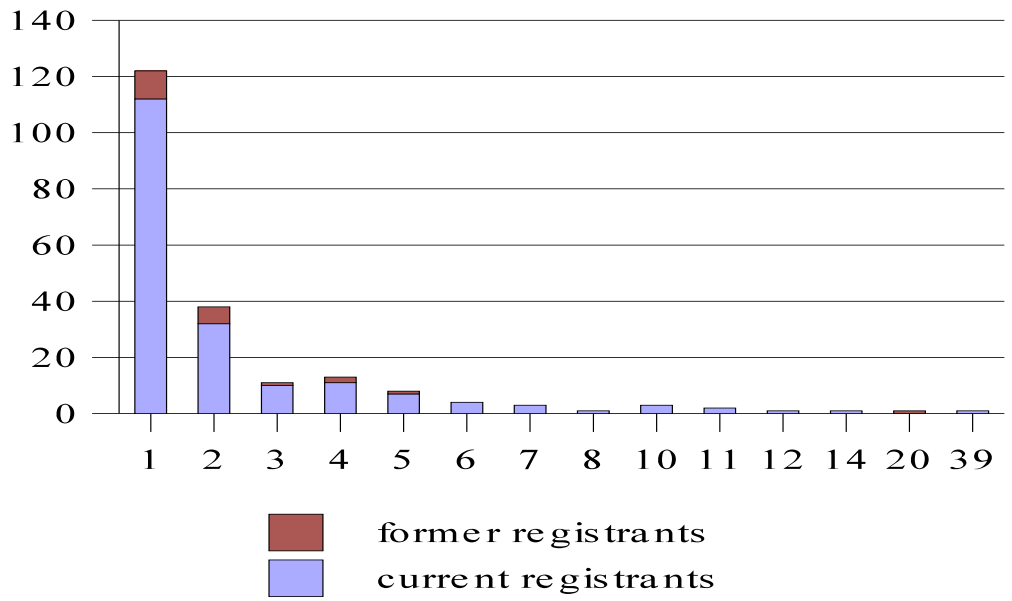


Table 21: Number of Complaints Per Registrant

# of Complaints	# of Current Registrants	# of Former Registrants	# of Total Registrants
1	112	10	122
2	32	6	38
3	10	1	11
4	11	2	13
5	7	1	8
6	4		4
7	3		3
8	1		1
10	3		3
11	2		2
12	1		1
14	1		1
20		1	1
39	1		1
Total	188	21	209

As shown in Table 21, 209 registrants (all but 21 of whom were on the register of the College on December 31, 2003), have had at least one complaint. For current registrants, this means that 188/984 (19% of registrants) have had at least one complaint.

Figure 5: Complaints per Registrant (Current and Former)



9. Investigation of Title Issue Violations under the Psychologists Regulation

The College is investigating an increasing number of title issues, the purpose being to inform practitioners about appropriate use of title as well as to enforce the provisions of the Psychologists Regulation under the *Health Professions Act*. A typical example of a title issue investigation is as follows. An individual writes a letter to the College requesting information on registration in B.C. The stationary used and /or the signature shows the name of the practitioner as follows, Sam Brown, M.A. (Psych.) This is a violation of the Psychologists Regulation under the *Health Professions Act*. The College sends a letter explaining that this is a violation and requests corrective action. In other instances, the violation is more serious, such as a nonregistrant placing an advertisement identifying him or herself as a psychologist. In such instances, the College sends a letter which appropriately conveys the seriousness of the matter and the consequences of a possible court proceeding if corrective action is not taken. The College initiated one such action during 2003. The matter was settled in early 2004 with a clear decision in favour of the College.

There are an increasing number of such matters which arise in the course of applications, especially with the extraordinary period of application where many of the applicants have been practicing in the field for many years.

These matters must be investigated according to the same principles of administrative law which govern complaint investigations. However, they are viewed as matters related to fitness to practice, rather than as complaints, given that they relate to applicants, not registrants. The Registration Committee has jurisdiction over these matters while the Inquiry Committee investigates complaints about registrants. There is some overlap when an investigation commences regarding a registrant who later resigns.

IV. ADMINISTRATIVE MATTERS

1. The College Office

The resource demands created by changes to the registration process necessitated an increase in staff, a step all the more necessary with the Registration Committee's decision to extend an extraordinary period of application for practitioners of psychology previously ineligible for registration with the College. We were pleased with changes to the renewal process which has been streamlined. We continue to do an increasing proportion of our printing and copying in-house in order to reduce printing costs.

2. The College Website

The website continues to grow in usefulness as a means of communicating with both applicants and registrants as well as with the public. Applicants and registrants are encouraged to check the website from time to time for updates and new postings. We have tracked a modest reduction in phone call inquiries from applicants since the website came into full use.

3. Ombudsman Investigations

Dialogue with the Ombudsman's office continued through 2003. One issue centred on the matter of confidentiality of complaint files. The Ombudsman's office has authority, under the Ombudsman's Act, to request any and all files of the College. In response to a request for multiple complaint files, we raised the issue of confidentiality of the files and the fact that the files contained not only the names of the respondent psychologists but also that of clients, collaterals, etc. There was much discussion on this topic, including their suggestion that we black out the names on the files, a process which would have taken approximately two weeks of staff time and which, in our view, would have rendered the files themselves incomprehensible. In the end the Ombudsman's office dropped their request for the files.

There were two matters investigated by the office of the Ombudsman in 2003 and both were closed without any findings. Another matter which was initiated in 2002 and which continued for much of 2003 was closed by the Ombudsman's office with no findings. The College is obliged to respond to these matters, which consumes

considerable time and resources. There is no statute of limitations on these investigations and at times, it is necessary to revisit files that have been closed for a considerable amount of time and long after the membership of the inquiry committee has changed.

4. Requests under the *Freedom of Information and Protection of Privacy Act*

Ten requests for information under the *Freedom of Information and Protection of Privacy Act* were received in 2003. The process of responding to such requests is very time consuming. Typically the College releases documents for which there are no confidentiality or privacy concerns to the applicant under the *Act*, and refuses disclosure on documents in which such concerns pertain. In doing so we are required to review each and every document on a line by line basis and cite sections of the *Act* to justify a decision to disclose or refuse disclosure. In most cases, the applicant then challenges the College on the decision and a period of negotiation ensues between the Registrar and the Freedom of Information officer assigned to the case. Most applicants are former complainants dissatisfied with the decision of the Inquiry Committee, who reviewed the complaint, and with the Board which heard the appeal. When a negotiated settlement is not possible, the matter may be taken by the applicant to "Inquiry". At this stage the matter becomes quite costly as we must make a formal submission explicitly outlining the College's position. This must be accomplished within the time frames established by the *Act*. The College's decisions in these matters are guided by a commitment to safeguard the confidential nature of negotiated settlements with registrants on complaint matters.

5. The *Health Professions Act* (HPA) and College Bylaws

Major efforts continued in terms of submissions to government with regard to a series of proposed amendments to the *Health Professions Act*. The College was pleased with the success of its submissions and their impact on government decision-making. Of particular note is the contribution that our submissions made to the differentiation of complaint allegations made by the complainant, and matters which may end up being the subject of an Inquiry Committee investigation. For example, a complainant may allege that a psychologist was biased in the conduct of an assessment. As the Inquiry Committee investigated this allegation, they became aware that the psychologist had been using an incorrect scoring protocol for a particular test. When the investigation is concluded is the complainant automatically entitled to know about the committee's additional concerns, or only entitled to know the outcome of the investigation of their specific allegations? Our submission suggested the latter, and this is reflected in the pending changes to the *Health Professions Act*. Another important contribution was our successful argument to ensure that letters of undertaking are not, by law, required to be on the public record. Further, documents such as undertakings, which successfully bring complaints to resolution, may not be used in other legal proceedings. For example, if a registrant apologizes to a complainant, this apology can not be used in civil litigation against the registrant.

In its submissions, the College made significant efforts directed at protecting information not related to public protection. The first draft of the proposed revisions to the *Act* included a provision whereby all undertakings would need to be published on the register of the College. Largely in response to our submission, this was amended. In addition, our submission with regard to the nature of the information to which the complainant is entitled at the end of a complaint investigation was also successful and the revised *Act* will clearly differentiate information to which the complainant is and is not entitled.

The new *Health Professions Amendment Act*, by which changes to the *Health Professions Act* are and will be enacted, is posted on the College website.

Acknowledgments

The volume and quality of the work described in this Annual Report for 2003 are a testament to the teamwork, dedication and calibre of the College staff. The Deputy Registrars, Colleen Wilkie, Rafael Richman and Cheryl Bradley are intelligent, compassionate and hardworking individuals who each bring a unique set of skills and experiences to their work. The work would be impossible without the enthusiastic, competent and thoughtful efforts of Judy Clausen, Registrar's Assistant, Lyn Hellyar, Registration Coordinator, and Maria Doyle, Inquiry Coordinator. The public and the registrants are both extremely well served by this dedicated team. Much of the work requires a tedious attention to detail, short turnaround times, and high stress given the nature of the investigations and issues at hand. This group of individuals share a positive attitude towards teamwork and a shared commitment to professionalism and integrity.

Our Office Assistant, Avigail Cohen is a key contributor to our ability to master an often overwhelming workload. Appreciation is also due to our part-time contract staff: our bookkeeper, Kalia Zalel, and our database clerk, Yaniv Kedar. Anthony Tobin continues to provide perceptive, intelligent and thoughtful advice and consultation to the decisions reported throughout this document.

On behalf of the staff, appreciation to the hardworking and thoughtful members of the College committees and the Board. My personal thanks to the supportive and ever-caring Henry Harder, Board Chair. Working with Henry over the past year has been a productive and enjoyable experience. The Board of the College is extremely supportive, constructive and visionary. It has been a pleasure to work with them over the past year.

Respectfully submitted,

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

Minutes of the May 15, 2003 Information Meeting

An Annual General Meeting was scheduled for May 15, 2003 at the Arbutus Club in Vancouver. The meeting was called to order by the Chair, Henry Harder, at 5:40 p.m., with 61 registrants in attendance. In the absence of a quorum, the Annual General Meeting was adjourned and the meeting was continued as an information meeting. The members of the Board were introduced. Regrets were extended from Michael Elterman, Michael Joschko and Rana Dhatt.

Agenda for the May 15, 2003 Meeting - It was moved by Richard Dopson and seconded by Rhona Steinberg that the agenda for the May 15, 2003 meeting be adopted as circulated. Carried.

Minutes of the November 29, 2002 Meeting - It was moved by Larry Waterman and seconded by Justin O'Mahony that the Minutes of the November 29, 2002 meeting be adopted as circulated. Carried.

Report from the Chair: Robert Colby, Chair of the Board for 2002, gave an overview of the work completed by the Board during 2002 in retooling the profession. He extended his thanks to members of the Board, staff and committees.

Report from the Registrar: Andrea Kowaz introduced members of the staff in attendance. Registrants were referred to her written report in the Annual Report for information about the working of the College during the year 2002.

Report from the Inquiry Committee: Larry Waterman and Barbara Passmore thanked the staff, College counsel and the committee for their work during the past year and reported on the activities of the Inquiry Committee. Questions from registrants included whether it was the intent of the College to become more transparent about the inquiry process and the method used to appoint committee members. The College will include information on the appointment of committee members in its next Chronicle.

Report from the Quality Assurance Committee: Emily Goetz introduced committee members present at the meeting. A review of the projects undertaken was discussed. Registrants responded to the recent mailout of the continuing competency program under development by the Quality Assurance Committee.

Report from the Registration Committee: Henry Harder thanked staff, College Counsel and committee members, and referred registrants to the annual report for details of the developments to the registration process. Registrants requested information on applications during the extraordinary registration period.

Report from the Finance Committee: Derek Swain referred registrants to the audited financial statements and the report of the Finance Committee contained in the Annual Report. He responded to questions from registrants.

The meeting adjourned at 7:16 p.m.

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA

FINANCIAL STATEMENTS

DECEMBER 31, 2003

Auditors' Report
Statement of Financial Position
Statement of Changes in Net Assets
Statement of Operations
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, 2003 and the statements of changes in net assets, operations 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, 2003 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

Vancouver, British Columbia
March 31, 2004

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF FINANCIAL POSITION
AS AT DECEMBER 31, 2003

	2003	2002
ASSETS	$	$
CURRENT ASSETS		
Cash	1,310,866	607,647
Prepaid expenses	16,226	4,539
	1,327,092	612,186
CAPITAL ASSETS (Note 2)	64,748	79,991
	1,391,840	692,177
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	121,099	98,330
Employee remittances payable	11,320	7,755
PST payable	-	47
Deferred revenue (Note 3)	1,022,850	413,900
	1,155,269	520,032
NET ASSETS		
CAPITAL ASSETS	64,748	79,991
UNRESTRICTED	171,823	92,154
	236,571	172,145
	1,391,840	692,177

Approved by the Board

"Signed" Henry Harder, Director

"Signed" Derek A. Swain, Director

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

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CHANGES IN NET ASSETS
FOR THE YEAR ENDED DECEMBER 31, 2003

	Invested in Capital Assets 2003 $	Unrestricted 2003 $	Total 2003 $	Total 2002 $
NET ASSETS, beginning of year	79,991	92,154	172,145	149,580
Excess of Receipts over Expenditures	(15,243)	79,669	64,426	22,565
NET ASSETS, end of the year	64,748	171,823	236,571	172,145

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, 2003

	2003 $	2002 $
RECEIPTS		
Membership dues	1,060,092	1,056,324
Application and exam fees	124,175	51,450
Interest	20,980	15,687
Other	5,307	6,008
	1,210,554	1,129,469
EXPENDITURES		
Administration	540,762	528,532
Audit	4,654	4,039
Board	85,207	68,620
Committees (meetings, travel and honorarium)	45,822	38,072
External relations (dues)	7,059	7,290
Discipline Committee Hearings	-	-
Extraordinary Hearings	6,859	33,260
Operations	137,141	124,975
Registrant / Applicant services	17,380	23,988
Statutory functions	301,244	278,128
	1,146,128	1,106,904
EXCESS OF RECEIPTS OVER EXPENDITURES	64,426	22,565

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, 2003

	2003 $	2002 $
CASH FLOWS FROM OPERATING ACTIVITIES		
Excess of receipts over expenditures	64,426	22,565
Adjustments for:		
Amortization	19,995	14,989
Accounts receivable	-	3,679
Prepaid expenses	(11,687)	5,230
Accounts payable	22,769	58,392
Employee remittances payable	3,565	(368)
PST payable	(47)	(183)
Deferred revenue	608,950	356,425
	707,971	460,729
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of capital assets	(4,752)	(65,306)
NET INCREASE (DECREASE) IN CASH	703,219	395,423
CASH, beginning of year	607,647	212,224
CASH, end of year	1,310,866	607,647

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

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO THE FINANCIAL STATEMENTS
DECEMBER 31, 2003

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

	2003			2002
	Cost	Accumulated Amortization	Net Book Value	Net Book Value
	$	$	$	$
Office furniture and equipment	80,528	53,970	26,558	31604
Computer equipment	76739	62,492	14,247	16303
Leasehold Improvements	4070	16,763	23,943	32,084
	197,973	133,225	64,748	79,991

3. DEFERRED REVENUE

Deferred revenue represents membership fees for the 2004 calendar year received in advance.

College of Psychologists of British Columbia

ANNUAL REPORT - 2004

PRESENTED AT THE ANNUAL GENERAL MEETING
MAY 9, 2005
4:00 P.M.

Abbotsford
Room G159
Abbotsford University
College of the Fraser Valley
33844 King Road
Abbotsford, B.C.

Nanaimo
Videoconferencing Centre
Nanaimo Regional
General Hospital
1200 Dufferin Crescent
Nanaimo, B.C.

Victoria
Auditorium
Queen Alexandra Centre
for Children's Health
2400 Arbutus Road
Victoria, B.C.

Vancouver
Chan Centre Auditorium
BC Children's and
Women's Hospital
4480 Oak Street
Vancouver, B.C.

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BOARD, STAFF, AND COMMITTEE MEMBERS FOR THE 2004 YEAR

BOARD

Henry Harder, Ed.D., R.Psych., Chair of the Board
Derek Swain, Ed.D., R.Psych.,Vice Chair, Board, Chair, Finance Committee
Robert Colby, M.S., R.Psych., Chair, Patient Relations Committee, BCPA Liaison Committee
Lee Cohene,Ph.D., R.Psych., Chair, Legislation Committee
Michael Elterman, Ph.D., R.Psych., Chair, Registration Committee
Michael Joschko, Ph.D., R.Psych., Chair, Quality Assurance Committee
Marguerite Ford, Public Member, Chair, Inquiry Committee
Daniel Fontaine, Public Member
Wayne Morson, Public Member

STAFF MEMBERS

Andrea Kowaz, Ph.D., R.Psych., Registrar
Colleen Wilkie, Ph.D., R.Psych., Deputy Registrar
Judy Clausen, Assistant to the Registrar
Gina Rowan, Registration Coordinator
Rafael Richman, Ph.D., R.Psych., Deputy Registrar (until 05/04)
Cheryl Bradley, Ph.D., R.Psych., Deputy Registrar
Avigail Cohen, Office Assistant
Wendy Lou Harris, Inquiry Coordinator

LEGAL COUNSEL

Anthony G.V. Tobin, LL.B., M.Ad.Ed., FClarb.

DISCIPLINE COMMITTEE

Derek Swain, Ed.D., R.Psych.,
Michael Coles, Ph.D., R.Psych.
Janet Strayer, Ph.D., R.Psych.
Rosemary Alvaro, Ph.D., R.Psych.
Henry Hightower Public Member
Lynn Superstein-Raber, Ph.D., R.Psych.
Daniel Fontaine, Public Member
Bruce Clarke Public Member
Erica Reznick, Ph.D., R.Psych.
Susan Turnbull, Ph.D., R.Psych.

INQUIRY COMMITTEE

Marguerite Ford, Chair, Public Member
Elsie Cheung, Ph.D, R.Psych. (from 03/04)
Linda Chorney, Ph.D, R.Psych. (from 09/04)
Rebecca England,Ph.D.,R.Psych. (until 6/30/04)
Jill Hightower, Public Member
Hendre Viljoen, Ph.D., R.Psych.
Barbara Passmore, Public Member
Mel Kaushansky, Ph.D.,R.Psych. (until 6/30/04)
Shirley Louth, Ph.D., R.Psych.
Ya Ya De Andrade, Ph.D.,R.Psych.
Pippa Lewington, Ph.D., R.Psych.

QUALITY ASSURANCE COMMITTEE

Michael Joschko, Ph.D., R.Psych., Chair
Leora Kuttner, Ph.D., R.Psych.
Leigh Bowie, Ph.D., R.Psych.
Ron LaTorre, Ph.D., R.Psych (until 11/04)
Karen Tee, Ph.D., R.Psych.
Julia Hass, Public Member
Joan Pinkus, Ph.D., R.Psych.

REGISTRATION COMMITTEE

Michael Elterman, Ph.D., R.Psych., Chair
Marvin McDonald, Ph.D., R.Psych.
Wayne Morson, Public Member
Anne Marie Jones, Ph.D., R.Psych.
Cheryl Washburn, Ph.D., R.Psych.
Barbara Passmore, Public Member
Amy Janeck, Ph.D., R.Psych.
Robert Ley, Ph.D., R.Psych.
Diane Luckow, Public Member
Marion Ehrenberg, Ph.D, R.Psych.

PATIENT RELATIONS COMMITTEE

Robert Colby, M.S., R.Psych., Chair
Daniel Fontaine, Public Member
Michael Elterman, Ph.D., R.Psych.

ORAL EXAMINERS

Verna Amell, Ph.D., R.Psych.
Barbara Beach, Ph.D., R.Psych.
Geoffrey Carr, Ph.D., R.Psych.
Michael Coles, Ph.D., R.Psych.
Trish Crawford, Ph.D., R.Psych.
Mervyn Gilbert, Ph.D., R.Psych.
Jordan Hanley, Ph.D., R.Psych.
Brenda Knight, M.A., R.Psych.
Anne MacGregor, Ed.D., R.Psych.
Deborah McTaggart, Ph.D., R.Psych.
Martin Phillips-Hing, Ph.D., R.Psych.
Erica Reznick, Ph.D., R.Psych.
Heather Scott, Ph.D., R.Psych.
Kathleen Simas, Ph.D., R.Psych.
Harilaos Stefanakis, Ph.D., R.Psych.
Lynn Superstein-Raber, Ph.D., R.Psych.
Joyce Ternes, Ph.D., R.Psych.
Larry Waterman, Ph.D., R.Psych.
Marshall Wilensky, Ph.D., R.Psych.
Randall Atkinson, Ph.D., R.Psych.
Carole Bishop, Ph.D., R.Psych.
John Carter, Ed.D., R. Psych.
Evelyn Corker, M.A., R.Psych.
Jacqueline Douglas, Ph.D., R.Psych.
Brian Grady, Ph.D., R.Psych.
Elizabeth Huntsman, Ph.D., R.Psych.
Brenda Kosaka, Ph.D., R.Psych.
Barbara Madani, M.A.Sc., R.Psych.
Gregory Meloche, Ph.D., R.Psych.
Joan Pinkus, Ph.D., R.Psych.
Anneliese Robens, Ed.D., R.Psych.
Myron Schimpf, Ph.D., R.Psych.
Ingrid Sochting, Ph.D., R.Psych.
Rhona Steinberg, Ph.D., R.Psych.
Paul Swingle, Ph.D., R.Psych.
Jean Toth, Ph.D., R.Psych.
Malcolm Weinstein, Ph.D., R.Psych.
Rosemary Wilkinson, Ph.D., R.Psych.
Mark Bailey, Ph.D., R.Psych.
Susan Blake, Ph.D., R.Psych.
Elsie Cheung, Ph.D., R.Psych.
Kenneth Craig, Ph.D., R.Psych.
David Eveleigh, Ph.D., R.Psych.
Susan Hackett, Ph.D., R.Psych.
Margaret Kendrick, Ph.D., R.Psych.
Randall Kropp, Ph.D., R.Psych.
Jane McEwan, Ph.D., R.Psych.
Jennifer Newman, Ph.D., R.Psych.
Donald Ramer, Ph.D., R.Psych.
Barbara Rosen, Ph.D., R.Psych.
Ruth Sigal, M.Ed., R.Psych.
Cec Smith, M.Sc., R.Psych.
Paul Sungaila, Ph.D., R.Psych.
Karen Tallman, Ph.D., R.Psych.
Inna Vlassev, Ph.D., R.Psych.
Maureen Whittal, Ph.D., R.Psych.
Ariana Yakirov, Ph.D., R.Psych.

REPORT FROM THE CHAIR

A review of the 2004 year provides a gratifying opportunity to comment on the ongoing consolidation of College operations and the fifth year of the College under the *Health Professions Act*. When I reflect on my two years as Chair of the Registration Committee and the immediate past two years as Chair of the Board of Directors I am pleasantly amazed at the progress that has been made and continues to be made. Under the oversight of this Board, the extraordinary leadership of the Registrar, and supported by the hard working and competent staff the College has become a well functioning and respected regulatory body. I am proud to be part of the College Board and an active registrant of the College of Psychologists of British Columbia.

Below is a summary of a selection of key issues which were addressed by the Board during the 2004 year:

Practice Advisories The intent of practice advisories is to supplement the Code of Conduct according to specific criteria set by the Board: the Advisory identifies the relevant public protection issue, professional practice issue, problem or context; the Advisory specifically identifies those elements of practice or professional conduct that are to be regulated; the Advisory is not inconsistent with the *Health Professions Act* or Bylaws; the Advisory is not duplicative of any provision in the *Health Professions Act* or Bylaws; the Advisory identifies specific and objective performance measures or standards; the Advisory does not contain ambiguous or subjective descriptors for use in assessing conduct or stating requirements or describing standards; he Advisory does not contain standards or conditions or requirements that the College does not intend or enforce; he Advisory is consistent with College policies and standards that relate in any way to the Advisory; the Advisory does not seek to regulate matters which cannot be objectively measured or independently verified; the Advisory reflects what would be generally accepted as normative by the majority of the profession.

Since the Code of Conduct was approved as a Section of the Bylaws, the Board has approved the following practice advisories:

Practice Advisory 1	Billing for Services that are Psychological in Nature but Rendered by a Non-registrant
Practice Advisory 2	Contact with Board Members by Registrants or Applicants who are Involved in a Current Complaint Process or Registration Issue
Practice Advisory 3	Psychological Assessments for the Purposes of Assisting in Parental Responsibility Assessments including issues related to what is currently referred to as Custody and Access, Access, and Parenting Capacity Assessments
Practice Advisory 4	Release of Records Containing Confidential Test Material in Particular but Not Restricted to Raw Test Data **(Draft)**
Practice Advisory 5	Control and Copying of Practice Records
Practice Advisory 6	Legibility of Practice Records

A number of other issues are also under consideration for the development of practice advisories including: pro-bono work and sliding scales for fees, termination of services, use of e-mail in clinical practice, and informed consent in joint custody situations. With regards to the latter, the Board discussed the issue of parental consent to treatment when there is joint custody. The Board is of the view that except in the instance of clear reasons to the contrary the psychologist should obtain the consent of both parents/guardians. It is anticipated that these practice advisories will be issued for circulation and comment in the coming year. The Board also took steps to inform the membership that an appendix which appeared as part of the 1998 College Directory was no longer in effect.

Regulation of Title and Practice of Psychology A Court Order in favour of the College regarding a former registrant who continued to use the title "psychologist" which addressed both the activity of psychology as well as the use of title, provoked discussion about the degree to which such issues are properly published to registrants. From a public protection standpoint, the College would like to publish instances such as when a registrant resigns from the College in lieu of disciplinary action. This matter remains under review and legal consultation. An issue was brought to the attention of the College regarding retired psychologists testifying in Court as expert witnesses. The Board directed the Registrar to write to the lawyer who would like a retired psychologist to testify in Court, advising that the ex-registrant could not testify as an "expert witness", only as a witness to fact. The Board was pleased with the initiative of the Registration Committee to suggest placement of an ad in local publications educating the public and other practitioners regarding the use of the terms "psychology" and "psychologist".

"Sterring Committee Letter" The Board spent considerable time and resources on an investigation of an unsigned letter circulated to some registrants making unsubstantiated allegations and comments about the College. The decision to investigate was necessary, given the inappropriate tone and content of the letter.

Training Program Liaison The College continued its practice of meetings with training programs in psychology and the Registrar and staff remain available to meet with faculty and students on areas of concern and the registration process in general. The Board believes that introducing students to issues regarding the regulation of the profession at an early stage is in the interest of the College and the students as future registrants. During 2004 meetings were held with forensic program directors and representatives from Corrections Services Canada.

Indemnification Motion The Board clarified and reaffirmed an indemnification motion covering actions in good faith of registrants and public members who serve on committees or otherwise act for the College.

Board Membership The Board discussed the difficulty of having both an elected and public member on each committee. A resolution to amend the bylaws with regard to committee membership was submitted and accepted by government, amending the bylaws to require only one Board member on each committee.

Public Members Two new public members, Daniel Fontaine and Wayne Morson, were welcomed to the Board, along with the continued and highly valued participation of Ms. Marguerite Ford. The Board was delighted that Barbara Passmore, a former public member of the Board, has agreed to continue her involvement with the College by serving on the Registration and Inquiry Committees.

Frequency of Meetings The Board discussed frequency of meetings and decided to try, on a provisional basis, holding meetings every other month with urgent business being conducted by teleconference, as required.

Proposed Tariff for cost recovery for hearings The Board discussed the new provisions in the *Health Professions Act* which allows tariffs to be set. College Counsel explained the difference between "costs" and "special costs" and when each would be applied. As of December 31, 2004 the Board had submitted a proposed Tariff of Costs for submission to government.

Registrants Age Groups The Board continues to monitor the demographics of registrants in terms of the skewed distribution of age, with an increasing number of registrants approaching retirement age. The Board intends to address this issue in the coming year with an objective of developing a long range plan in anticipation of the consequences of these issues.

Regulation of School Psychology Practitioners An indepth document explaining the registration process and the mechanisms for facilitating the regulation of school psychology practitioners was prepared for Mr. Rick Davis, Ministry of Education, Superintendent, Liaison, to help advance discussions regarding the government's proposed removal of the current exemptions included in the *Psychologists Regulation* under the *Health Professions Act*.

Psychodiagnostic Testing as a reserved action The Registrar and Chair of the Registration Committee continued their communications and meetings with government with regard to the College's submission regarding the potential regulation of psychological testing.

Information Meetings The Committee/Board liaison meeting and information meetings for registrants was held in conjunction with an information meeting for registrants on November 18, 2004. The Board is pleased with the general response to such meetings and appreciates the opportunity for ongoing exchanges with registrants about the College and its regulatory activities.

Complaint to the Human Rights Tribunal A complaint against the College by an applicant for registration was submitted to the Human Rights Commission and was shortly thereafter withdrawn.

Amending the Code of Conduct The title of Section 4.3 of the Code of Conduct was mistitled and a Board resolution was made to change it.

Implementation of the Mutual Recognition Agreement Our registrar continues to participate in quarterly discussions/meetings with Canadian psychology regulators to review the issues arising from reciprocal applications across the country.

Renewal Process We were delighted with the 2005 renewal process which was completed during November and December 2004. In contrast to prior years, all but a handful of registrants completed the renewal process on time.

Annual Evaluation of Registrar The objectives for the annual evaluation of the registrar remained the same as in past years. These objectives include: to bring the College in line with national and international standards (both substantive and procedural) for professional regulation; to enhance the profile, standing and credibility of the College with government; to develop and maintain an effective system for document control, management, filing and storage; to maintain the efficient and timely management of complaints; to ensure regular and effective communication with registrants about regulatory issues affecting them; to enhance the decision-making competencies of the Inquiry, Registration, Discipline and Quality Assurance Committees; to maintain the efficient resourcing and staffing of the College; and to ensure data integrity, security, control and management. The Board is clear that this evaluation is a mutual one. The Board has continued to provide the resources and support to the Registrar who has done an impressive job of implementing the policies and procedures that are currently in place. The Board is impressed with the amount of changes that have taken place during the past five years under the *Health Professions Act* and with the incredible volume of work handled by the College office under the Registrar's administration. The Board is also delighted with the increased profile of the BC regulatory body on the national scene and our contributions to national discussions on regulation in psychology.

Continuing Competency Program The Board approved the continuing competency program developed by the Quality Assurance Committee and was pleased with the commitment of the Committee to the stepwise implementation plan and the integration of registrant feedback into the program.

Board Elections Lee Cohene was elected to serve on the 2004 Board of the College and has completed his first year on the Board. I am pleased that registrants chose to re-elect me for a second term.

Book Chapter Our registrar and legal counsel co-authored a chapter entitled "The Governance of Practitioners in British Columbia" in the book The Law, Standards, and Ethics in the Practice of Psychology, 2nd Edition, by David R. Evans, published by Emond Montgomery in 2004.

Motor Vehicle Act The College continues to participate in discussions with the Superintendent of Motor Vehicles. Our thanks to Dr. Patricia McFarland, R.Psych., for representing the College in these discussions.

Appeals 2004 A total of 15 appeals were heard by the Board in 2004. In each case the decision was to uphold the decision of the Inquiry Committee.

College Workshops I am pleased to observe the increasing number of workshops (large and small) organized by the College and/or in conjunction with other organizations, specifically BCPA. This October, more than 200 registrants attended a workshop jointly sponsored by the College and BCPA on "Avoiding Complaints in the Practice of Psychology". In addition to a this large workshop, the College routinely sponsors a variety of workshops for training oral examiners, workshops for supervisors who do regulatory supervision for the College, as well as workshops for applicants on regulation and examinations for registration.

Complaint Resolution I urge registrants to keep themselves informed and to attend to the important information contained in this Annual Report. In particular, the information presented on complaint resolution is clear documentation of the emphasis the College has placed on resolving complaint (matters spanning relatively minor issues all the way to the most serious of allegations) through informal and voluntary means. That this information is consistent across the five years that the College has been regulated under the *Health Professions Act* should provide even further reassurance that the College is committed to a fair and transparent process–and one which both serves the mandate of public protection and enhances the reputation of the profession by illustrating the College's commitment to this mandate and the profession's investment in enhancing competence and openness to feedback. There is a lot of good information available to registrants, including the Chronicle, Annual Reports and the College website which includes some key documents on how to avoid complaints, common complaint areas, and the complaint investigation process.

In Closing The College staff, committee members, and Board are working hard at achieving this objective. As you can see from my report, the Board and staff have been very busy and continue in their efforts to ensure the College is effective in fulfilling its mandate. It has been a privilege to be involved and I look forward to my continuing involvement.

Respectfully submitted,

Henry Harder, Ed.D., R.Psych.
Chair of the Board, 2004

INQUIRY COMMITTEE REPORT

The *Health Professions Act* and our bylaws require that all complaints, even very minor ones, be referred to the Inquiry Committee. This information about complaints may be useful for registrants who may be named as respondents in complaints.

As further detailed in the Registrar's report, a total of 46 complaints were received in 2004. This number represents a decrease from previous years and we are hopeful that this decrease will be sustained in the coming years. One of the new dimensions being described in this year's Annual Report is the number of complaints received from members of the public and the number of complaints that are initiated on the motion of the Inquiry Committee in response to information brought before the committee or as a result of identification of concerns in the investigation of a public complaint. Thirty-four of the 46 complaints received in 2004 were received from members of the public and 12 complaints were initiated by the Inquiry Committee. The 34 complaints cover a wide range of concerns from members of the public and the complaints may be summarized as follows:

- 6 complaints from a psychologist against a fellow registrant because of alleged breach of the Code of Conduct.
- 1 complaint from a lawyer about a psychologist, with an allegation that the psychologist did not provide requested materials.
- 1 complaint by a client alleging sexual misconduct by the psychologist.
- 1 complaint against a psychologist who was first an assessor, then an employer of the complainant, who eventually married and then was divorced from client.
- 1 complaint by the husband of a client alleging sexual misconduct by the psychologist, the wife's therapist.
- 1 complaint by an individual formerly the employee of a registrant alleging unfairness in supervision and work assignments.
- 1 complaint by a lawyer and a psychologist against another psychologist who gave opposing testimony.
- 1 complaint from a lawyer against a psychologist alleging an inappropriate custody and access assessment.
- 3 complaints from WCB clients against psychologists writing file reviews.
- 18 complaints by clients against their psychologist, 5 of which were therapy clients and 13 of which were assessment situations.

Fourteen (14) of these 34 complaints were closed as of December 31, 2004. Of these, 5 complaints were closed because a letter of undertaking or consent agreement was voluntarily signed by the registrant, 8 were dismissed because of insufficient evidence of an ethical violation, and it was decided not to proceed on one additional complaint for administrative or jurisdictional reasons. This outcome fits the pattern observed in previous years. While the more serious complaints received during the year remained under review at the end of 2004, it is anticipated that current negotiations to resolve them without need for a discipline hearing will be successful.

The twelve (12) complaint files opened by motion of our committee during 2004 included investigations of alleged breach of interim agreements, failure to respond to requests for information by the committee, and a referral from the Registration Committee regarding failure to respond to requests for information.

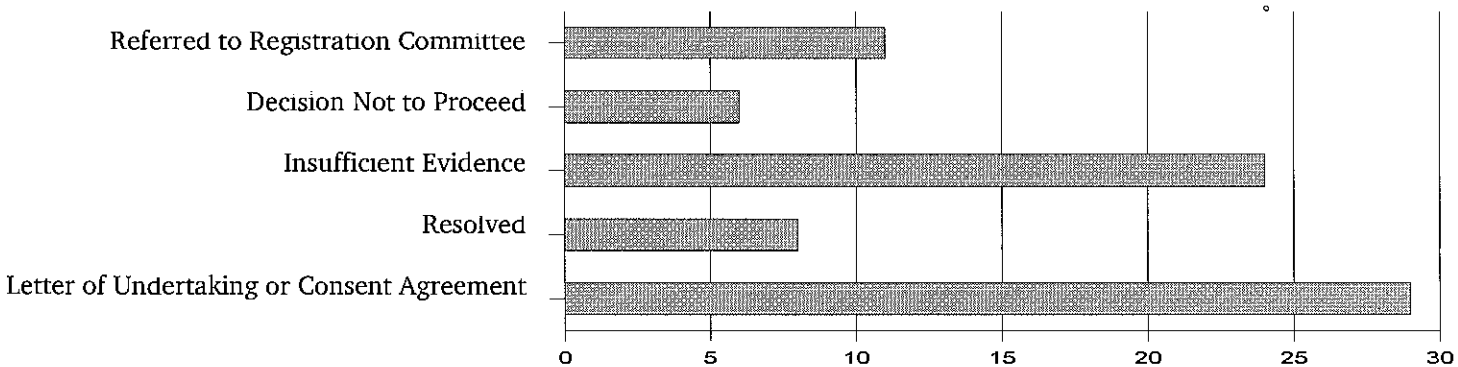
After review of the 21 complaints received during the year that were also closed in 2004, I am pleased to report that it took 4 months on average to close each file.

I am also pleased to report on the total number of files that were closed during 2004, including files received during previous years. (Table 1)

Table 1: Files Closed during 2004 (N=78)

Closing Reason	Number	%
Letter of Undertaking or Consent Agreement	29	37
Resolved	8	10
Insufficient Evidence	24	31
Decision Not to Proceed	6	8
Referred to Registration Committee	11	14
Total	**78**	**100**

Figure 1: Files Closed during 2004 (N=78)



As illustrated in the table and figure above, for the 78 files closed during 2004, almost 40% were dismissed or not proceeded upon (insufficient evidence or a decision not to proceed). Of the remaining 48 files, 11 (14%) were referred to the registration committee as the one individual named in all 11 files had resigned from the College and conditions were placed on her ability to reapply. For the 37 files in which some action was taken, all were resolved through voluntary agreement. In 29 instances, the registrant signed a letter of undertaking or a consent agreement, and for 8 complaints, the issues were resolved through more informal means such as changes initiated and completed by the registrant prior to complaint resolution.

These 78 files pertained to 42 different registrants, thus several registrants had multiple complaints. As mentioned, one former registrant had 11 complaints which were closed during 2004 as she sigued a letter of undertaking which places conditions on any reapplication for registration. Another 9 files belonged to one current registrant. In this instance the Inquiry Committee had issued a citation for a hearing of the Discipline Committee and the matter was resolved prior to that date by way of a Letter of Undertaking specifying terms, including supervision and a practice restriction. Another 9 files belonged to a registrant who agreed, by way of signing a Letter of Undertaking, to a 7 month suspension of practice followed by 14 months of supervised practice. Another Undertaking was signed by a registrant who acknowledged a sexual affair with a former client and consented to an agreement including elements of supervised practice and suspension of licensure for a period of time. These resolutions illustrate clearly the point that even the most serious complaints may be resolved without necessitating a costly hearing.

The Inquiry Committee consists of very hardworking and dedicated professional and public members who work in consultation and cooperation with a very competent staff team consisting of the Registrar, Deputy Registrar and Inquiry Coordinator. It has been a pleasure to serve as Chair for the 2004 year.

Respectfully submitted,

Ms. Marguerite Ford, Public Member
Chair, Inquiry Committee

PATIENT RELATIONS COMMITTEE

As per the *Health Professions Act*, the College of Psychologists is obliged to have a Patient Relations Committee for the specific purpose of establishing a patient relations program to seek to prevent professional misconduct of a sexual nature. For review, the duties 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; recommending to the Board standards and guidelines for the conduct of registrants and their patients.

This Committee developed two pamphlets, one for registrants and a pamphlet for members of the public. Both documents were approved in 2004 and will be available to registrants and the public in 2005.

Respectfully submitted,

Robert L. Colby, M.S., R.Paych.
Chair, Patient Relations Committee 2003

REGISTRATION COMMITTEE REPORT

The Registration Committee had a tremendously busy year in 2004, with over 170 applications at various stages of the application process under review. Among the major achievements during the year was completion of the review of the more than 100 applications for registration under the provisions of the extraordinary application period. Dr. Cheryl Bradley, Deputy Registrar, deserves much of the credit for this achievement. The complexity of this review is notable, as many of these applicants are requesting recognition for equivalent experience, and most had completed their training some years ago. One important addition to the responsibilities of the Registration Committee resulted from the transfer of "title issues" from the Inquiry Committee to the Registration Committee. Given the Registration Committee's responsibilities for setting entrance standards and for renewal of registration, it was agreed that the responsibility for regulating proper use of title by registrants and nonregistrants was appropriately that of the Registration Committee. A summary of the title issues reviewed by the Committee is included in the Registrar's Report. In line with this responsibility, the Committee undertook the placement of an ad in a local publication (Common Ground) which clearly indicated appropriate use of the title "psychologist" and use of abbreviations and related terms. The review of applications for registration is an ongoing challenge, which was met head on by the Registration team at the College and the careful eye of Dr. Colleen Wilkie, Deputy Registrar. At the direction of the Registration Committee and under the oversight of the Registrar, the processes and procedures the staff have implemented have given greater predictability to the length of the application process for the different application categories.

Important issues reviewed by the committee in 2004 include:

Accommodations for disability The Registration Committee faced a number of requests for accommodations for completion of required examinations during the 2004 year. The Committee established a policy in this regard which allows for appropriate accommodations to be made for documented conditions, provided that these conditions do not impede the applicant's ability to practice, consistent with human rights legislation and case law.

Referee Concerns Given the changes to the College's reference form to include questions about fitness to practice and good character, it is not surprising that the committee has had to deal with such concerns when expressed by a referee. The application form includes a declaration by the applicant that referees are free from threat of lawsuit for providing such information to the College. The range of concerns expressed about applicants range from basic concerns regarding competence or fitness to practice to more minor concerns related to need for additional experience in a particular area of practice.

Selection of Oral Examiners The policy on selection of oral examiners was revised during 2004 as follows: Oral examiners must: 1) be registered in BC for 2 years with no limitations on practice, 2) submit a CV which is vetted by the Registrar and the Registration Committee, 3) complete the oral examiner training. The appointment is for a three year term with no limit on how many times an oral examiner may be reappointed.

Meeting with Forensic Psychology Programs The Registration Committee met with representatives from forensic psychology training programs at UBC and SFU, along with representatives from Corrections Canada to begin a dialogue of issues of mutual interest. The Committee had reviewed applications from graduates from these experimental psychology programs. The UBC program is being phased out and the SFU program made it clear that their objective was not to train clinicians. We look forward to continued dialogue and discussion on these important issues.

National Register The National Register was added as a mobility mechanism for applicants who are registrants of the National Register of Health Service Providers in Psychology.

Frequency of Meetings The issue of reducing the frequency of meetings was discussed but given the volume of work before the committee, it was decided that regular monthly meetings should continue.

Amendments to Registration Requirements The Registration Committee approved the following definition of graduate degree: "1. It must be from a recognized university or a regionally accredited institution or assessed as equivalent by an agency recognized by the College to make such determinations; 2. Residency requirement for the degree is one year full residency for the Master's degree, and three years for the doctorate degree." It was further agreed that APA/CPA approved programs or those designated as approved by the Association of State and Provincial Psychology Boards and National Register of Health Service Providers in Psychology Joint designation program meet the above criteria.

Investigation of Concerns regarding Applicants An interesting challenge for the Committee is the proper means of investigating concerns expressed by referees or members of the public with regard to applicants. There is no "complaint" process per se for applicants, and applicants are distinct from registrants in terms of the rights and privileges granted by law. The Committee had to process a large number of such concerns during the year, and decided to treat such concerns as "fitness to practice issues". Legal consultation was sought and obtained to ensure that the processes and procedures in place were fair to applicants and responsive to the members of the public and referees making their concerns known.

Post Degree Year of Supervised Experience The Committee remains committed to the introduction of a requirement for a post degree year of supervised experience although no date for the introduction of such a requirement had been set by the end of 2004. The College will sponsor a series of information sessions with programs and students at the point that an introduction date is set for this requirement, to ensure that applicants and training programs are aware of the specifics of the requirement and that they have an opportunity for input and discussion.

Changes to *the Health Professions Act* The amendments to the *Health Professions Act* included a change in responsibility for reinstatement decisions. While previously this was the responsibility of the Board, this is now under the authority of the Registration Committee.

Written Jurisprudence Examination The Registration Committee continued its ongoing review of the jurisprudence examination and is monitoring the pass/fail rate and the performance of specific items as an increasing number of applicants complete the examination. The website now includes 5 sample questions similar to those on the examination itself.

Extraordinary Applications As mentioned above, the preliminary review of these applications was completed during 2004. A number of other important developments occurred during the year with regard to these applications. Given the provisions of allowing a five year window within which to complete outstanding registration requirements for successful extraordinary applicants, it was decided to "split" the Oral Examination into two parts for these applicants. Part B of the exam is identical to the current Oral Examination for all applicants and will be required once all requirements for registration have been completed. Part A of the exam for extraordinary applicants was developed to determine whether or not there were any concerns regarding public protection and area of practice during the time period that successful applicants will be placed on the Limited Register.

Tripartite requirement for Area of Practice The Registration Committee made clear its policy that declaration of an area of practice includes three elements: education, experience and training, and that all three are required. This issue remains under careful review by the Committee given the implications for registrants changing area of practice during the year or at renewal.

Respectfully submitted,

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

QUALITY ASSURANCE COMMITTEE REPORT

The main focus of the Quality Assurance Committee in 2004 was the further development and implementation of our continuing competency program, with an ongoing commitment to implementing the program in a transparent and respectful way and obtaining feedback from registrants at various stages of implementation–the feedback and input of registrants is discussed and considered at the regular meetings of the Committee. The program began in January 2004, with registrants submitting attestations to completion with 2005 renewal material

For review, key components of the program are the following: registrants are required to enter a record of their continuing competency activities on the Log Sheet provided for this purpose; registrants are to keep copies of proof of attendance at conferences and workshops and records of continuing competency activities and the completed continuing competency form provided by the College for at least two years; an attestation that the continuing competency requirements have been met is required for renewal of registration. Following the renewal process, a random selection of 10% of registrants will be asked to submit their Continuing Competency Program Activities Log. The process for selecting this random sample was described in the 2004 Fall Chronicle.

The intent of the Continuing Competency Program is for registrants to continue to upgrade their learning in the field of psychology in practical and meaningful ways that are relevant to their practice. The Quality Assurance Committee has developed two key criteria for the evaluation of continuing competency activities - these criteria can also be used by Registrants in their self-assessment of their continuing competency activities:

1. Is a specific activity relevant to enhancing the competency of the Registrant to practice psychology (i.e., can the registrant answer affirmatively the question "Did you learn something useful to your practice of psychology?").
2. Can the registrant articulate what they learned relevant to improving their practice or enhancing their competency in a way that is clear and convincing to a group of their peers.

The position taken by the Quality Assurance Committee is that the onus is on the registrant to be able to articulate to the satisfaction of a group of peers that learning has occurred. The activity or setting, per se, is less important than the learning acquired by the registrant.

The Quality Assurance Committee continues to welcome questions and comments from Registrants. It was decided that for questions of general interest the committee will develop responses to questions in the form of "Frequently Asked Questions" posted on the website. All questions received from Registrants will be acknowledged as "received", and where the question raises a new "wrinkle" or issue not previously considered, the committee's responses will be posted on the CPBC website in the form of FAQs - this approach has been taken to (1) minimize the effort and expense involved in individual detailed replies and (2) provide to all Registrants information gleaned from considering the issues raised by a single registrant.

Respectfully submitted.

Michael Joschko, Ph.D., R.Psych.
Chair, Quality Assurance Committee

LEGISLATION COMMITTEE REPORT

The main task of the Legislation Committee is to inform itself about changes to legislation that may impact on the practice of psychology in British Columbia. Major changes noted over the 2004 year include the introduction of the privacy legislation for individual practitioners, the *Personal Information Protection Act*.

On January 1, 2004, private psychology practitioners' offices, medical diagnostic facilities, and non-hospital medical/surgical facilities in British Columbia became subject to privacy legislation, either through the provincial *Personal Information Protection Act* (known as *PIPA*), or through the federal *Personal Information Protection and Electronic Documents Act* (known as *PIPEDA*). (See the articles in recent Chronicles, also available on the website). Both statutes establish information practices in private organizations, which can be an individual, an agency, or a non-profit society. Most private psychology practitioners in B.C. will fall under *PIPA*; however, organizations or individuals who transfer personal information across provincial borders for business purposes will likely need to comply with *PIPEDA* rather than the provincial legislation.

This legislation does not replace the Code of Conduct and no information provided in this Annual Report or in the Chronicle publications should be presumed to replace the Code of Conduct or to substitute for independent legal advice. Registrants whose practice falls under the new privacy legislation are encouraged to obtain and carefully review the new statute. If you have a particular question or concern about how the new legislation affects your practice, you should seek specific advice from your lawyer.

What is the new legislation and who does it apply to?

The main purpose of the new privacy legislation is to ensure that the collection, use or disclosure of personal information about an individual does not occur without that individual's consent unless the information falls within specific exceptions. It also gives an individual the right to review and ask for corrections to his or her personal information. *PIPA* applies to personal information collected, used, or disclosed in connection with activities conducted by commercial organizations, including corporations and partnerships. It does not apply to public organizations such as the College, which continue to be governed under the *Freedom of Information and Protection of Privacy Act* (*FIPPA*) in matters of personal information. If you are unsure whether your organization is covered by *PIPA* or *FIPPA*, registrants should seek clarification from the organization.

The new privacy legislation will not likely have a significant impact on a registrant's basic professional practices as psychologists have always been obligated to maintain strict confidentiality regarding patient information through ethical codes and standards. The new legislation does introduce a number of specific rules, procedures, and deadlines around the management of personal information that registrants will need to be aware of and in compliance with in their dealings with patients. Registrants should also note that *PIPA* applies to the collection, use, disclosure, and care of personal information of non-patients such as employees and volunteers.

PIPA establishes rules for: collection, storage, protection and destruction of personal information; disclosure of personal information in terms of when and to whom it may be disclosed and for what purpose, access to and, if necessary, correction of personal information. For the purposes of the legislation, "personal information" essentially means any information about an identifiable individual other than that typically found on a business card – including employment application forms, personal preferences, demographic information, residential contact information, and, of course, clinical information.

Each private psychology practice must appoint a privacy officer to help patients understand what is happening with their information, and to be responsible for *PIPA* compliance. In addition, office staff who deal with patients must be trained in how to implement the organization's privacy policy.
The legislation also introduces a set of specific procedures and deadlines around access to records and requests for corrections. For example, your office must provide access to personal information within 30 days of receiving a request by the individual, unless the time period is otherwise extended under *PIPA*. The legislation permits the charging of a "minimal" fee for this access. It may be advisable to set a policy for the fees now and inform current and potential patients of your policy. A formal process for complaints about fees for accessing records, or to express concerns about how personal patient information has been collected, used, or disclosed to a third party is also specified in the legislation.

Other significant developments occurring over the 2004 year were the changes to the *Health Professions Act* . These have been reported on extensively in the Chronicle. For review, key changes include a clarification of the obligations of the Inquiry Committee to report investigation results to complainants (complainants are entitled to know reasons for actions on their allegations only, not on all matters that may be investigated by the committee in review of these allegations); the "appeal" process has been reframed as a "review", which is only be required for complaints in which the complaint is dismissed as vexatious or trivial under section 36(a). It is anticipated that many of the changes to the *Act* will be enacted in the coming year. Registrants are encouraged to check the website and the Chronicle for the most up to date information and for the most current edition of the *Health Professions Act.*

The Committee is committed to ongoing meetings and discussion with institutions, such as government, hospitals, and the like, to develop psychology file maintenance practices that are in conformance with the Code of Conduct.

Respectfully submitted,

Lee Cohene, Ph.D., R.Psych.
Chair, Legislation Committee 2004

BCPA Liaison Committee

The College reviewed draft bylaws proposed by BCPA to its members and highlighted some areas in need of further clarity. Regular meetings were held between the Liaison Committee and BCPA throughout the year. The Board continued to support the efforts of this committee, given the Board's commitment to the establishment and maintenance of a clearly defined and respectful relationship between the College, which regulates the profession, and the Association. The Board was very pleased with the attendance at the workshop co-sponsored with BCPA in October, 2004 on "Avoiding Complaints" which was presented by our Registrar, Dr. Andrea Kowaz, and a former chair of the Inquiry Committee, Dr. Larry Waterman. Registrants are encouraged to review the Question and Answer document, which presents all the questions put forward at the workshop and a response to each question, available on the College website at http://www.collegeofpsychologists.bc.ca/documents/questions%20and%20answers.pdf

Respectfully submitted,

Robert Colby, M.S., R.Psych.
Chair, BCPA Liaison Committee

FINANCE COMMITTEE REPORT

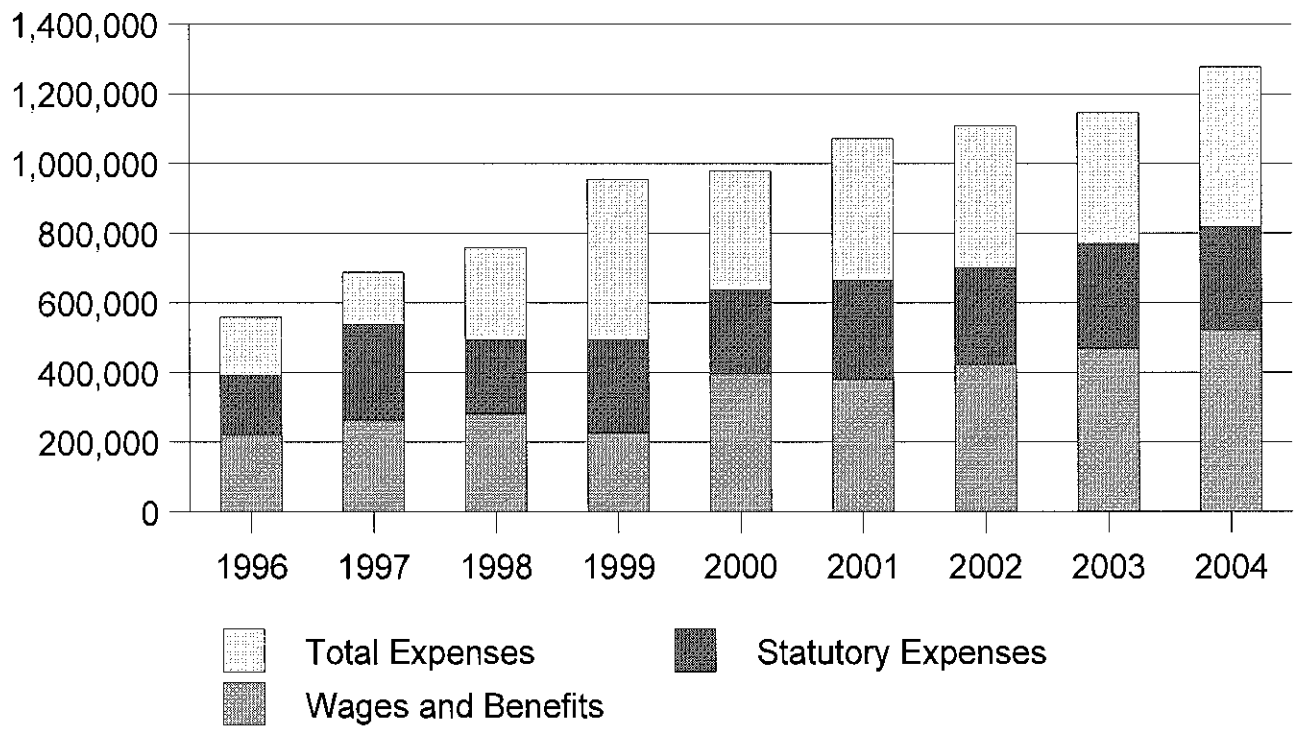
Expenditures for the 2004 year were within budget at a total of $1,277,462. As outlined in the table below, these expenditures were an 11.5% increase over the previous year, reflecting a higher volume of regulatory activity, particularly in the registration and inquiry functions, and higher staffing costs in part-time work, plus increments in salary. Audited financial statement for the 2004 year from Raber Mattuck are appended at the end of this Annual Report.

The Finance Committee would also like to acknowledge with thanks the contributions of the many registrants who volunteer to serve on committees and the Board and to conduct oral examinations. We calculate that in 2004 they provided over 2,250 volunteer hours, which translates to a value of $315,000, given common billing rates for psychologists.

Table 2: Expenses as Percent of Total Expenses

Year	Wages and Benefits		Statutory Expenses		Other Expenses		Total Expenses
	Amount	%	Amount	%	Amount	%	Total
1996	219,693	39	171,528	31	167,603	30	558,824
1997	262,099	38	276,641	40	148,948	22	687,688
1998	280,683	37	212,330	28	265,486	35	758,499
1999	225,278	24	269,623	28	459,781	48	954,682
2000	396,422	40	242,725	25	339,713	35	978,860
2001	380,312	35	284,161	27	406,913	38	1,071,386
2002	423,012	38	278,125	25	405,767	37	1,106,904
2003	469,062	41	301,244	26	375,822	33	1,146,128
2004	521,791	41	295,897	23	459,774	36	1,277,462

Figure 2: Wages and Benefits/Statutory Expenses as Percent of Total Expenses



Respectfully submitted,

Derek Swain, Ed.D., R.Psych.
Chair, Finance Committee

REGISTRAR'S REPORT

I am pleased to provide a report on the activities of the College for the year 2004. This report is divided into three main sections:

I. The first section provides a description of the College Register for 2004 and the status of applications for registration as well as a summary of activities of the College in this area.

II. The second section provides a descriptive and statistical analysis of complaint and other investigative matters.

III. The third section summarizes administrative activities related to external relationships and our obligations under the *Ombudsman* and *Freedom of Information and Protection of Privacy Acts*.

I. REGISTRATION/APPLICATION MATTERS

This section reviews activities at the College to do with status of the College Register for 2004 and the status of applications for registration and is divided into 9 specific sections as follows: 1. the College Register 2004, 2. summary of application activity, 3. status of application files, 4. area of practice of applicants and registrants, 5. examinations, 6. the extraordinary application period - status of applicants, 7. statistics summarizing length of application process, 8. registrant status issues, 9. correspondence, and 10. title issue investigations under the *Psychologists Regulation*.

1. The College Register 2004

Table 3: The College Register 2004 as at Dec. 31, 2004

Category	2001	2002	2003	2004
Full Register	873	863	889	924
Limited Register- Inquiry Committee		15	14	15
Limited Register- Inquiry Committee/ Non-Practicing		1	1	
Limited Register- Inquiry Committee/ Out of Province				1
Limited Register - Out-of-Province	57	58	43	29
Limited Register - Non-Practicing	51	61	17	11
Limited Register- Retired	19	17	15	13
Limited Register- Registration Committee		1	2	5
Limited Register-Pending as at Dec. 31			1	1
Temporary		1	2	3
Totals	**1000**	**1017**	**984**	**1002**

A total of 42 new registrants (including our first psychological associate) were added to the Register during 2004 per the following table:

Table 4: New Registrants

	Regular	Reciprocal	Mobility	Extraordinary	Temporary	Total
Registered Psychologists	28	10			3	41
Registered Psychological Associates	1					1

2. Summary of Application Activity

The table below summarizes the application activities at the College during the 2004 year, along with comparison data for 2001, 2002, and 2003.

Table 5: Application Activity Summary

Activity	2001	2002	2003						2004					
			Reg	Temp	Recip	Extra	Unclass*	Total	Reg	Temp	Recip	Mobil**	Extra	Total
Total # of applications received	26	53	41		14	106	2	**163**	26	3	10	3	0	**42**
# of applications withdrawn	1	0						**0**	3				2	**5**
# of applications not eligible	2	0				9		**9**	2				2	**4**
# of applicants disqualified											2			**2**

* The unclassified applicants are 2 applications for the extraordinary period that did not qualify for that or any other category.

** As of June 17, 2004, we differentiate between reciprocal and mobility applicants, with reciprocal applicants being those applying from another Canadian regulatory body and mobility applicants typically applying from the United States.

Changes to the Bylaws were approved June 17, 2004, making our bylaws more consistent with the provisions of the Mutual Recognition Agreement (MRA). As shown in the table, there were a total of 42 applications received during the 2004 year, spread out among the categories of regular, temporary, reciprocal, mobility, and extraordinary application categories. While this is down from 2003 considerably, over 100 of the applications received in 2003 were under the provisions of the extraordinary application period, accounting for the unusually high number of applications.
During 2004, 41 application packages were requested: 26 regular, 12 reciprocal/mobility and 3 temporary applications. During 2004, a total of 230 applications were processed and open at some point during the year corresponding to 85 regular, 31 reciprocal, 6 mobility, 103 extraordinary, 3 temporary, and 2 unclassified applicants.

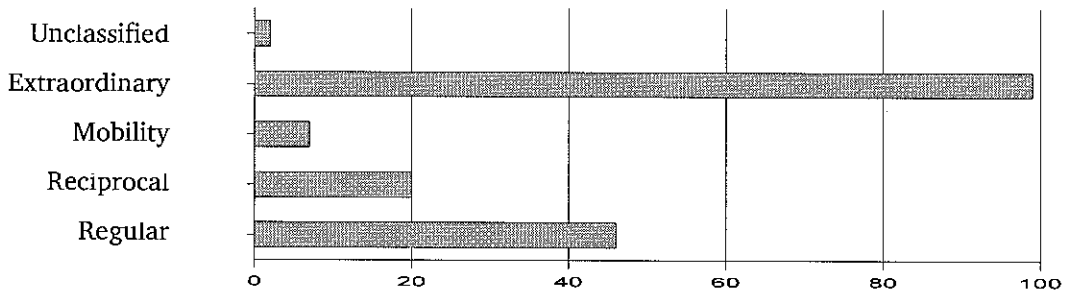
3. Status of Application Files

The table below depicts the status of all applications on December 31, 2004. As shown in the table, there was a total of 174 open applications at various stages of the application process on that date.

Table 6: Status of Applications as at December 31, 2004

Application Stage	2004					
	Regular	Reciprocal	Mobility	Extraordinary	Unclassified	Total
Initial review	9	0	0	8	0	17
Under review for credentials/consistency	13	6	2	29	2	52
EPPP	16	N/A	N/A	0	0	16
Written Jurisprudence Exam	4	14	5	54	0	77
Oral Examination	4	N/A	N/A	8	0	12
Total Open Files as at 12/31/04	**46**	**20**	**7**	**99**	**2**	**174**
Refused/Not eligible	1	0	0	2	1	4
Suspended (halted/deferred)	0	0	0	1	0	1
Expired / Withdrawn	10	2	0	2	0	14
Disqualified	0	2	0	0	0	2
Total	**57**	**24**	**7**	**104**	**3**	**195**

Figure 3: Status of Applications as at December 31, 2004



4. Area of Practice: Applicants and Registrants

An applicant is required to indicate one area of practice in psychology on the application form. This area is expected to be the broad area of practice which best describes the individual's training and competence. The table below depicts the area of practice indicated by new applicants in 2004.

Table 7: Area of Practice* for New Applicants in 2004

Area of Practice	Regular	Reciprocal	Mobility	Temporary	Unclassified	Total
Clinical Psychology	17	4	2	3	0	26
Counselling Psychology	7	5	0	0	0	12
Clinical Neuropsychology	0	0	1	0	0	1
School Psychology	2	0	0	0	0	2
Health Psychology	0	0	0	0	0	0
Rehabilitation Psychology	0	0	0	0	0	0
Research/Academic Psychology	0	0	0	0	0	0
Forensic/Corrections Psychology	0	0	0	0	0	0
Industrial/Organizational Psychology	0	1	0	0	0	1
Total	**26**	**10**	**3**	**3**	**0**	**42**

* Research/Academic is not intended as a declared area of practice for applicants. Further, the areas of Clinical and Counselling are defined by the College as broad areas encompassing many subareas, while the areas of Forensic/Corrections, Health, School, Rehabilitation, Industrial/Organizational and Clinical Neuropsychology are seen as more narrowly defined areas of practice, sometimes including exclusive practice in a particular setting.

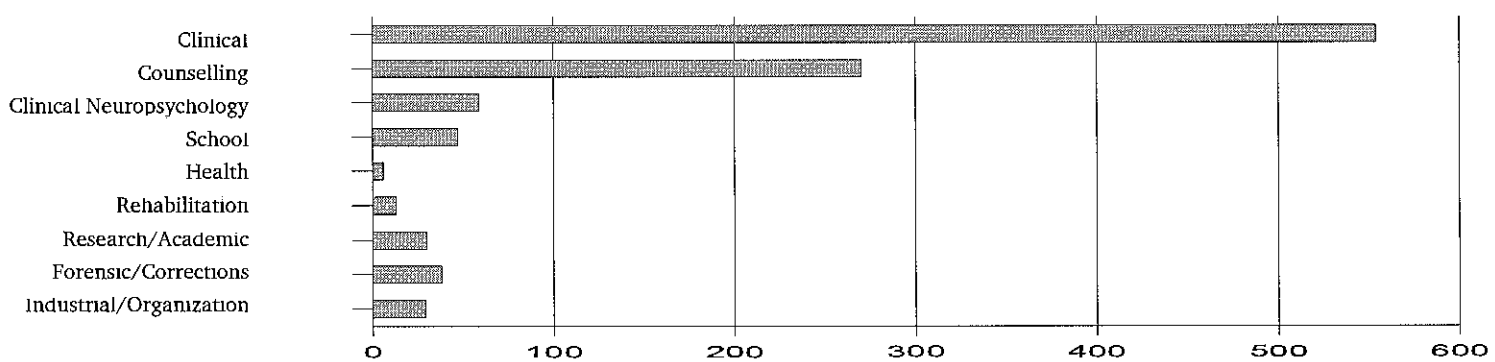
The Register indicated the following breakdown for the self-declared primary area of practice indicated by Registrants on December 31, 2004:

Table 8: Self-Declared Primary Area of Practice for Registrants as at December 31, 2004

Self-Declared Primary Area of Practice	Number of Registrants
Clinical Psychology	554
Counselling Psychology	210
Clinical Neuropsychology	59
School Psychology	47
Health Psychology	6
Rehabilitation Psychology	13
Research/Academic Psychology	30
Forensic/Corrections Psychology	38
Industrial/Organizational Psychology	29
Total	**986***

* This list does not include retired registrants (n=13), temporary registrants (n=3).

Figure 4: Self-Declared Primary Area of Practice for Registrants as at December 31, 2004



5. Examinations

There are three examinations to be completed by regular applicants: the EPPP, the oral exam (OE) and the written jurisprudence examination (WJE). Reciprocal applicants are only required to successfully complete the WJE. The table below summarizes examination results for 2004. Nineteen (19) extraordinary applicants wrote the WJE examination during 2004. No extraordinary applicants reached the stage in the application process to be eligible for the EPPP (or the National Association of School Psychologists (NASP) examination for individuals self-selecting permanent placement on the Limited Register in school psychology), or the oral exam (which has been divided into two parts for these applicants).

Table 9: Examination Results

	2001	2002	2003	2004
Number of applicants who wrote EPPP	48	9	16	22
Number of Oral examinations	44	13	15	34
Number of WJE examinations	0	21	19	68

The EPPP exam was taken 22 times in 2004 with one failure, and a scaled score range for applicants who passed of 507-757 out of 800.

The WJE examination was administered 68 times in 2004 to a total of 57 applicants; 46 for the 1st time, 9 for the 2nd time, and 2 for the 3rd time. Of the 68 examination administrations there were 25 regular, 24 reciprocal, and 19 extraordinary applicants.

For oral examinations, 34 examinations took place in 2004, 7 of which were a second attempt. For the 27 first time examinees, 16 passed all 8 content areas, 5 failed 1 content area, 2 failed 2 content areas, 2 failed 3 content areas, 1 failed 5 content areas, and 1 failed 7 content areas. All 7 of the individuals who took the oral exam for the second time during 2004 passed: 6 individuals passed all 8 content areas and 1 passed 7 content areas and was placed on the Limited Register for a period of time to remediate the identified deficits.

Table 10: Oral Exam Summary for 2004

	First Attempt Outcome			Second Attempt Outcome			
Year	Full Pass	Limitations	Failure	Full Pass	Limitations	Failure	Total
2004	16	8	3	6	1	0	34

The revised oral examination has been administered a total of 97 times (2001-2004). The revised examination is scenario-based with objective scoring criteria. As shown in the table below, all applicants who have taken the examination eventually passed, although 16 individuals opted to re-take the

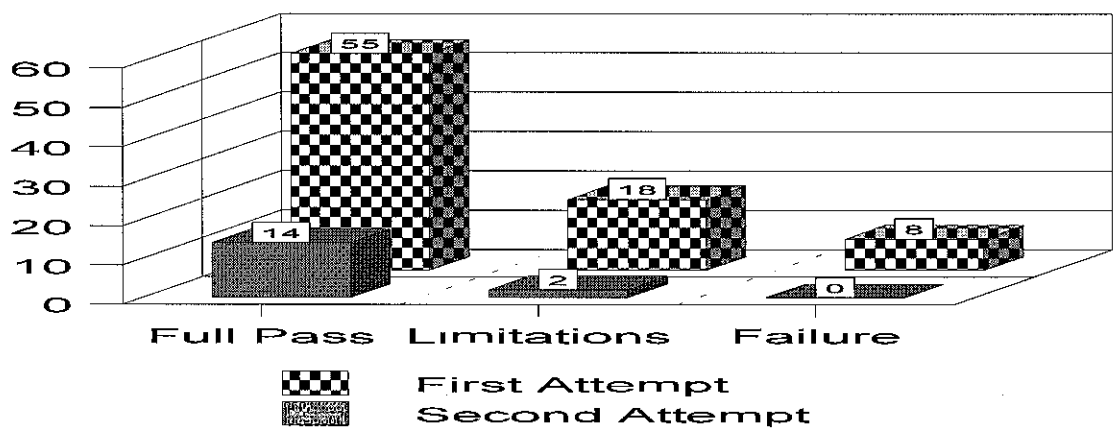
examination after failure or recommendation for placement on the Limited Register. Of all administrations, the oral examiners recommended a full pass 69 times, with 20 recommendations for placement on the Limited Register and 8 failures. No one has failed the exam twice.

The table below summarizes the total number of administrations of the oral examination using the revised, scenario-based examination, since its introduction in the summer of 2001.

Table 11: Oral Exam Summary 2001 - 2004

	First Attempt Outcome			Second Attempt Outcome			Total
	Full Pass	Limitations	Failure	Full Pass	Limitations	Failure	Total
Total	55	18	8	14	2	0	97

Figure 5: Oral Exam Summary 2001 - 2004



The table below provides a specific breakdown of the recommendations for all individuals who have agreed to be placed on the Limited Register as a means of remediating deficits identified on the oral examination. A total of 11 individuals are included in the table below. Some individuals receiving recommendations for placement on the Limited Register opt for retaking the examination and are thus not included in the table below.

Table 12: Limited Register Data

	Self-Declared Area of Practice	Number of Oral Exam Areas Failed (Max. = 8)	Remedy *	Time on Limited Register**
1	Clinical Neuropsychology	1	supervision	6 mo.
2	Clinical	1	supervision + pass WJE	6 mo.
3	Clinical	1	supervision	6 mo.
4	Clinical	2	supervision	6-12 mo.
5	Clinical	2	supervision + pass WJE + limitation(no assessments)	6 mo.
6	Counseling	2	supervision	6 mo.
7	Counseling	1	supervision + paper	27 mo.
8	Counseling	3	supervision	6 mo.
9	Counseling	1	supervision	6 mo
10	Counseling	1	supervision	7 mo.
11	Counseling	1	supervision + paper	3 mo.

* Some individuals on the Limited Register applied before the WJE was required as part of the application process.

** This is the minimum amount of time agreed to by the individuals. Actual time on the Limited Register may exceed this amount, or may be decreased after a recommendation of the supervisor.

6. The Extraordinary Applicants

By December 31, 2004 the extraordinary applicants were moving through the application process and beginning to complete the requirements for placement on the Limited Register, including taking the WJE examination. It is anticipated that these applicants will begin to take Part A of the required oral examination in 2005 and be placed on the Limited Register during the 2005 year. All such applicants will remain on the Limited Register until completion of all outstanding requirements for registration. Some applicants will have additional restrictions on activities, settings or populations, as appropriate.

7. Length of Time from Application to Registration

Of the 29 regular applicants who were registered in 2004, 5 applicants delayed their applications by 12 months or longer (2 @12 months, 17 months, 18 months and 22 months) after receiving approval to sit for the EPPP examination. The average regular application took 19 months, including these applicant-initiated delays. The average time it took for a regular applicant to receive permission to proceed to the examination phase of the application process was 7.5 months. The applicants who experienced significant delays (>9 months) in review of their applications were in one of the following categories: non-responsive to or delayed in responding to requests for additional information during the file review stage, were foreign trained or had atypical training.

For reciprocal applicants completing the application process in 2004, it took an average of 10 months to become registered. The average time it took for reciprocal applicants to receive permission to proceed to the examination phase of the application process was 5 months. The average reciprocal applicant waited 4 months to write the written jurisprudence examination from the time permission was granted.

8. Registrant Status Issues

A significant amount of activity occured with regard to movement between registration categories and individuals moving on and off the register during the course of the year. Policies and procedures continue to be developed and refined in this area.

9. Correspondence with Applicants and Registrants

The large number of applications under review continues to significantly impact on workload. One index of this impact is in the amount of correspondence, as indicated in the table below.

Table 13: Correspondence with Applicants and Registrants

	2001	2002	2003	2004
Correspondence (Number of letters to applicants and registrants on registration matters)	500	2500	5658**	4004*

* Individual letters only. Does not include any letters or mailouts sent to all registrants.
** This figure includes a large number of extra correspondence generated by the extraordinary application provisions.

10. Investigation of Title Issue Violations under the Psychologists Regulation

The Registration Committee continued to investigate such matters after the to transfer of this responsibility from the Inquiry Committee and its work in this area confirms the "goodness of fit" concerns which led to the decision to transfer this responsibility. Under the *Health Professions Act*, it is the Registration Committee that handles matters related to setting standards for entry into the profession, fitness to practice issues of applicants, etc. An example of a title issue investigated during 2004 is as follows:

A registrant sent the College a letter enclosing a copy of a report signed by an individual including the title, "Child Psychologist" under her name and on her stationery. The individual is not on the College Register. This is a potential violation of the *Psychologists Regulation* under the *Health Professions Act*, thus a letter was sent explaining that this may be a violation and requesting corrective action. The individual replied suggesting an alternative interpretation of the governing legislation. The College replied again, clarifying some misconceptions in her correspondence and enclosing a Letter of Undertaking to be signed by a particular date, specifying in detail the required compliance with the *Health Professions Act*. This matter remained under discussion and negotiation at the end of 2004. As mentioned in last year's annual report, the College successfully concluded another serious matter of title violation by a former registrant by initiating legal proceedings, the outcome of which was in the College's favour.

II. COMPLAINT AND INVESTIGATIVE MATTERS

This section will review eight areas of complaint tracking.

1. Complaint file status as at December 31, 2004
2. Descriptive complaint summary
3. Length of time to close files
4. Closing reasons for complaints closed in 2004 and comparison with previous years
5. Other components of the complaint investigative process
6. Letters of Undertaking/Consent Agreements
7. Complaint correspondence summary
8. Complaints per year and number of registrants with complaints

1. Complaint file status as at December 31, 2004

The College continues its efforts to document and describe the complaint process to registrants and the public. Since the College of Psychologists came under the *Health Professions Act*, the College has processed a total of 373 complaints, including 97 "backlog" complaints that were open on January 1, 2000. Below is a summary of complaint file status for 2004.

File status is described for the following complaint groupings:

a. "backlog complaints" which are complaints open as at January 1, 2000
b. complaints received in the year 2000
c. complaints received in the year 2001
d. complaints received in the year 2002
e. complaints received in the year 2003
f. complaints received in the year 2004
g. all complaints received after January 1, 2000.
h. all complaints processed by the College under the *Health Professions Act*

a. "Backlog" complaint files (n=97) As of December 31, 2004, all 97 of the files which were unresolved as of January 2000 had been closed. At December 31, 2003 the College had been in negotiation with the individual registrant who had 11 outstanding complaints. The College successfully negotiated a Letter of Undertaking with this former registrant and all files were closed during 2004. There is no more "backlog". Subsequent tables and analyses refer only to the 276 complaints received under the *Health Professions Act.*

b. Complaints received in 2000 (n =63) All 63 complaints received in the year 2000 were closed by December 2004.

Table 14: Complaint File Status as at December 31, 2004 for all complaints received under the *Health Professions Act**

Status	Year Complaint was Received											
	2000		2001		2002		2003		2004		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Awaiting Review									1	*2*	1	*.4*
Active Review									11	*24*	11	*4*
33(4)									1	*2*	1	*.4*
33(5)					1	*2*	4	*8*	6	*13*	11	*4*
HPA Section 28 Inspections												
Without Prejudice Meeting									1	*2*	1	*.4*
Letter of Undertaking					1	*2*	2	*4*	4	*9*	7	*3*
Citation							6	*11*	1	*2*	7	*3*
Total # open files					*2*	*4*	12	*23*	25	*54*	39	*14*
Total # closed	63	*100*	60	*100*	52	*96*	41	*77*	21	*46*	237	*86*
TOTAL	**63**	***100***	**60**	***100***	**54**	***100***	**53**	***100***	**46**	***100***	**276**	***100***

* percentages in this and subsequent tables may contain rounding error

c. Complaints received in 2001 (n = 60) All 60 complaints received in 2001 were closed as of December 31, 2004.

d. Complaints received in 2002 (n = 54) All but 2 of the 54 complaints received in 2002 were closed as of December 31, 2004. In one file, a 33(5) letter (a letter under section 33(5) of the *Health Professions Act* that requests the respondent to provide the Inquiry Committee with any information it wants the committee to consider, along with providing the respondent with all of the documents in the complaint file) had been issued and the second file was under negotiation for a Letter of Undertaking as of December 31, 2004.

e. Complaints received in 2003 (n = 53). As shown in the table above, 41 of the 53 complaints received in 2003 were closed by the end of 2004. The remaining 12 files were distributed among three categories: a motion to refer the matter to a hearing of the Discipline Committee was made for 6 files, for 4 files, a 33(5) letter had been issued or was under preparation for issue, and a Letter of Undertaking was being negotiated for the remaining 2 files.

f. Files received in 2004 (n=46) A total of 21 of the 46 files received during 2004 were closed by the end of the year. Of the 25 open files, one complaint received near the end of the year was awaiting review, 11 were under active review, one 33(4) letter had been issued, in 6 cases a 33(5) letter had been issued or was under preparation for issue, a motion for a citation was made for one file, one registrant had been invited to attend a without prejudice meeting intended to resolve the complaint, and 4 files were in negotiation for a Letter of Undertaking.

g. All files received by the College under the *Health Professions Act* (n=276) The total number of files received under the *Health Professions Act* is 276. Of these files, 237 were closed and 39 remained open at the end of 2004.

2. Descriptive Complaint Summary

The descriptive variables which have been tracked on all complaints received post-January 1, 2000 are: primary allegation made by the complainant, complaint context, area of practice, complainant type, and length of time to close files.

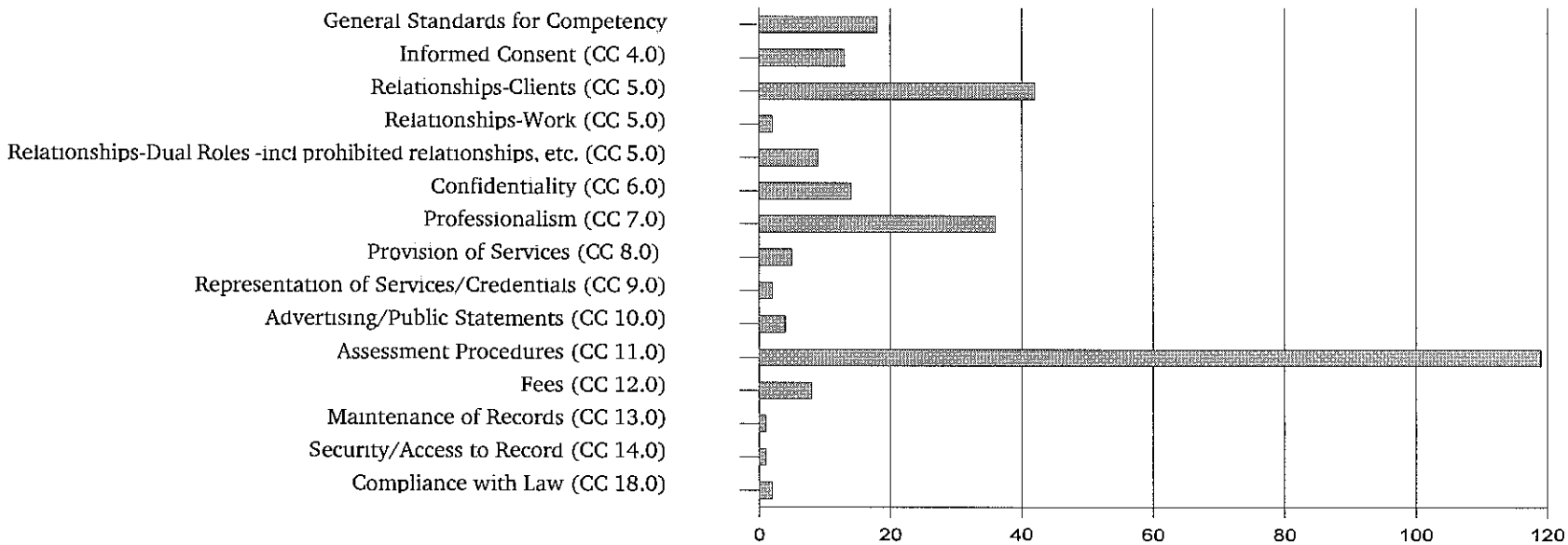
a. Primary Allegations This year we have revised the format of this table to more formally reflect the categories of the Code of Conduct. As complaints that relate to standards around relationships fall into subgroups of relationships with clients, in the workplace, and those involving prohibited conduct including sexual misconduct or impairment, the table reflects these groupings. All three of the complaints received in 2004 in this latter category involved sexual misconduct. For complaints received in 2004, the assessment category remained the most frequent source of primary allegations at 20 complaints (44%). Common complainant concerns in the area of assessment procedures are issues of bias and competence, and these complaints most frequently arise within the context of a legal or some other adversarial process. The other two main areas of primary allegations are professionalism (7, or 15%) and relationships with clients (6, or 13%). This information is summarized in the table below.

As illustrated in the table, the three main areas describing the primary allegation of complainants, across all reporting periods, are assessment procedures (the primary allegation in 43% of all complaints, representing 119 complaints), relationships with clients (15% of all complaints, representing 42 complaint files) and professionalism (13% of all complaints, representing 36 files).

Table 15: Primary Allegations

Primary Allegation (Code of Conduct)	Year Complaint Received											
	2000		2001		2002		2003		2004		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
General Standards for Competency (CC 3.0)	2	*3*	1	*2*	3	*6*	10	*19*	2	*4*	18	*7*
Informed Consent (CC 4.0)	5	*8*	4	*7*	3	*6*	1	*2*			13	*5*
Relationships-Clients (CC 5.0)	10	*16*	10	*17*	7	*12*	9	*17*	6	*13*	42	*15*
Relationships-Work (CC 5.0)									2	*4*	2	*1*
Relationships-Dual Roles (including Prohibited Relationships/ Conduct and Impairment) (CC 5.0)	2	*3*	2	*3*	2	*4*			3	*7*	9	*3*
Confidentiality (CC 6.0)	2	*3*	3	*5*	5	*9*	2	*4*	2	*4*	14	*5*
Professionalism (CC 7.0)	6	*10*	8	*13*	6	*11*	9	*17*	7	*15*	36	*13*
Provision of Services (CC 8.0)	1	*2*	3	*5*	1	*2*					5	*2*
Representation of Services/Credentials (CC 9.0)							1	*2*	1	*2*	2	*1*
Advertising/Public Statements (CC 10.0)					2	*4*			2	*4*	4	*1*
Assessment Procedures (CC 11.0)	28	*44*	28	*47*	24	*44*	19	*36*	20	*44*	119	*43*
Fees (CC 12.0)	6	*9*	1	*2*			1	*2*			8	*3*
Maintenance of Records (CC 13.0)							1	*2*			1	*.5*
Security/Access to Record (CC 14.0)									1	*2*	1	*.5*
Compliance with Law (CC 18.0)	1	*2*			1	*2*					2	1
Total	**63**	***100***	**60**	***100***	**54**	***100***	**53**	***100***	**46**	***100***	**276**	***100***

Figure 6: Primary Allegations



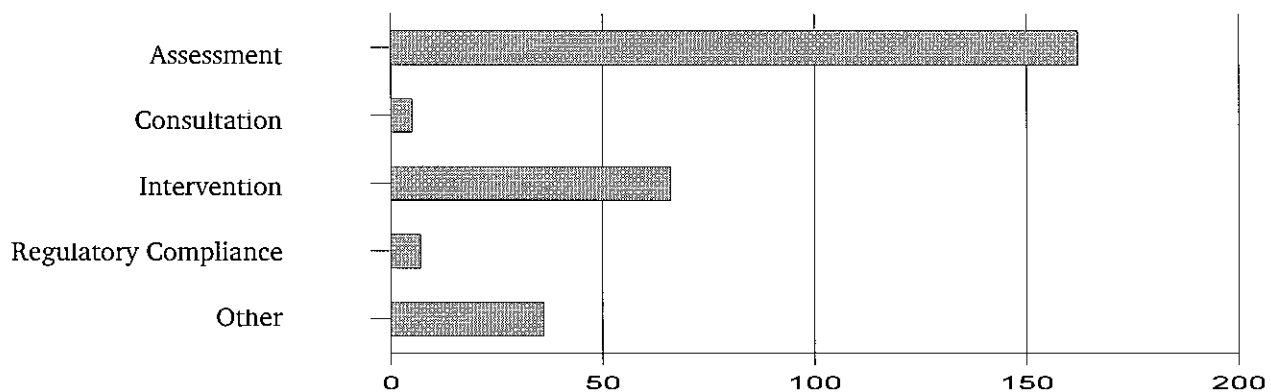
As the numbers indicate, the majority of concerns behind complaints from members of the public are allegations relating to the conduct of assessments - for example, in custody and access assessments, insurance compensation assessments, and the like. Many of these allegations include concerns about bias, uneven assessment procedures, inaccuracy in report of details and questions about interpretation of test results. Examples of complaints regarding relationships with clients are as follows: in one complaint, a mother of a client complained that her daughter was told by the psychologist that the mother no longer loved her; in another complaint, the complainant, a former client, alleged that the therapist had hugged her repeatedly and complained when the therapist terminated the relationship. The third main category, professionalism, includes complaint files opened on motion of the Inquiry Committee when information comes before the committee about a potential violation such as from a newspaper article, or a referral from another committee, or when a respondent has refused to respond to a request of the committee, or where one registrant has lodged a complaint regarding another registrant on matters such as refusing to provide test results.

b. Complaint Context As shown in the table below, 58% of all complaints received by the College under the *Health Professions Act* since January 1, 2000 were in the assessment context, compared with 24% in intervention, 13% in various other contexts and only 2% in consultation. It appears as though there is a trend towards less complaints in the intervention context. A new category, regulatory compliance, has been added to the table this year to track the instances in which the Inquiry Committee found it necessary to open an investigation for non-compliance with regulatory requests or requirements. Seven (7) of the 26 such complaints opened by the Inquiry Committee on their own motion since January 1, 2000 appear in this category. An analysis of complaints opened by the Inquiry Committee in 2004 is provided in section e below.

Table 16: Complaint Context

Complaint Context	Year Complaint Received											
	2000		2001		2002		2003		2004		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Assessment	36	*57*	36	*60*	33	*61*	34	*64*	23	*50*	162	*58*
Consultation	1	*2*	3	*5*					1	*2*	5	*2*
Intervention	20	*32*	15	*25*	10	*19*	12	*23*	9	*20*	66	*24*
Regulatory Compliance									7	*13*	7	*3*
Other	6	*9*	6	*10*	11	*20*	7	*13*	6	*15*	36	*13*
Totals	**63**	***100***	**60**	***100***	**54**	***100***	**53**	***100***	**46**	***100***	**276**	***100***

Figure 7: Complaint Context

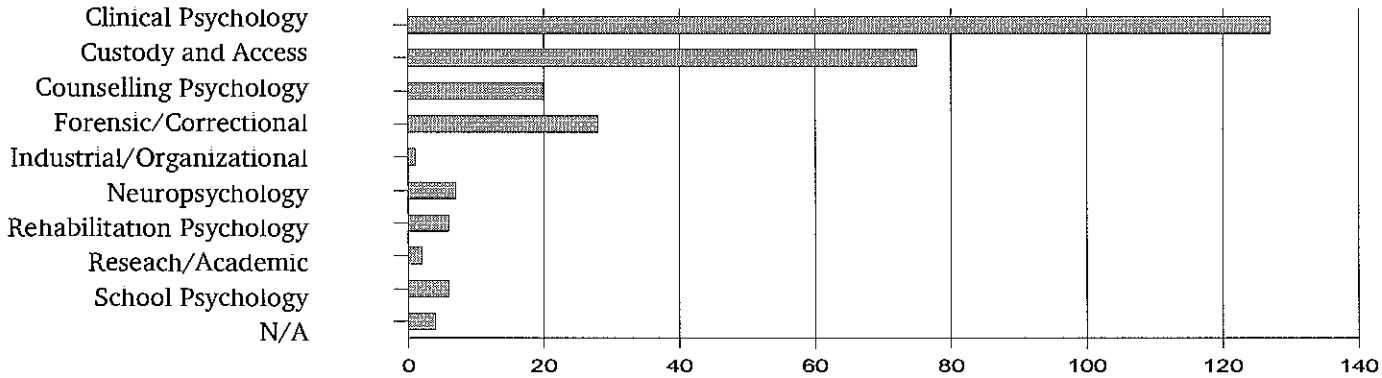


c. Area of Practice For complaints received since January 2000, we have been assigning a category to describe the general area of practice in which the complaint occurred. These terms are descriptive only. As the table below illustrates, 46% of the 276 complaints were in the broad area of clinical psychology. The area of practice with the next largest number of complaints, 27%, is custody and access, a subset of clinical psychology.

Table 17: Complaint - Area of Practice

Complaint Area of Practice	Year Complaint Received											
	2000		2001		2002		2003		2004		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Clinical Psychology	27	43	25	42	28	52	22	42	25	54	127	46
Custody and Access	15	24	22	37	14	26	13	24	11	24	75	27
Counselling Psychology	2	3	8	13	2	4	4	8	4	9	20	7
Forensic/Correctional	12	19	2	3	5	9	5	9	4	9	28	10
Industrial/organizational					1	2					1	1
Neuropsychology	3	5	1	2			2	4	1	2	7	3
Rehabilitation Psychology	1	2	1	2			3	6	1	2	6	2
Research/Academic					2	4					2	1
School Psychology	1	2	1	2			4	4			6	1
N/A	2	3			2	4					4	1
Totals	**63**	***100***	**60**	***100***	**54**	***100***	**53**	***100***	**46**	***100***	**276**	***100***

Figure 8: Complaint - Area of Practice



d. Complainant Type As shown in the table below, 11 (24%) of the complaints received in the year 2004 came from third party situations, such as court-ordered custody and access or insurance related assessments. Eight complaints (17%) came directly from clients, and 4 (9%) from client relatives. A total of 7 (15%) of complainants were registrants or other professionals lodging complaints regarding the conduct of a registrant.

Table 18: Complainant Type

Complainant Type	Year Complaint Received											
	2000		2001		2002		2003		2004		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
Client - 3rd Party situation	23	*36*	29	*48*	17	*31*	15	*28*	11	*24*	95	*34*
Client - direct	17	*28*	10	*17*	8	*15*	9	*17*	8	*17*	52	*19*
Client relative	6	*9*	9	*15*	9	*17*	8	*15*	4	*9*	36	*13*
Colleague	13	*21*	9	*15*	6	*11*	8	*15*	7	*15*	43	*16*
Inquiry Committee	2	*3*	2	*3*	4	*7*	6	*11*	12	*26*	26	*9*
Other	2	*3*	1	*2*	10	*18*	7	*13*	4	*9*	24	*9*
Totals	**63**	***100***	**60**	***100***	**54**	***100***	**53**	***100***	**46**	***100***	**276**	***100***

e. Complaint Investigations Opened by the Inquiry Committee As indicated in other sections, in some instances complaint investigations are opened by the Inquiry Committee on its own initiative. The table below provides an analysis of these complaints, according to applicable Code of Conduct standards, for each year beginning in 2000. In the year 2004, 12 complaint investigations were opened by the Inquiry Committee, a number double that of 2003. Over half of the 2004 files were opened to investigate issues of compliance with regulatory obligations in connection with another complaint, such as non-response to a request for information under section 33(5) of the *Health Professions Act*, or a possible breach of a Letter of Undertaking signed by the respondent. It should be noted that each time a registrant does not fulfil their regulatory obligations as established by legislation or by agreement, the College incurs substantial legal and administrative costs.

In other instances, the Inquiry Committee became aware of the possibility of a breach of the Code of Conduct either through information generally available to the public, through an inspection of a registrant's practice records, or through information provided to the College that was deemed of sufficient concern to initiate an investigation. For example, the Inquiry Committee moved to investigate a registrant's conduct in relation to file security when it became aware, through an inspection of the registrant's practice records, that confidential patient files were being stored unsecured in a restroom to which the public had access.

Table 19: Complaint Investigations Opened by the Inquiry Committee

Code of Conduct Category	Year Complaint Opened											
	2000		2001		2002		2003		2004		Total	
	#	%	#	%	#	%	#	%	#	%	#	%
General Standards for Competency (CC 3.0)	1	*50*					1	*16*			2	*8*
Relationships-Work (CC 5.0)									1	*8*	1	*4*
Relationships-Dual Roles (including Prohibited Relationships/Conduct and Impairment) (CC 5.0)							1	*16*			1	*4*
Professionalism (CC 7.0)					1	*25*	2	*33*			3	*11*
Professionalism-Regulatory Compliance (CC 7.0)			1	*50*			1	*33*	7	*58*	9	*35*
Representation of Services/Credentials (CC 9.0)			1	*50*			1	*33*	1	*8*	3	*11*
Advertising/Public Statements (CC 10.0)					1	*25*			1	*8*	2	*8*
Assessment Procedures (CC 11.0)					1	*25*			1	*8*	2	*8*
Security/Access to Record (CC 14.0)									1	*8*	1	*4*
Compliance with Law (CC 18.0)	1	*50*			1	*25*					2	*8*
Totals	**2**	***100***	**2**	***100***	**4**	***100***	**6**	***100***	**12**	***100***	**26**	***100***

3. Length of Time to Close Files

It is taking less time from complaint receipt until file closure. For complaints closed in 2004, it took an average of 8 months to close a complaint file. Excluded from this tabulation are 29 complaints against three individuals who each engaged in protracted discussions with the College prior to agreeing to resolve these matters by way of a Letter of Undertaking. While clearly not typical, these three cases are illustrative of the complexities of investigating and resolving complaints where there are multiple complaints against the same individual. In the first instance, that of a former registrant with 11 complaints, the first complaint was received prior to January 2000. This registrant resigned from the College in 2002, and signed an undertaking resolving the eleven complaints in 2004. Complaints against the other two individuals are more recent: one individual received multiple complaints within a fairly short time span and took over two years to come to an agreement with the College; the second individual received complaints over the past 4 years, the most recent one in the fall of 2004.

Table 20: Time to Close Files

	Year Complaint File Closed				
	2000	**2001**	**2002**	**2003**	**2004**
Average length of time in months to close file	18 N=70	14 N=78*	14 n=62	11 n=44	8 n=49**

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

** Although a total of 78 complaints were closed in 2004, 29 complaints involving three individuals are not included in this tabulation because of the atypically long resolution time due to protracted negotiations.

4. Closing reasons for complaints closed in 2004 and comparison with previous years

As in past years, the majority of complaints closed in 2004 were dismissed because of insufficient evidence of a breach of the Code of Conduct, or not proceeded on (administrative or procedural reasons). For files closed in 2004, as shown in the table below, a total of 39% of complaints were dismissed for lack of evidence or not proceeded upon. This percentage is lower than in previous years, because 29 of the 78 files closed in 2004 were resolved by Letters of Undertaking achieved through lengthy discussions with the individuals concerned. These 29 files involved a total of 10 individuals: 2 individuals with 9 complaints each, 3 with 2 complaints each, and 5 individuals each with 1 complaint. The 18 files that together represented complaints against two individuals (9 each), required a considerable amount of time and expense to bring to resolution. In both instances, the Inquiry Committee had moved to a citation for a hearing of the Discipline Committee but succeeded in resolving matters through a Letter of Undertaking prior to the hearing date.

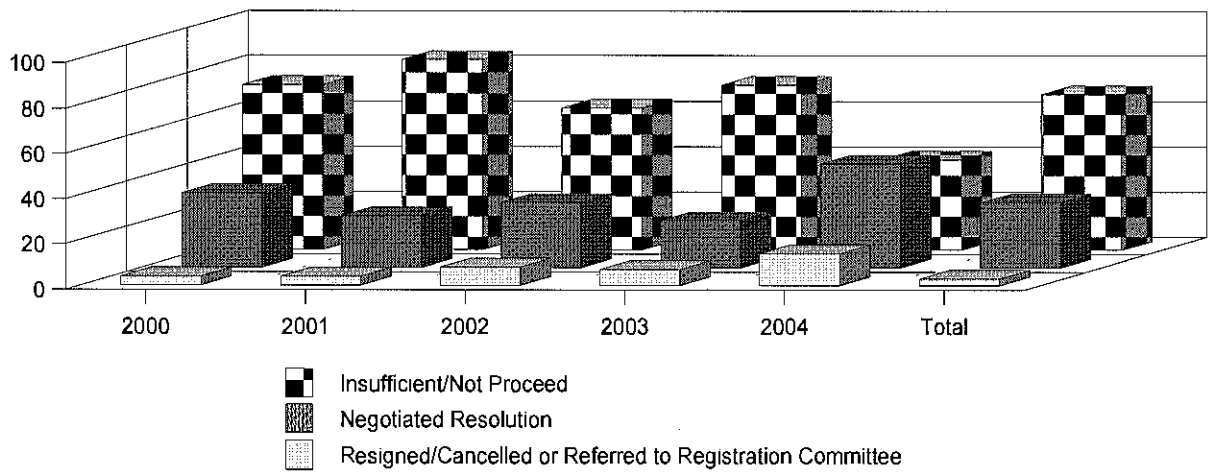
Table 21: Closing Reasons for all files closed after January 1, 2000 N=334 and Closing Reasons for all files closed and received after January 1, 2000 (N=237)

Closing Category	Closing Reason	Year Complaint File Closed													
		2000		2001		2002		2003		2004		01/00-12/04 N=334		01/00-12/04 N=237	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%
Dismissed for lack of evidence or otherwise not proceeded upon	Decision Not to Proceed	11	*16*	16	*20*	6	*10*	7	*16*	6	*8*	46	*14*	**36**	***15***
	Withdrawn	5	*7*	2	*3*	2	*3*	1	*2*			10	*3*	**8**	***3***
	Insufficient Evidence	28	*40*	41	*51*	31	*50*	24	*55*	24	*31*	148	*44*	**115**	***49***
	Subtotal	44	*73*	59	*84*	39	*63*	32	*73*	30	*39*	204	*61*	**159**	***67***
Voluntary Resolution	Letter of Undertaking	13	*19*	4	*5*	16	*28*	6	*14*	29	*37*	68	*20*	**49**	***21***
	Resolved	10	*14*	14	*18*	2	*3*	3	*7*	8	*10*	37	*11*	**20**	***8***
	Subtotal	23	*33*	18	*23*	18	*29*	9	*21*	37	*47*	105	*31*	**69**	***29***
Resigned/ Cancelled Referred to Reg. Comm.	Resigned/ Cancelled/RC	3	*4*	3	*4*	5	*8*	3	*7*	11	*14*	25	*8*	**8**	***3***
	Subtotal	3	*4*	3	*4*	5	*8*	3	*7*	11	*14*	25	*8*	**8**	***3***
Totals		**70**	***100***	**80**	***100***	**62**	***100***	**44**	***100***	**78**	***100***	**334**	***100***	**237**	***100***

*In the case of the 11 files against a former registrant closed by referral to the Registration Committee, a Letter of Undertaking was signed in 2004 to close the complaints, with terms focused on the steps necessary for reapplication.

The table above shows a generally consistent pattern of complaint resolution across reporting periods, as discussed previously in various College publications. Note that this table provides cumulative descriptive statistics for all files closed under the *Health Professions Act*, first including the 97 "backlog files" which were open as of January 1, 2000 (n=334; second-last column), and then for all files both received and closed post-January 1, 2004 (n=237; last column). The categories of closing reasons remain similar when the pre-*HPA* "backlog" files are excluded from the calculations.

Figure 9: Closing Reasons by % for all Files Closed (2000-2004)



Almost two-thirds of all complaint files were closed because of insufficient evidence of a breach of the Code, or a decision not to proceed for jurisdictional or administrative reasons. This percentage is close to 70% when the "backlog files" representing files, which were at various stages of resolution as the College came under the *Health Professions Act*, are excluded. All remaining files were resolved through voluntary agreement with respondents such as a Letter of Undertaking or other resolution, except in a very small percentage of cases referred to the Registration Committee should the individual decide to reapply. This latter group represents those individuals who chose to resign from the College rather than directly resolve a complaint.

The different methods of complaint resolution carry significant financial implications for the College. Where protracted and painstaking efforts are required, as was the case for the two individuals who were each named in 9 separate complaints, substantial costs are incurred. While these costs may be less than the financial burden of a hearing of the Discipline Committee, the incremental savings declines as the time to resolution increases. The Inquiry Committee continues to support every effort to reach a collegial and voluntary resolution. However, the committee has begun to request payment of fines and costs from registrants who unnecessarily prolong and delay the resolution process, in order to recoup some of the expenses incurred in achieving a resolution agreement. The fines assessed are provided in more detail in the section on Letters of Undertaking below.

5. Other Components of the Complaint Investigation Process

Other special components of the complaint investigation process include without prejudice meetings, extraordinary hearings, and citations and discipline hearings, described below.

a. Without Prejudice Meetings The term "without prejudice" is used to indicate that nothing that occurs in a without prejudice meeting or correspondence may be used in any other context. Without prejudice meetings provide an informal and effective means for resolving complaint matters. An example of a without prejudice meeting held in 2004 is as follows: a psychologist works in an institutional setting in which there are expectations that any and all psychological consultations will be recorded in an employee's file and made available to appropriate institutional personnel. Several employees complained about the psychologist as they felt that information had been inappropriately shared. The discussion at the without prejudice meeting was directed at working through the issues and exploring possible resolutions. The outcome of the meeting was that the psychologist offered to amend and extend the information provided to employees with regard to the nature and limits of confidentiality of psychological information in the workplace. In fact, the registrant thought that doing so would contribute to effectiveness, in addition to enhancing and clarifying an understanding of the limits of confidentiality in this setting. The psychologist provided the Inquiry Committee with revised informed consent forms and the complaints were closed.

b. Extraordinary Hearings Sometimes concerns arise which necessitate speedy action on the part of the Inquiry Committee, such as issues of sufficient public protection concern that the committee believes an immediate restriction on practice or license suspension may be warranted. There is no testing of evidence at an extraordinary hearing - rather, a decision is made on whether the available evidence, on its face, supports 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. During 2004, three citations for extraordinary hearings were issued. In all instances, a Letter of Undertaking imposing practice limitations was signed prior to the extraordinary hearing. Significant expenses were incurred in each instance, as accelerated preparation for such proceedings is necessary, and an agreement regarding limitations or suspension may not be reached until the actual hearing date. Resolving matters by way of an Undertaking is always preferable to a hearing, but does not necessarily provide cost savings as this outcome is never certain until the Undertaking is actually signed.

c. Discipline Hearings & Citations In contrast to an extraordinary hearing, 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. No Discipline Committee hearings were held in 2004. This is the fifth 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 have been successfully resolved without necessitating this costly legal step.

As of December 31, 2004, the Inquiry Committee had moved to issue a citation on 7 files (3 respondents with 3, 3, and 1 complaints, respectively).

6. Letters of Undertaking/Consent Agreements

As at December 31, 2004 a total of 7 Letters of Undertaking were either in preparation or under review by the respondent. The table below provides a summary of the Letters of Undertaking/Consent Agreements signed in 2004.

Table 22: Summary of Letters of Undertaking/Consent Agreements in 2004

# of Files	Resolution Type	Primary Allegation	Terms of Consent Agreement or Letter of Undertaking								
			Practice Change	Education	Apology	Fine	Suspension	Supervision	Limitation	Assessment	Resignation
2 files	Final	Assessment Procedures	Improve role clarity, release of information policies; avoid speculation								
2 files	Final	Relationships with Clients, Confidentiality	Improve informed consent procedures								
2 files	Final	Professionalism			Yes						
1 file	Final	Informed Consent		Paper on test procedures							
1 file	Final	Competence	Improve informed consent procedures								
1 file	Final	Prohibited Relationships/ Conduct						2 months			
1 file	Final	Asssesment Procedures			Yes			2 sessions			
9 files	Final	Assess. Procedures, Fees, Relationships with Clients				$3000	7 months	14 months			
1 file	Final	Prohibited Relationships/ Conduct		Paper on boundaries	Yes		3 months	8 months		Yes, before end of suspension	
9 files	Final	Assessment Procedures, Consent, Competence, Relationships with Clients, Professionalism				$5000		9 months	No custody and access assessments		
11 files	Final	Assessment Procedures, Confidentiality, Professionalism				$2500				Yes, before reapplication	Yes
2 files	Interim	Prohibited Relationships/ Conduct						Until hearing of Discipline Committee	No contact with complainants		
1 file	Interim	Assessment Procedures						Until hearing of Discipline Committee	No dangerous offender work		

Eleven different Letters of Undertaking or consent agreements were signed during the year to resolve a total of 40 complaints. [For 3 additional complaints involving 2 registrants, Undertakings were signed pending a hearing of the Discipline Committee.] Included in this number is the Undertaking that resolved the previously discussed complaints against a former registrant , in which the main term of the Undertaking anticipated the necessary steps prior to re-application, and thus a referral to the jurisdiction of the Registration Committee.

Letters of Undertaking and Consent Agreements There is no a priori difference between a Letter of Undertaking and a Consent Agreement, although in practice, Undertakings have typically been written in more formal language. There is no difference in terms of their disclosability or with regard to the seriousness of allegations addressed. Most Undertakings now include a clause which terminates the Undertaking at the point at which the Inquiry Committee is satisfied that the terms of the agreement have been met.

Disclosure of Information about Undertakings or Consent While limitations on practice are public information and included on the Register, as per the bylaws under the *Health Professions Act*, the disclosure of any other aspects of such agreements are typically included as terms of the Undertaking or Consent itself.

7. Complaint Correspondence Summary

As shown in the table below, the complaint tracking process in 2004 generated almost 1,000 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.

Table 23: Complaint Correspondence

Type of Correspondence	# of letters -2002	# of letters - 2003	# of letters -2004
Complaint Package Requests	86	81	61
Complaint File Correspondence	578	550	426
Clinical File Requests	41	1	52
Letters Under Section 33(5) of the *Health Professions Act*	35	31	69
Without Prejudice Meeting Requests	14	20	20
Correspondence Regarding Letters of Undertaking	20	26	34
Decision Reports and Correspondence	74	110	136
Supervision Correspondence	10	41	39
Board Review Correspondence	20	75	83
Total	**907**	**984**	**920**

8. Complaints per Year and Number of Registrants with Complaints

As discussed in last year's Annual Report, a common misconception is that the College receives complaints on only a small number of practitioners. The tables and figures in this section identify the number of registrants about whom complaints were received. As shown in the table and figure which follows, the number of complaints has decreased in recent years.

Table 24: # of Complaints per year from 1993 - 2004 and # Registrants with Complaints

Year	# of Complaints	Corrected (# with named registrant)	# Registrants
1993	31	30	21
1994	26	26	22
1995	44	44	35
1996	38	38	30
1997	45	45	39
1998	47	47	32
1999	55	53	37
2000	64	64	48
2001	60	59	42
2002	54	54	38
2003	53	53	42
2004	46	46	31
Total	**563**	**559**	**239***

* this figure is not a column total, as some registrants appear in multiple years.

Only information from 1993 forward is included in the above table, as it was on January 1, 1993 that the College assumed sole responsibility for regulating the profession.

Figure 10: # of Complaints per year from 1993 - 2004 and # Registrants with Complaints

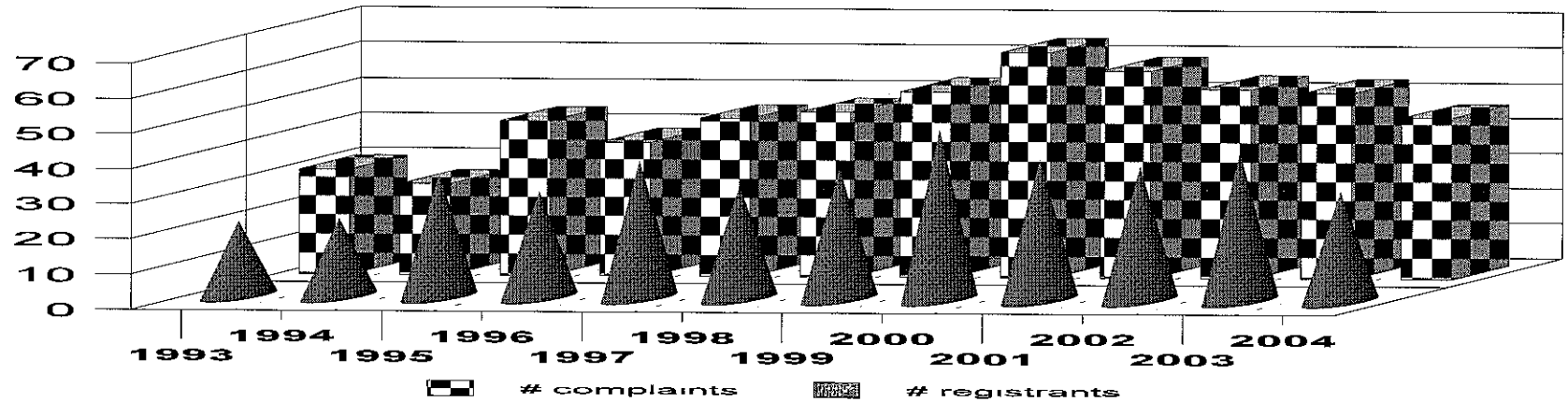


Table 25: Number of Complaints since January 2000 Per Registrant

# of Complaints	# Registrants	Total complaints	Public complaints	Motion of IC
1	69	69	67	2
2	25	50	46	4
3	8	24	23	1
4	10	40	35	5
5	2	10	6	4
6	3	18	14	4
7	1	7	7	0
8	1	8	8	0
9	2	18	17	1
10	2	20	16	4
11	1	11	11	0
TOTAL	**124****	**275***	**250**	**25**

* One complaint, opened in error, without a named respondent, is excluded ** Four of these are no longer registered.

As indicated in the table above, 124 registrants have had at least one complaint. Four individuals resigned as a means of resolving matters with the College or in response to complaints received. The percentage of registrants who have had at least one complaint filed under the *Health Professions Act* is 12%. (120/1000).

IV. ADMINISTRATIVE MATTERS

1. The College Office The College office staff continue to respond to the resource demands created by changes to regulatory processes and procedures at the College in an efficient and effective manner, and within the budget provisions set by the Board. There were some significant staffing changes at the College in 2004, with the hiring of a new Registration Coordinator, Ms. Gina Rowan and a new Inquiry Coordinator, Ms. Wendy Harris, who started in late 2003.

2. The College Website The website is now well established as an essential tool in communication with registrants and especially applicants for registration seeking information on registration requirements. Applicants and registrants are encouraged to check the website from time to time for updates and new postings.

3. Ombudsman Investigations There was limited activity with regard to the Ombudsman's office during 2004 and all inquiries and complaints to their office were resolved without the necessity of an investigation.

4. Requests under the *Freedom of Information and Protection of Privacy Act* Requests continued to be made under the *Freedom of Information and Protection of Privacy Act* in 2004 and two major requests for information where the College had exercised its discretion and decided not to release documents, were taken to the next stage in the process. One request from a client was with regard to a request for confidential correspondence between a registrant and the College, completely unrelated to the client's complaint she lodged against the registrant. Another was a request for in camera minutes of the Inquiry Committee, and a third request was for confidential billing information related to legal expenses. The process of responding to such requests is very time consuming. Typically the College releases documents for which there are no confidentiality or privacy concerns to the applicant under the *Act*, and refuses disclosure on documents in which such concerns pertain. In doing so we are required to review each and every document on a line by line basis and cite sections of the *Act* to justify a decision to disclose or refuse disclosure. The process of resisting disclosure can be costly as we must make a formal submission explicitly outlining the College's position. The Board sets guidelines with the Registrar for decision making on these matters and attempts to preserve the confidentiality of registrants and other parties to the greatest extent possible. The College remains committed to safeguarding the confidential nature of negotiated settlements with registrants on complaint matters. Complainants and respondents are typically provided with a comprehensive summary of their complaint and the reasons for any decisions reached.

5. The *Health Professions Act (HPA)* and College Bylaws As noted in previous publications, the College was very pleased with the integration of many of the suggestions included in our submissions to government in the amendments to the *Health Professions Act*. Many of these changes have now been put into law. Of particular note is the contribution that our submissions made to the differentiation of complaint allegations made by the complainant, and matters which may end up being the subject of an Inquiry Committee investigation. College bylaws were amended in June of 2004 to incorporate some minor procedural changes (e.g. dropping the reference to Kerr and King as a parliamentary aide) and important changes which bring the bylaws into consistency with the intention and language of the Mutual Recognition Agreement Signed with all other Canadian Psychology regulatory bodies.

6. Relationships with Other Regulatory Bodies in Psychology We continue a very high level of involvement with other Canadian psychology regulatory bodies and the exchange of information and support continues to increase as do the number of mobility and reciprocal applications for registration. We have regular attendance at meetings of the Canadian Provincial Associations of Psychology, actively participate in regular meetings of Canadian regulators - i.e. the Registrars of other Canadian psychology regulatory bodies, as well as attending the twice yearly meetings of the Association of State and Provincial Psychology Boards.

7. Acknowledgments Gratitude is extended to the members of the Board of the College for their continued and unwavering commitment to the fair and transparent regulation of the profession of psychology in the public interest. Each member of the Board, including the three public members, deserve the appreciation of all registrants for their generous donation of time and expertise to the Board and the various committees on which they serve. The discussions around the Board table are well-informed and vigorous, and each committee clearly benefits from the leadership shown by the Board members who serve as committee chairs and as public members on the committees. My personal appreciation to each of them for their responsiveness, availability and support. Individuals who sit on the various committees, who are listed by name at the front of this report, provide an immeasurable contribution to the work of the College and continue to meet the challenges of involvement with the College at this time of rapid and important change. College Counsel, Mr. Anthony Tobin, continues to provide the College with erudite and thoughtful advise, and complaint resolution outcomes provide ongoing confirmation of the quality of service he provides. Other legal counsel have also provided much appreciated counsel and advise during the year with regard to management of staffing changes, requests under the *Freedom of Information and Protection of Privacy Act* among other areas.

There is a group of individuals working in the College office that has coalesced into a very well-running, mutually supportive and efficient team. Each day brings a new challenge as well as the certainty that we have the staff and personnel in place to meet the demands in a professional and competent manner. My appreciation to each member of the staff - to Colleen Wilkie, Cheryl Bradley, Rafael Richman, Judy Clausen, Wendy Harris, Gina Rowan, and Avigail Cohen, for their dedication to and investment in the objectives and goals of the College and their consistently professional, intelligent and humourous approach to our very heavy workload.

Respectfully submitted

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

MINUTES OF THE MAY 14, 2004 ANNUAL GENERAL MEETING
(FOR REVIEW OF THE 2003 YEAR)

The Annual General Meeting of the College of Psychologists of B.C. was scheduled for May 14, 2004, at the Telestudios at U.B.C. and the Queen Alexandra Centre for Children's Health in Victoria. There were 118 registrants in attendance in Vancouver and 37 registrants in Victoria. The members of the Board were introduced. Regrets were extended from Marguerite Ford.

Agenda for the May 14, 2004 Meeting - Additions: The Report of the Registrar was added as Item 6.3. It was moved by David Crockett and seconded by Anneliese Robens that the agenda for the May 14, 2005 meeting be adopted as amended. Carried.

Minutes of the May 15, 2003 Information Meeting - It was moved by Justin O'Mahony and seconded by Stephen Flamer that the Minutes of the May 15, 2003 Information Meeting be adopted as circulated. Carried.

Report from the Chair - Henry Harder, Chair of the Board for 2003, thanked the Board and staff for their hard work during 2003. He referred the attendees to his report in the Annual Report and highlighted the accomplishments of the Board during the year.

BCPA Liaison Committee - Robert Colby outlined the roles of each organization and the issues addressed by the committee.

Legislation Committee - Michael Joschko reported that the committee had started the process of identifying issues in the release of raw test data. Lee Cohene reported on the *Personal Information Protection Act* and its effect on psychologists in private practice.

Inquiry Committee - Barbara Passmore referred registrants to the details of the work undertaken by the Inquiry Committee contained in the Annual Report and responded to questions.

Patient Relations Committee - Robert Colby spoke to the scope of the committee under the *Health Professions Act.*

Quality Assurance Committee - Michael Joschko reported on the continuing competency program to go into effect January 1, 2004 and responded to questions from registrants.

Registration Committee - Michael Elterman highlighted the major accomplishments of the committee during 2003 in the following categories: (1) extraordinary application/registration issues; (2) application for registration issues; (3) title issues; and (4) registration renewal issues.

Finance Committee - Derek Swain reported on the financial status of the College, referred registrants to the audited financial statements, and responded to questions.

Registrar's Report - Andrea Kowaz introduced the staff and thanked them for their hard work. Registrants were referred to the Annual Report and she commented on the level of detail and scope of activities included in it. She thanked the many registrants who volunteer on committees and as oral examiners for their contributions.

Certificates of Appreciation - A presentation of certificates of appreciation were made to those who volunteer at the College.

Adjournment - There was a motion to adjourn the meeting made by Paul Peel, seconded by David Crockett. Carried.

The meeting was followed by a presentation by Anthony Tobin on Informed Consent.

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA

FINANCIAL STATEMENTS

DECEMBER 31, 2004

Auditors' Report
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

Chartered Accountants

Suite 318, North Tower, Oakridge Centre, 650 West 41st Avenue, Vancovuer, B.C., V5Z 2M9
Telephone: (604) 435-5655 Facsimile: (604) 435-1913 E-mail: rmca@uniserve.com

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, 2004 and the statements of changes in net assets, operations 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, 2004 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.

"Signed Raber Mattuck"
Chartered Accountants

Vancouver, British Columbia
March 15, 2005

With Offices Across Canada

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF FINANCIAL POSITION
AS OF DECEMBER 31, 2004

ASSETS	2004 $	2003 $
CURRENT ASSETS		
Cash	1,326,149	1,310,866
Prepaid expenses	13,757	16,226
	1,339,906	1,327,092
PROPERTY AND EQUIPMENT (Note 2)	61,002	64,748
	1,400,908	1,391,840
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	70,879	121,099
Employee remittances payable	9,474	11,320
Deferred revenue (Note 3)	1,067,450	1,022,850
	1,147,803	1,155,269
NET ASSETS		
PROPERTY AND EQUIPMENT	61,002	64,748
UNRESTRICTED	192,103	171,823
	253,105	236,571
	1,400,908	1,391,840

Approved by the Board

"Signed Derek Swain", Director

"Signed Robert Colby", Director

The accompanying notes are an integral part of these financial statements

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF FINANCIAL POSITION
AS OF DECEMBER 31, 2004

	Invested in Capital Assets 2004 $	Unrestricted 2004 $	Total 2004 $	Total 2003 $
NET ASSETS, beginning of year	64,748	171,823	236,571	172,145
Excess of Receipts Over Expenditures	(3,746)	20,280	16,534	64,426
NET ASSETS, end of year	61,002	192,103	253,105	236,571

The accompanying notes are an integral part of these financial statements

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF OPERATIONS
FOR THE YEAR ENDED DECEMBER 31, 2004

	2004 $	2003 $
RECEIPTS		
Membership dues	1,156,795	1,060,092
Application and exam fees	78,580	124,175
Interest	20,572	20,980
Other	37,216	18,839
	1,293,163	1,224,086
EXPENDITURES		
Administration	638,222	554,294
Audit	4,119	4,654
Board	50,713	85,207
Committees (meetings, travel and honorarium	75,803	45,822
External relations (dues)	6,407	7,059
Extraordinary Hearings	39,034	6,859
Operations	136,787	137,141
Registrant / Applicant services	29,647	17,380
Statutory functions	295,897	301,244
	1,276,629	1,159,660
EXCESS OF RECEIPTS OVER EXPENDITURES	16,534	64,426

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED DECEMBER 31, 2004

	2004 $	2003 $
CASH FLOWS FROM OPERATING ACTIVITIES		
Excess of receipts over expenditures	16,534	64,426
Adjustments for:		
Amortization	20,110	19,995
Prepaid expense	2,469	(11,687)
Accounts payable	(50,220)	22,769
Employee remittances payable	(1,846)	3,565
PST payable	–	(47)
Deferred revenue	44,600	608,950
	31,647	707,971
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of capital assets	(16,364)	(4,752)
NET INCREASE (DECREASE) IN CASH	15,283	703,219
CASH, beginning of year	1,310,866	607,647
CASH, end of year	1,326,149	1,310,866

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO THE FINANCIAL STATEMENTS
DECEMBER 31, 2004

1. SIGNIFICANT ACCOUNTING POLICIES

Property and Equipment
Purchased property and equipment are recorded at cost. Contributed property and equipment 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. PROPERTY AND EQUIPMENT

	2004			2003
	Cost	Accumulated Amortization	Net Book Value	Net Book Value
	$	$	$	$
Office furniture and equipment	81,963	59,425	22,538	26,558
Computer equipment	91,668	69,006	22,662	14,247
Leasehold improvements	40,706	24,904	15,802	23,943
	214,337	153,335	61,002	64,748

3. DEFERRED REVENUE

Deferred revenue represents membership fees for the 2005 calendar year received in advance.

4. COMPARATIVE FIGURES

Comparative figures have been changed to conform with the current year's presentation.
For the 2003 Statement of Operations, "Other Income" and "Administration" have both been increased by $13,532.

Notes

College of Psychologists of British Columbia

Annual Report - 2005

Presented at the Annual General Meeting
May 2, 2006
4:30 p.m. to 5:00 p.m. (Refreshments)
5:00 p.m. to 6:30 p.m. (Meeting)

VANCOUVER
Chan Centre Auditorium
BC Children's & Women's Hospital
4480 Oak Street
Vancouver, B.C.

KELOWNA
Boardroom
Kelowna General Hospital
2268 Pandosy Street
Kelowna, B.C.

NANAIMO
Room G244
Nanaimo Regional General Hospital
1800 Dufferin Crescent
Nanaimo, B.C.

PRINCE GEORGE
Room 5-121
University of Northern British Columbia
3333 University Way
Prince George, B.C.

VICTORIA
Auditorium
Queen Alexandra Centre for Children's Health
2400 Arbutus Road
Victoria, B.C.

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Board, Staff, Committee Members, Supervisors and New Registrants for the 2005 Year

Board

Michael Elterman, M.B.A., Ph.D., R.Psych., Chair of the Board
Robert Colby, M.S., R.Psych., Vice Chair, Board; Chair, Registration Committee
Lee Cohene, Ph.D., R.Psych., Chair, Legislation Committee
Henry Harder, Ed.D., R.Psych., Chair, Inquiry Committee
Michael Joschko, Ph.D., R.Psych., Chair, Quality Assurance Committee
Derek Swain, Ed.D., R.Psych., Chair, Finance Committee; Chair, Discipline Committee
Daniel Fontaine, Public Member, Chair, Patient Relations Committee
Marguerite Ford, Public Member
Wayne Morson, Public Member

Staff Members

Andrea Kowaz, Ph.D., R.Psych., Registrar
Colleen Wilkie, Ph.D., R.Psych., Deputy Registrar
Avigail Cohen, Office Assistant
Gina Rowan, Registration Coordinator
Cheryl Bradley, Ph.D., R.Psych., Deputy Registrar
Judy Clausen, Registrar's Assistant
Wendy Lou Harris, Inquiry Coordinator

Legal Counsel

Anthony G. V. Tobin, LL.B., M.Ad.Ed., FCIarb.

Discipline Committee

Derek Swain, Ed.D., R.Psych., Chair
Bruce Clark, Public Member
Henry Hightower, Public Member
Lynn Superstein-Raber, Ph.D., R.Psych
Lynn Alden, Ph.D., R.Psych.
Michael Coles, Ph.D., R.Psych.
Erica Reznick, Ph.D., R.Psych.
Susan Turnbull, Ph.D., R.Psych.
Rosemary Alvaro, Ph.D., R.Psych.
Daniel Fontaine, Public Member
Janet Strayer, Ph.D., R.Psych.

Inquiry Committee

Henry Harder, Ed.D., R.Psych., Chair
Linda Chorney, Ph.D., R.Psych. (until 07/05)
Pippa Lewington, Ph.D., R.Psych.
Alexis Thuillier, Public Member (from 11/05)
Kirk Beck, Ph.D., R.Psych. (from 05/05)
Yaya De Andrade, Ph.D., R.Psych.
Shirley Louth, Ph.D., R.Psych. (until 04/05)
Hendre Viljoen, Ph.D., R.Psych.
Elsie Cheung, Ph.D., R.Psych. (until 07/05)
Marguerite Ford, Public Member
Barbara Passmore, Public Member (until 05/05)
Joseph Zaide, Ph.D., R.Psych. (from 07/05)

Quality Assurance Committee

Michael Joschko, Ph.D., R.Psych., Chair
Julia Hass, Public Member
Leigh Bowie, Ph.D., R.Psych.
Leora Kuttner, Ph.D., R.Psych.
Karen Tee, Ph.D., R.Psych.
Chris Gibbins, Ph.D., R.Psych.
Joan Pinkus, Ph.D., R.Psych.

Registration Committee

Robert Colby, M.S., R.Psych., Chair
Amy Janeck, Ph.D., R.Psych.
Diane Luckow, Public Member
Barbara Passmore, Public Member (until 05/05)
Catherine Costigan, Ph.D., R.Psych. (from 07/05)
Anne Marie Jones, Ph.D., R.Psych.
Marvin McDonald, Ph.D., R.Psych.
Cheryl Washburn, Ph.D., R.Psych.
Marion Ehrenberg, Ph.D., R.Psych. (until 06/05)
Robert Ley, Ph.D., R.Psych.
Wayne Morson, Public Member

Patient Relations Committee

Daniel Fontaine, Public Member, Chair
Robert Colby, M.S., R.Psych.
Michael Elterman, Ph.D., R.Psych.

Oral Examiners

Victoria Alfonso, Ph.D., R.Psych.
Mark Bailey, Ph.D., R.Psych.
Carole Bishop, Ph.D., R.Psych.
Geoffrey Carr, Ph.D., R.Psych.
Evelyn Corker, M.A., R.Psych.
Trish Crawford, Ph.D., R.Psych.
Meryn Gilbert, Ph.D., R.Psych.
Jordan Hanley, Ph.D., R.Psych.
Margaret Kendrick, Ph.D., R.Psych.
Randall Kropp, Ph.D., R.Psych.
Wolfgang Linden, Ph.D., R.Psych.
Jane McEwan, Ph.D., R.Psych.
Nancy Meyer, Psy.D., R.Psych.
Martin Phillips-Hing, Ph.D., R.Psych.
Anneliese Robens, Ed.D., R.Psych.
Myron Schimpf, Ph.D., R.Psych.
Kathleen Simas, Ph.D., R.Psych.
Ingrid Söchting, Ph.D., R.Psych.
Lynn Superstein-Raber, Ph.D., R.Psych.
Joyce Ternes, Ph.D., R.Psych.
Larry Waterman, Ph.D., R.Psych.
Ursula Wild, Ph.D., R.Psych.
Sheila Woody, Ph.D., R.Psych.
Verna Amell, Ph.D., R.Psych.
Susan Baum, Ph.D., R.Psych.
Douglas Boer, Ph.D., R.Psych.
John Carter, Ed.D., R.Psych.
Kenneth Craig, Ph.D., R.Psych.
Jacqueline Douglas, Ph.D., R.Psych.
Brian Grady, Ph.D., R.Psych.
Grace Hopp, Ph.D., R.Psych.
Brenda Knight, M.A., R.Psych.
Ulrich Lanius, Ph.D., R.Psych.
Anne MacGregor, Ph.D., R.Psych.
Deborrah McTaggart, Ph.D., R.Psych.
Jennifer Newman, Ph.D., R.Psych.
Donald Ramer, Ph.D., R.Psych.
Barbara Rosen.Ph.D., R.Psych.
Heather Scott, Ph.D., R.Psych.
Cecelia Smith, M.Sc., R.Psych.
Harilaos Stefanakis, Ph.D., R.Psych.
Paul Swingle, Ph.D., R.Psych.
Jean Toth, Ph.D., R.Psych.
Malcolm Weinstein, Ph.D., R.Psych.
Marshall Wilensky, Ph.D., R.Psych.
Randall Atkinson, Ph.D., R.Psych.
Barbara Beach, Ph.D., R.Psych.
Michael Boissevain, Ph.D., R.Psych.
Michael Coles, Ph.D., R.Psych.
Joanne Crandall, Ph.D., R.Psych.
David Eveleigh, Ph.D., R.Psych.
Susan Hackett, Ph.D., R.Psych.
Charlotte Johnston, Ph.D., R.Psych.
Brenda Kosaka, Ph.D., R.Psych.
Ronald Laye, Ph.D., R.Psych.
Barbara Madani, M.A.Sc., R.Psych.
Gregory Meloche, Ph.D., R.Psych.
Donna Paproski, Ph.D., R.Psych.
Erica Reznick, Ph.D., R.Psych.
Deborah Samsom, Ph.D., R.Psych.
Ruth Sigal, Ph.D., R.Psych.
Meagan Smith, Ph.D., R.Psych.
Paul Sungaila, Ph.D., R.Psych.
Karen Tallman, Ph.D., R.Psych.
Inna Vlassev, Ph.D., R.Psych.
Maureen Whittal, Ph.D., R.Psych.
Rosemary Wilkinson, Ph.D., R.Psych.

Supervisors

Lynn Alden, Ph.D., R.Psych.
Michael Boissevain, Ph.D., R.Psych.
Joanne Crandall, Ph.D., R.Psych.
Lee Grimmer, Ph.D., R.Psych.
Leora Kuttner, Ph.D., R.Psych.
Lyne Piché, Ph.D., R.Psych.
Suzanne Schibler, Ph.D., R.Psych.
Karen Tallman, Ph.D., R.Psych.
Elizabeth Bannerman, Ph.D., R.Psych.
Sarah Cockell, Ph.D., R.Psych.
Trish Crawford, Ph.D., R.Psych.
Simon Hearn, Ph.D., R.Psych.
Marlene Moretti, Ph.D., R.Psych.
Donald Read, Ph.D., R.Psych.
Sujatha Srikameswaran, Ph.D., R.Psych.
Rene Weideman, Ph.D., R.Psych.
Susan Baum, Ph.D., R.Psych.
Kenneth Craig, Ph.D., R.Psych.
Anthony Dugbartey, Ph.D., R.Psych.
Mary Korpach, Ph.D., R.Psych.
Martin Phillips-Hing, Ph.D., R.Psych.
Anneliese Robens, Ed.D., R.Psych.
Lynn Superstein-Raber, Ph.D., R.Psych.
Michelle Worth, Ph.D., R.Psych.

New Registrants - 2005

Sharon Arnold, Ph.D., R.Psych.
Judith Beale, M.A., R.Psych. Assoc.
Grant Burt, Ph.D., R.Psych.
Barry Cooper, Ph.D., R.Psych.
Donna Dunning, M.Ed., R.Psych.Assoc.
Jane Gayton, Ph.D., R.Psych.
Hugues Hervé, Ph.D., R.Psych.
Staci Illsley, Ph.D., R.Psych.
Christie King, Ph.D., R.Psych.
Lauren Lautzenhiser, Ph.D., R.Psych.
Richard Levine, Ph.D., R.Psych.
M. Mackinnon-McQuarrie, M.A., R.Psych.Assoc.
Deborah Misfeldt Bell, Ph.D., R.Psych.
Karen Nash, M.Ed., R.Psych.Assoc.
Lorne Pierce, M.A., R.Psych.Assoc.
James Roche, Ph.D., R.Psych.
Noa Schwartz, Ph.D., R.Psych.
Alan Smitton, Ph.D., R.Psych.
Sundeep Thinda, Psy.D., R.Psych.
Sophia Van Vuuren, M.A., R.Psych.Assoc.
Erin Wallden, Ph.D., R.Psych.
Kevin Wildeman, M.A., R.Psych.Assoc.
Pindy Badyal, Ph.D., R.Psych.
Satya Bellerose, Ph.D., R.Psych.
Anthony Chan, Ph.D., R.Psych.
Shauna Darcangelo, Ph.D., R.Psych.
Richard Erskine, Ph.D., R.Psych.
Eamonn Gill, Ph.D., R.Psych.
Cathryn Hill, M.A., R.Psych.Assoc.
Charles Kaplan, Ph.D., R.Psych.
Robert Kline, Ph.D., R.Psych.
Jeanne LeBlanc-Streiff, Ph.D., R.Psych.
Evandro Lopes, Ph.D., R.Psych.
Richard Marlin, Ph.D., R.Psych.
Mircea Munteanu, Ph.D., R.Psych.
Carol Naumann, Ph.D., R.Psych.
Hariet Reeh, M.Sc., R.Psych.Assoc.
Faith Rostad, Ph.D., R.Psych.
Carolyn Scott, M.A., R.Psych.Assoc.
Jagdish Soni, Ph.D., R.Psych.
Norman Thomas, Ph.D., R.Psych.
Doris Vincent, M.Ed., R.Psych.Assoc.
Jean Walters, Ph.D., R.Psych.
Wai Cheong Wong, Ph.D., R.Psych.
Jeffrey Ballou, M.Ed., R.Psych.Assoc.
Lori Brotto Fontana, Ph.D., R.Psych.
Robert Cochrane, M.Sc., R.Psych.Assoc.
Anne Dietrich, Ph.D., R.Psych.
Sandra Eugster, Ph.D., R.Psych.
Peggy Hansen, M.A., R.Psych.Assoc.
Grace Iarocci, Ph.D., R.Psych.
Brian Katz, Ph.D., R.Psych.
Erin Knudsen, Ph.D., R.Psych.
Joanne Leithead, M.Ed., R.Psych.Assoc.
Lyle MacDonald, M.A., R.Psych.Assoc.
Diana Mawson, Ph.D., R.Psych.
Jeanne Nadeau, Ph.D., R.Psych.
Karina O'Brien, Ph.D., R.Psych.
Elizabete Rocha, Ph.D., R.Psych.
Susan Rungta, M.A., R.Psych.Assoc.
Robert Smith, Ph.D., R.Psych.
Marelize Swart, Ph.D., R.Psych.
Joel Tourigny, Ph.D., R.Psych.
Lynne Walker, M.Ed., R.Psych.Assoc.
Andrea Welder, Ph.D., R.Psych.
Arlene Young, Ph.D., R.Psych.

REPORT FROM THE CHAIR

The Board of the College is proud of the achievements of the past six years since coming under the Health Professions Act and, on behalf of the Board, I wish to express gratitude to the scores of registrants whose contributions as committee members, oral examiners, regulatory supervisors and as informed and involved registrants who have made these achievements possible.

Information Meetings: The Board held an information meeting in Vancouver on December 15, 2005 which was attended by 44 registrants, as well as public members of the Board and various College committees. Among the materials presented was an annotated index of information from the College previously made available to registrants through Annual Reports, Chronicles, and letters from the College Board and Committees. The Board extended offers to provide "individualized" information sessions to groups of registrants in particular work or geographic locations, given the importance for registrants to be informed about College activities and decisions, and to participate in discussions regarding the regulation of the profession in British Columbia.

Barbara Passmore Boardroom: The Board decided to dedicate the Boardroom of the College in memory of Barbara Passmore, who served the College for almost six years as a public member. Barbara sat on the Inquiry Committee and the Board for a number of years, and also briefly served on the Registration Committee. She died in May 2005. On September 16, 2005 a small dedication ceremony was held with the Board, the staff, and close friends and family of Barbara.

Board Elections: A Call for Nominations was distributed to registrants in August 2005, to fill three elected positions on the Board. Nominations were received for Michael Elterman, Michael Joschko and Derek Swain. These three individual were reelected to the Board by acclamation.

Annual Evaluation of Registrar: The objectives which provide the criteria for the annual evaluation of the Registrar include: to bring the College in line with the national and international standards (both substantive and procedural) for professional regulation; to enhance the profile, standing and credibility of the College with government; to develop and maintain an effective system for document control, management, filing and storage; to maintain the efficient and timely management of complaints and applications for registration; to ensure regular and effective communication with registrants about regulatory issues affecting them; to enhance the decision-making competencies of the Inquiry, Registration, Discipline and Quality Assurance Committees; to maintain the efficient resourcing and staffing of the College; and to ensure data integrity, security, control and management. The Board understands this evaluation to be a mutual one. The Board is obligated to provide sufficient resources and support to the Registrar, who has done an impressive job of implementing the policies and procedures that are currently in place. The volume of work handled by the College office under the Registrar's administration remains consistently high, as is the satisfaction of the Board with the performance of the Registrar and her staff.

Reviews of Inquiry Committee Decisions: A total of six reviews of decisions made by the Inquiry Committee on complaint matters were heard by the Board in 2005. In each instance the Board upheld the decision of the Inquiry Committee, based on a review of the documents before the Inquiry Committee in making its decision.

College Workshops: The College's involvement in organizing and sponsoring workshops continued throughout 2005. Gary Schoener, a recognized expert in supervision and ethical decision-making in North America provided two workshops in BC. The first workshop, on April 1, 2005, was sponsored by the College and was on the topic of regulatory supervision. Thirty-six registrants attended this workshop, most of whom are now on the list of

registrants approved to provide supervision for the College. The second workshop, held the following day, April 2, 2005, was entitled *Ethics, Boundariesand Practice*. Another highlight of the 2005 year was the workshop on *Psychologist Incapacitation, Death or Retirement: Ethical, Legal, Clinical, Collegial, Familial and Personal Considerations*, presented by Tom McGee, which was held on November 12, 2005.

Participation with ASPPB: The Registrar gave a paper at the ASPPB meeting in Portland Oregon in April 2005 on the assessment of fitness to practice as part of the application process and a workshop on competency assessment during the application process at the ASPPB meeting in Philadelphia in October 2005. She has been asked to Chair the ASPPB committee on Model Regulations and Legislation. The College responded to ASPPB's invitation to provide feedback with regard to the designation of post-doctoral programs in psychopharmacology.

Complaint Resolution: Registrants are encouraged to keep themselves informed and to attend to the important information contained in this Annual Report. The information presented on complaint resolution documents the emphasis the College has placed on resolving complaints through alternate and voluntary means. The College is committed to a fair and transparent process; one which both serves the mandate of public protection and enhances the reputation of the profession.

Legal Representation: We continue to rely primarily on Anthony Tobin as legal counsel. Mr. Tobin continues to provide the College with his considerable expertise and advice. We are also appreciative of the efforts of other legal counsel on whom we rely for particular areas, such as Jeffrey Hayes, who ably advises us on requests received under the *Freedom of Information and Protection of Privacy Act* and other matters from time-to-time.

Practice Advisories: During the 2005 year the following draft and final practice advisories were approved by the Board for distribution to registrants:

Practice Advisory 4	Release of Psychology Records **(Draft)**
Practice Advisory 7	Termination of Services
Practice Advisory 8	Informed Consent (**Draft)**

Bylaw Changes : The Board submitted a Bylaw change to government in mid-December 2005 for deposit with the Minister of Health Services. The Bylaw change: a) increases from 20 to 20% the number of full registrant signatures required to obligate the College to circulate a resolution to all registrants; and b) makes clear that all resolutions made under the *Health Professions Act* have the status of non-binding recommendations or advice to the Board. The Bylaw change does not restrict the Board's discretion in circulating resolutions; that is, the Board may decide to circulate any resolution or agenda item from any registrant regardless of the number of signatures obtained. However, the Board is of the view that the signature of more than 20 full registrants is a reasonable requirement to compel the expense of circulating a resolution to the entire register. Any lawful resolution may still be presented from the floor at any Annual or Special General Meeting. In clarifying the status of resolutions, the Board wished to ensure that expectations of impact through this avenue are consistent with the intent of the *Health Professions Act*.

In closing: I was very proud to be part of the College Board for the 2005 year as we navigated our way through challenges and accrued significant achievements. The generosity of my fellow Board members with regards to their time, their availability, their expertise, and their experience is notable, and it was my privilege to serve as the Chair of the Board for 2005.

Respectfully submitted,

Michael Elterman, M.B.A., Ph.D., R.Psych.,
Chair of the Board 2005

INQUIRY COMMITTEE REPORT

It was my pleasure to serve as Chair of the Inquiry Committee for the 2005 year. The work of this Committee is very difficult. The principles which guide the work of the Committee are the basic principles of administrative fairness. The work of this Committee is essential to the mandate of the College. This Committee has made decisions on 285 of the 320 complaints received under the *Health Professions Act* during the period January 1, 2000 to December 31, 2005. The total of 320 received complaints represents 144 individual named registrants, each of whom had received one or more complaints during the January 1, 2000 to December 31, 2005 time frame. Thirty-five (35) complaints remained open as at December 31, 2005. All of the 285 closed complaints have been resolved without the need for a hearing of the Discipline Committee, notwithstanding the readiness of this Committee to proceed on citations where the alleged misconduct warrants. During 2005, one citation for a hearing was issued, covering two complaint files. These files were eventually resolved through a letter of undertaking. Summaries of these and other consensual resolutions of complaint matters may be found in the Registrar's Report. As of December 31, 2005, the Inquiry Committee had over 7000 pages of documentation under review.

Files closed during 2005 are summarized in the table below along with the nature of the decision of the Inquiry Committee in closing the complaint file.

Table 1: Files Closed during 2005 (N=48)

Closing Reason	Number	%*
Letter of Undertaking or Consent Agreement	26	54
Resolved	4	9
Insufficient Evidence	15	31
Decision Not to Proceed	3	6
Total	**48**	**100**

** percentages in this and subsequent tables may contain rounding errors*

The Inquiry Committee consists of very hardworking and dedicated professional and public members who work in consultation and cooperation with a very competent staff team consisting of the Registrar, Deputy Registrar and Inquiry Coordinator. It has been a pleasure to serve as Chair for the 2005 year.

Respectfully submitted,

Henry Harder, Ed.D., R.Psych.
Chair, Inquiry Committee 2005

PATIENT RELATIONS COMMITTEE REPORT

As per the *Health Professions Act*, the College of Psychologists is obliged to have a Patient Relations Committee for the specific purpose of establishing a patient relations program to seek to prevent professional misconduct of a sexual nature. For review, the duties 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; recommending to the Board standards and guidelines for the conduct of registrants and their patients. This Committee developed two pamphlets, one for registrants and a pamphlet for members of the public. Both documents are available on the College website.

Respectfully submitted,

Daniel Fontaine, Chair,
Patient Relations Committee 2005

REGISTRATION COMMITTEE REPORT

Registration Committee 2005 Summary: The Registration Committee met ten times during the 2005 year continuing its work in the areas of policy development and the evaluation of 217 new applicants for registration. A summary of major activities and policy decisions of the Committee is included in this report.

Reserved Actions and Exemptions: In January of 2005, Drs. Elterman and Kowaz met with Mr. Beckett, Acting Director of the Office of Professional Regulation regarding psychological testing and diagnosis as reserved actions. He commented that the College's submission on the topic was excellent, and this matter remains under review by the Ministry. Dialogue with the Office of Professional Regulation and officials from the Ministry of Education regarding the possible regulation of school practitioners was ongoing in 2005.

Extraordinary Applications: The Oral Examination for extraordinary applicants was divided into two parts, with Part A consisting of a basic examination of ethical conduct. Part B of the Oral Examination is equivalent to the Oral Examination taken by regular applicants. The first sitting of the Part A examination was in February 2005.

Mandatory Applicant Orientation Workshop: The first mandatory applicant orientation workshop was held in 2005, implementing the Registration Committee policy of requiring this workshop for all regular applicants.

Challenges Ahead: Major topics in the coming years for the Committee include: the complicated issue of distance education and the evaluation of distance education programs; implementation of the Committee's decision to introduce provisional registration (i.e. a period of supervised practice and placement on the limited register) at an early point in the application process ; further work on issues related to area of practice; retirement planning; and continued policy development with regard to the retired category of registration.

Respectfully submitted,

Robert Colby, MS, R.Psych.,
Chair, Registration Committee 2005

QUALITY ASSURANCE COMMITTEE REPORT

Here are several of the key issues regarding the Continuing Competency Program:

1. The program was designed to support and emphasize the basis of our self-regulation as a profession: self-declaration of areas of competence and self-determination of the areas of focus for ongoing education and training.

   The Committee is not contemplating mandatory competency examinations post-registration, nor prescribing specific mandatory continuing education courses or topics.

2. The program was designed to assure accountability and, at the same time, flexibility and choice for registrants in selecting their continuing competency activities.

   This is based on the principle that registrants are responsible for documenting how the activities they have chosen contribute to their continuing competency, especially for those activities closer to the outer lines of traditional psychology practice, where the title of the workshop or course does not clearly appear to describe an area of psychological practice. The Committee will not be pre-approving continuing education activities or offering "credits" for specific courses or workshops. The determination of the relevance, content, or quality of the continuing education activity is to be left to the judgment of the individual psychologist, with the understanding that the individual psychologist, if necessary, will be able to articulate to a group of peers (1) the relevance of the content of the activity to the registrant's practice of psychology and (2) how the activity meets the requirements of the program.

3. The need for consequences for non-compliance is an important issue, but one that is relevant for only a very small number of registrants who flagrantly disavow adherence to the program.

The Committee does not anticipate consequences for registrants who, in good faith, work collaboratively and professionally with the Committee to resolve issues with respect to their specific circumstances.

The audit for activities completed during 2004 resulted in 45% of the log sheets assessed as being in full compliance with the program, with a majority of registrants receiving feedback on clearly ineligible activities or insufficient hours. In addition, a total of 22 log sheets were received after the deadline. Detailed feedback was provided to registrants on the continuing competency program following the 2004 audit. This appears to have been helpful, as the 2005 audit resulted in only two registrants receiving feedback about the eligibility of their log sheet entries. One registrant was asked to provide additional information to the Committee.

Respectfully submitted,

Michael Joschko, Ph.D., R.Psych.

Chair, Quality Assurance Committee 2005

LEGISLATION COMMITTEE REPORT

The Committee is committed to ongoing meetings and discussion with registrants, and institutions employing registrants, such as government, hospitals, and the like, to develop psychology file maintenance practices that are in conformance with the *Code of Conduct*. A draft Practice Advisory for circulation to registrants was developed through a consultation process with registrants working in such institutional settings. It is anticipated that this advisory will be finalized in 2006.

Sections of the *Health Professions Amendment Act* were implemented in 2005, most significantly the sections obligating registrants to report on registrants of Colleges regulated under the *Health Professions Act* with regard to competency to practice. Our College staff are consulting with other Colleges regarding concerns about how this requirement might reasonably be operationalized.

Respectfully submitted,

Lee Cohene, Ph.D., R.Psych.,
Chair, Legislation Committee 2005

LIAISON MEETINGS WITH BCPA

Meeting with representatives from BCPA continued on a quarterly basis throughout the 2005 year with the Chair and Registrar representing the College in minuted meetings with BCPA. Among the issues discussed were the following: title issues and BCPA membership categories, referral service issues, and jointly sponsoring professional development workshops.

Respectfully submitted,

Michael Elterman, M.B.A., Ph.D., R.Psych.,
Board Chair 2005, CPBC/BCPA Committee 2005

FINANCE COMMITTEE REPORT

Readers of this Annual Report will note the tremendous amount of work handled by our staff, with just slightly over 6 FTE positions. The 2005 year budget included a new provision to fund 50% of non-taxable benefits for staff. We completed the year within budgeted projections and total expenditures were down almost $120,000 over the previous year. Hearing costs represent the expense to the College of various stages of preparation for five potential hearings of the Discipline Committee in 2005, representing 23 complaint files. Twenty of these files were in the end successfully resolved without the costly next step of the hearing itself. Costs for full Discipline Committee hearings are in the $100,000 range.

Year	Wages and Benefits		Statutory Expenses (Routine) (Legal Bills, Investigation)		Hearings (Extraordinary and Discipline - Including Preparation)		Other Expenses (Including Committee Meetings and Travel, Board Expenses, rent, etc.)		Total Expenses	
	Amount	%	Amount	%	Amount	%	Amount	%	Amount	%
2004	521,791	41	288,686	23	74,816	6	391,336	30	1,276,629	100
2005	554,704	48	128,899	11	70,563	6	403,717	35	1,157,883	100

Respectfully submitted,

Derek Swain, Ed.D., R.Psych.
Chair, Finance Committee 2005

REGISTRAR'S REPORT

To follow is the Registrar's Report on the activities of the College for the year 2005. This report is divided into three main sections:

I. Registration/Application Matters: This section provides a description of the College Register for 2005 and the status of applications for registration, as well as a summary of activities of the College in this area.

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 administrative activities related to external relationships and our obligations under the *Ombudsman* and *Freedom of Information and Protection of Privacy Acts*.

I. REGISTRATION/APPLICATION MATTERS

This section reviews activities at the College to do with status of the College Register for 2005 and the status of applications for registration. It is divided into 8 sections as follows:

1. the College Register 2005;
2. summary of application activity;
3. status of application files;
4. area of practice of applicants and registrants;
5. examinations;
6. statistics summarizing length of application process;
7. registrant status issues; and
8. title issue investigations under the *Psychologists Regulation*.

1. The College Register 2005

The College Register shows a total of 1,032 registrants, including two individuals who had temporary registration status during the 2005 year.

Table 3: The College Register 2005 as at December 31, 2005

Register Status	2001	2002	2003	2004	2005
Full Register	873	863	889	924	933
Limited Register- Inquiry Committee		15	14	15	13
Limited Register- Inquiry Committee/ Non-Practicing		1	1		
Limited Register- Inquiry Committee/ Out of Province				1	
Limited Register - Out-of-Province	57	58	43	29	28
Limited Register - Non-Practicing	51	61	17	11	18
Limited Register- Retired	19	17	15	13	14
Limited Register- Registration Committee		1	2	5	22
Category Pending as at Dec. 31,2005			1	1	2
Temporary Registration		1	2	3	2
Total	**1000**	**1017**	**984**	**1002**	**1032**

A total of 69 new registrants (including 18 psychological associates) were added to the Register in 2005, as shown in Table 4 below:

Table 4: New Registrants by Class of Registration

	Regular	Reciprocal	Mobility	Extraordinary	Temporary	Total
Psychologists	24	11	9	5	2	51
Psychological Associates	0	4	0	14	0	18
TOTAL	24	15	9	19	2	69

Table 5 below shows the breakdown of the 69 individuals registered in 2005 according to application type and placement on the Full or Limited Register. As shown in this table, the majority of reciprocal applicants were placed on the Full Register with no limitations. The one reciprocal applicant on the Limited Register was placed in the Out-of-Province Category.

Limitations for the extraordinary applicants flowed from policies set by the Registration Committee as conditions of application under the extraordinary provisions. All individuals who applied under the extraordinary provisions are required to attend four workshops set by the College, as well as successfully complete the Examination for the Professional Practice in Psychology (EPPP) or the National Association of School Psychologists (NASP) professional examination and the College's oral examination prior to placement on the Full Register. Additional limitations were set after a careful review of each applicant's credentials and experience for internship equivalence. These included a requirement for six months of group supervision while on the Limited Register for approximately one-third of the applicants; about another third must also complete a subsequent six months of individual supervision prior to placement on the Full Register.

Limitations for applicants in other categories were determined on the basis of performance in the eight areas of the oral examination.

Table 5: New Registrants on Full and Limited Register by Application Type

	Regular	Reciprocal	Mobility	Extraordinary	Temporary	Total
Full Register						
Psychologists	22	11	8	0	2	43
Psychological Associates	0	3	0	0	0	3
Total on Full Register	22	14	8	0	2	46
Limited Register						
Psychologists	2	0	1	5	0	8
Psychological Associates	0	1	0	14	0	15
Total on Limited Register	2	1	1	19	0	23
Total	24	15	9	19	2	69

2. Summary of Application Activity

The table below summarizes the application activities at the College during the 2005 year, along with comparison data for 2001, 2002, 2003 and 2004. As shown in the table, there were a total of 45 applications received during the 2005 year, spread out among the categories of regular, temporary, reciprocal, and mobility.

Table 6: Application Activity Summary 2001-2005

Activity	2001	2002	2003	2004						2005					
				Reg	Temp	Recip	Mobil**	Extra	Total	Reg	Temp	Recip	Mobil**	Extra	Total
# of applications received	26	53	163*	26	3	10	3	0	**42**	**26**	**2**	**12**	**5**	**0**	**45**
# of applications withdrawn	1	0	0	3				2	**5**	**0**	**0**	**0**	**0**	**2**	**2**
# of applications not eligible	2	0	9	2				2	**4**	**0**	**0**	**0**	**0**	**0**	**0**
# of applicants disqualified						2			**2**	**0**	**0**	**0**	**0**	**1**	**1**

* 106 of these were extraordinary applicants under the Extraordinary Application Period

** As of June 17, 2004 with the approval of bylaw revisions, reciprocal and mobility applicants are differentiated, with reciprocal applicants being those applying from another Canadian regulatory body, and mobility applicants typically applying from the United States.

3. Status of Application Files

The table below depicts the status of all applications on December 31, 2005. As shown in the table, there was a total of 132 open applications at various stages of the application process on that date.

Table 7: Status of Applications as at December 31, 2005

Application Stage	2005				
	Regular	Reciprocal	Mobility	Extraordinary	Total
Initial review	10	2		3	15
Under review for credentials/consistency	9	1		11	21
EPPP	21	N/A	N/A	--	21
Written Jurisprudence Exam	2	8	1	16	27
Oral Examination	5	N/A	N/A	43	48
Total Open Files as at 12/31/05	**47**	**11**	**1**	**73**	**132**

--*Extraordinary applicants complete the EPPP examination or approved equivalent while on the Limited Register rather than during the application process.

4. Area of Practice: Applicants and Registrants

An applicant is required to indicate one area of practice in psychology on the application form. This area is expected to be the broad area of practice which best describes the individual's training and competence. The table below depicts the area of practice indicated by new applicants in 2005.

Table 8: Area of Practice* for New Applicants in 2005

Area of Practice	Regular	Reciprocal	Mobility	Temporary	Total
Clinical Psychology	15	5	3	2	25
Counselling Psychology	5	4			9
Clinical Neuropsychology	3		1		4
School Psychology	1	1	1		3
Rehabilitation Psychology	1				1
Forensic/Corrections Psychology		2			2
Undeclared as at December 2005	1				
Total	**26**	**12**	**5**	**2**	**44**

* Research/Academic is not intended as a declared area of practice for applicants. The areas of Clinical and Counselling are defined by the College as broad areas encompassing many sub areas, while the areas of Forensic/Corrections, Health, School, Rehabilitation, Industrial/Organizational and Clinical Neuropsychology are seen as more narrowly defined areas of practice, sometimes including exclusive practice in a particular setting.

The Register indicated the following breakdown for the self-declared primary area of practice indicated by Registrants on December 31, 2005, excluding retired registrants (n=13) and three temporary registrants (n=3):

Table 9: Self-Declared Primary Area of Practice for Registrants as at December 31, 2005

Self-Declared Primary Area of Practice	Number of Registrants	%
Clinical Psychology	574	56
Counselling Psychology	216	21
Clinical Neuropsychology	58	6
School Psychology	51	5
Health Psychology	5	1
Rehabilitation Psychology	13	1
Research/Academic Psychology	30	3
Forensic/Corrections Psychology	42	4
Industrial/Organizational Psychology	27	3
Total	**1016**	**100**

5. Examinations

There are three examinations to be completed by regular applicants: the EPPP, the oral exam (OE) and the written jurisprudence examination (WJE). Reciprocal applicants are required to successfully complete the WJE only. Table 10 below summarizes examination results for 2005. Extraordinary applicants have also begun to complete required examinations, beginning with Part A of the Oral Examination, which is comprised of 10 questions on ethical conduct and understanding of regulation.

Table 10: Examination Results

	2001	2002	2003	2004	2005
Number of applicants who wrote EPPP	48	9	16	22	16
Number of Oral examinations (Regular)	44	13	15	34	25
Number of WJE examinations	0	21	19	68	117
Part A of Oral examination (Extraordinary)	n/a	n/a	n/a	n/a	39

The EPPP exam was taken 16 times in 2005 with one failure. The scaled score range for applicants who passed was 516-729 out of 800. This is the first year that exam results are transmitted via the internet, resulting in a much shorter length of time in reporting exam results to applicants.

The WJE examination is held at the College offices on a monthly basis. It was administered 117 times in 2005 to a total of 99 applicants; some of whom took the exam more than once.

The Oral Examination is also administered by the College in-house. In 2005, 25 examinations took place, 3 of which were a second attempt. Typically, individuals who fail one or two areas on the examination agree to complete a brief period of supervision (3-6 months) which targets the identified areas. There are clear policies regarding passing criteria for the Part A examination, notably that all questions must be successfully completed either through rewriting failed sections or remedial work.

6. Length of Time from Application to Registration

For straightforward regular applications, the time to complete all aspects of the application process is 6-7 months. For mobility and reciprocal applications, a 3-4 month time frame is typical. Delays in the application process are incurred when: an applicant does not respond promptly to questions regarding qualifications or course work at the file review stage; a referee does not respond in a timely way to the College's request for the reference; an applicant fails to successfully complete a required examination on first attempt. Additional time is also required for applicants whose credentials are unusual or atypical, and for foreign applicants for whom a review of the foreign credentials for Canadian equivalency is needed prior to proceeding with a review of the application file.

7. Registrant Status Issues

A significant amount of activity occurred between registration categories, and on and off the Register during the course of the year. Policies and procedures continue to be developed and refined in this area.

8. Investigation of Title Issues under the *Psychologists Regulation*

The year 2005 saw an increase in the workload of the Committee as an expanding number of potential violations of title use were brought to the Committee's attention by members of the public and professionals. Title use and protection is an issue for other professions in British Columbia, and for psychologists across Canada.

Six investigations into alleged violations of the *Psychologist's Regulation* were opened by the Registration Committee in 2005, one of which was with regard to a former registrant.

II. COMPLAINT AND INVESTIGATIVE MATTERS

The College continues its efforts to document and describe the complaint process to registrants and the public. This section will review eight areas of complaint tracking.

1. Complaint file status as at December 31, 2005
2. Descriptive complaint summary
3. Length of time to close files
4. Closing reasons for complaints closed in 2005 and comparison with previous years
5. Other components of the complaint investigative process
6. Letters of Undertaking/Consent Agreements
7. Summary of a sample of Complaints in 2005
8. Complaints per year and number of registrants with complaints

1. Complaint file status as at December 31, 2005

Since the College of Psychologists came under the *Health Professions Act*, 320 complaints have been received.

All complaints received in the years 2000 and 2001 were closed by the end of 2004.

File status for complaints received in subsequent years is as follows:

a. **Complaints received in 2002 (n = 54)** The two files which remained open as at December 31, 2004 were both closed in 2005. A decision not to proceed was made on one of these files, and the other file was resolved by means of a letter of agreement with the respondent.

b. **Complaints received in 2003 (n = 53).** One complaint filed in 2003 remained open at the end of 2005. The Inquiry Committee was engaged in negotiations during 2005 to resolve this complaint, and at year end had moved to issue a citation for a hearing by the Discipline Committee on this file.

c. **Files received in 2004 (n=46)** Three complaints filed in 2004 remained open at the end of 2005. In one case, the respondent had responded to questions from the Inquiry Committee by year end; a letter of undertaking was under negotiation in the second case; and the Inquiry Committee had moved to issue a citation for a hearing by the Discipline Committee in the third file.

d. Files received in 2005 (n=44) Thirteen (13) complaints received in 2005 were also closed during the 2005 year, leaving a total of 31 complaint files received in 2005 open as at December 31, 2005.

e. All files received by the College under the *Health Professions Act* (n=320) As noted above, the total number of complaints received under the *Health Professions Act* is 320. Of these files, 285 were closed and 35 remained open at the end of 2005.

Table 11: Complaint File Status as at December 31, 2005 for all complaints received under the *Health Professions Act**

Status	Year Complaint was Received													
	2000		2001		2002		2003		2004		2005		Total	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Awaiting Review											10	*23*	10	*3*
Active Review											*7*	*16*	*7*	*2*
Clinical Records Requested											2	*5*	2	*.6*
33(5)									1	*2*	7	*16*	8	*3*
HPA S. 28 Inspections														
Without Prejudice Meeting											1	*2*	1	*.3*
Letter of Undertaking							1	*2*	2	*4*	4	*9*	*7*	*2*
Total # open files							1	*2*	3	*7*	31	*71*	35	*11*
Total # closed	63	*100*	60	*100*	54	*100*	52	*98*	43	*93*	13	*29*	285	*89*
TOTAL	**63**	***100***	**60**	***100***	**54**	***100***	**53**	***100***	**46**	***100***	**44**	***100***	**320**	***100***

2. Descriptive Complaint Summary

The descriptive variables which have been tracked on all complaints received post-January 1, 2000 are: primary allegation made by the complainant, complaint context; area of practice; complainant type; and length of time to close files.

a. Primary Allegation Table 12 contains a breakdown of complaints received by primary allegation according to the *Code of Conduct*. The most frequent primary allegation for complaints received in 2005 was in the area of competency, with 18 (41%) of the 44 complaints received in 2005 having a primary allegation in this area.

For complaint allegations across all reporting periods since the College came under the *Health Professions Act*, assessment procedures represented primary allegation in 130 complaints (41%), issues with client relationships accounted for 47 complaint files (15%), and professionalism was the third most common area of allegations (39 files; 12%).

Table 12: Primary Allegation in Complaints Received 2000-2005

Primary Allegation (Code of Conduct)	Year Complaint Received													
	2000		2001		2002		2003		2004		2005		Total	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
General Standards for Competency (CC 3.0)	2	3	1	2	3	6	10	19	2	4	18	41	36	11
Informed Consent (CC 4.0)	5	8	4	7	3	6	1	2			1	2	14	4
Relationships-Clients (CC 5.0)	10	16	10	17	7	12	9	17	6	13	5	11	47	15
Relationships-Work (CC 5.0)									2	4	1	2	3	1
Relationships-Dual Roles (including Prohibited Relationships/ Conduct and Impairment) (CC 5.0)	2	3	2	3	2	4			3	7	3	7	12	4
Confidentiality (CC 6.0)	2	3	3	5	5	9	2	4	2	4			14	4
Professionalism (CC 7.0)	6	10	8	13	6	11	9	17	7	15	3	7	39	12
Provision of Services (CC 8.0)	1	2	3	5	1	2							5	2
Representation of Services/Credentials (CC 9.0)							1	2	1	2			2	.6
Advertising/Public Statements (CC 10.0)					2	4			2	4	2	5	6	2
Assessment Procedures (CC 11.0)	28	44	28	47	24	44	19	36	20	44	11	25	130	41
Fees (CC 12.0)	6	9	1	2			1	2					8	3
Maintenance of Records (CC 13.0)							1	2					1	.3
Security/Access to Record (CC 14.0)									1	2			1	.3
Compliance with Law (CC 18.0)	1	2			1	2							2	.6
Total	**63**	***100***	**60**	***100***	**54**	***100***	**53**	***100***	**46**	***100***	**44**	***100***	**320**	***100***

It should be noted that placement of complaints with reference to sections of the Code of Conduct is the result of a process of file review, consideration of priority of concerns and involves considerable judgement. It is often not straightforward - for example in determination of placement of primary allegation in the Competency category or the Assessment procedures Code of Conduct category.

b. Complaint Context As the numbers in Table 13 indicate, the majority of concerns in complaints across the years 2000-2005 occurred in the context of the conduct of assessments, such as custody and access assessments and insurance compensation assessments. A full 60% (192 complaints) of the complaints received during this period were related to assessments, followed by 23% (74 complaints) in the context of intervention.

Table 13: Complaint Context in Complaints Received 2000-2005

	Year Complaint Received													
Complaint Context	**2000**		**2001**		**2002**		**2003**		**2004**		**2005**		**Total**	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Assessment	36	*57*	36	*60*	33	*61*	34	*64*	23	*50*	30	*68*	192	*60*
Consultation	1	*2*	3	*5*					1	*2*	1	*2*	6	*2*
Intervention	20	*32*	15	*25*	10	*19*	12	*23*	9	*20*	8	*18*	74	*23*
Regulatory Compliance									7	*13*	3	*7*	10	*3*
Other	6	*9*	6	*10*	11	*20*	7	*13*	6	*15*	2	*5*	38	*12*
Totals	**63**	***100***	**60**	***100***	**54**	***100***	**53**	***100***	**46**	***100***	**44**	***100***	**320**	***100***

c. Area of Practice For complaints received since January 2000, a category has been assigned to describe the general area of practice in which the complaint occurred. These terms are descriptive only. As Table 14 below illustrates, 45% (145 complaints) of the 320 complaints were in the broad area of clinical psychology. The area of practice with the next largest number of complaints, 28% (88 complaints), is custody and access, a sub-area of clinical psychology.

Table 14: Complaint - Area of Practice in Complaints Received 2000-2005

Complaint Area of Practice	Year Complaint Received													
	2000		2001		2002		2003		2004		2005		Total	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Clinical Psychology	27	43	25	42	28	52	22	42	25	54	18	41	145	45
Custody and Access	15	24	22	37	14	26	13	24	11	24	13	30	88	28
Counselling Psychology	2	3	8	13	2	4	4	8	4	9	3	7	23	7
Forensic/Corrections	12	19	2	3	5	9	5	9	4	9	2	5	30	10
Industrial/organizational					1	2							1	.3
Neuropsychology	3	5	1	2			2	4	1	2	4	9	11	3
Rehabilitation Psychology	1	2	1	2			3	6	1	2	2	4	8	3
Research/Academic					2	4					2	4	4	1
School Psychology	1	2	1	2			4	4					6	2
N/A	2	3			2	4							4	1
Totals	**63**	***100***	**60**	***100***	**54**	***100***	**53**	***100***	**46**	***100***	**44**	***100***	**320**	***100***

d. Complainant Type As shown in Table 15 below, 11 (25%) of the complaints received in the year 2005 came directly from clients, 11 (25%) from client relatives, and another 11 (25%) were filed by colleagues. Four complaints (9%) came from third-party situations, where the psychologist is typically hired by someone other than the service recipient. The number of third-party situation complaints appears to have declined over the past several years. A total of four investigations were opened by the Inquiry Committee, described more fully in section "e" below.

Table 15: Complainant Type in Complaints Received 2000-2005

Complainant Type	Year Complaint Received													
	2000		2001		2002		2003		2004		2005		Total	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Client - 3rd Party	23	*36*	29	*48*	17	*31*	15	*28*	11	*24*	4	*9*	99	*31*
Client - direct	17	*28*	10	*17*	8	*15*	9	*17*	8	*17*	11	*25*	63	*20*
Client relative	6	*9*	9	*15*	9	*17*	8	*15*	4	*9*	11	*25*	47	*15*
Colleague	13	*21*	9	*15*	6	*11*	8	*15*	7	*15*	11	*25*	54	*17*
Inquiry Committee	2	*3*	2	*3*	4	*7*	6	*11*	12	*26*	4	*9*	30	*9*
Other	2	*3*	1	*2*	10	*18*	7	*13*	4	*9*	3	*7*	27	*8*
Totals	**63**	***100***	**60**	***100***	**54**	***100***	**53**	***100***	**46**	***100***	**44**	***100***	**320**	***100***

e. Complaint Investigations Opened by the Inquiry Committee In some cases, complaint investigations are opened by the Inquiry Committee on its own initiative in response to information that comes before the Committee. Typically, these complaints arise in connection with another complaint, through information generally available to the public, 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.

Table 16 provides information about these complaints for each year beginning in 2000 based on applicable *Code of Conduct* standards. In 2005, 4 complaint investigations were opened by the Inquiry Committee. Most of these files (3; 75%) were opened to investigate issues of compliance with regulatory obligations in connection with another complaint, such as non-response to a request for information under section 33(5) of the *Health Professions Act*, or a possible breach of a Letter of Undertaking signed by the respondent. It should be noted that each time a registrant does not fulfil their regulatory obligations as established by legislation or by agreement, the College incurs substantial legal and administrative costs.

Table 16: Complaint Investigations Opened by the Inquiry Committee 2000-2005

Code of Conduct Category	Complaint Year													
	2000		2001		2002		2003		2004		2005		Total	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%
General Standards for Competency (CC 3.0)	1	*50*					1	*16*					2	*6*
Relationships-Work (CC 5.0)									1	*8*			1	*3*
Relationships-Dual Roles (including Prohibited Relationships/Conduct and Impairment) (CC 5.0)							1	*16*					1	*3*
Professionalism (CC 7.0)					1	*25*	2	*33*					3	*10*
Professionalism-Regulatory Compliance (CC 7.0)			1	*50*			1	*33*	*7*	*58*	3	*75*	12	*40*
Representation of Services/Credentials (CC 9.0)			1	*50*			1	*33*	1	*8*			3	*10*
Advertising/Public Statements (CC 10.0)					1	*25*			1	*8*	1	*25*	3	*10*
Assessment Procedures (CC 11.0)					1	*25*			1	*8*			2	*7*
Security/Access to Record (CC 14.0)									1	*8*			1	*3*
Compliance with Law (CC 18.0)	1	*50*			1	*25*							2	*7*
Totals	**2**	***100***	**2**	***100***	**4**	***100***	**6**	***100***	**12**	***100***	**4**	***100***	**30**	***100***

3. Length of Time to Close Files

For complaints closed in 2005 (n=48), the number of months required to investigate and close a file ranged from 2 to 39 months. The average time to closure was 11 months. Exclusion of two complaints which were lodged against two registrants each with multiple complaints, which took 36 and 39 months respectively to close reduces the average time to closure to 10 months. Table 17 below contains the average length of time to close complaint files across the years 2000-2005.

Table 17: Time to Close Files by Year File Closed 2000-2005

	2000	2001	2002	2003	2004	2005
Average length of time in months to close file	18 N=70	14 N=78*	14 N=62	11 N=44	8 N=49**	11 N=48

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

** Although a total of 78 complaints were closed in 2004, 29 complaints involving three individuals are not included in this tabulation because of the atypically long resolution time due to protracted negotiations.

4. Complaint File Closing Reasons

As in past years, the majority of complaints closed in 2005 were dismissed because of insufficient evidence of a breach of the *Code of Conduct*, or not proceeded on for administrative or procedural reasons. For files closed in 2005, as shown in Table 18 below, a total of 37% of complaints were dismissed for lack of evidence or not proceeded upon.

Table 18: Closing Reasons for Complaints Closed after January 1, 2000 (N=382) and for Complaints Received and Closed after January 1, 2000 (N=285)

Closing Category	Closing Reason	Year Complaint File Closed															
		2000		2001		2002		2003		2004		2005		01/00 - 12/05 N=382		01/00- 12/05 N=285	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
Dismissed for lack of evidence or otherwise not proceeded upon	Decision Not to Proceed	11	*16*	16	*20*	6	*10*	7	*16*	6	*8*	3	*6*	49	*13*	40	***14***
	Withdrawn	5	*7*	2	*3*	2	*3*	1	*2*					10	*3*	8	***3***
	Insufficient Evidence	28	*40*	41	*51*	31	*50*	24	*55*	24	*31*	15	*31*	163	*43*	130	***46***
	Subtotal	**44**	***73***	**59**	***84***	**39**	***63***	**32**	***73***	**30**	***39***	**18**	***37***	**222**	***59***	**178**	***62***
Voluntary Resolution	Letter of Undertaking	13	*19*	4	*5*	16	*28*	6	*14*	29	*37*	14	*29*	82	*21*	63	***22***
	Resolved	10	*14*	14	*18*	2	*3*	3	*7*	8	*10*	4	*8*	41	*11*	24	***8***
	Subtotal	**23**	***33***	**18**	***23***	**18**	***29***	**9**	***21***	**37**	***47***	**18**	***37***	**123**	***32***	**87**	***31***
Resigned/ Cancelled Referred to RC	Resigned/ Cancelled/RC	3	*4*	3	*4*	5	*8*	3	*7*	11	*14*	12	*25*	37	*10*	20	***7***
Totals		**70**	***100***	**80**	***100***	**62**	***100***	**44**	***100***	**78**	***100***	**48**	***100***	**382**	***100***	**285**	***100***

Table18 above shows a generally consistent pattern of complaint resolution across reporting periods, as discussed previously in various College, publications. Note that this table provides cumulative descriptive statistics for all files closed under the *Health Professions Act*, first including the 97 "backlog files" which remained open as of January 1, 2000 (n=382; second-last column), and then for all files both received and closed post-January 1, 2004 (n=285; last column). The categories of closing reasons remain similar when the pre-*HPA* "backlog" files are excluded from the calculations.

5. Other Components of the Complaint Investigation Process

Other special components of the complaint investigation process include without prejudice meetings, extraordinary hearings, and citations and discipline hearings, described below.

a. Without Prejudice Meetings The term "without prejudice" is used to indicate that nothing that occurs in a without prejudice meeting or correspondence may be used in any other context. Without prejudice meetings provide an informal and effective means for resolving complaint matters. An example of a without prejudice meeting held in 2005 is as follows: A complaint was received about a registrant's interactions with a therapy client, in which the complainant alleged that the respondent had taken telephone calls and answered the door during sessions, had not set up an office structure that ensured privacy, and had been unclear about fees. Discussion at the without prejudice meeting focused on steps the respondent could take to avoid similar complaints in the future. The outcome of the meeting was an agreement on the part of the respondent to articulate a clear informed consent and fee policy form for clients to sign, as well as to make changes in the office environment that would enhance clients' privacy. The Inquiry Committee closed the file on the basis of the agreement, which was subsequently completed by the respondent.

b. Extraordinary Hearings Sometimes concerns arise which necessitate speedy action on the part of the Inquiry Committee, such as issues of sufficient public protection concern that the committee believes an immediate restriction on practice or license suspension may be warranted. There is no testing of evidence at an extraordinary hearing - rather, a decision is made on whether the available evidence, on its face, supports 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. One extraordinary hearing was held in 2005, which resulted in the suspension of the registrant pending completion of the investigation. The issues involved allegations of serious professional and sexual misconduct that warranted immediate action.

c. Discipline Hearings & Citations In contrast to an extraordinary hearing, 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. No Discipline Committee hearings were held in 2005, although several pre-hearing conferences were necessary with regard to a planned hearing that was subsequently resolved prior to the hearing itself. This is the sixth 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 have been successfully resolved without necessitating this costly legal step. Motions to direct the Registrar to issue a citation for a hearing of the Inquiry Committee or affirmation of intent to move to this step were made on 23 files (5 individuals) in 2005. As at December 31, 2005, the Inquiry Committee had moved to issue a citation on 3 files (2 respondents with 1 and 2 complaints, respectively).

6. Letters of Undertaking/Consent Agreements

Table 19 below provides a summary of Letters of Undertaking/Consent Agreements signed with registrants signed as a means of bring a complaint matter to a close.

The terms of such agreements are determined on a case by case basis and are all signed on a voluntary basis. In a number of the more serious complaints below, a hearing of the discipline committee would have been held had such a resolution not been achieved.

Table 19. Summary of Terms of Letters of Undertaking/Consent Agreements

# of Files	Primary Allegation	Summary of Terms of Consent Agreement or Letter of Undertaking
2 files	Relationships with Clients/Advertising	Practice change to improve regulatory knowledge, informed consent procedures, advertising statements, home office setting. (3 sessions)
1 file	Competence	Agreement to include statement of limitations in reports
4 files	Prohibited Relationships/ Professionalism (Sexual relationship)	$2,500 fine, assessment by independent psychologist, 3 months suspension and supervision as recommended by assessor
6 files	Assessment Procedures/ Professionalism	Resignation
1 file	Assessment Procedures	Statement of limitations, purpose, scope in reports
1 file	Assessment Procedures	Improve intake and informed consent procedures
1 file	Assessment Procedures	Statement of limitations in reports, compliance with *Code of Conduct* in all practice settings
6 files	Assess. Procedures/ Prohibited Relationships/ Relationships with Clients/Professionalism/ Records Security/Access	Agreement for cancellation of registration and five years before eligible for re-application along with preconditions
3 files	Assessment Procedures/ Professionalism	Improve compliance with *Code of Conduct*
1 file	Assessment Procedures	Improve knowledge of *legislation/Code of Conduct*

7. Summary of Sample Complaints Received in 2005

As in past years, the Inquiry Committee reviewed a range of complaint allegations and issues in its investigations of complaints. A number of examples of complaints received and/or closed in 2005 are summarized in this section. Several very serious complaints were investigated by the Committee this year. In one case, a complaint by a colleague was filed when it came to her attention that the psychologist had been meeting with a client outside of the office to talk about the psychologist's personal problems, had asked the client to take tests home to complete that require proctoring, and had offered repeatedly to baby-sit the client's young children. The Inquiry Committee's investigation supported the allegations of misconduct. The psychologist agreed to suspend practice in order to resolve the complaint; included as a term of the agreement was a fitness to practice assessment prior to resuming active practice. In another case involving very serious matters, a number of complaints about a particular assessment report were received both from the public and various mental health professionals , in which gross incompetence in assessment procedures was alleged. A third complaint received in 2005, involved a psychologist who offered a psychological opinion for the courts in a custody and access case about individuals to whom the registrant was related by marriage; the opinion was further offered without an assessment of the individuals involved.

Frequently, complaints arise out of a misunderstanding at intake of a registrant's practice policies. In one case received in 2005, a client alleged problems with the psychologist's cancellation policy and use of email as a communication tool. The complainant filed his complaint after receiving an email at his workplace requesting payment for a missed session. The practice records of the psychologist did not include any written informed consent form or any details of conversations that may have occurred regarding the psychologist's fee or other policies. A clear, written agreement that is reviewed during the first session and that forms part of the clinical record can often avert these types of complaints, and provides an unambiguous record of events for review if a complaint is filed.

A particular challenge for the Inquiry Committee in understanding the nature of a complaint, and evaluating the complaint allegations, arises in situations where the complainant appears to be suffering from cognitive or mental impairment that affects their ability to understand psychologists' procedures, limitations, and recommendations. For instance, in one complaint in 2005 a complainant had sustained a head injury in an accident and alleged that the psychologist's assessment report was biased and contained numerous errors and omissions. While the complainant clearly was unhappy with particular aspects of the report, and may not have fully understood the assessment process, the Inquiry Committee did not find support for the allegations in its investigation, and dismissed the complaint.

The Inquiry Committee must determine whether it has jurisdiction over the matters raised in a complaint, prior to investigating the complaint matters. Occasionally, complaints are received that bear upon the conduct of a registrant in the registrant's personal life; in these cases, the Committee's task is to establish whether the alleged conduct is covered by the *Code of Conduct*. As an example, in 2005 a complaint was received about a psychologist who the complainant met at a social function where the psychologist distributed business cards and pamphlets about his practice. The complainant subsequently assisted the psychologist in some charitable work, and loaned the psychologist money which the psychologist did not repay. The complainant claimed that the psychologist's status as a licenced professional contributed to the complainant's decision to provide the loan. The Inquiry Committee did not proceed with the complaint on receipt of a legal opinion that as the psychologist's conduct was not in a professional capacity, the Inquiry Committee had no jurisdiction over the matter.

8. Complaints per Year and Number of Registrants with Complaints

Table 20 below describes the number of registrants about whom complaints have been received since the College assumed responsibility for regulating the profession in 1993.

Table 20: # of Complaints per year from 1993 - 2005 and # Registrants with Complaints

Year	# complaints (with named registrant)	# Registrants
1993	30	21
1994	26	22
1995	44	35
1996	38	30
1997	45	39
1998	47	32
1999	53	37
2000	64	48
2001	59	42
2002	54	38
2003	53	42
2004	46	31
2005	44	35
Total	**602**	**255***

* this figure is not a column total, as some registrants appear in multiple years.

As indicated in Table 21 below, a total of 144 registrants have had at least one complaint since January, 2000. Six individuals resigned as a means of resolving matters with the College or in response to complaints received. The percentage of registrants who have had at least one complaint filed under the *Health Professions Act* is approximately 13%.

Table 21: Number of Complaints since January 2000 Per Registrant

# of Complaints	# Named Registrants	Total complaints	Public complaints	Motion of IC
1	83	83	79	4
2	29	58	53	5
3	10	30	28	2
4	5	20	18	2
5	4	20	20	0
6	2	12	6	6
7	4	28	24	4
8	2	16	14	2
9	0	0	0	0
10	4	40	35	5
11	1	11	11	0
TOTAL	**144****	**318***	**288**	**30**

* Two complaints, opened in error, without a named respondent, are excluded.

** Six of these are no longer registered.

IV. ADMINISTRATIVE MATTERS

1. The College Office and Staff

The College office staff continue to deal with a consistently high volume of work generated by the regulatory responsibilities of the College. Staff meetings during the 2005 year have focussed on planned reallocation of responsibilities among staff members and management strategies for the volume of work.

2. The College Website

The College website is updated on a continual basis and at the end of 2005 a number of proposed changes for the website were under development.

3. Ombudsman Investigations

No Ombudsman complaints resulted in an investigation in 2005.

4. Requests under the *Freedom of Information and Protection of Privacy Act*

A total of 7 requests were received under the *Freedom of Information and Protection of Privacy Act* in 2005.

5. Relationships with Other Regulatory Bodies in Psychology

The College of Psychologists of BC continues a high level of engagement and involvement with other psychology regulatory bodies in Canada. It was my privilege to serve as Secretary of the Council of Provincial Associations of Psychology and also to Chair the group of Registrars of Canadian psychology regulatory bodies. In collaboration with Dr. Rick Morris of the College of Psychologists of Ontario, a proposal was developed for a formal Federal association of Canadian psychology regulatory bodies for consideration by the Canadian psychology registrars as an effective means of enhancing the communication of positions on issues of unanimity across jurisdictions, such as the importance of registration in the jurisdiction of practice.

6. Acknowledgments

The College Board had a very busy year and they deserve the appreciation of all registrants for their generous contribution of time, experience and expertise. My personal gratitude to each member of the Board, Committees, and College staff. The professionalism, competence and expertise of each of these individuals allows the College to meet its regulatory obligations.

Respectfully submitted

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

MINUTES OF THE MAY 9, 2005 ANNUAL GENERAL MEETING
(for review of the 2004 year)

The Annual General Meeting of the College of Psychologists of British Columbia was held on May 9, 2005, at the Chan Centre Auditorium, and video-conferenced to the Queen Alexandra Centre for Children's Health in Victoria, Nanaimo Regional General Hospital in Nanaimo, and the College of the Fraser Valley in Abbotsford. A total of 89 registrants attended the meeting: 52 registrants in Vancouver, 22 in Victoria, 7 in Nanaimo and 8 in Abbotsford.

The meeting was called to order by Henry Harder, at 4:10 p.m.

Agenda for the May 9, 2005 Meeting: It was moved by David Crockett and seconded by Anneliese Robens that the agenda for the May 9, 2005 meeting be adopted as circulated. Carried.

Minutes of the May 9, 2004 Annual General Meeting: It was moved by Lee Cohene and seconded by David Crockett that the Minutes of the May 9, 2004 Annual General Meeting be adopted as circulated. Carried.

Report from the Chair: Henry Harder, Chair of the Board for 2004, introduced the members of the Board and thanked them and the staff of the College for their hard work during 2004. He referred the attendees to his report in the Annual Report and highlighted the accomplishments of the Board during the year, particularly with respect to the development of Practice Advisories and efforts to further the identity of the profession of psychology.

Inquiry Committee: Marguerite Ford reported on the complaint process, referred registrants to the Annual Report for more information about the work undertaken by the Inquiry Committee, and responded to questions from registrants.

Patient Relations Committee: Robert Colby reported that the Committee is a standing committee mandated by the *Health Professions Act*. The work undertaken during the year was the development of brochures for registrants and complainants.

Registration Committee: Michael Elterman reported that the Committee had processed over 170 applications during the year, including over 100 applications under the extraordinary period. Other issues dealt with by the Committee included the transfer of title issues to the Registration Committee, investigating concerns of referees, and meetings with government around lifting exemptions for government employees.

Quality Assurance Committee: Michael Joschko thanked the members of the Quality Assurance Committee for their dedication to the development of the Continuing Competency Program. He referred registrants to his report in the Annual Report and the various *Chronicle* articles during the year, and responded to questions.

Legislation Committee: Lee Cohene reported on the function of the Legislation Committee, which is to keep registrants informed of new and changing legislation affecting psychologists. Work of this Committee centred around the *Personal Information Protection Act* and changes to the *HPA*.

Registrar's Report: Andrea Kowaz thanked both the public and professional members of the Board and staff for their work and support during 2004. Registrants were referred to the information contained in her report in the Annual Report, and she responded to questions from registrants.

Volunteer Appreciation: Michael Elterman, the 2005 Chair of the Board, and Andrea Kowaz, Registrar, thanked those registrants who volunteer to serve as committee members, oral examiners, and supervisors for their contribution to the College. They were presented with a small token of appreciation.

Adjournment: The meeting adjourned at 5:30 p.m.

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA

FINANCIAL STATEMENTS

DECEMBER 31, 2005

Auditors' Report
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
Chartered Accountants

Suite 318, North Tower, Oakridge Centre, 650 West 41st Avenue, Vancouver, B.C., V5Z 2M9
Telephone: (604) 435-5655 Facsimile: (604) 435-1913 E-mail: info@rabermattuck.com

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, 2005 and the statements of changes in net assets, operations 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, 2005 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.

Rab Mattuck

Chartered Accountants

Vancouver, British Columbia
April 11, 2006

With Offices Across Canada

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF FINANCIAL POSITION
AS AT DECEMBER 31, 2005

	2005 $	2004 $
ASSETS		
CURRENT ASSETS		
Cash	[illegible]	1,326,149
Prepaid expenses	[illegible]	13,757
	[illegible]	1,339,906
PROPERTY AND EQUIPMENT (Note 2)	[illegible]	61,002
	[illegible]	1,400,908
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	[illegible]	70,879
Employee remittances payable	[illegible]	9,474
Deferred revenue (Note 3)	[illegible]	1,067,450
	[illegible]	1,147,803
NET ASSETS		
PROPERTY AND EQUIPMENT	[illegible]	61,002
UNRESTRICTED	[illegible]	192,103
	[illegible]	253,105
	[illegible]	1,400,908

Approved by the Board

"Signed Derek Swain", Director

"Signed Robert Colby", Director

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF FINANCIAL POSITION
AS AT DECEMBER 31, 2005

	Invested In Capital Assets 2005 $	Unrestricted 2005 $	Total 2005 $	Total 2004 $
NET ASSETS, beginning of year	61,002	192,103	253,105	236,571
Excess of Receipts Over Expenditures	(16,915)	200,819	183,904	16,534
NET ASSETS, end of year	44,087	392,922	437,009	253,105

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, 2005

	2005 $	2004 $
RECEIPTS		
Membership dues	1,171,540	1,156,795
Application and exam fees	76,015	78,580
Interest	21,489	20,572
Other	70,743	37,216
	1,341,787	1,293,163
EXPENDITURES		
Administration	675,762	638,222
Audit	4,440	4,119
Board	24,355	50,713
Committees (meetings, travel and honorarium)	54,256	47,232
External relations (dues)	6,603	6,407
Extraordinary Hearings	17,860	39,034
Discipline Hearings (Including Preparation)	53,163	35,782
Operations	128,657	136,787
Registrant / Applicant services	43,811	29,647
Statutory functions	128,869	288,686
	1,157,863	1,276,629
EXCESS OF RECEIPTS OVER EXPENDITURES	183,924	16,534

The accompanying notes are an integral part of these financial statements

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED DECEMBER 31, 2005

	2005 $	2004 $
CASH FLOWS FROM OPERATING ACTIVITIES		
Excess of receipts over expenditures	[illegible]	16,534
Adjustments for:		
Amortization	[illegible]	20,110
Prepaid expense	[illegible]	2,469
Accounts payable	[illegible]	(50,220)
Employee remittances payable	[illegible]	(1,846)
Deferred revenue	[illegible]	44,600
	[illegible]	31,647
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of capital assets	[illegible]	(16,364)
NET INCREASE (DECREASE) IN CASH	[illegible]	15,283
CASH, beginning of year	[illegible]	1,310,866
CASH, end of year	[illegible]	1,326,149

The accompanying notes are an integral part of these financial statements

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO THE FINANCIAL STATEMENTS
DECEMBER 31, 2005

1. SIGNIFICANT ACCOUNTING POLICIES

Property and Equipment

Purchased property and equipment are recorded at cost.
Contributed property and equipment 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. PROPERTY AND EQUIPMENT

	2005		2004	
	Cost	Accumulated Amortization	Net Book Value	Net Book Value
	$	$	$	$
Office furniture and equipment	84,558	64,192	20,366	22,538
Computer equipment	91,667	75,607	16,060	22,662
Leasehold improvements	40,706	33,045	7,661	15,802
	216,931	172,844	44,087	61,002

3. DEFERRED REVENUE

Deferred revenue represents membership fees for the 2006 calendar year received in advance.

College of Psychologists of British Columbia

Annual Report 2006

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Vancouver, B.C. V6J 4S5
www.collegeofpsychologists.bc.ca

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BOARD, STAFF, COMMITTEE MEMBERS, SUPERVISORS, ORAL EXAMINERS AND NEW REGISTRANTS FOR THE 2006 YEAR

BOARD

Michael Elterman, M.B.A., Ph.D., R.Psych., Chair of the Board
Robert Colby, M.S., R.Psych., Vice Chair, Board; Chair, Registration Committee
Lee Cohene, Ph.D., R.Psych., Chair, Legislation Committee
Henry Harder, Ed.D., R.Psych., Chair, Inquiry Committee
Michael Joschko, Ph.D., R.Psych., Chair, Quality Assurance Committee
Derek Swain, Ed.D., R.Psych., Chair, Finance Committee
Daniel Fontaine, Public Member, Chair, Patient Relations Committee,
Public Member, Discipline Committee
Marguerite Ford, Public Member, Inquiry Committee
Wayne Morson, Public Member, Chair, Discipline Committee,
Public Member, Registration and Finance Committees

STAFF MEMBERS

Andrea Kowaz, Ph.D., R.Psych., Registrar
Cheryl Bradley, Ph.D., R.Psych., Deputy Registrar
Colleen Wilkie, Ph.D., R.Psych., Deputy Registrar
Judy Clausen, Registrar's Assistant
Avigail Cohen, Office Assistant
Wendy Harris, Registration Coordinator
Gina Rowan, Inquiry Coordinator and Director of Records

DISCIPLINE COMMITTEE

Wayne Morson, Public Member, Chair
Rosemary Alvaro, Ph.D., R.Psych.
Michael Coles, Ph.D., R.Psych. (until 09/06)
Henry Hightower, Public Member
Erica Reznick, Ph.D., R.Psych. (until 11/06)
Lynn Superstein-Raber, Ph.D., R.Psych
Cheryl Washburn, Ph.D., R.Psych. (from 12/06)
Lynn Alden, Ph.D., R.Psych.
Bruce Clark, Public Member
Daniel Fontaine, Public Member
Donna Paproski, Ph.D., R.Psych. (from 12/06)
Janet Strayer, Ph.D., R.Psych. (until 09/06)
Susan Turnbull, Ph.D., R.Psych.

INQUIRY COMMITTEE

Henry Harder, Ed.D., R.Psych., Chair
Yaya De Andrade, Ph.D., R.Psych.
Jill Hightower, Public Member
Pippa Lewington, Ph.D., R.Psych. (until 04/06)
Hendre Viljoen, Ph.D., R.Psych.
Kirk Beck, Ph.D., R.Psych.
Marguerite Ford, Public Member
Russell King, Ph.D., R.Psych. (from 04/06)
Alexis Thuillier, Public Member
Joseph Zaide, Ph.D., R.Psych.

Quality Assurance Committee

Michael Joschko, Ph.D., R.Psych., Chair
Chris Gibbins, Ph.D., R.Psych.
Leora Kuttner, Ph.D., R.Psych.
Karen Tee, Ph.D., R.Psych. (until 09/06)
Leigh Bowie, Ph.D., R.Psych.
Julia Hass, Public Member
Joan Pinkus, Ph.D., R.Psych.

Registration Committee

Robert Colby, M.S., R.Psych., Chair
Marion Ehrenberg, Ph.D., R.Psych.
Anne Marie Jones, Ph.D., R.Psych.
Marvin McDonald, Ph.D., R.Psych.
Cheryl Washburn, Ph.D., R.Psych.
Catherine Costigan, Ph.D., R.Psych.
Amy Janeck, Ph.D., R.Psych.
Robert Ley, Ph.D., R.Psych.
Wayne Morson, Public Member

Patient Relations Committee

Daniel Fontaine, Public Member, Chair
Michael Elterman, Ph.D., R.Psych.
Robert Colby, M.S., R.Psych.

Finance Committee

Derek Swain, Ed.D., R.Psych. (Chair)
Michael Elterman, Ph.D., R.Psych
Robert Colby, M.S., R.Psych.
Wayne Morson, Public Member

Supervisors

Lynn Alden, Ph.D., R.Psych.
Eva Allan, M.Ed., R.Psych.
Elizabeth Bannerman, Ph.D., R.Psych.
Michael Boissevain, Ph.D., R.Psych.
John Carter, Ed.D., R.Psych.
Kenneth Craig, Ph.D., R.Psych.
Patricia (Trish) Crawford, Ph.D., R.Psych.
Anthony Dugbartey, Ph.D., R.Psych.
Dolores Escudero, Ph.D., R.Psych.
Lynda Grant, Ph.D., R.Psych.
Lee Grimmer, Ph.D., R.Psych.
Lindsey Jack, Ph.D., R.Psych.
Rita Knodel, Ph.D., R.Psych.
Mary Korpach, Ph.D., R.Psych.
Barbara Madani, M.A.Sc., R.Psych.
Jennifer McIvor, Psy.D., R.Psych.
Alison Miller, Ph.D., R.Psych.
Bruce Monkhouse, Ph.D., R.Psych.
Tavi Nicholson, Ph.D., R.Psych.
Donna Paproski, Ph.D., R.Psych.
Lyne M. Piché, Ph.D., R.Psych.
Donald Read, Ph.D., R.Psych.
Marsha Runtz, Ph.D., R.Psych.
Susanne Schibler, Ph.D., R.Psych.
Martin Shoemaker, Ph.D., R.Psych.
Eric Speth, Ph.D., R.Psych.
Harilaos Stefanakis, Ph.D., R.Psych.
Paul Sungaila, Ph.D., R.Psych.
Karen Tallman, Ph.D., R.Psych.
Michelle Worth, Ph.D., R.Psych.
Victoria Alfonso, Ph.D., R.Psych.
Nicole Aubé, Psy.D., R.Psych.
Susan Baum, Ph.D., R.Psych.
Robert Carey, Ph.D., R.Psych.
Sarah Cockell, Ph.D., R.Psych.
Joanne Crandall, Ph.D., R.Psych.
Susan Cross, Ph.D., R.Psych.
Marion Ehrenberg, Ph.D., R.Psych.
Maureen Godfrey, Ph.D., R.Psych.
Joy Green, M.A., R.Psych.
Simon Hearn, Ph.D., R.Psych.
Krystyna Kinowski, Ph.D., R.Psych.
William Koch, Ph.D., R.Psych.
Leora Kuttner, Ph.D., R.Psych.
Todd Mason, Ph.D., R.Psych.
Deborah McTaggart, Ph.D., R.Psych.
Laura Mills, Ph.D., R.Psych.
Marlene Moretti, Ph.D., R.Psych.
Maureen Olley, Ph.D., R.Psych.
Martin Phillips-Hing, Ph.D., R.Psych.
Ann Pirolli, Ph.D., R.Psych.
Anneliese Robens, Ed.D., R.Psych.
Ronald Samuda, Ph.D., R.Psych.
Edward Shen, Ph.D., R.Psych.
John Spencer, Ph.D., R.Psych.
Sujatha Srikameswaran, Ph.D., R.Psych.
Rhona Steinberg, Ph.D., R.Psych.
Lynn Superstein-Raber, Ph.D., R.Psych.
Rene Weideman, Ph.D., R.Psych.

ORAL EXAMINERS

Victoria Alfonso, Ph.D., R.Psych.
Randall Atkinson, Ph.D., R.Psych.
Mark Bailey, Ph.D., R.Psych.
Barbara Beach, Ph.D., R.Psych.
Susan Blake, Ph.D., R.Psych.
Michael Boissevain, Ph.D., R.Psych.
Geoffrey Carr, Ph.D., R.Psych.
Michael Coles, Ph.D., R.Psych.
Evelyn Corker, M.A., R.Psych.
Joanne Crandall, Ph.D., R.Psych.
Susan Cross, Ph.D., R.Psych.
David Eveleigh, Ph.D., R.Psych.
Mervyn Gilbert, Ph.D., R.Psych.
Joy Green, M.A., R.Psych.
Jordan Hanley, Ph.D., R.Psych.
John Higenbottam, Ph.D., R.Psych.
Elizabeth Huntsman, Ph.D., R.Psych.
David Katz, Ph.D., R.Psych.
Krystyna Kinowski, Ph.D., R.Psych.
Brenda Kosaka, Ph.D., R.Psych.
Ulrich Lanius, Ph.D., R.Psych.
Wolfgang Linden, Ph.D., R.Psych.
Barbara Madani, M.A.Sc., R.Psych.
Deborah McTaggart, Ph.D., R.Psych.
Nancy Meyer, Ph.D., R.Psych.
Bruce Monkhouse, Ph.D., R.Psych.
Donna Paproski, Ph.D., R.Psych.
Martin Phillips-Hing, Ph.D., R.Psych.
Donald Ramer, Ph.D., R.Psych.
Erica Reznick, Ph.D., R.Psych.
James Roche, Ph.D., R.Psych.
Deborah Samsom, Ph.D., R.Psych.
Susanne Schibler, Ph.D., R.Psych.
Heather Scott, Ph.D., R.Psych.
Kathleen Simas, Ph.D., R.Psych.
Meagan Smith, Ph.D., R.Psych.
Runa Steenhuis, Ph.D., R.Psych.
Rhona Steinberg, Ph.D., R.Psych.
Paul Sungaila, Ph.D., R.Psych.
Paul Swingle, Ph.D., R.Psych.
Joyce Ternes, Ph.D., R.Psych.
Inna Vlassev, Ph.D., R.Psych.
Rene Weideman, Ph.D., R.Psych.
Maureen Whittal, Ph.D., R.Psych.
Marshall Wilensky, Ph.D., R.Psych.
Sheila Woody, Ph.D., R.Psych.
Verna-Jean Amell, Ph.D., R.Psych.
Nicole Aubé, Psy.D., R.Psych.
Susan Baum, Ph.D., R.Psych.
Carole Bishop, Ph.D., R.Psych.
Douglas Boer, Ph.D., R.Psych.
Robert Carey, Ph.D., R.Psych.
John Carter, Ed.D., R.Psych.
Constance Coniglio, Ed.D., R.Psych.
Kenneth Craig, Ph.D., R.Psych.
Patricia (Trish) Crawford, Ph.D., R.Psych.
Jacqueline Douglas, Ph.D., R.Psych.
Sandy Gardner, Ph.D., R.Psych.
Brian Grady, Ph.D., R.Psych.
Susan Hackett, Ph.D., R.Psych.
Simon Hearn, Ph.D., R.Psych.
Grace Hopp, Ph.D., R.Psych.
Charlotte Johnston, Ph.D., R.Psych.
Margaret Kendrick, Ph.D., R.Psych.
Brenda Knight, M.A., R.Psych.
Randall Kropp, Ph.D., R.Psych.
Ronald Laye, Ph.D., R.Psych.
Anne MacGregor, Ed.D., R.Psych.
Jane McEwan, Ph.D., R.Psych.
Gregory Meloche, Ph.D., R.Psych.
Laura Mills, Ph.D., R.Psych.
Jennifer Newman, Ph.D., R.Psych.
Philip Perry, Ph.D., R.Psych.
Lyne Piché, Ph.D., R.Psych.
Jennifer Reiss, Ph.D., R.Psych.
Anneliese Robens, Ed.D., R.Psych.
Barbara Rosen, Ph.D., R.Psych.
Ronald Samuda, Ph.D., R.Psych.
Myron Grant Schimpf, Ph.D., R.Psych.
Ruth Sigal, M.Ed., R.Psych.
Cecelia Louise Smith, M.Sc., R.Psych.
Ingrid Söchting, Ph.D., R.Psych.
Harilaos Stefanakis, Ph.D., R.Psych.
Janet Strayer, Ph.D., R.Psych.
Lynn Superstein-Raber, Ph.D., R.Psych.
Karen Tallman, Ph.D., R.Psych.
Jean Toth, Ph.D., R.Psych.
Larry Waterman, Ph.D., R.Psych.
Malcolm Weinstein, Ph.D., R.Psych.
Ursula Wild, Ph.D., R.Psych.
Rosemary Wilkinson, Ph.D., R.Psych.
Arianna Yakirov, Ph.D., R.Psych.

New Registrants - 2006

Cheryl Ainsworth, Ph.D., R.Psych.
Juliette Arato-Bollivar, Ph.D., R.Psych.
Valerie Ashton, Psy.D., R.Psych.
Edward Baess, Psy.D., R.Psych.
Karen Bentley, M.Sc., R.Psych.Assoc.
Jeannette Bittman, M.Ed., R.Psych.Assoc.
Mark Bodnarchuk, Ph.D.,R.Psych.
Christina Browne, M.Ed., R.Psych.Assoc.
Heather Burke, Ph.D., R.Psych.
Bartolome Cerda Amengual, M.A., R.Psych.Assoc.
Tena Colton, Psy.D., R.Psych.
Timothy Crowell, Psy.D., R.Psych.
Karen Eamon, Ph.D., R.Psych.
Nichole Fairbrother, Ph.D., R.Psych.
Marlo Gal, Ph.D., R.Psych.
Saeed Ghafari, Ph.D., R.Psych.
Darryl Grams, M.Ed., R.Psych.Assoc.
Catherine Harwood, Ph.D., R.Psych.
Paola Lake, Ph.D.,R.Psych.
Kathleen Lewis, Ph.D., R.Psych.
Thomas Lipinski, Ph.D., R.Psych.
David Marxsen, M.A., R.Psych.Assoc.
Gregory McCallum, M.A., R.Psych.Assoc.
Susan McIsaac, Ph.D., R.Psych.
Candice Murray, Ph.D., R.Psych.
Gregory Olson, M.A., R.Psych.Assoc.
Faye Paris, Ph.D., R.Psych.
Natalee Popadiuk, Ph.D., R.Psych.
Ann Robson, Ph.D., R.Psych.
Joan Schultz, Ph.D., R.Psych.
Janet Shiell, Ph.D., R.Psych.
Sharolyn Sloat, Ph.D.,R.Psych.
Daryl Ternowski, Ph.D., R.Psych.
Spencer Wade, Ph.D., R.Psych.
Shannon Wagner, Ph.D., R.Psych.
Tina C. Wang, Ph.D., R.Psych.
Marvin Westwood, Ph.D., R.Psych.
Todd Willoughby, M.A., R.Psych.Assoc.
Liesle Young, Ph.D., R.Psych.

Diana Alexander, Ph.D., R.Psych.
Kim Arkinstall, Ph.D., R.Psych.
Karianne Axford, M.A., R.Psych.Assoc.
Simon Bazett, M.Ed., R.Psych.Assoc.
Joan Biever, Ph.D., R.Psych.
Gerald Blomme, M.Ed., R.Psych.Assoc.
Annalize Booy, M.A., R.Psych.Assoc.
Marla Buchanan, Ph.D.,R.Psych.
Douglas Cave, Ph.D., R.Psych.
Alexander Chapman, Ph.D., R.Psych.
Linda Jean Crawford, M.Sc., R.Psych.Assoc.
Barbara de Faye, Ph.D., R.Psych.
Mazen Samir Elchami, Psy.D., R.Psych.
Jennifer Ferns, M.A., R.Psych.Assoc.
Roger Gervais, Temporary Registrant
Charlene Goldstein, M.A., R.Psych.Assoc.
Grant Grobman, M.A., R.Psych.Assoc.
Laurie Hashizume, M.Ed., R.Psych.Assoc.
Marie-France Lapierre, M.A., R.Psych.Assoc.
Irene Lieban, Psy.D., R.Psych.
Teal Maedel, M.A., R.Psych.Assoc.
Susan Matthews, M.A., R.Psych.Assoc.
Kamie McConnell, M.A., R.Psych.Assoc.
Marisol McRae, M.A., R.Psych.Assoc.
Rami Nader, Ph.D., R.Psych.
Timothy Joseph Paré, Ph.D., R.Psych.
Michelle Patterson, Ph.D., R.Psych.
Margaretha Prat, M.A., R.Psych.Assoc.
Michael Scales, M.A., R.Psych.Assoc.
Judith Setton-Markus, M.Ed., R.Psych.Assoc.
Marleane Sinclaire, M.A., R.Psych.Assoc.
Mary Tennant, M.Ed., R.Psych.Assoc.
Julia Ungar, Ph.D., R.Psych.
John Wagner, Ph.D., R.Psych.
Gordon Wallace, Ph.D., R.Psych.
Linda Weaver, Ph.D., R.Psych.
Audrey Wexler, Ph.D., R.Psych.
Aiko Yamamoto, Ph.D., R.Psych.
Martin Zakrzewski, Ph.D., R.Psych.

REPORT FROM THE CHAIR

On behalf of the Board, I wish to express appreciation to the scores of registrants whose contributions as committee members, oral examiners, regulatory supervisors, and as informed and involved registrants have helped to bring to a close another year of fair and responsible regulation of our profession. The Board also expresses its ongoing support for and appreciation to our dedicated staff. College staff manage a large volume of complex and time sensitive matters with professionalism, competence and integrity.

Information Meetings The Board held an information meeting in Vancouver on November 16, 2006 which was attended by approximately 30 registrants, as well as public members of the Board and various College committees. Information meetings were also held in Victoria (January 24), Kelowna (February 23), Nelson (March 13), and Nanaimo (April 4). The Board continues to extend offers to provide "individualized" information sessions to groups of registrants in particular work or geographic locations, given the importance for registrants to be informed about College activities and decisions and to participate in discussions regarding the regulation of the profession in British Columbia.

Board Elections A Call for Nominations was distributed to registrants in the fall of 2006, to fill two elected positions on the Board. Nominations were received for four individuals. Elected for a three year term were Lee Cohene and Rebecca St. Clere England.

Annual Evaluation of Registrar The objectives which provide the criteria for the annual evaluation of the Registrar include the following: bringing the College in line with the national and international standards (both substantive and procedural) for professional regulation; enhancing the profile, standing and credibility of the College with government; development and maintenance of an effective system for document control, management, filing and storage; efficient and timely management of complaints and applications for registration; ensuring regular and effective communication with registrants about regulatory issues affecting them; enhancing the decision-making competencies of the Inquiry, Registration, Discipline and Quality Assurance Committees; maintaining the efficient resourcing and staffing of the College; and ensuring data integrity, security, control and management. The annual evaluation involves discussion about achievement of the objectives and the Board's provision of sufficient resources and support for their achievement. The Board was extremely pleased with the achievement of the Registrar and her staff with regard to these objectives.

Reviews of Inquiry Committee Decisions A total of 10 reviews of Inquiry Committee decisions on complaints were heard by the Board in 2006. These reviews were requested by complainants under the *Health Professions Act.* In each instance the Board upheld the decision of the Inquiry Committee, based on a review of the documents before the Inquiry Committee when making its decision.

College Workshops The College's involvement in organizing and sponsoring high calibre workshops on ethics and professional conduct continued throughout 2006.

Participation with ASPPB The Registrar continued to chair an ASPPB task force on Model Regulations and Legislation, and the College participated in ASPPB meetings in April in Sandestin, Florida and in October in San Diego, California. The Registrar presented a paper in San Diego on the publication of disciplinary decisions in Canada.

Liaison with the Professional Association During 2006 the Registrar and Board provided an orientation workshop for the Board of the British Columbia Psychological Association.

Registrar awarded CPA Fellow Status I was pleased to submit a nomination for our Registrar for the status of CPA fellow. The Board was delighted that the Registrar was awarded this status at the CPA Annual Convention in June, 2006. It is notable that CPA recognized the significant contributions that our Registrar has made to the regulation of psychology in our province, as well in Canada and North America through her involvement with Canadian Provincial Associations of Psychology (CPAP), with the group of Canadian regulators in Psychology, and the Association of State and Provincial Psychology Board (ASPPB).

Strategic Planning The Board and Registrar met for a strategic planning meeting in November and drafted a Strategic Plan for circulation to registrants for comment and feedback. The draft mission statement is as follows: *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.* The strategic plan articulated the values which inform efforts to meet the College's mandate under the *Health Professions Act:* Professionalism, Objectivity, Transparency, Accountability, Registrant involvement/participation, Clear communication. The three key objectives outlined in the strategic plan are: 1. Fair and Effective Regulation of the Profession of Psychology under the *Health Professions Act*, 2.Communication with Stakeholders and 3. Organizational Effectiveness. The Strategic Plan will be finalized in 2007.

Legal Consultation The College's current reliance on legal services is divided into several main categories: A.Routine legal consultations for Inquiry and Registration Committees, including potential attendance of legal counsel at committee meetings; 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. The Board continued to be pleased with the calibre of legal consultation provided to the College.

Practice Advisories During the 2006 year the following draft and final practice advisories were approved by the Board for distribution to registrants:

Practice Advisory 4	Release of Psychology Records
Practice Advisory 8	Informed Consent **(Draft)**
Practice Advisory 9	Record Keeping in Publicly Funded and/or Multidisciplinary Settings **(Draft)**

Bylaw Changes The Board submitted the following Bylaw changes to government:

July 21, 2006	To amend subsections 8.9, 10.14 and 11.8 of the *Code of Conduct*
September 15, 2006	To amend sections 8.8, 8.9 and 8.10 of the *Code of Conduct* by renumbering them
December 11, 2006	To add Bylaws 57(5) and 59(6) and Schedules "J" and "K"

The first two submissions were deposited with the Minister and enacted in 2006. Schedules "J" and "K", while submitted in 2006, were deposited with the Minister early in 2007. These bylaw changes are described in more detail in the report of the Legislation Committee.

In closing It was my privilege to serve as the Chair of the Board for 2006.

Respectfully submitted,

Michael Elterman, M.B.A., Ph.D., R.Psych.,
Chair of the Board 2006

DISCIPLINE COMMITTEE REPORT

There were no hearings of the Discipline Committee in 2006. As noted elsewhere in this report, one Citation for a hearing by the Discipline Committee was outstanding at the end of 2006.

Respectfully submitted,

Wayne Morson, Chair
Discipline Committee 2006

INQUIRY COMMITTEE REPORT

It was my pleasure to continue to serve as Chair of the Inquiry Committee for the 2006 year. This Committee has closed 346 of the 370 complaints received under the *Health Professions Act* during the period January 1, 2000 to December 31, 2006. The total of 370 received complaints represents 168 individual registrants, each of whom had received one or more complaints during the January 1, 2000 to December 31, 2006 time frame. Twenty-four (24) complaints remained open as at December 31, 2006. All of the 346 closed complaints have been resolved without the need for a hearing of the Discipline Committee, notwithstanding the readiness of this Committee to proceed on citations when the alleged misconduct warrants proceeding. During 2006, citations for a hearing of the Discipline Committee were issued to three registrants relating to four complaint files. Two of these files relating to one registrant were eventually resolved through a letter of undertaking. A second registrant resigned from the College and is no longer eligible to practice psychology in British Columbia. At the end of 2006, the final file on which a Citation for a hearing by the Discipline Committee had been issued remained unresolved. Summaries of consensual resolutions of complaint matters may be found in the Registrar's Report.

Files closed during 2006 are summarized in the table below along with the nature of the decision of the Inquiry Committee in closing the complaint file. Please review the Registrar's report for a comprehensive description and breakdown of 2006 complaint investigations and resolutions.

The Inquiry Committee consists of very hardworking and dedicated professional and public members who work in consultation and cooperation with a very competent staff team consisting of the Registrar, Deputy Registrar and Inquiry Coordinator. It has been a pleasure to serve as Chair for the 2006 year.

Table 1: Files Closed during 2006 (N=61)

Closing Reason	Number	%*
Letter of Undertaking or Consent Agreement	12	19.7
Resolved	10	16.4
Insufficient Evidence	20	32.8
Decision Not to Proceed (no jurisdiction, withdrawn, vexatious or frivolous)	18	29.5
Referred to Discipline Committee	1	1.6
Total	**61**	**100**

** percentages in this and subsequent tables may contain rounding errors*

Respectfully submitted,

Henry Harder, Ed.D., R.Psych.
Chair, Inquiry Committee 2006

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; recommending to the Board standards and guidelines for the conduct of registrants and their patients. A pamphlet developed by the Committee for registrants is available on the College website. Information regarding appropriate conduct is also included in the complaints brochure available to the public, also available on the website.

Respectfully submitted,

Daniel Fontaine, Chair,
Patient Relations Committee 2006

REGISTRATION COMMITTEE REPORT

This was a significant year for the Registration Committee. A number of policies were developed, and the College continued to dialogue with government on important issues.

Government Relations

1. The Health Professions Act The College has requested a amendment to the *Health Professions Act* to enable health regulatory boards in BC to share information with each other, as the College is able to do with other psychology regulatory boards outside of BC. The College has also voiced concerns about section 52.1(3)(b), which is not yet in force. This section, which would allow individuals to use titles from other jurisdictions.

2. Reserved Actions and Exemptions The College received a letter from Dr. Penny Ballem, Deputy Minister of Health, on May 1, 2006 indicating the government's intention to maintain the exemption from restriction on the use of the title 'psychologist' by public school employees "for the next three to five years while it reviews the implementation of the *HPA*." The College reminded government that we had implemented the extraordinary application/registration process based on discussions held with government about its intent to implement the recommendation of the Health Professions Council that the exemptions be lifted. The College is pleased with the manner in which the extraordinary application process was achieved, and is confident that the process developed can be further utilized as necessary in the future. The College also met with registrants working in the school system to survey their thoughts and concerns about the practice of school psychology. Many of the issues discussed are similar to those of registrants working in other institutional settings, such as autonomy of decision making with regard to selection of assessment instruments and informed consent.

3. Mobility A letter from the Ministry of Economic Development was received about the government's desire to facilitate the registration of foreign-trained professionals in BC. The Alberta-British Columbia Trade, Investment, and Labour Mobility Agreement (TILMA) was signed in Edmonton on April 28, 2006. This agreement includes provisions for enhancing labour mobility. The agreement is compatible with the MRA and the College's Bylaws regarding reciprocal registration.

Feedback from Oral Examiners/Supervisors Oral examiners are routinely provided with a feedback form on completion of an oral examination as a means of sharing observations and comments on the oral examination process. The Committee responded to the feedback received. A monthly luncheon meeting at the College office was initiated in 2006, open to all oral examiners and regulatory supervisors for support, feedback, and problem-solving of common issues.

Extraordinary Applications The Committee is pleased to report that in 2006, most of the extraordinary applicants progressed to being placed on the Limited Register. The names of these extraordinary applicants are found in this Report under New Registrants. These registrants (and the remaining extraordinary applicants who are nearing completion) are to be commended for their interest in becoming regulated psychology professionals and their participation in the implementation of the extraordinary provisions.

Academic Preparation The Registration Committee continues to review applications from individuals who have not completed CPA/APA accredited training. The Committee is of the opinion that preparation for entry level practice in professional psychology has been clearly established by CPA and APA. Applicants from accredited programs find the application process easier and quicker to navigate. Throughout the year the Committee sought to further clarify the definition of residency and the criteria for evaluating graduate degrees. A greater number of applications are being submitted from individuals who have completed experimental degrees with varying upgrades to professional practice, and there are frequent questions regarding whether online professional psychology programs meet the registration requirements. These remain ongoing issues for the Committee.

Supervision During 2006, the Registration Committee announced implementation of a post-degree supervision year for those applying to be psychologists (those applying to be psychological associates already are required to have post-degree supervision). The Registration Committee struck a Task Force and reviewed information from other jurisdictions regarding this issue. Supervision requirements are under review by APA, and a number of jurisdictions are reconsidering the requirements for post-doctoral supervision. In light of these developments, and to preserve the shortened time it takes to become registered, the Committee decided to formalize its current expectation that all applicants practice under supervision while proceeding through the application process, rather than initiating an entirely new supervision requirement. The Committee has established a step-wise plan to implement the supervision requirement which was communicated in the October 2006 *Chronicle*. As of January 1, 2008, all applicants will be required to submit a supervision plan for any psychological services they are providing in B.C. Applicants can select their own supervisor, who must be a registrant. Further details of the requirement will be developed after the Committee has had an opportunity to review a number of supervision plans.

Title Issues The Registration Committee sends out *"cease and desist"* letters to individuals who are not registered with the College but are using the title 'psychologist' or its derivatives, and/or practicing psychology. This is a significant issue with a high number of potential violations. At a meeting attended by the Chair of the Registration Committee, College counsel, and staff, it was decided to proceed on a priority basis with title issue concerns that have implications for public protection. The Registration Committee decided to proceed on one potentially serious matter by way of a petition to the court.

Degree Authorization Act The *Degree Authorization Act* gives the Minister of Advanced Education the power to grant university status to private institutions, and to approve new university programs. As provided under the Act, the Registration Committee reviews proposals for new programs in professional psychology. In some cases, the Committee has voiced concern that the program will not adequately equip students to meet College registration requirements on completion of the program.

Areas of Practice The Registration Committee continues to discuss a number of issues related to area of practice, including: the number of areas of practice declarable on mobility and reciprocal applications, and required criteria to change area of practice at renewal.

Fees The Registration Committee reviewed its fee structure and lowered the administration fee for the Examination for Professional Practice in Psychology (EPPP), and now refunds the application package fee on receipt of a completed application.

Application to Registration Time Frame For applications that are straight-forward, the typical time from application to registration is 9-12 months for regular applicants (it is possible to complete the process in 6 months), and 5-6 months for reciprocal or mobility applicants (it is possible to complete the process in 4 months).

Retirement The Registration Committee has paid careful attention to the number of individuals declaring retired status at renewal and then requesting to return to the Full Register shortly thereafter. The Committee decided to adapt the policy regarding returning to the Full Register, by making the policy more responsive to the observed difficulties in decision-making regarding retirement from the profession. The Committee will continue to monitor the decision-making of registrants considering retirement.

New Registrants A total of 79 new registrants were added to the Register in 2006. Of these, 30 were registered as psychological associates, including 26 individuals who applied under the extraordinary provisions. Please see the Registrar's report for more informative statistics regarding the College Register and statistics summarizing the regulatory activities of the College in the application/registration area.

Respectfully submitted,

Robert Colby, M.S., R.Psych.,
Chair, Registration Committee 2006

QUALITY ASSURANCE COMMITTEE REPORT

I am pleased to report on the activities of the Quality Assurance Committee during 2006. In addition to the annual review of the Continuing Competency Program, the Committee was actively engaged in several important initiatives. Below is a summary of the work of the Committee in 2006.

1. Continuing Competency Program Review The Continuing Competency Program review was conducted in February, 2006. A total of 103 registrants were selected to submit their completed Continuing Competency Activities log for 2005. The College set aside a day to respond to any questions regarding the review, and almost 10% of the selected registrants took advantage of this consultation. The review of log sheets for the 2005 year proceeded smoothly, and most registrants were prompt and clear in their completion of the form. The distinctions among the different categories of activities were almost uniformly understood by registrants. Most registrants reported far more hours than the minimum number specified by our program- this is likely a reflection of the degree to which most registrants routinely incorporate continuing competency activities into their professional routines. All registrants in the review were found to be in compliance with the program.

2. Continuing Competency Program development This year, after careful deliberation and research on policies in other jurisdictions, the Committee determined that beginning in January, 2007, registrants may "bank" extra hours accrued for *Category A* of the Continuing Competency Program on a carry-forward basis for one year. Additional hours beyond those required for the subsequent year are not eligible for banking. An important principle that guided the Committee in making this determination was that Continuing Competency hours be reasonably current and relevant to the registrant's current practice. Further refinement of the Continuing Competency Program involved the decision to use a random number generator system for future review selection and the decision to grant an optional one-year exemption from submitting review forms for registrants selected for review for a third consecutive year.

3. Designation of another registrant to take care of one's practice records in the event of unexpected incapacity or death The Committee requested and the Board has approved a requirement that each registrant designate another registrant to be responsible for her/his practice records in the event of incapacity or death. The requirement will commence with renewal for the 2009 calendar year, and will involve listing the designated registrant on the renewal form. For the 2008 renewal, registrants will be encouraged, but not required, to designate another registrant. The Committee's reasoning in requesting this requirement is based in an awareness of the aging demographic of the College. In the 2007 year, the Committee anticipates holding a series of workshops on retirement planning and the writing of a "professional will".

4. Ethics Workshops The Committee continued to develop workshops on ethical issues during the 2006 year, and set dates for two workshops to occur in the first half of 2007. The Committee is pleased with the calibre of speakers we have been able to obtain, and looks forward to facilitating further informative workshops for registrants.

Respectfully submitted,

Michael Joschko, Ph.D., R.Psych.
Chair, Quality Assurance Committee 2006

LEGISLATION COMMITTEE REPORT

The Board submitted the following Bylaw changes to government during the 2006 year:

1. *That subsection 8.9 of Schedule "F", Code of Conduct, be amended as follows:*

   8.9 Provision of services in sponsoring agency
   Where a registrant offers psychological services or is directing the psychological services of others within a sponsoring institution and the registrant believes that the most appropriate services to a client is not in accord with the expectations of the sponsoring institution, the supervising registrant must attempt to reconcile these differences with the administration of the institution in order to best respond to the client's needs.

   The subsection as amended (by changing services to service(s)) would read:

   8.9 Provision of services in sponsoring agency
   Where a registrant offers psychological services or is directing the psychological services of others within a sponsoring institution and the registrant believes that the most appropriate service(s) to a client is not in accord with the expectations of the sponsoring institution, the supervising registrant must attempt to reconcile these differences with the administration of the institution in order to best respond to the client's needs.

2. *That subsection 10.14 of Schedule "F", Code of Conduct, be amended as follows:*

   10.14 Fair and accurate presentation
   A registrant who interprets the science or the practice of psychology or psychological services to the general public must the present the information fairly and accurately.

   The subsection as amended (removing "the" from the 2nd line) would read:

   10.14 Fair and accurate presentation
   A registrant who interprets the science or the practice of psychology or psychological services to the general public must present the information fairly and accurately.

3. *That subsection 11.8 of Schedule "F", Code of Conduct, be amended as follows:*

11.8 Communicating results
When communicating the results of an assessment to a client or to the legal guardian or other agent of a client, a registrant must provide use adequate interpretive aids or explanations and language that is reasonably understandable.

The subsection as amended (removing the word "provide") would read:

11.8 Communicating results
When communicating the results of an assessment to a client or to the legal guardian or other agent of a client, a registrant must use adequate interpretive aids or explanations and language that is reasonably understandable.

4. *That Subsection 11.24 of Schedule "F", Code of Conduct, be amended by changing the title from Provision of raw results to Provision of raw test data.*

5. *That subsection 16.21 of Schedule "F", Code of Conduct, be amended as follows:*

16.21 Honoring commitments
A registrant must honour all commitments they have made to research participants.

The subsection as amended (by changing the spelling of "honouring") would read:

16.21 Honouring commitments
A registrant must honour all commitments they have made to research participants.

AND

1. *That subsection 8.8 Accountability for supervisees of Schedule "F", Code of Conduct, be amended by renumbering is as 8.7 Accountability for supervisees.*

2. *That subsection 8.9 Obligation to advise of responsibility of Schedule "F", Code of Conduct, be amended by renumbering it as 8.8 Obligation to advise of responsibility.*

3. *That subsection 8.10 Provision of services in sponsoring agency of Schedule "F", Code of Conduct, be amended by renumbering it as 8.9 Provision of services in sponsoring agency.*

A further submission was made during 2006 with regard to the addition of two schedules to the Bylaws stipulating the assessment of costs after an inquiry or discipline hearing. While submitted in 2006, these schedules were not deposited with the Minister until early in 2007.

Additional efforts were devoted to the continued development of an advisory on the issue of maintaining psychology records within the public institutional setting. Feedback and discussions with registrants working in these settings continued and when the draft is finalized, it will be circulated to registrants.

With the Quality Assurance Committee having reached full stride in terms of its role in enhancing competent practice, the increase in Board sophistication with regard to the College's legislative mandate, and the process of distribution of all practice advisories to all College statutory committees, it was decided that the functions of the Legislation Committee have been appropriately addressed and that Committee will not continue into 2007.

Respectfully Submitted,

Lee Cohene, Ph.D., R.Psych.
Chair, Legislation Committee, 2006

FINANCE COMMITTEE REPORT

The College continues to stay well within budget projections. In addition, the staff continue to manage the high work volume with just slightly under 6 FTE positions. Rather than budgeting for anticipating hearing costs which are difficult to project, the Board directed the established of a contingency fund in 2006 with funds earmarked to cover hearing costs. The tariff of costs submitted for deposit with the Minister will facilitate the recovery of a portion of hearing and investigation costs.

Table 2: Comparative Expenses

Year	Wages and Benefits		Routine Statutory Expenses		Hearings*		Other Expenses**		Total Expenses	
	Amount	%	Amount	%	Amount	%	Amount	%	Amount	%
2004	521,791	41	288,686	23	74,816	6	391,336	30	1,276,629	100
2005	554,704	48	128,899	11	70,563	6	403,717	35	1,157,883	100
2006	565,346	46	201,542	17	50,113	4	402,896	33	1,219,897	100

* This figure represents the cost of extraordinary hearings and preparations for discipline hearings.
** Included in these expenses are costs associated with committee meetings, Board expenses, travel, rent, office supplies.

It is notable that while routine statutory expenses (including legal consultations) increased over 2005, the amount remains considerably lower than routine statutory expenses in 2004 and in previous years. The amount spent in issuance of citations and preparation for hearings was also less in 2006 than in previous years.

Respectfully submitted,

Derek Swain, Ed.D., R.Psych.
Chair, Finance Committee 2006

REGISTRAR'S REPORT

Below is the Registrar's Report on the activities of the College for the year 2006. This report is divided into three main sections:

I. Registration/Application Matters This section provides a description of the College Register for 2006 and the status of applications for registration, as well as a summary of activities of the College in this area.

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 administrative activities related to external relationships and our obligations under the *Ombudsman* and *Freedom of Information and Protection of Privacy Acts*.

I. REGISTRATION/APPLICATION MATTERS

This section reviews activities at the College related to the status of the College Register during 2006, and the status of applications for registration. It is divided into 8 sections as follows:

1. the College Register 2006
2. summary of application activity
3. status of application files
4. area of practice
5. examinations
6. statistics summarizing length of application process
7. title issue investigations
8. extraordinary applicants

1. The College Register 2006

As at December 31, 2006, the College Register showed a total of 1075 registrants, including one individual who had temporary registration status during the 2006 year.

Table 3: The College Register as at December 31, 2006

Register Status on December 31	2001	2002	2003	2004	2005	2006
Full Register	873	863	889	924	933	932
Suspended						1
Limited Register- Inquiry Committee		15	14	15	13	11
Limited Register- Inquiry Committee / Non-Practicing		1	1			
Limited Register- Inquiry Committee/ Out of Province				1		
Limited Register - Out-of-Province	57	58	43	29	28	27
Limited Register - Non-Practicing	51	61	17	11	18	23
Limited Register- Retired	19	17	15	13	14	23
Limited Register- Registration Committee		1	2	5	22	57
Category Pending as at Dec. 31,2006			1	1	2	
Temporary Registration		1	2	3	2	1
Total	**1000**	**1017**	**984**	**1002**	**1032**	**1075**

As shown in the table below, a total of 79 new registrants were added to the Register in 2006. Of these, 30 were registered as psychological associates, including 26 individuals who applied under the extraordinary provisions.

Table 4: New Registrants by Class of Registration

	Regular	Reciprocal	Mobility	Extraordinary	Temporary	Total
Psychologists	22	12	4	10	1	49
Psychological Associates	0	4	0	26	0	30
TOTAL	22	16	4	36	1	79

Table 5 below shows the breakdown of the 79 individuals registered in 2006 according to application type and placement on the Full or Limited Register. Fifty-three percent (n=42) of the new registrants were placed on the Full Register. Of these, most (90%, n=38) were in the psychologist class of registration, and 50% were regular applicants. Thirty-six of the 37 new registrants who were placed on the Limited Register were applicants under the extraordinary provisions. These individuals have completed all of the initial requirements for registration with the College under the extraordinary provisions, and will complete any remaining registration requirements (the EPPP or National Association of School Psychologists (NASP) examination, internship equivalencies, and the Oral Examination) prior to approval for placement on the Full Register.

Table 5: New Registrants on Full and Limited Register by Application Type

	Reg	Recip	Mobil	Extra	Temp	Total
Full Register						
Psychologists	21	12	4	0	1	38
Psychological Associates	0	4	0	0	0	4
Total on Full Register	**21**	**16**	**4**	**0**	**1**	**42**
Limited Register						
Psychologists	1	0	0	10	0	11
Psychological Associates	0	0	0	26	0	26
Total on Limited Register	**1**	**0**	**0**	**36**	**0**	**37**
Total	**22**	**16**	**4**	**36**	**1**	**79**

2. Summary of Application Activity

The table below summarizes the application activities at the College during the 2006 year, along with comparison data from previous years. As shown in the table, a total of 55 applications were received during the 2006 year. Of these, 60% (n=33) were regular applications. Twenty-four percent (n=13) were reciprocal applications from another Canadian jurisdiction, and 13% (n=7) were mobility applications from jurisdictions in the United States. No applications were withdrawn, ineligible, or disqualified during 2006.

Table 6: Application Activity Summary 2001-2006

Activity	2001-2004	2005						2006					
		Reg	Temp	Recip	Mobil	Ext	Total	Reg	Temp	Recip	Mobil	Ext	Total
# of applications received	283	26	2	12	5	0	45	33	2	13	7	0	55
# of applications withdrawn	6	0	0	0	0	2	2	0	0	0	0	0	0
# of applications not eligible	15	0	0	0	0	0	0	0	0	0	0	0	0
# of applicants disqualified	2	0	0	0	0	1	1	0	0	0	0	0	0

3. Status of Application Files

Table 7 shows the status of all applications as at December 31, 2006. There were 81 open applications at various stages of the application process.

Table 7: Status of Applications as at December 31, 2006

Application Stage	2006				
	Regular	Reciprocal	Mobility	Extraordinary	Total
Initial review	16	4	1	2	23
Under review for credentials/consistency	12	2	0	0	14
EPPP	17	N/A	N/A	–*	17
Written Jurisprudence Exam	2	2	1	3	8
Oral Examination	9	N/A	N/A	4	13
Ready for placement on Register	2	1	2	1	6
Total Open Files as at 12/31/06	**58**	**9**	**4**	**10**	**81**

*Extraordinary applicants complete the EPPP examination or equivalent while on the Limited Register rather than during the application process.

4. Area of Practice: Applicants and Registrants

Applicants must indicate one area of practice in psychology on the application form. This area is expected to be the broad area of practice which best describes the individual's training and competence. Table 8 below represents the area of practice indicated by new applicants in 2006. All but four applicants selected Clinical or Counselling as most descriptive of their area of practice.

Table 8: Area of Practice for New Applicants in 2006

Area of Practice	Regular	Reciprocal	Mobility	Temporary	Total
Clinical Psychology	24	10	5	2	41
Counselling Psychology	8	1	1		10
Clinical Neuropsychology	1	2	1		4
School Psychology					0
Rehabilitation Psychology					0
Forensic/Corrections Psychology					0
Undeclared as at December 2005					0
Total	**33**	**13**	**7**	**2**	**55**

The area Research/Academic is not intended as a declared area of practice for applicants. The areas of Clinical and Counselling are defined by the College as broad areas encompassing many sub-areas, while the areas of Forensic/Corrections, Health, School, Rehabilitation, Industrial/Organizational and Clinical Neuropsychology are seen as more narrowly defined areas of practice, sometimes including exclusive practice in a particular setting.

Each year, registrants are required at renewal to report their primary area of practice. The Register indicated the following breakdown for the self-declared primary area of practice indicated by Registrants on December 31, 2006, excluding retired registrants (n=23) and one temporary registrant:

Table 9: Self-Declared Primary Area of Practice for Registrants as at December 31, 2006

Self-Declared Primary Area of Practice	Number of Registrants	%
Clinical Psychology	582	55
Counselling Psychology	228	21
Clinical Neuropsychology	60	6
School Psychology	65	6
Health Psychology	6	1
Rehabilitation Psychology	14	1
Research/Academic Psychology	26	2
Forensic/Corrections Psychology	49	5
Industrial/Organizational Psychology	23	3
Total	**1053***	**100**

* This number does not include the 22 registrants who were in the retired category as at December 31, 2006.

5. Examinations

All regular applicants complete three examinations as part of the application process: the EPPP, the oral exam (OE) and the Written Jurisprudence Examination (WJE). Reciprocal and mobility applicants are required to successfully complete the WJE. Table 10 below summarizes examination results for 2006. In 2006, 39 extraordinary applicants completed Part A of the oral examination, which contains 10 questions covering aspects of ethical conduct and knowledge of regulation. The Part A examination is the final step to be completed by applicants under the extraordinary provisions prior to placement on the Limited Register. The Committee has clear policies regarding the passing criteria for the Part A examination, including the requirement that all items be successfully completed either through the examination process or through remedial work under supervision.

Table 10: Examination Results

	2001	2002	2003	2004	2005	2006
Number of applicants who wrote EPPP	48	9	16	22	16	31
Number of Oral examinations (Regular)	44	13	15	34	25	26
Number of WJE examinations	0	21	19	68	117	47
Part A of Oral examination (Extraordinary)	n/a	n/a	n/a	n/a	39	36

The EPPP exam was taken 31 times in 2006 with no failures. The scaled score range for these applicants was 516-729 out of 800. Communication of exam results to applicants continues to be shortened due to expedited transmission of results to the College from the testing service.

As in past years, the WJE examination is held at the College offices on a monthly basis. It was administered 47 times in 2006 to a total of 47 applicants, one of whom took the exam for a second time (the first time was in 2005). The College also conducts the Oral Examination on site. In 2006, 26 examinations took place, of which 2 were a second attempt. Typically, individuals who fail one or two areas on the examination agree to complete a brief period of supervision (3-6 months) which targets the identified areas.

6. Length of Time from Application to Registration

As was the case in 2005, regular applicants typically complete all aspects of the application process in 6-7 months. A time frame of 3-4 months has remained typical for mobility and reciprocal applications. Applicants can avoid delays by responding promptly to any questions about their qualifications or course work at the file review stage of the application process. The time to registration increases when an applicant is not successful in an examination and must retake the exam, or when a referee is not prompt in providing a requested reference to the College. Applicants whose training or education are unusual may also require additional time to complete the application process. Applicants with foreign credentials (excluding the United States) must have their degree evaluated for Canadian equivalency prior to proceeding to a review of their application file.

7. Investigation of Title Issues under the *Psychologists Regulation*

The year 2006 saw an increase in the workload of the Committee as an expanding number of potential violations of title use were brought to the Committee's attention by members of the public and professionals.

Fifteen investigations into alleged violations of the *Psychologist's Regulation* were opened by the Registration Committee in 2006, two of which were with regard to former registrants.

8. Extraordinary Applicants

We have reported extensively on the provisions and process of the extraordinary period of application in previous annual reports and the *Chronicle*. To summarize, the extraordinary provisions were undertaken by the Registration Committee to facilitate the registration process for potential applicants in the new psychological associate class of registration at the Master's level of training, and to anticipate the removal by government of exemptions to restrictions on title at certain employment settings. The guiding principle was that the requirements for registration would be those elements essential for registration as a psychologist or psychological associate in B.C., with the accommodation that some of these requirements could be completed after placement on the Limited Register. Excluding expired, withdrawn, ineligible and halted applications, 80% (55 out of 68) of the applicants under the extraordinary provisions had successfully completed all initial registration requirements and were placed on the Limited Register by the end of 2006. One additional placement on the Limited Register was pending at the end of the year, and a further five applicants were eligible to take Part A of the oral examination, the final step prior to placement on the Limited Register.

II. COMPLAINT AND INVESTIGATIVE MATTERS

This section contains information about complaints received in the year 2006 as well as a report on all complaints closed during 2006. Included are descriptions of aspects of the complaints process and a sampling of complaints received during the year.

1. Complaint file status as at December 31, 2006
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 2006 and comparison with previous years
6. Components of the complaint investigative process
7. Letters of Undertaking/Consent Agreements
8. Summary of a sample of Complaints in 2006
9. Complaints per year and number of registrants with complaints

1. Complaint file status as at December 31, 2006

Since the College of Psychologists came under the *Health Professions Act*, 370 complaints have been received, 50 of which were received during 2006. All complaints received prior to 2005 were closed by the end of 2006. File status for the years 2005 and 2006 are as follows.

A. Complaints received in 2006 (n=50): Thirty (30) of the complaints received in 2006 were also closed in 2006, leaving a total of 20 complaints received in 2006 open as at December 31, 2006.

B. Complaints received in 2005 (n=44): Four complaint investigations begun in 2005 remained open at the end of 2006. Negotiations were underway to resolve two of these complaints. Respondents in the remaining two cases were being asked to respond to concerns of the Committee under section 33(5) of the *Health Professions Act*.

C. All complaints received by the College under the *Health Professions Act* (n=370): As noted above, the total number of complaints received under the *Health Professions Act* is 370. Of these investigations, 346 were closed and 24 (20 from 2006 and four from 2005) remained open at the end of 2006.

Table 11: Complaint File Status as at December 31, 2006 for all complaints received under the *Health Professions Act*

Status	Year Complaint Received							
	2000-2004		2005		2006		Total	
	#	%	#	%	#	%	#	%
Awaiting Review					4	8	4	1.1
Active Review					4	8	4	1.1
Practice Records					1	2	1	.3
33(5)			2	4.5	9	18	11	2.9
HPA S.28 Inspections								
Without Prejudice Meeting			1	2.3	1	2	2	.5
Letter of Undertaking			1	2.3			1	.3
Citation					1	2	1	.3
Total # open files	0	0	4	9.1	20	40	24	6.5
Total # closed files	276	100	40	90.9	30	60	346	93.5
TOTAL	**276**	**100**	**44**	**100**	**50**	**100**	**370**	**100**

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 12 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 2006 was general standards for competency. For complaints received since the College came under the *Health Professions Act*, assessment procedures is the primary allegation in the largest number of cases (n=138, 37.3%), followed by competency (n=50, 13.5%) and client relationships (n=48, 12.97%). Many of the cases in which competency is the primary allegation involved an assessment. It is often challenging to determine which of competency or assessment procedures to record as the primary allegation.

Table 12: Primary Allegation in Complaints Received 2000-2006

Primary Allegation (Code of Conduct)	Year Complaint Received							
	2000-2004		2005		2006		Total	
	#	%	#	%	#	%	#	%
General Standards for Competency (CC 3.0)	18	7	18	41	14	28	50	13.5
Informed Consent (CC 4.0)	13	5	1	2	4	8	18	4.9
Relationships-Clients (CC 5.0)	42	15	5	11	1	2	48	13
Relationships-Work (CC 5.0)	2	1	1	2	2	4	5	1.4
Relationships-Dual Roles (including Prohibited Relationships/ Conduct and Impairment) (CC 5.0)	9	3	3	7	4	8	16	4.3
Confidentiality (CC 6.0)	14	5			2	4	16	4.3
Professionalism (CC 7.0)	36	13	3	7	10	20	49	13.2
Provision of Services (CC 8.0)	5	2			4	8	9	2.4
Representation of Services/Credentials (CC 9.0)	2	1					2	.5
Advertising/Public Statements (CC 10.0)	4	1	2	5	1	2	7	1.9
Assessment Procedures (CC 11.0)	119	43	11	25	8	16	138	37.3
Fees (CC 12.0)	8	3					8	2.2
Maintenance of Records (CC 13.0)	1	5					1	.3
Security/Access to Record (CC 14.0)	1	5					1	.3
Compliance with Law (CC 18.0)	2	1					2	.5
Total	**276**	**100**	**44**	***100***	**50**	**100**	**370**	***100***

b. Complaint Context Table 13 reports on the context within which complaints occurred. As has consistently been the case in the past, in 2006 a substantial proportion (n=26; 52%) of the complaint concerns arose in the context of an assessment, such as custody and access proceedings or insurance claims.

Table 13: Complaint Context in Complaints Received 2000-2006

Complaint Context	Year Complaint Received							
	2000-2004		2005		2006		Total	
	#	%	#	%	#	%	#	%
Assessment	162	58	30	68	26	52	218	58
Consultation	5	2	1	2			6	3
Intervention	66	24	8	18	8	16	82	22
Regulatory Compliance	7	3	3	7	6	12	16	4
Other	36	13	2	5	10	20	48	13
Totals	**276**	**100**	**44**	**100**	**50**	**100**	**370**	**100**

c. Area of Practice Table 14 below presents descriptive information on the area of practice within which complaints occurred. In 2006, 48% (n=24) of the complaints received were in the broad area of clinical psychology, and an additional 16% (n=8) occurred within the custody and access sub-area within clinical psychology.

Table 14: Complaint - Area of Practice in Complaints Received 2000-2006

Complaint Area of Practice	Year Complaint Received							
	2000-2004		2005		2006		Total	
	#	%	#	%	#	%	#	%
Clinical Psychology	127	46	18	41	24	*48*	169	46
Custody and Access	75	27	13	30	8	*16*	96	26
Counselling Psychology	20	7	3	7	10	*20*	33	9
Forensic /Corrections	28	10	2	5	2	*4*	32	9
Industrial /Organizational	1	1			1	*2*	2	1
Neuropsychology	7	3	4	9	5	*10*	16	4
Rehabilitation Psychology	6	2	2	4			8	2
Research /Academic	2	1	2	4			4	1
School Psychology	6	1					6	2
N/A	4	1					4	1
Totals	**276**	**100**	**44**	**100**	**50**	***100***	**370**	**100**

d. Complainant Type As indicated in Table 15 below, 38% (n=19) of the complaints received in 2006 were filed directly by the clients of respondents. The Inquiry Committee opened 11 files (22%) on its own motion based on information provided to it; colleagues, including other psychologists, lawyers or other professionals, accounted for 14% (n=7) of the complaints received in 2006. Cumulatively since 2000, the most frequent category of complainant has been third parties to services provided by a registrant, followed by direct clients. Typically, third party complaints involve situations where the psychologist is hired by someone other than the service recipient. The "other" category consists of former clients and members of the public with no professional relationship with the registrant.

Table 15: Complainant Type in Complaints Received 2000-2006

Complainant Type	Year Complaint Received							
	2000-2004		2005		2006		Total	
	#	%	#	%	#	%	#	%
Client - 3rd Party	95	34	4	9	4	8	103	28
Client - Direct	52	19	11	25	19	38	82	22
Client Relative	36	13	11	25	3	6	50	14
Colleague	43	16	11	25	7	14	61	16
Inquiry Committee	26	9	4	9	11	22	41	11
Other	24	9	3	7	6	12	33	9
Totals	**276**	**100**	**44**	**100**	**50**	**100**	**370**	**100**

3. Investigations Opened by the Inquiry Committee

Under the *Health Professions Act*, the Inquiry Committee can open an investigation on its own motion involving public protection concerns or when investigation of allegations made by complainants provides evidence which on its face suggests a new area of concern. 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. In 2006, 11 complaint investigations were opened by the Inquiry Committee. Fifty-five percent (n=6) of these files were opened to investigate issues of compliance with regulatory obligations. The remainder were opened based on information brought to the attention of the Inquiry Committee regarding possible breaches of the *Code of Conduct*.

4. Length of Time to Close Files

For complaints closed in 2006 (n=61), the number of months required to investigate and close a file ranged from 1 to 33 months. The average time to closure was 8 months. Table 16 below contains the average length of time to close complaint files across the years 2000-2006.

Table 16: Time (in months) to Close Files by Year File Closed, for Complaints Received 2000-2006 (N=346)

Year Complaint Closed:	2000-2004*	2005	2006
Length of Time to Close File:	8 months n = 237	11 months n = 48	8 months n = 61

*29 complaints involving three individuals, closed in 2004, are not included in this tabulation because of the atypically long resolution time that resulted from protracted negotiations.

5. Complaint File Closing Reasons

Approximately two-thirds of the complaints closed in 2006 were dismissed because of insufficient evidence of a breach of the *Code of Conduct*, withdrawn, or not proceeded on for administrative reasons. This figure has been reasonably consistent since the College became regulated under the *Health Professions Act*. For complaints received and closed since 2000, about one-third were resolved by means of an undertaking or agreement with the respondent, or by some action offered by the respondent that satisfied the Committee's concerns in the matter.

Table 17: Closing Reasons for Complaints Received and Closed 2000-2006 (N= 346)

Closing Category	Closing Reason	Year Complaint File Closed							
		2000-2004		2005		2006		Totals	
		#	%	#	%	#	%	#	%
Dismissed for lack of evidence or otherwise not proceeded upon	Decision Not to Proceed	37*	16	3	6	17	28	57	**16**
	Withdrawn	8	3			1	2	9	**3**
	Insufficient Evidence	115	49	15	31	20	33	150	**43**
	Subtotal	**160**	**68**	**18**	**37**	**38**	**62**	**216**	**62**
Voluntary Resolution	Letter of Undertaking	49	21	14	29	12	20	75	**22**
	Resolved	20	8	4	8	10	16	34	**10**
	Subtotal	**69**	**29**	**18**	**37**	**22**	**36**	**109**	**32**
Resigned/ Cancelled Referred to RC or DC	Resigned/Cancelled Referred to Registration or Discipline Committee	8	3	12	25	1	2	21	**6**
Totals		**237**	**100**	**48**	**100**	**61**	**100**	**346**	**100**

* This number was reported as 36 in error in the 2004 report.

6. Components of the Complaint Investigation Process

Components of the complaint investigation process include without prejudice meetings, extraordinary hearings, and citations and discipline hearings, described below.

a. Without Prejudice Meetings The term "without prejudice" is used to indicate that nothing that occurs in a without prejudice meeting or correspondence may be used in other proceedings. Without prejudice meetings provide an informal and effective means for resolving complaint matters. Two without prejudice meetings were held in 2006. Additionally, a number of without prejudice telephone conversations occurred, and several without prejudice letters with proposals for complaint resolution were sent. By way of example, a without prejudice meeting between the Inquiry Committee and a respondent occurred in the context of a complaint involving a custody and access assessment. The complainant was concerned about psychometric test security and non-standard circumstances in the assessment. At the conclusion of the meeting, the respondent signed an agreement to safeguard test protocols, questions and forms, as well as to include statements of limitations in assessment reports regarding any non-standard circumstances or events.

b. Extraordinary Hearings Sometimes concerns arise which necessitate immediate action on the part of the Inquiry Committee, such as issues with sufficient public protection concern that the Committee believes an immediate restriction on practice or license suspension may be warranted. There is no testing of evidence at an extraordinary hearing. Rather, a decision is made on whether the available evidence, on its face, supports 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. In 2006, notice was issued for extraordinary hearings on three files involving two registrants. In the case of the registrant with two complaint files, a Letter of Undertaking was signed on an interim basis that satisfied the Committee's concerns for public protection while the complaint investigation continued. In the third case, an extraordinary hearing was held, and the registrant was suspended on an interim basis pending a full hearing of the Discipline Committee.

c. Discipline Hearings & Citations In contrast to an extraordinary hearing, 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. No Discipline Committee hearings were held in 2006, although the Committee moved to issue a citation for a hearing of the Discipline Committee on four files (3 registrants). In one file, the registrant elected to resign prior to the hearing date; the second registrant signed a Letter of Undertaking to resolve two files before the hearing was convened, and the final citation involved one registrant and one complaint file.

7. Letters of Undertaking/Consent Agreements

Table 18 below provides a summary of Letters of Undertaking/Consent Agreements signed with registrants during the year 2006 as a means of bringing a complaint file to a close. The terms of such agreements are determined on a case by case basis and are all signed on a voluntary basis. In a number of the more serious complaints below, a hearing of the Discipline Committee would have been held had such a resolution not been achieved.

Table 18. Summary of Terms of Letters of Undertaking/Consent Agreements in 2006

# of Files/ # registrants	Type	Primary Allegation	Terms of Consent Agreement or Letter of Undertaking					
			Practice Change	Education	Apology	Supervision	Limitation	Assessment
5 files/ 1 registrant	Final	03-Competency						Yes
2 files/ 1 registrant	Final	11-Assessment Procedures		Paper		Supervision to write paper	No Dangerous Offender work	
1 file/ 1 registrant	Final	11-Assessment Procedures					No review reports without supervision	
1 file/ 1 registrant	Final	05-Prohibited Rel/Contact		Paper				
1 file/ 1 registrant	Final	11-Assessment Procedures	Improved test administration, security; statement of limitations in reports					
1 file/ 1 registrant	Final	05-Intervention	Improved informed consent procedures, record-keeping, collegial courtesy					
1 file/ 1 registrant	Final	05-Rel/Work		Paper	To client			
1 file/ 1 registrant	Final	05-Rel/Clients	Improved informed consent procedures					
1 file/ 1 registrant	Final	03-Competency	Improved statement of limitations in assessments					
1 file/ 1 registrant	Final	03-Competency	Improved role clarity, assessment procedures					
2 files/ 1 registrant	Interim	03-Competency				Supervision	No assessments	

8. Summary of A Sample of Complaints Received in 2006

Below is a sampling of complaints received during the year. In each case, a brief review of the main allegations raised by the complaint is provided, and a description of the process and outcome of the complaint investigation. The Committee noted a continued trend towards more complaints in the context of insurance claims.

The first two cases reviewed below were resolved by means of an agreement by the respondents to modify their practice in ways that were viewed by the Committee as likely to assist the respondent in avoiding similar complaints in the future. The first case involved a psycho-educational assessment of a child prepared some years prior to the complaint. The complainant, also a registrant, requested the raw test data of the assessment in order to facilitate comparison with an update assessment the complainant was undertaking. In reviewing the data, the complainant became aware of errors in the scoring and norming of one of the tests administered in the earlier assessment. The Committee reviewed the information provided by the complainant, obtained the practice records of the respondent, and posed several questions to the respondent under section 33(5) of the *Health Professions Act*. The registrant took the concerns of the Committee and the complainant seriously, agreed to prepare an addendum to the report correcting the errors, and forwarded the addendum to the child's school.

A second case that was resolved by means of an agreement serves as a reminder to registrants to maintain role clarity when providing psychological services. The complaint involved a report containing child custody and access recommendations by a registrant who was providing psychological treatment to one of the parents. The complainant expressed concern that the respondent had entered into conflicting roles by making custody recommendations for the child of an individual the respondent was seeing for psychotherapy. The Committee carefully reviewed the documents submitted by the complainant, obtained the respondent's practice records, and asked the respondent a number of questions in a letter under section 33(5) of the *Health Professions Act*. The complaint was resolved through an agreement by the respondent not to mix treatment and assessment roles, and not to make custody and access recommendations without a full assessment.

A case which was resolved following without prejudice discussions with the respondent involved a neuropsychological report prepared by the respondent in relation to a workplace accident. The complainant alleged that the respondent's report contained numerous factual errors, such as composition of the complainant's family, various dates, and names of individuals. The complainant also alleged bias on the part of the respondent. The Committee carefully reviewed the documents submitted by the complainant, requested and obtained the respondent's practice records. A review of the records satisfied the Committee that no bias was evident, and in order to resolve the issue of the factual errors, without prejudice discussions were held with the respondent, who decided to prepare an addendum to the report correcting the errors. The respondent forwarded the addendum to WorkSafe BC, and the file was closed.

In another complaint, involving assessment of cognitive impairment following a workplace accident, a respondent prepared a neuropsychological assessment of an individual who subsequently complained that the report contained numerous factual errors and incorrect conclusions. The complainant was also concerned about the role of a neuropsychological fellow who assisted with the assessment, and alleged that this individual was never properly explained to him. The Committee dismissed the case following a review of the documents submitted by the complainant, and an inquiry to the respondent regarding the nature of information provided to clients about the role of his assistants. This case highlights again the challenges confronted by many complainants, who may have sustained cognitive impairments that affect their ability to understand psychologists' procedures and recommendations.

As a final example, the Inquiry Committee reviewed a complaint related to a custody and access assessment in which the complainant alleged that the respondent did not inform her of the limitations to confidentiality of the information she provided in an interview. The complainant disclosed sensitive personal information to the respondent, and was unhappy that this information was included in the respondent's report and consequently was available to the court and other interested parties. The complainant also alleged that the respondent was biased against her in the assessment. The Committee obtained the relevant practice records, and posed the respondent a number of questions under section 33(5) of the Act, before dismissing the complaint because of insufficient evidence of an ethical violation.

9. Complaints per Year By # of Registrants and Number of Registrants with Complaints

Table 19 below describes the number of registrants about whom complaints have been received since the College was first granted responsibility for regulating the profession in 1993.

Table 19: # of Complaints per year from 1993 - 2006 and # Registrants with Complaints

Year	# complaints (with named registrant)	# Registrants
1993	30	21
1994	26	22
1995	44	35
1996	38	30
1997	45	39
1998	47	32
1999	53	37
2000	64	48
2001	59	42
2002	54	38
2003	53	42
2004	46	31
2005	44	35
2006	50	42
Total	**652**	**279***

* This figure is not a column total, as some registrants appear in multiple years.

A total of 168 registrants have had at least one complaint since January, 2000 as shown in the Table below. Seven individuals resigned as a means of resolving matters with the College or in response to complaints received. Approximately 15% of current registrants have had at least one complaint filed under the *Health Professions Act.*

Table 20: Number of Complaints since January 2000 Per Registrant

# of Complaints	# Named Registrants	Total complaints	Public complaints	Motion of IC
1	102	102	95	7
2	29	58	52	6
3	11	33	30	3
4	8	32	27	5
5	5	25	24	1
6	1	6	4	2
7	2	14	6	8
8	2	16	16	0
9	1	9	9	0
10	4	40	33	7
11	3	33	31	2
TOTAL	**168****	**368***	**327**	**41**

* Two complaints, opened in error, without a named respondent, are excluded.

** Seven of these are no longer registered as a result of the outcome of the complaint matters.

IV. ADMINISTRATIVE MATTERS

1. Ombudsman Investigations There were no investigations of the College by the Ombudsman's Office in 2006.

2. Requests under the *Freedom of Information and Protection of Privacy Act* There were four requests made under the Freedom of Information and Protection of Privacy Act during 2006 that were addressed by the College. In addition, the College participated in a series of invited consultations regarding changes to that legislation.

3. Relationships with Other Regulatory Bodies in Psychology The College remained actively involved with the other Canadian regulatory bodies through our involvement in CPAP and with the group of regulators that meet in conjunction with the bi-yearly CPAP meetings. In addition, I continued to Chair the Task Force on Model Regulations for the Association of State and Provincial Psychology Boards.

4. Acknowledgments It is my ongoing privilege to work with a team of highly dedicated and enthusiastic individuals in the College office. The nature of the work requires an unwavering attention to detail and an ability to change focus on a moment's notice. The work produced reflects the experience, expertise and commitment of this wonderful group of people and they each have earned my respect and appreciation. The members of the College Board are generous with their time and expertise and devote many hours to the careful consideration of policy development and decision-making. Appreciation is also expressed to the many registrants who take the time to provide thoughtful comment and feedback.

Respectfully submitted

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

MINUTES OF THE MAY 2, 2006 ANNUAL GENERAL MEETING

(FOR REVIEW OF THE 2005 YEAR)

The Annual General Meeting of the College of Psychologists of B.C. was held on May 2, 2006, at the Chan Centre Auditorium at Children's Hospital in Vancouver, the Queen Alexandra Centre for Children's Health in Victoria, Nanaimo Regional Hospital, Kelowna Regional Hospital, and the University of Northern British Columbia in Prince George. There were 78 registrants in attendance in Vancouver, 23 registrants in Victoria, 6 registrants in Kelowna, 5 registrants in Nanaimo, and 6 registrants in Prince George.

Agenda

The table of contents in the Annual Report served as the agenda for the May 2, 2006 meeting.

Minutes

The Minutes of the 2004 Annual General Meeting held on May 9, 2005 were approved.

Report from the Chair

Dr. Michael Elterman referred registrants to his Report in the Annual Report. He highlighted the issues of accountability to the public, relationship with the government, including the dialogue regarding exemptions for government workers and school psychologists, and the Board's commitment to holding information meetings throughout the Province.

Inquiry Committee

Dr. Harder reported that the backlog of complaints has been cleared and the Committee is able to process complaints in a timely manner. Registrants were referred to the Inquiry Committee's report in the Annual Report. Dr. Harder responded to questions from registrants.

Registration Committee

Mr. Colby referred registrants to his report on Page 6 of the Annual Report. He thanked the staff for their support, which assisted the Committee in reviewing 217 application files.

Quality Assurance Committee

Dr. Joschko thanked the members of the Committee and the staff for their work during the year. He reported on the Continuing Competency Program which allows registrants to self-manage their continuing education. Registrants were referred to his report on page 10 and Dr. Joschko responded to questions.

Legislation Committee

Dr. Cohene outlined the issues reviewed by the Legislation Committee in 2005, including the changes made to the *Health Professions Act*, scrutinizing the work of members of other Colleges governed by the *HPA,* and a practice advisory regarding file storage in large institutions.

Finance Committee

Dr. Swain referred registrants to his report on Page 12 and to the Audited Financial Statements at the end of the Annual Report and responded to questions.

Registrar's Report

Dr. Kowaz thanked the Board, Committee members and staff for their support and the huge volume of work accomplished during the during the past year. An overview of the complaint process, files which potentially could go to Discipline Committee Hearings, and the application and registration process was given. The Registrar responded to questions from registrants.

Volunteer Recognition

Dr. Elterman recognized the contribution of volunteers to the College, including Board and Committee members, Oral Examiners, and Supervisors. Also acknowledged were public members serving on the Board and Committees.

The meeting adjourned at 5:57 p.m.

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA

FINANCIAL STATEMENTS

DECEMBER 31, 2006

Auditors' Report
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
Chartered Accountants
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Telephone: (604) 435-5655 Facsimile: (604) 435-1913 E-mail: info@rabermattuck.com

AUDITORS' REPORT

To the Registrants 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, 2006 and the statements of changes in net assets, operations 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, 2006 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.

"Signed" Raber Mattuck
Chartered Accountants

Vancouver, British Columbia
March 13, 2007

With Offices Across Canada

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF FINANCIAL POSITION
AS AT DECEMBER 31, 2006

	2006	2005
ASSETS	$	$
CURRENT ASSETS		
Cash	1,053,794	1,253,613
Cash - restricted (Note 4)	250,000	-
Prepaid expenses	7,367	7,121
	1,311,161	1,260,734
PROPERTY AND EQUIPMENT (Note 2)	33,023	44,087
	1,344,184	1,304,821
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	100,823	61,412
Employee remittances payable	24,292	18,450
Deferred revenue (Note 3)	631,800	787,950
	756,915	867,812
NET ASSETS		
PROPERTY AND EQUIPMENT	33,023	44,087
INTERNALLY RESTRICTED		
General Contingency Fund (Note 4)	250,000	-
UNRESTRICTED	304,246	392,922
	587,269	437,009
	1,344,184	1,304,821

Approved by the Board

"Signed" Derek A. Swain, Director

"Signed" Wayne Morson, Director

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENTS OF CHANGES IN NET ASSETS
FOR THE YEAR ENDED DECEMBER 31, 2006

	General Contingency Fund 2006 $	Invested In Property and Equipment 2006 $	Unrestricted 2006 $	Total 2006 $	Total 2005 $
NET ASSETS, beginning of year	-	44,087	392,922	437,009	253,105
Excess of Receipts Over Expenditures	-	(11,064)	161,324	150,260	183,904
Interfund transfers	250,000	-	(250,000)	-	-
NET ASSETS, end of year	250,000	33,023	304,246	587,269	437,009

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF OPERATIONS
FOR THE YEAR ENDED DECEMBER 31, 2006

	2006 $	2005 $
RECEIPTS		
Registration fees	1,208,190	1,171,540
Application and exam fees	87,110	78,015
Interest	37,629	21,489
Other income and cost recovery	37,228	70,743
	1,370,157	1,341,787
EXPENDITURES		
Administration	679,687	675,762
Audit	4,735	4,440
Board	38,489	34,956
Committees (meetings, travel and honoraria)	60,667	54,202
External relations (dues)	5,405	6,603
Extraordinary Hearings	10,051	17,460
Discipline Hearings (Including Preparation)	40,262	53,103
Operations	135,897	138,657
Registrant / Applicant services	43,162	43,801
Statutory functions (FOI, investigations, routine legal consultation)	201,542	128,899
	1,219,897	1,157,883
EXCESS OF RECEIPTS OVER EXPENDITURES	150,260	183,904

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED DECEMBER 31, 2006

	2006 $	2005 $
CASH FLOWS FROM OPERATING ACTIVITIES		
Excess of receipts over expenditures	150,260	183,904
Adjustments for:		
Amortization	17,520	19,510
Prepaid expense	(246)	6,636
Accounts payable	39,411	(9,467)
Employee remittances payable	5,842	8,976
Deferred revenue	(156,150)	(279,500)
	56,637	(69,941)
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of capital assets	(6,456)	(2,595)
NET INCREASE (DECREASE) IN CASH	50,181	(72,536)
CASH, beginning of year	1,253,613	1,326,149
CASH, end of year	1,303,794	1,253,613

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO THE FINANCIAL STATEMENTS
DECEMBER 31, 2006

1. SIGNIFICANT ACCOUNTING POLICIES

Fund Accounting

Revenues and expenditures for general activities and administration are reported in the General Fund.

The General Contingency Fund was established during the year to cover future unexpected expenditures.

Property and Equipment

Purchased property and equipment are recorded at cost.
Contributed property and equipment 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

Registration fees are recognized as income in the fiscal year due. Expenditures are recognized as incurred.

2. PROPERTY AND EQUIPMENT

	2006			2005
	Cost	Accumulated Amortization	Net Book Value	Net Book Value
	$	$	$	$
Office furniture and equipment	84,558	68,265	16,293	20,366
Computer equipment	98,124	81,394	16,730	16,060
Leasehold improvements	40,706	40,706	-	7,661
	223,388	190,365	33,023	44,087

3. DEFERRED REVENUE

Deferred revenue represents membership fees for the 2007 calendar year received in advance.

4. GENERAL CONTINGENCY FUND

The General Contingency Fund was established by the Board of Directors during the year.

The General Contingency Fund is to be used in special circumstances and subject to the approval by the College of Psychologists of British Columbia Board of Directors.

The Raber Mattuck Group

College of Psychologists of British Columbia

Annual Report

2007

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BOARD, STAFF, COMMITTEE MEMBERS, SUPERVISORS, ORAL EXAMINERS AND NEW REGISTRANTS FOR THE 2007 YEAR

BOARD

Michael Joschko, Ph.D., R.Psych., Chair of the Board
Rebecca England, Ph.D., R.Psych., Inquiry Committee
Marguerite Ford, Public Member, Vice Chair of the Board, Public Member, Inquiry Committee
Lee Cohene, Ph.D., R.Psych., Chair, Quality Assurance Committee
Michael Elterman, MBA, Ph.D., R.Psych. Chair, Registration Committee
Daniel Fontaine, Public Member, Chair, Patient Relations Committee, Public Member, Discipline Committee
Henry Harder, Ed.D., R.Psych., Chair, Inquiry Committee
Wayne Morson, Public Member, Chair, Discipline Committee,
Public Member, Registration and Finance Committees
Derek Swain, Ed.D., R.Psych., Chair, Finance Committee

STAFF MEMBERS

Andrea Kowaz, Ph.D., R.Psych., Registrar
Cheryl Bradley, Ph.D., R.Psych., Deputy Registrar (until July 2007)
Colleen Wilkie, Ph.D., R.Psych., Deputy Registrar
Susan Turnbull, Ph.D. R.Psych, Deputy Registrar (from June 2007)
Maureen Olley, Ph.D., R.Psych. Deputy Registrar (from May 2007)
Gina Rowan, Inquiry Coordinator and Director of Records
Wendy Harris, Registration Coordinator
Avigail Cohen, Office Assistant
Alyson Budd, Office Assistant (from November 2007)
Judy Clausen, Registrar's Assistant

DISCIPLINE COMMITTEE

Wayne Morson, Public Member, Chair
Rosemary Alvaro, Ph.D., R.Psych. (to July 2007)
Daniel Fontaine, Public Member
Donna Paproski, Ph.D., R.Psych.
Susan Turnbull, Ph.D., R. Psych. (to May 2007)
Lynn Alden, Ph.D., R.Psych.
Bruce Clark, Public Member
Henry Hightower, Public Member
Lynn Superstein-Raber, Ph.D., R.Psych
Cheryl Washburn, Ph.D., R.Psych.

INQUIRY COMMITTEE

Henry Harder, Ed.D., R.Psych., Chair
Yaya De Andrade, Ph.D., R.Psych., (to February 2007)
Marguerite Ford, Public Member
Russell King, Ph.D., R.Psych.
Alexis Thuillier, Public Member
Joseph Zaide, Ph.D., R.Psych.
Kirk Beck, Ph.D., R.Psych.
Rebecca England, Ph.D., R.Psych.
Jill Hightower, Public Member
Marlene Moretti, Ph.D., R.Psych. (from Nov 2007)
Hendre Viljoen, Ph.D., R.Psych.

QUALITY ASSURANCE COMMITTEE

Lee Cohene, Ph.D., R.Psych., Chair
Leigh Bowie, Ph.D., R.Psych.
Julia Hass, Public Member
Kathy Montgomery, Ph.D., R.Psych. (from Mar 2007)
Michal Regev, Ph.D., R.Psych. (from November 2007)
Santa Aloi, Public Member (from July 2007)
Chris Gibbins, Ph.D., R.Psych.
Leora Kuttner, Ph.D., R.Psych. (to September 2007)
Joan Pinkus, Ph.D., R.Psych. (to September 2007)

REGISTRATION COMMITTEE

Michael Elterman, MBA, Ph.D, R.Psych., Chair
Michael Fellman, Public Member (from May 2007)
Henry Hightower, Public Member
Anne Marie Jones, Ph.D., R.Psych. (to March 2007)
Marvin McDonald, Ph.D., R.Psych. (to March 2007)
Donna Paproski, Ph.D., R.Psych. (from Feb 2007)
Catherine Costigan, Ph.D., R.Psych.
Sandy Gardner, Ph.D., R.Psych. (from March 2007)
Amy Janeck, Ph.D., R.Psych.
Robert Ley, Ph.D., R.Psych.
Wayne Morson, Public Member
Cheryl Washburn, Ph.D., R.Psych. (to March 2007)

PATIENT RELATIONS COMMITTEE

Daniel Fontaine, Public Member, Chair
Rebecca England, Ph.D., R.Psych.
Michael Elterman, Ph.D., R.Psych.

FINANCE COMMITTEE

Derek Swain, Ed.D., R.Psych., Chair
Michael Joschko, Ph.D., R.Psych.
Michael Elterman, Ph.D., R.Psych
Wayne Morson, Public Member

SUPERVISORS

Lynn Alden, Ph.D., R.Psych.
Eva Allan, M.Ed., R.Psych.
Elizabeth Bannerman, Ph.D., R.Psych.
Michael Boissevain, Ph.D., R.Psych.
John Carter, Ed.D., R.Psych.
Kenneth Craig, Ph.D., R.Psych.
Patricia (Trish) Crawford, Ph.D., R.Psych.
Anthony Dugbartey, Ph.D., R.Psych.
Dolores Escudero, Ph.D., R.Psych.
Lynda Grant, Ph.D., R.Psych.
Lee Grimmer, Ph.D., R.Psych.
Lindsey Jack, Ph.D., R.Psych.
Rita Knodel, Ph.D., R.Psych.
Mary Korpach, Ph.D., R.Psych.
Barbara Madani, M.A.Sc., R.Psych.
Jennifer McIvor, Psy.D., R.Psych.
Alison Miller, Ph.D., R.Psych.
Bruce Monkhouse, Ph.D., R.Psych.
Tavi Nicholson, Ph.D., R.Psych.
Martin Phillips-Hing, Ph.D., R.Psych.
Ann Pirolli, Ph.D., R.Psych.
Anneliese Robens, Ed.D., R.Psych.
James Roche, Ph.D., R.Psych.
Ronald Samuda, Ph.D., R.Psych.
Noa Schwartz, Ph.D., R.Psych.
Martin Shoemaker, Ph.D., R.Psych.
John Spencer, Ph.D., R.Psych.
Sujatha Srikameswaran, Ph.D., R.Psych.
Rhona Steinberg, Ph.D., R.Psych.
Lynn Superstein-Raber, Ph.D., R.Psych.
Rene Weideman, Ph.D., R.Psych.
Victoria Alfonso, Ph.D., R.Psych.
Nicole Aubé, Psy.D., R.Psych.
Susan Baum, Ph.D., R.Psych.
Robert Carey, Ph.D., R.Psych.
Sarah Cockell, Ph.D., R.Psych.
Joanne Crandall, Ph.D., R.Psych.
Susan Cross, Ph.D., R.Psych.
Marion Ehrenberg, Ph.D., R.Psych.
Maureen Godfrey, Ph.D., R.Psych.
Joy Green, M.A., R.Psych.
Simon Hearn, Ph.D., R.Psych.
Krystyna Kinowski, Ph.D., R.Psych.
William Koch, Ph.D., R.Psych.
Leora Kuttner, Ph.D., R.Psych.
Todd Mason, Ph.D., R.Psych.
Deborah McTaggart, Ph.D., R.Psych.
Laura Mills, Ph.D., R.Psych.
Marlene Moretti, Ph.D., R.Psych.
Maureen Olley, Ph.D., R.Psych.
Lyne M. Piché, Ph.D., R.Psych.
Donald Read, Ph.D., R.Psych.
Michal Regev, Ph.D., R.Psych.
Marsha Runtz, Ph.D., R.Psych.
Susanne Schibler, Ph.D., R.Psych.
Edward Shen, Ph.D., R.Psych.
Kathy Simas, Ph.D., R.Psych.
Eric Speth, Ph.D., R.Psych.
Harilaos Stefanakis, Ph.D., R.Psych.
Paul Sungaila, Ph.D., R.Psych.
Karen Tallman, Ph.D., R.Psych.
Michelle Worth, Ph.D., R.Psych.

ORAL EXAMINERS

Victoria Alfonso, Ph.D., R.Psych.
Randall Atkinson, Ph.D., R.Psych.
Mark Bailey, Ph.D., R.Psych.
Barbara Beach, Ph.D., R.Psych.
Susan Blake, Ph.D., R.Psych.
Michael Boissevain, Ph.D., R.Psych.
Geoffrey Carr, Ph.D., R.Psych.
Michael Coles, Ph.D., R.Psych.
Evelyn Corker, M.A., R.Psych.
Joanne Crandall, Ph.D., R.Psych.
Susan Cross, Ph.D., R.Psych.
David Eveleigh, Ph.D., R.Psych.
Mervyn Gilbert, Ph.D., R.Psych.
Joy Green, M.A., R.Psych.
Jordan Hanley, Ph.D., R.Psych.
John Higenbottam, Ph.D., R.Psych.
Elizabeth Huntsman, Ph.D., R.Psych.
David Katz, Ph.D., R.Psych.
Krystyna Kinowski, Ph.D., R.Psych.
Brenda Kosaka, Ph.D., R.Psych.
Ulrich Lanius, Ph.D., R.Psych.
Phillipa Lewington, Ph.D., R.Psych.
Anne MacGregor, Ed.D., R.Psych.
Jane McEwan, Ph.D., R.Psych.
Gregory Meloche, Ph.D., R.Psych.
Laura Mills, Ph.D., R.Psych.
Jennifer Newman, Ph.D., R.Psych.
Martin Phillips-Hing, Ph.D., R.Psych.
Donald Ramer, Ph.D., R.Psych.
Erica Reznick, Ph.D., R.Psych.
Anneliese Robens, Ed.D., R.Psych.
Barbara Rosen, Ph.D., R.Psych.
Ronald Samuda, Ph.D., R.Psych.
Myron Grant Schimpf, Ph.D., R.Psych.
Heather Scott, Ph.D., R.Psych.
Kathleen Simas, Ph.D., R.Psych.
Meagan Smith, Ph.D., R.Psych.
Sujatha Srikameswaran, Ph.D., R.Psych.
Harilaos Stefanakis, Ph.D., R.Psych.
Janet Strayer, Ph.D., R.Psych.
Lynn Superstein-Raber, Ph.D., R.Psych.
Karen Tallman, Ph.D., R.Psych.
Inna Vlassev, Ph.D., R.Psych.
Rene Weideman, Ph.D., R.Psych.
Maureen Whittal, Ph.D., R.Psych.
Marshall Wilensky, Ph.D., R.Psych.
Sheila Woody, Ph.D., R.Psych.
Verna-Jean Amell, Ph.D., R.Psych.
Nicole Aubé, Psy.D., R.Psych.
Susan Baum, Ph.D., R.Psych.
Carole Bishop, Ph.D., R.Psych.
Douglas Boer, Ph.D., R.Psych.
Robert Carey, Ph.D., R.Psych.
John Carter, Ed.D., R.Psych.
Constance Coniglio, Ed.D., R.Psych.
Kenneth Craig, Ph.D., R.Psych.
Patricia (Trish) Crawford, Ph.D., R.Psych.
Jacqueline Douglas, Ph.D., R.Psych.
Jean Laura Ferri, Ph.D. R.Psych.
Brian Grady, Ph.D., R.Psych.
Susan Hackett, Ph.D., R.Psych.
Simon Hearn, Ph.D., R.Psych.
Grace Hopp, Ph.D., R.Psych.
Charlotte Johnston, Ph.D., R.Psych.
Margaret Kendrick, Ph.D., R.Psych.
Brenda Knight, M.A., R.Psych.
Randall Kropp, Ph.D., R.Psych.
Ronald Laye, Ph.D., R.Psych.
Wolfgang Linden, Ph.D., R.Psych.
Barbara Madani, M.A.Sc., R.Psych.
Deborah McTaggart, Ph.D., R.Psych.
Nancy Meyer, Ph.D., R.Psych.
Bruce Monkhouse, Ph.D., R.Psych.
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James Roche, Ph.D., R.Psych.
Deborah Samsom, Ph.D., R.Psych.
Susanne Schibler, Ph.D., R.Psych.
Noa Schwartz, Ph.D., R.Psych.
Ruth Sigal, M.Ed., R.Psych.
Cecelia Louise Smith, M.Sc., R.Psych.
Ingrid Söchting, Ph.D., R.Psych.
Runa Steenhuis, Ph.D., R.Psych.
Rhona Steinberg, Ph.D., R.Psych.
Paul Sungaila, Ph.D., R.Psych.
Paul Swingle, Ph.D., R.Psych.
Joyce Ternes, Ph.D., R.Psych.
Larry Waterman, Ph.D., R.Psych.
Malcolm Weinstein, Ph.D., R.Psych.
Ursula Wild, Ph.D., R.Psych.
Rosemary Wilkinson, Ph.D., R.Psych.
Arianna Yakirov, Ph.D., R.Psych.

NEW REGISTRANTS - 2007

01084 James Gerard Bowman Ph.D.
01738 Jenny Mei-Jen Tang Psy.D.
01739 Tisha Gangopadhyay Ph.D.
01740 Isabelle Reine Marcelle Grenon Ph.D.
01741 Dennyse Darnay Stanford Ph.D.
01742 Karen C. Kranz Ph.D.
01743 Lori Lee Patterson M.Sc.
01744 Timothy Graham Black Ph.D.
01745 Harvey Donald Plouffe Ph.D.
01746 Scott Cameron Bezeau Ph.D.
01747 Kathleen Mary Goodall Ph.D.
01748 Kimberly Ann Stringer Psy.D.
01749 Lena Janine Freeman Ph.D.
01750 Margaret Fleming Chevalier M.App.Sc.
01751 Kathleen Anne Irvine Ph.D.
01752 Sarah Jane Newth Ph.D.
01753 John Romas Racinskas Ph.D.
01754 Ana Maria Sierra-Jönsson Ph.D.
01755 H. Anthony Cave M.A.
01756 Lorne Maxwell Korman Ph.D.
01757 Catherine Ann McLaughlin Ph.D.
01758 Jelica Todosijevic Ph.D.
01759 Sare J. Akdag Ph.D.
01760 Angus Michael Neil Maclean Ph.D.
01761 Fumio Ishu Ishiyama Ph.D.
01762 Melanie Christine McConnell Ph.D
01763 Teresa Diane Sirkia M.A.
01764 Valerie Elisabeth Whiffen Ph.D.
01765 Michael Thomas Woodworth Ph.D.
01766 Robinder Paul Bedi Ph.D.
01767 Patricia Ann Brix M.A.
01768 Mukti Khanna Ph.D.
01769 Caroline Catherine Carragher Neill Ph.D.
01770 Nicholas Mark Bogod Ph.D.
01771 Shirley Anne Ruth Friesen M.A.
01772 Terrance Woodrow Rhoades Ph.D.
01774 Joshua Slatkoff Ph.D.
01775 Melisa Julie Robichaud Ph.D.
01776 Michael Paul Papsdorf Ph.D.
01777 Rachel Mallory Ph.D.
01778 Julie Luce Desroches Ph.D.
01779 Cirelle K. Rosenblatt Ph.D.
01780 Kevin David Miller Psy. D.
01781 Tigerson M. Young Ph.D.
01782 Vanessa Johnson Ph.D

REPORT FROM THE CHAIR

It was my pleasure to serve as Chair of the Board for the 2007 year and I am pleased to provide a report on College activities for January through December, 2007.

Information Meetings The Board held information meetings in Vancouver on November 15, 2007 and in Victoria on November 22, 2007. It is planning to hold a regular information meeting on the Island on a yearly basis. The Board also reminds registrants that it is willing to provide "individualized" information sessions to groups of registrants in particular work or geographic locations, given the importance for registrants to be informed about College activities and decisions and to participate in discussions regarding the regulation of the profession in British Columbia.

Annual General Meeting The Annual General Meeting was held in Vancouver on May 10, 2007. Video links were provided to Victoria, Nanaimo, Kelowna, and Prince George.

Board Elections A Call for Nominations was distributed to registrants in the fall of 2007, to fill one elected position on the Board. Nominations were received for four individuals. Elected for a three year term was Valerie Whiffen with a term to commence January 1, 2008.

Annual Evaluation of Registrar The objectives which provide the criteria for the annual evaluation of the Registrar are those embodied in the College's Strategic Plan, a copy of which is available on the College website. The annual evaluation involves discussion about achievement of the objectives and the Board's provision of sufficient resources and support for their achievement. The Board was once again extremely pleased with the achievements of the Registrar and her staff with regard to these objectives, as well as the efficient and effective coordination between staff and the Board and College Committees in the highly collaborative venture of meeting these objectives.

Reviews of Inquiry Committee Decisions A total of 3 reviews of Inquiry Committee decisions on complaints were heard by the Board in 2007. These reviews were requested by complainants under the *Health Professions Act.* In two instances the Board upheld the decision of the Inquiry Committee, based on a review of the documents before the Inquiry Committee when making its decision. The third was determined to be a new complaint and referred back to the Inquiry Committee on that basis. In addition to these Board reviews, one decision of the Inquiry Committee was challenged in the Supreme Court of British Columbia. In this case the respondent in a complaint matter requested judicial review on an Inquiry Committee decision to suspend the registration of the respondent pending a hearing of the Discipline Committee due to serious public protection concerns. The Supreme Court upheld the Inquiry Committee's decision in this matter. This case remained before the Discipline Committee through 2007.

College Workshops The 2007 year was a busy one in terms of workshops provided by the College, with three different workshops offered during 2007. Dr. Thomas Nagy presented a two-day workshop entitled "Ethics in Plain English" on March 9 and 10, 2007. Dr. Melba Vasquez presented a one-day workshop on May 11, 2007 on diversity and multicultural issues in the practice of psychology. This workshop was held in conjunction with the 2007 AGM, as per a decision of the Board to provide a continuing competency opportunity in proximity to the AGM. Finally, Dr. Tom McGee presented a series of workshops on professional wills, including in Victoria on September 16, in Vancouver on September 17, 18, 19, and 20, and in Kelowna on September 21, 2007. All of these workshops were well-attended. The College is planning to offer another series of workshops on professional wills in 2008 for those registrants who were unable to attend in 2007.

Participation with ASPPB The Registrar continued to chair an ASPPB task force on Model Regulations and Legislation, and the College participated in ASPPB meetings in April in Louisville Kentucky and in Colorado Springs in October. The Registrar presented on our continuing competence program in Colorado Springs.

Strategic Planning The Board approved the Strategic Plan as circulated to registrants in the February 2007 *Chronicle.* A copy of the Strategic Plan is available on the new College website.

School Psychology The College has continued to work on establishing a relationship with the BC Association of School Psychologists, who represent a large number of the practitioners who are currently exempted by legislation from the requirement to be registered with the College. There are a number of areas of mutual interest. The College began planning for the joint sponsorship of a workshop with the school psychologists to be held in 2008.

Legal Consultation The College's current reliance on legal services is divided into several main categories: A. Routine legal consultations for Inquiry and Registration Committees, including potential attendance of legal counsel at committee meetings; 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.

Code of Conduct and Practice Advisories During the 2007 year work was begun on revision of the Code of Conduct which was enacted in February 2002. The revision work focuses on : 1. Increasing clarity and consistency of language; 2. Review of scope of the Code to ensure inclusion of evolving issues; 3. Integration of those aspects of Practice Advisories that rise to the level of Code standards in setting the conduct expected of registrants; and 4. Reviewing registrant comments and feedback since introduction of the current Code.

Bylaw Changes Bylaws 57(5) and 59(6) and Schedules "J" and "K" were deposited with the Minister early in 2007. These additions provide a schedule of fees for potential cost recovery of a portion of certain legal expenses.

In closing, it was a pleasure and privilege to serve as the Chair of the Board for 2007.

Respectfully submitted,
Michael Joschko, Ph.D., R.Psych., Chair of the Board 2007

DISCIPLINE COMMITTEE REPORT

There was one hearing of the Discipline Committee in 2007, which was adjourned after two days. This matter remained in adjournment on December 31, 2007.

Respectfully submitted,
Wayne Morson, Chair, Discipline Committee 2007

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,
Daniel Fontaine, Chair, Patient Relations Committee 2007

INQUIRY COMMITTEE REPORT

The Inquiry Committee (IC) dealt with a total of 74 complaints that were open for at least some part of 2007 and were at various stages of investigation at any given point in time during the year. As of December 31, 2007, 40 of these cases had been closed. One open file had been referred to the Discipline Committee in 2006, and the remaining 33 files remained open and actively before the IC as of December 31, 2007. Six of these 33 files had only recently been received and were under preliminary review, 25 were at various stages of investigation, and 2 involved alleged conduct of sufficient concern that the IC directed citations be issued to take the matter to a hearing. Files closed during 2007 are summarized in Table 1 on the next page along with the nature of the decision of the Inquiry Committee in closing the complaint file. Please review the Registrar's report for a comprehensive description and breakdown of 2007 complaint investigations and resolutions.

Table 1: Files Closed during 2007 (N=40)

Closing Reason	Number	%*
Letter of Undertaking or Consent Agreement	12	30
Resolved	6	15
Insufficient Evidence	13	32.5
Decision Not to Proceed (opened in error, no jurisdiction, withdrawn, vexatious or frivolous)	9	22.5
Referred to Discipline Committee	0	0
Total	**40**	**100**

* percentages in this and subsequent tables may contain rounding errors

The Inquiry Committee consists of very hardworking and dedicated professional and public members who work in consultation and cooperation with a very competent staff team consisting of the Registrar, Deputy Registrars, and Inquiry Coordinator. It has once again been a pleasure to serve as Chair for the 2007 year.

Respectfully submitted,
Henry Harder, Ed.D., R.Psych. Chair, Inquiry Committee 2007

LEGISLATION COMMITTEE REPORT

As announced in the last Annual report, a decision was made to discontinue the Legislation Committee in 2007. This step was taken because the Quality Assurance Committee had fully embraced its role in enhancing competent practice, and the Board had achieved a high level of sophistication with regard to the College's legislative mandate, and all practice advisories are now submitted to all College statutory committees for their review. Thus, it was decided that the functions of the Legislation Committee have been appropriately addressed and the Committee is no longer required.

REGISTRATION COMMITTEE REPORT

Exemptions The Chair of the Registration Committee and the Registrar met early in 2007 with the Minister of Health, who informed the College that removing the exemptions to the Psychologists Regulation is not a current priority for the Ministry. The Board reviewed how the College communicates with government and has taken steps to take a more prominent position in projects where the College can provide its expertise in areas that are important to the government.

Mobility and Access to the Professions The College, along with other regulatory bodies in psychology across Canada, signed the Mutual Recognition Agreement in 2001 allowing psychology practitioners more easily to become registered in another province. Our bylaws are consistent with the MRA. The Trade, Investment, and Labour Mobility Agreement (TILMA) between BC and Alberta came into effect April 1, 2007, to be fully implemented by April 1, 2009. TILMA further increases mobility between BC and Alberta. The College had a productive meeting with the College of Alberta Psychologists, the Ministry of Health, and representatives of the Alberta government with an agreement from the Colleges to provide jointly prepared information to registrants in both provinces to answer questions about making an application. The College has also participated in the Solutions for Access workshops hosted by the Ministry of Economic Development, and has requested funding to make our website and application documents more user-friendly to applicants from outside BC.

School Psychology An information meeting was held on January 16, 2007 for registrants practicing in school psychology to update registrants regarding exemptions and to hear feedback regarding the regulation of school psychology. Many of the attendees were new registrants who had applied under the extraordinary provisions. These registrants commented on finding their registration with the College of Psychologists meaningful in their practice as well as a source of support in the school system.

Training in Psychology The committee is aware of training programs and private training in psychology that do not meet the registration requirements, resulting in graduates not easily becoming registered to practice psychology. A practice advisory has been drafted and is under review by the committee to provide guidance to registrants who offer training and supervision to non-registrants (e.g., allied health professionals, students, and individuals wanting to learn more about psychology).

Practice of Psychology by Non-Registrants The committee has under discussion ways of addressing non-registrants who practice psychology by having them become registered with the College (e.g., use of the Limited Register, different title, under delegation of a registrant).

Utendale Decision As reported in the 2006 Annual Report, the Registration Committee decided to proceed on a serious title issue with implications for public protection. The petition to the court was heard by the Supreme Court on April 26, 2007. The decision confirms the protection of the title "psychologist" and any of its derivatives, including "psychotherapist." The College will continue to update registrants as there is new information available.

Area of Practice Declarations The Registration Committee expects that both registrants who wish to change their area of practice and applicants making their initial declaration of area of practice will be able to support their declaration by reference to appropriate training, experience, and education. Steps were taken during 2007 to clarify this expectation.

Supervision As reported in 2006, the Registration Committee decided to formalize the expectation as per the *Psychologists Regulation* and the *Code of Conduct* that all applicants practice under supervision of a registrant when providing psychological services in BC. Any applicant applying as of January 1, 2008 is required to submit a supervision plan if he or she is providing psychological services in BC while an applicant. Applicants can select their own supervisor, who must be a registrant. Further specification of this requirement will be considered after the Committee has had an opportunity to review a number of supervision plans.

Extraordinary Applications As previously reported, these individuals applied in 2003 and as part of the accommodations made were placed on the Limited Register to complete outstanding requirements. Some needed to complete outstanding supervision requirements and in 2007 the College offered intensive group supervision from Janet Strayer, Ph.D., R.Psych. which was well-received. By the end of 2007, one individual remained at the application stage, while the remainder were on the register. Of those on the Limited Register, 11 took the Examination for the Professional Practice of Psychology (EPPP) in 2007 and all were successful (pass is equivalent to 70%) on the first attempt. The remaining ten individuals completed all outstanding requirements in 2007 and are now on the Full Register.

Registration Requirements Document The Registration Committee reviewed the registration requirements and over the course of the year, revised the document for increased clarity. Registrants who are involved in the training of psychologists should review this document carefully with their students. It will take effect January 1, 2008.

Oral Examiner/Regulatory Supervisor Lunches A survey was sent to oral examiners and regulatory supervisors regarding the monthly luncheon meetings which provided an opportunity for discussion among those providing these services to the College. The feedback was that the support of the College is appreciated but that many oral examiners and regulatory supervisors are pressed for time. There were 10 meetings held in 2007 and based on the feedback received, quarterly meetings are scheduled for 2008 with varied times and days of the week to accommodate more participants. An oral examiner/regulatory supervisor training session was held in Victoria on March 29, 2007.

Application to Registration Time Frame Applicants have two years to complete the application process including successful completion of examinations. When applications are straightforward and applicants take examinations soon after given permission to do so, the typical time from submitting an application to becoming registered is 8 - 9 months for regular applicants and about 3-5 months for reciprocal or mobility applicants.

I take this opportunity to thank the hardworking members of the registration committee who spend freely of their time in reviewing all registration matters requiring policy development and decision-making and thank our competent staff for their work in implementing these important policies and decisions. In addition, the ongoing volunteer time and experience of oral examiners in providing oral examinations to new applicants is much appreciated.

Respectfully submitted,
Michael Elterman, MBA, Ph.D., R.Psych., Chair, Registration Committee 2007

QUALITY ASSURANCE COMMITTEE REPORT

In addition to the annual review of the Continuing Competency Program, the Committee was actively engaged in several important initiatives. Below is a summary of the work of the Committee in 2007.

1. Continuing Competency Program Review The review for the 2007 year was conducted in January, 2008. A total of 105 registrants were randomly selected to submit their completed Continuing Competency Activities log for 2007. Several registrants were found not to be in compliance with the requirement, and the Committee followed up with these registrants. The document "Continuing Competency Program Requirements" summarizes the policies and requirements and is available on the College website.

2. Duty to report A special section of the Chronicle (Fall 2007) was devoted to the issue of the requirement to report registrants of any College under the *Health Professions Act* for issues related to fitness to practice. Past editions of the Chronicle, including the Fall 2007 edition, are available on the College website.

3. Designation of another registrant to take care of one's practice records in the event of unexpected incapacity or death This requirement will commence with renewal for the 2010 (rescheduled from 2009) calendar year, and will involve listing the designated registrant on the renewal form. For the 2008 and 2009 renewals, registrants will be encouraged, but not required, to designate another registrant. The Committee's reasoning in establishing this requirement includes awareness of the aging demographic of the College and the work of a task force established by the Committee to assist in this matter.

4. Professional will workshops The Committee was pleased to organize a series of 10 workshops on professional wills by Dr. Tom McGee that were offered in Vancouver, Victoria, and Kelowna in September of 2007. These workshops were fully enrolled. As the College was unable to accommodate all registrants who wished to attend, additional workshops on this topic are planned for 2008. The workshops covered the important topic of development of professional wills, including the designation of a professional executor. There is no plan to require registrants to prepare a professional will, although as noted above, they will be required to designate another registrant to be responsible for their practices in the event of incapacity or death.

5. Other workshops The Committee was pleased to organize a two-day Ethics workshop by Dr. Thomas Nagy on March 9 and 10, and an AGM workshop on diversity and multicultural issues in psychological practice by Dr. Melba Vasquez on May 11, 2007.

6. Electronic storage of records The Committee has been pursuing information regarding the electronic storage of records for College purposes and in order to provide information to registrants. Further investigation is required before the Committee will be in a position to provide information to registrants.

7. **Self-Care** The Committee has been actively investigating issues related to self-care by registrants as a part of best practice, and plans to prepare a practice advisory on this issue in the coming year.

Respectfully submitted,
Lee Cohene, Ph.D., R.Psych.,Chair, Quality Assurance Committee 2007

FINANCE COMMITTEE REPORT

The College continues to stay well within budget projections and has maintained stable renewal fees for the past 5 years with no anticipated fee increases for 2008.

Table 2: Comparative Expenses

Year	Wages and Benefits		Routine Statutory Expenses		Hearings*		Other Expenses**		Total Expenses	
	Amount	%	Amount	%	Amount	%	Amount	%	Amount	%
2004	521,791	41	288,686	23	74,816	6	391,336	30	1,276,629	100
2005	554,704	48	128,899	11	70,563	6	403,717	35	1,157,883	100
2006	565,346	46	201,542	17	50,113	4	402,896	33	1,219,897	100
2007	571,315	44	210,917	16	101,350	8	414,650	32	1,298,232***	100

* This figure represents the cost of preparing for and holding extraordinary and discipline committee hearings.
** Included in these expenses are costs associated with committee and Board meetings, travel, rent, and office supplies.
*** This total differs from that reported on the attached financial statements by a total of $103,978 which is the sum of $55,288 for workshop fees and $48,690 for recovered supervision expenses. Note that these sums are also represented in the receipt side of the financial statements as additional income.

Respectfully submitted,
Derek Swain, Ed.D., R.Psych.,Chair, Finance Committee 2006

REGISTRAR'S REPORT

Below is the Registrar's Report on the activities of the College for the year 2007. This report is divided into three main sections:

I. **Registration/Application Matters** This section provides a description of the College Register for 2007 and the status of applications for registration, as well as a summary of activities of the College in this area.

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 administrative activities related to external relationships and our obligations under the *Ombudsman* and *Freedom of Information and Protection of Privacy Acts.*

I. REGISTRATION/APPLICATION MATTERS

This section reviews activities at the College related to the status of the College Register during 2007, and the status of applications for registration. It is divided into 6 sections as follows:

1. The College Register 2007
2. Summary of application activity
3. Status of application files
4. Area of practice
5. Examinations
6. Title issue investigations

1. The College Register 2007

As at December 31, 2007, the College Register showed a total of 1109 registrants, including two individuals who had temporary registration status during the 2007 year.

Table 3: The College Register as at December 31, 2007

Register Status on December 31	2002	2003	2004	2005	2006	2007
Full Register	863	889	924	933	932	974
Suspended					1	0
Limited Register- Inquiry Committee	15	14	15	13	11	11
Limited Register- Inquiry Committee / Non-Practicing	1	1				1
Limited Register- Inquiry Committee/ Out of Province			1			0
Limited Register - Out-of-Province	58	43	29	28	27	22
Limited Register - Non-Practicing	61	17	11	18	23	15
Limited Register- Retired	17	15	13	14	23	26
Limited Register- Registration Committee	1	2	5	22	57	53
Category Pending as at Dec. 31,2006		1	1	2		0
Temporary Registration	1	2	3	2	1	2
Cancelled						3
Total	**1017**	**984**	**1002**	**1032**	**1075**	**1107**

As shown in the table below, a total of 47 new registrants were added to the Register in 2007.

Table 4: New Registrants by Class of Registration

	Regular	Reciprocal	Mobility	Extraordinary	Temporary	Total
Psychologists	26	5	7	1	2	41
Psychological Associates				6		6
Total	**26**	**5**	**7**	**7**	**2**	**47**

Table 5 below shows the breakdown of the 47 individuals newly registered in 2007 according to application type and placement on the Full or Limited Register. Eighty-five percent (n=40) of new registrants were placed on the Full Register. Of these, all were in the psychologist class of registration, and 65% were regular applicants. All seven of the new registrants who were placed on the Limited Register were extraordinary applicants who have completed all of the initial requirements for registration with the College under the extraordinary provisions, and will complete any remaining registration requirements (the EPPP or National Association of School Psychologists (NASP) examination, internship equivalencies, and the Oral Examination) prior to approval for placement on the Full Register.

Table 5: New Registrants on Full and Limited Register by Application Type

	Reg	Recip	Mobil	Extra	Temp	Total
Full Register - Psychologists	26	5	7	0	2	40
Full Register - Psychological Associates	0	0	0	0	0	0
Total on Full Register	**26**	**5**	**7**	**0**	**2**	**40**
Limited Register - Psychologists	0	0	0	1	0	1
Limited Register - Psychological Associates	0	0	0	6	0	6
Total on Limited Register	**0**	**0**	**0**	**7**	**0**	**7**
Total	**26**	**5**	**7**	**7**	**1**	**47**

2. Summary of Application Activity

Table 6 below summarizes the application activities at the College during the 2007 year, along with comparison data from previous years. As shown in the table, a total of 64 applications were received during the 2007 year. Of these, 61% (n=39) were regular applications. Twenty-two percent (n=14) were reciprocal applications from another Canadian jurisdiction, and 13% (n=8) were mobility applications from jurisdictions in the United States. One application was withdrawn, and none were ineligible or disqualified during 2007.

Table 6: Application Activity Summary 2001-2007

Activity	2001-5	2006						2007					
		Reg	Temp	Recip	Mobil	Ext	Total	Reg	Temp	Recip	Mobil	Ext	Total
# applications received	**328**	33	2	13	7	0	**55**	39	2	14	8	1	**64**
# applications withdrawn	**8**	0	0	0	0	0	**0**	0	0	0	1	0	**1**
# applications not eligible	**15**	0	0	0	0	0	**0**	0	0	0	0	0	**0**
# of applicants disqualified	**3**	0	0	0	0	0	**0**	0	0	0	0	0	**0**

3. Status of Application Files

Table 7 shows the status of all open applications as at December 31, 2007. There were a total of 85 open applications at various stages of the application process. Fifty-nine additional applications were open at some point during 2007, including the 47 that resulted in applicants being registered, 9 that expired, 1 that was withdrawn, and 2 that were placed on hold.

Table 7: Status of Open Applications as at December 31, 2007

Application Stage	2007				
	Regular	**Reciprocal**	**Mobility**	**Extraordinary**	**Total**
Initial review	21	5	2	0	**28**
Under review for credentials/consistency	9	1	0	0	**10**
EPPP	19	N/A	N/A	–*	**19**
Written Jurisprudence Exam	6	8	1	1	**16**
Oral Examination	4	N/A	N/A	1	**5**
Ready for placement on Register	4	2	1	0	7
Total Open Files as at December 31, 2007	**63**	**16**	**4**	**2**	**85**

*Extraordinary applicants complete the EPPP examination or equivalent while on the Limited Register rather than during the application process.

4. Area of Practice: Applicants and Registrants

Applicants must indicate one area of practice in psychology on the application form. This area is expected to be the broad area of practice which best describes the individual's training and competence. Table 8 below represents the area of practice indicated by new registrants in 2007. Seventy-nine percent of applicants (37 out of 47) selected Clinical or Counselling as most descriptive of their area of practice.

Table 8: Area of Practice for New Applicants in 2007

Area of Practice	Reg	Recip	Mobil	Extra	Temp	Total
Clinical Psychology	17	5	4	1	2	**29**
Counselling Psychology	6		1	1		**8**
Clinical Neuropsychology	1		1			**2**
School Psychology	1			3		**4**
Health Psychology			1			**1**
Forensic/Corrections Psychology	1			2		**3**
Total	**26**	**5**	**7**	**7**	**2**	**47**

Note: The area Research/Academic is not intended as a declared area of practice for applicants. The areas of Clinical and Counselling are defined by the College as broad areas encompassing many sub-areas, while the areas of Forensic/Corrections, Health, School, Rehabilitation, Industrial/Organizational and Clinical Neuropsychology are seen as more narrowly defined areas of practice, sometimes including exclusive practice in a particular setting.

Each year, registrants are required at renewal to report their primary area of practice. The Register indicated the following breakdown for the self-declared primary area of practice indicated by Registrants, as of December 31, 2007, excluding retired registrants (n=26):

Table 9: Self-Declared Primary Area of Practice for Registrants as at December 31, 2007

Self-Declared Primary Area of Practice	Number of Registrants	%
Clinical Psychology	595	55
Counselling Psychology	231	21
Clinical Neuropsychology	62	6
School Psychology	67	6
Health Psychology	6	1
Rehabilitation Psychology	14	1
Research/Academic Psychology	31	2
Forensic/Corrections Psychology	52	5
Industrial/Organizational Psychology	23	3
Total	**1081***	**100**

* This number does not include the 26 registrants who were in the retired category as at December 31, 2007.

5. Examinations

All regular applicants complete three examinations as part of the application process: the EPPP, the oral exam (OE) and the Written Jurisprudence Examination (WJE). Reciprocal and mobility applicants are required to successfully complete the WJE. Table 10 below summarizes examination results for 2007. In 2007, 4 extraordinary applicants completed Part A of the oral examination, which contains 10 questions covering aspects of ethical conduct and knowledge of regulation. The Part A examination is the final step to be completed by applicants under the extraordinary provisions prior to placement on the Limited Register. The Committee has clear policies regarding the passing criteria for the Part A examination, including the requirement that all items be successfully completed either through the examination process or through remedial work under supervision.

Table 10: Examination Results

	2002	2003	2004	2005	2006	2007
Number of applicants who wrote EPPP	9	16	22	16	31	35
Number of Oral examinations (Regular)	13	15	34	25	26	42
Number of WJE examinations	21	19	68	117	47	36
Part A of Oral examination (Extraordinary)	n/a	n/a	n/a	39	36	4

The EPPP exam was taken 35 times in 2007 with no failures. The scaled score range for these applicants was 523-742 out of 800. The range of scores was similar between regular (551-742) and extraordinary applicants (523 -706). Communication of exam results to applicants continues to be shortened due to expedited transmission of results to the College from the testing service.

As in past years, the WJE examination is held at the College offices on a monthly basis. It was administered 36 times in 2007 to a total of 36 applicants, one of whom failed and has not yet re-attempted the examination. The College also conducts the Oral Examination on site. In 2007, 42 examinations took place, of which 4 were second attempts by individuals who had failed their first attempt in 2006. Typically, individuals who fail one or two areas on the examination agree to complete a brief period of supervision (3-6 months) which targets the area(s) identified as in need of remediation.

6. Investigation of Title Issues under the *Psychologists Regulation*

There were 11 investigations by the Registration Committee into alleged violations of title in 2007, on matters brought to the Committee's attention by members of the public and by registrants of the College.

II. COMPLAINT AND INVESTIGATIVE MATTERS

This section contains information about complaints received in the year 2007 as well as a report on all complaints closed during 2007. Included are descriptions of aspects of the complaints process and a sampling of complaints received during the year.

1. Complaint file status as at December 31, 2007
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 2007 and comparison with previous years
6. Components of the complaint investigative process
7. Letters of Undertaking/Consent Agreements
8. Summary of a sample of Complaints in 2007
9. Complaints per year and number of registrants with complaints

1. Complaint file status as at December 31, 2007

Since the College of Psychologists came under the *Health Professions Act*, a total of 420 new complaints have been received, including 50 that were received during 2007. This is the same number of complaints as the College received in 2006.

A. Complaints received in 2007 (n=50): Twenty-three (23) of the complaints received in 2007 were also closed in 2007, leaving a total of 27 complaints received in 2007 still open on December 31, 2007.

B. Complaints received in 2006 that remained open for at least part of 2007 (n=20): Fifteen of the 20 files remaining open from 2006 were closed in 2007. Last motions of the Inquiry Committee on the other files as of December 31, 2007 included one to issue a letter asking the registrant to provide additional information related to the complaint, three to issue a letter of undertaking or consent agreement, and one to send the matter to the Discipline Committee. The 15 closed files originating from 2006 are included in the data on files closed in 2007 presented elsewhere in this report.

C. Complaints received prior to 2006 and still open in 2007 (n=4): Four files opened in 2005 remained open in 2007. Two of these were closed in 2007, and citations had been issued on the remaining two files. Closed files are included in the data on files closed in 2007 presented elsewhere in this report.

Table 11: Complaint File Status as at December 31, 2007 for all complaints received under the *Health Professions Act*

Status	Year Complaint Received							
	2000-2005		2006		2007		Total	
	#	%	#	%	#	%	#	%
Awaiting or Under Initial Review					7	14	7	1.7
33(4)					1	2	1	0.2
Practice Records					4	8	4	1.0
33(5)			1	2	11	22	12	2.9
HPA S.28 Inspections								
Without Prejudice Meeting					1	2	1	0.2
Letter of Undertaking			3	2	3	6	6	1.4
Citation	2	0.6					2	0.5
Extraordinary Hearing			1	2			1	0.2
Total # open files	2	0.6	5	10	27	54	34	8
Total # closed files	318	99	45	90	23	46	386	92
Total	**320**	**100**	**50**	**100**	**50**	**100**	**420**	**100**

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 12 (see next page) 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 2007 was assessment procedures (n=16, 33%). 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=154, 36.8%). General standards for competency was the next most frequent primary allegation in 2007 (n=8, 16%) and overall (n=58, 13.8%), followed by professionalism (n=3, 6% in 2007, and n=52, 12.4% overall). For 2007, many of the cases in which competency is the primary allegation involved an assessment.

Table 12: Primary Allegation in Complaints Received 2000-2007

Primary Allegation (Code of Conduct)	Year Complaint Received							
	2000-2005		2006		2007		Total	
	#	%	#	%	#	%	#	%
General Stds for Competency (CC 3.0)	36	11	14	28	8	16	58	13.8
Informed Consent (CC 4.0)	14	4.3	4	8	2	4	20	4.8
Relationships-Clients (CC 5.0)	47	15	1	2	4	8	52	12.4
Relationships-Work (CC 5.0)	3	0.9	2	4	2	4	7	1.7
Relationships-Dual Roles (CC 5.0)	12	4.3	4	8			16	3.8
Confidentiality (CC 6.0)	14	4.4	2	4			16	3.8
Professionalism (CC 7.0)	39	12	10	20	3	6	52	12.4
Provision of Services (CC 8.0)	5	1.6	4	8	4	8	13	3.1
Representation of Services/Credentials (CC 9.0)	2	0.6					2	0.5
Advertising/Public Statements (CC10.0)	6	1.9	1	2	1	2	8	1.9
Assessment Procedures (CC 11.0)	130	41	8	16	16	33	154	36.8
Fees (CC 12.0)	8	2.5			1	2	9	2.1
Maintenance of Records (CC 13.0)	1	0.3					1	0.2
Security/Access to Record (CC 14.0)	1	0.3			4	8	5	1.2
Compliance with Law (CC 18.0)	2	0.6					2	0.5
Application (CC 2.0)					2	4	2	0.5
No Standard Applicable					2	4	2	0.5
Total	**320**	**100**	**50**	**100**	**49***	**100**	**419**	**100**

*Total is less than 50 because one complaint was opened in error and no primary allegation was recorded.

b. Complaint Context Table 13 below reports on the context within which complaints occurred. As has consistently been the case in the past, in 2007 a substantial proportion (n=24; 48%) of complaint concerns arose in the context of an assessment, such as custody and access proceedings or insurance claims.

Table 13: Complaint Context in Complaints Received 2000-2007

Complaint Context	Year Complaint Received							
	2000-2005		2006		2007		Total	
	#	%	#	%	#	%	#	%
Assessment	192	60	26	52	24	48	242	57.6
Consultation	6	1.9					6	1.4
Intervention	74	23.1	8	16	15	30	97	23.1
Regulatory Compliance	10	3.1	6	12	3	6	19	4.5
Other	38	11.9	10	20	8	16	56	13.3
Total	**320**	**100**	**50**	**100**	**50**	**100**	**420**	**100**

c. Area of Practice Table 14 below presents information on the area of practice within which complaints occurred. In 2007, 60% (n=30) of the complaints received were in the broad area of clinical psychology, and an additional 22% (n=11) occurred within the custody and access sub-area within clinical psychology.

Table 14: Complaint - Area of Practice in Complaints Received 2000-2006

Complaint Area of Practice	Year Complaint Received							
	2000-2005		2006		2007		Total	
	#	%	#	%	#	%	#	%
Clinical Psychology	145	45.3	24	48	30	60	199	47.3
Custody and Access	88	27.5	8	16	11	22	107	25.8
Counselling Psychology	23	7.2	10	20	3	6	36	8.6
Forensic /Corrections	30	9.4	2	4	4	8	36	8.6
Industrial /Organizational	1	0.3	1	2			2	0.5
Neuropsychology	11	3.4	5	10	1	2	17	4.0
Rehabilitation Psychology	8	2.5					8	1.9
Research /Academic	4	1.3					4	1.0
School Psychology	6	1.9					6	1.4
N/A	4	1.3			1	2	5	1.2
Total	**320**	**100**	**50**	**100**	**50**	**100**	**420**	**100**

d. Complainant Type As indicated in Table 15 below, 26% (n=13) of the complaints received in 2007 were filed directly by clients of respondents. The Inquiry Committee opened an additional 6 files (12%) on its own motion based on information provided to it. Typically, third party complaints involve situations in which the psychologist has been hired by someone other than the service recipient, and/or a complaint is filed by another professional involved in the service recipient's case. The "other" category consists of former clients and members of the public with no professional relationship with the registrant. Please note that beginning in 2007, registrants who have laid a complaint in their role as a third party in a case are now included in that category, and a separate statistic is reported regarding their status as a registrant. Most commonly, a registrant is the complainant in a matter in which they are also involved as a third party (for example, as a subsequent treatment provider, or as someone providing assessment services to an individual who is also receiving treatment from another registrant). The category of "Colleague" will now be reserved for those cases in which the complainant is not also involved with the recipient of services (for example, a registrant who makes a complaint after becoming concerned about a colleague's conduct after observing him or her performing impaired in a shared work environment).

Table 15: Complainant Type in Complaints Received 2000-2007

Complainant Type	Year Complaint Received							
	2000-2005		2006		2007		Total	
	#	%	#	%	#	%	#	%
Client - 3rd Party	99	30.9	4	8	22*	44	125	30.0
Client - Direct	63	19.7	19	38	13	26	95	22.6
Client Relative	47	14.7	3	6	7	14	57	13.6
Colleague**	54	16.9	7	14			61	14.5
Inquiry Committee	30	9.4	11	22	6	12	47	11.2
Other	27	8.4	6	12	2	4	35	8.3
Total	**320**	**100**	**50**	**100**	**50**	**100**	**420**	**100**

*This total includes 13 cases in which the complainant was another registrant.
**As of 2007, this category reserved for colleagues not also involved as a third party with service recipient.

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 complainants provides evidence which on its face suggests a new area of concern. 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. In 2007, 6 complaint investigations were opened by the Inquiry Committee. Two of these files were opened to investigate issues of compliance with regulatory obligations. The remainder were opened based on information brought to the attention of the Inquiry Committee regarding possible breaches of the *Code of Conduct*.

4. Length of Time to Close Files

For complaints closed in 2007 (n=40), the number of months required to investigate and close a file ranged from 1 to 15 months. The average time to closure was 6.45 months. Table 16 below contains the average length of time to close complaint files across the years 2005-2007.

Table 16: Time (in months) to Close Files by Year File Closed, for Complaints Received 2005-2007 (N=149)

Year Complaint Closed:	2005	2006	2007
Length of Time to Close File:	11 months n = 48	8 months n = 61	6.45 months n = 40

5. Complaint File Closing Reasons

Approximately two-thirds of the complaints closed in 2007 were dismissed because of insufficient evidence of a breach of the *Code of Conduct*, withdrawn, or not proceeded on for administrative reasons. For complaints received and closed since 2005, about one-third were resolved by means of an undertaking or agreement with the respondent, or by some action offered by the respondent that satisfied the Committee's concerns in the matter.

Table 17: Closing Reasons for Complaints Received and Closed 2005-2007 (N=149)

Closing Category	Closing Reason	Year Complaint File Closed							
		2005		2006		2007		Totals	
		#	%	#	%	#	%	#	%
Dismissed for lack of evidence or otherwise not proceeded upon	Decision Not to Proceed	3	6	17	28	6	15	26	17.4
	Withdrawn or opened in error			1	2	3	7.5	4	2.7
	Insufficient Evidence	15	31	20	33	13	32.5	48	32.2
	Subtotal	**18**	**38**	**38**	**62**	**22**	**55**	**78**	52.3
Voluntary Resolution	Letter of Undertaking	14	29	12	20	12	30	38	25.5
	Resolved	4	8	10	16	6	15	20	13.4
	Subtotal	**18**	**38**	**22**	**36**	**18**	**45**	**58**	38.9
Resigned/ Cancelled Referred to RC or DC	Resigned/Cancelled Referred to Registration or Discipline Committee	12	25	1	2			13	8.7
Total		**48**	**100**	**61**	**100**	**40**	**100**	**149**	**100**

6. Components of the Complaint Investigation Process

Components of the complaint investigation process include without prejudice meetings, extraordinary hearings, and citations and discipline hearings, described below.

a. Without Prejudice Meetings The term "without prejudice" is used to indicate that nothing that occurs in a without prejudice meeting or correspondence may be used in other proceedings. Without prejudice meetings provide an informal and effective means for resolving complaint matters. Three without prejudice meetings were held in 2007. Additionally, a number of without prejudice telephone conversations occurred, and several without prejudice letters with proposals for complaint resolution were sent. By way of example, a without prejudice meeting between the Inquiry Committee and a respondent occurred in the context of a complaint involving a forensic assessment. The complainant in this matter was concerned about the contents of the assessment report. Subsequent to the meeting, the respondent signed an agreement to enter into supervision to improve report preparation practices.

b. Extraordinary Hearings Sometimes concerns arise which necessitate immediate action on the part of the Inquiry Committee, such as issues with sufficient public protection concerns that the Committee believes an immediate restriction on practice or license suspension may be warranted. There is no testing of evidence at an extraordinary hearing. Rather, a decision is made on whether the available evidence, on its face, supports 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 2007.

c. Discipline Hearings & Citations In contrast to an extraordinary hearing, 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. No Discipline Committee hearings were held in 2007, although the Inquiry Committee moved to issue a citation for a hearing of the Discipline Committee on two files involving 2 registrants. In both of these cases, the citations remain in preparation.

7. Letters of Undertaking/Consent Agreements

Table 18 below provides a summary of Letters of Undertaking/Consent Agreements signed with registrants during the year 2007 as a means of bringing a complaint file to a close. The terms of such agreements are determined on a case by case basis and all are signed on a voluntary basis. In a number of the more serious complaints below, a hearing of the Discipline Committee would have been held had such a resolution not been achieved.

Table 18. Summary of Terms of Letters of Undertaking/Consent Agreements in 2007

# of Files	Type	Primary Allegation	Terms of Consent Agreement or Letter of Undertaking
1 file	Final	03-Competency	Specify limitations in reports and testimony; maintain boundaries between assessment and treatment
1 file	Final	03-Competency	Specify sources of information and limitations in reports
1 file	Final	08-Provision of Services	Specify nature of services and time-frames for delivery
2 files	Final	07-Professionalism 08-Provision of Services	Complete services in timely manner; respond promptly to requests from College
1 file	Final	04-Consent	Thorough documentation for cases involving multiple parties; written consent; specify services
1 file	Final	11-Assessment Procedures	Specify role and basis for opinion in assessments
1 file	Final	11-Assessment Procedures	Improve supervision practices related to supervisees providing assessment services; prepare addendum to correct report errors
2 files	Final	11-Assessment Procedures	Undergo assessment of practice to determine whether supervision required; no assessment services without supervision
2 files	Final	03-Competency 11-Assessment Procedures	No assessment without supervision

8. Samples of Complaints Received in 2007

Below is a brief review of the main allegations raised by a sample of complaints received in 2007, along with a description of the process and outcome of the complaint investigation.

One case involved a complaint by a member of the court who was concerned about the possible incompetence of a psychologist who had prepared a written report that was submitted in evidence in a court matter. In this case the Inquiry Committee carefully reviewed the documents submitted by the complainant, obtained the respondent's practice records, and asked the respondent a number of questions in a letter under section 33(5) of the *Health Professions Act*. The respondent in this case appeared to reflect carefully on questions posed by the Inquiry Committee, and identified steps for enhancing practice. The complaint was ultimately resolved through a signed agreement that incorporated these insights, and included an agreement to specify the purpose and limitations of any future reports or testimony, and an agreement to seek consultation in response to specific future circumstances that might arise in the respondent's practice.

A second case was resolved by means of an agreement to undertake supervision and involved a complaint regarding a report submitted in a child custody and access case in which the respondent failed to obtain the consent and participation of one of the parents in the matter. The complainant alleged that the respondent had failed to contact him or seek his consent before assessing his children, had been non-responsive to him, had maintained contact with his children after the assessment, and had caused harm to his children and his parenting relationship. The Committee carefully reviewed the documents submitted by the complainant, obtained the respondent's practice records, and asked the respondent a number of questions in a letter under section 33(5) of the *Health Professions Act*. The Committee found no support for some of the allegations made in this case, but did conclude that the respondent could improve practice and reduce the risk of future complaints by undertaking supervision, with particular emphasis on establishing informed consent, and on recognizing and specifying limits in offering opinions and recommendations in custody and access cases when not having completed a thorough custody and access assessment.

A third case involved a complaint made by an individual who had undergone a psychological assessment as part of a WorkSafeBC claim, and who alleged that the respondent had demonstrated bias by supporting WSBC policies, failing to remember relevant aspects of his case or include documents in his file as requested, and failing to write him a letter. The Committee obtained the relevant practice records and posed a number of questions to the respondent under section 33(5) of the Act, before dismissing the complaint because of insufficient evidence of an ethical violation. One issue arising out of this investigation, namely signatures on electronically filed reports, contributed to revisions to the Code of Conduct that are currently ongoing.

As a final example, the Inquiry Committee opened an investigation on its own motion after receiving a copy of a newspaper article that quoted a registrant. The Committee carefully considered a range of public documents, documents provided by the respondent, and additional information provided by the respondent in answer to questions posed under section 33(5) of the Act. The complaint was ultimately resolved through actions initiated by the respondent, who proposed to alter various advertizing materials and engaged with the Committee to achieve a mutually satisfactory set of amendments.

9. Complaints per Year By # of Registrants and Number of Registrants with Complaints

Table 19 below describes the number of registrants about whom complaints have been received since the College was first granted responsibility for regulating the profession in 1993.

Table 19: # of Complaints per year from 1993 - 2007 and # of Registrants with Complaints

Year	# complaints (with named registrant)	# Registrants
1993	30	21
1994	26	22
1995	44	35
1996	38	30
1997	45	39
1998	47	32
1999	53	37
2000	64	48
2001	59	42
2002	54	38
2003	53	42
2004	46	31
2005	44	35
2006	50	42
2007	50	37
Total	**703**	-*

*Column total not calculated, as some registrants appear in multiple years.

A total of 180 registrants have had at least one complaint since January, 2000 as shown in Table 20. Seven of these individuals resigned as a means of resolving matters with the College or in response to complaints received. Approximately 15% of current registrants have had at least one complaint filed under the *Health Professions Act.*

Table 20: Number of Complaints since January 2000 Per Registrant

# of Complaints	# Named Registrants	Total complaints	Public complaints	Motion of IC
1	99	99	97	2
2	39	78	69	9
3	10	30	25	5
4	12	48	40	8
5	5	25	23	2
6	3	18	16	2
7	2	14	6	8
8	2	16	16	0
9	0	0	0	0
10	1	10	7	3
11	4	44	40	4
12	1	12	12	0
13	1	13	9	4
14	1	14	14	0
Total	**180**	**421***	**374**	**47**

*Total does not equal 420 because one complaint did not name a respondent, was opened in error and is thus excluded, and two complaints named two respondents within a single complaint and were tabulated as separate complaints for purposes of calculating total complaints per individual registrant for this table.

III. ADMINISTRATIVE MATTERS

1. Ombudsman Investigations There were 3 investigations of the College by the Ombudsman's Office in 2007, all of which are now closed.

2. Requests under the *Freedom of Information and Protection of Privacy Act* There were 8 requests made under the Freedom of Information and Protection of Privacy Act during 2007, 4 of which are now closed.

3. Relationships with Other Regulatory Bodies in Psychology The College remained actively involved with the other Canadian regulatory bodies through our involvement in CPAP and with the group of regulators that meet in conjunction with the bi-yearly CPAP meetings. During the 2007 year preparations were made to separate the regulators from the professional associations by creating a new group of the regulators called the Association of Canadian Psychology Regulatory Organizations (ACPRO). The Registrar was elected acting vice-chair of this organization. In addition, the Registrar continued to Chair the Task Force on Model Regulations for the Association of State and Provincial Psychology Boards (ASPPB).

4. Acknowledgments It is my ongoing privilege to work with a dedicated and conscientious staff. The members of the College Board and Committees are extremely generous with their time and expertise and devote many hours to the careful consideration of policy development and decision-making. The combination of an excellent staff and a growing community of professionals and public members on the Board and College committees greatly enhances our ability to regulate our profession in the public interest.

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

MINUTES OF THE MAY 10, 2007 "INFORMATION MEETING"
(FOR REVIEW OF THE 2006 YEAR)

Agenda The table of contents in the Annual Report served as the agenda for the May 10, 2007 meeting which was called to order at 7:09 p.m. The Chair, Henry Harder, clarified that as quorum had not been reached, the meeting would be an information meeting, rather than an Annual General Meeting.

Minutes The Minutes of the 2006 Annual General Meeting held on May 2, 2006 were approved.

Report from the Chair Dr. Michael Joschko welcomed registrants to the AGM and referred registrants to his Report in the Annual Report. He acknowledged that without a quorum present, the meeting would continue as an information meeting. He introduced fellow board members: Derek Swain, Henry Harder, Michael Elterman, Marguerite Ford, Wayne Morson and Daniel Fontaine(regrets). He acknowledged the six years of dedicated service of Robert Colby and Henry Harder and presented each with an engraved statue to mark their contributions. He also acknowledged the service of the public board members with an inscribed gift clock engraved with names and the phrase "thanks for your time."

Inquiry Committee Dr. Harder introduced the members of his committee and reported on the work of the Inquiry Committee for the 2007 year and thanked the committee members for their hours of dedicated service to the College and the profession. Dr. Harder also presented a brief report on the Patient Relations Committee on behalf of Daniel Fontaine

Registration Committee Dr. Elterman introduced the members of his committee and referred registrants to his report in the Annual Report. He acknowledged the hard work of his committee in reviewing application files and thanked the staff for their support. Two individuals who had completed six years of membership on the Registration Committee were presented with a token of appreciation.

Quality Assurance Committee Dr. Cohene thanked the members of the Committee and the staff for their work during the year. He reported on the Continuing Competency Program which allows registrants to self-manage their continuing education. Registrants were referred to his written report. The six year service of Joan Pinkus and Leora Kuttner was acknowledged with the presentation of an engraved statue, along with the introduction and acknowledgment of all committee members.

Legislation Committee Dr. Cohene, who chaired this committee, reported that the work of this Committee had been subsumed by the Board and other committees such as the Quality Assurance Committee and that the committee was dissolved. He also spoke about the important issues of maintaining records in public institutions and that the College would continue its efforts to provide helpful guidance to registrants in these settings.

Finance Committee Dr. Swain referred registrants to his written report and to the Audited Financial Statements at the end of the Annual Report and responded to questions. He made note of the number of other jurisdictions increasing their registration fees, while our rates have remained the same for the past five years. He noted that the Board had established a contingency fund to help offset hearing costs.

Registrar's Report Dr. Kowaz thanked the Board, Committee members and staff for their support and the huge volume of work accomplished during the past year. The Registrar commented on the foundations established in the College's processes and procedures in meeting its legal mandate and that the existence of such foundations may allow for a constructive review and refinement, as appropriate. The Registrar responded to questions from registrants.

Volunteer Recognition Dr. Joschko recognized the contribution of volunteers to the College, including Board and Committee members, Oral Examiners, and Supervisors. He concluded by welcoming registrants to the First Annual AGM Workshop on Friday, May 11, 2007 on "Developing Competence in Ethical Practice for a Diverse World" at SFU Harbour Centre, Segal Centre, from 9 a.m. - 4 p.m.

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA

FINANCIAL STATEMENTS

DECEMBER 31, 2007

Auditors' Report
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*
Chartered Accountants

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AUDITORS' REPORT

To the Registrants 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, 2007 and the statements of changes in net assets, operations 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, 2007 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.

Raber Mattuck

CHARTERED ACCOUNTANTS

Vancouver, British Columbia
March 11, 2008

* a partnership of professional corporations

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF FINANCIAL POSITION

AS AT DECEMBER 31, 2007

	2007	2006
ASSETS		
CURRENT ASSETS		
Cash	**$ 1,515,970**	$ 1,053,794
Cash - restricted (Note 4)	**250,000**	250,000
Prepaid expenses	**20,915**	7,367
	1,786,885	1,311,161
PROPERTY AND EQUIPMENT (Note 2)	**43,435**	33,023
	$ 1,830,320	$ 1,344,184
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	**$ 32,810**	$ 100,823
Employee remittances payable	**12,277**	24,292
Deferred revenue (Note 3)	**1,109,475**	631,800
	1,154,562	756,915
NET ASSETS		
PROPERTY AND EQUIPMENT	**43,435**	33,023
INTERNALLY RESTRICTED		
General Contingency Fund (Note 4)	**250,000**	250,000
UNRESTRICTED	**382,323**	304,246
	675,758	587,269
	$ 1,830,320	$ 1,344,184

Approved by the Board

_____, Director

_____, Director

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CHANGES IN NET ASSETS

FOR THE YEAR ENDED DECEMBER 31, 2007

	General Contingency Fund 2007	Invested In Property and Equipment 2007	Unrestricted 2007	Total 2007	Total 2006
NET ASSETS, beginning of year	$ 250,000	$ 33,023	**$ 304,246**	$ 587,269	$ 437,009
Excess of Receipts Over Expenditures	-	10,412	**78,077**	88,489	150,260
Interfund transfers	-	-	-	-	-
NET ASSETS, end of year	250,000	$ 43,435	**$ 382,323**	$ 675,758	$ 587,269

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF OPERATIONS

FOR THE YEAR ENDED DECEMBER 31, 2007

	2007	2006
RECEIPTS		
Registration fees	$ 1,251,880	$ 1,208,190
Application and exam fees	81,900	87,110
Interest	47,051	37,629
Supervision cost recovery	48,690	24,179
Other income and cost recovery	61,178	13,049
	1,490,699	1,370,157
EXPENDITURES		
Administration	676,959	650,813
Audit	5,035	4,735
Board	58,446	38,489
Committees (meetings, travel and honoraria)	72,566	60,667
External relations (dues)	5,805	5,405
Extraordinary Hearings	-	10,051
Discipline Hearings (Including Preparation)	101,350	40,262
Operations	132,428	135,897
Registrant / Applicant services	89,786	43,162
Statutory functions (FOI, investigations, routine legal consultation)	210,917	201,542
Supervision expenses	48,918	28,874
	1,402,210	1,219,897
EXCESS OF RECEIPTS OVER EXPENDITURES	$ 88,489	$ 150,260

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED DECEMBER 31, 2007

	2007	2006
CASH FLOWS FROM OPERATING ACTIVITIES		
Excess of receipts over expenditures	$ 88,489	$ 150,260
Adjustments for:		
Amortization	10,512	17,520
Prepaid expense	(13,548)	(246)
Accounts payable	(68,013)	39,411
Employee remittances payable	(12,015)	5,842
Deferred revenue	477,675	(156,150)
	483,100	56,637
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of capital assets	(20,924)	(6,456)
NET INCREASE (DECREASE) IN CASH	462,176	50,181
CASH, beginning of year	1,303,794	1,253,613
CASH, end of year	$ 1,765,970	$ 1,303,794

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

The Raber Mattuck Group

1. SIGNIFICANT ACCOUNTING POLICIES

Fund Accounting

Revenues and expenditures for general activities and administration are reported in the General Fund.

The General Contingency Fund was established during the year to cover future unexpected expenditures.

Property and Equipment

Purchased property and equipment are recorded at cost.
Contributed property and equipment 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

Registration fees are recognized as income in the fiscal year due. Expenditures are recognized as incurred.

2. PROPERTY AND EQUIPMENT

	Cost	2007 Accumulated Amortization	Net Book Value	2006 Net Book Value
	$	$	$	$
Office furniture and equipment	102,652	73,333	29,319	16,293
Computer equipment	100,954	86,838	14,116	16,730
Leasehold improvements	40,706	40,706	-	-
	244,312	200,877	43,435	33,023

3. DEFERRED REVENUE

Deferred revenue represents membership fees for the 2008 calendar year received in advance.

4. GENERAL CONTINGENCY FUND

The General Contingency Fund was established by the Board of Directors.

The General Contingency Fund is to be used in special circumstances and subject to the approval by the College of Psychologists of British Columbia Board of Directors.

5. COMPARATIVE FIGURES

The comparative figures have been changed to conform to the current year's presentation.

College of Psychologists of British Columbia

Annual Report

2008

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BOARD, STAFF, COMMITTEE MEMBERS, SUPERVISORS, ORAL EXAMINERS AND NEW REGISTRANTS FOR THE 2008 YEAR

BOARD

Michael Joschko, Ph.D., R.Psych., Chair of the Board, Finance Committee
Lee Cohene, Ph.D., R.Psych., Chair, Quality Assurance Committee
Rebecca England, Ph.D., R.Psych., Chair, Inquiry Committee, Patient Relations and Finance Committees
Michael Elterman, MBA, Ph.D., R.Psych. Chair, Registration Committee, Patient Relations Committee
Daniel Fontaine, Public Member, Chair, Patient Relations Committee, Discipline Committee
Marguerite Ford, Public Member, Vice Chair of the Board, Inquiry Committee
Wayne Morson, Public Member, Chair, Discipline Committee, Registration and Finance Committees
Derek Swain, Ed.D., R.Psych., Chair, Finance Committee
Valerie Whiffen, Ph.D., R. Psych., Quality Assurance Committee

STAFF MEMBERS

Andrea Kowaz, Ph.D., R.Psych., Registrar
Colleen Wilkie, Ph.D., R.Psych., Deputy Registrar (to November 2008)
Amy S. Janeck, Ph.D., R.Psych. (from September 2008)
Susan Turnbull, Ph.D. R.Psych, Deputy Registrar
Maureen Olley, Ph.D., R.Psych. Deputy Registrar (to August 2008)
Gina Rowan, Inquiry Coordinator, Special Projects Manager
Wendy Harris, Registration Coordinator
Alyson E. Budd, Administrative Assistant
Avigail Cohen, Office Assistant

DISCIPLINE COMMITTEE

Wayne Morson, Public Member, Chair
Bruce Clark, Public Member
Michael Fellman, Public Member (from May 2008)
Henry Hightower, Public Member
Lynn Superstein-Raber, Ph.D., R.Psych
Lynn Alden, Ph.D., R.Psych. (to July, 2008)
Robert Colby, M.A., R.Psych., (July -Dec. 2008)
Daniel Fontaine, Public Member
Donna Paproski, Ph.D., R.Psych
Cheryl Washburn, Ph.D., R.Psych.

INQUIRY COMMITTEE

Rebecca England, Ph.D., R.Psych., Chair
Marguerite Ford, Public Member
Lindsay Jack, Ph.D.,R.Psych. (from Sept 2008)
Marlene Moretti, Ph.D., R.Psych.
Alexis Thuillier, Public Member
Joseph Zaide, Ph.D., R.Psych. (to July 2008)
Kirk Beck, Ph.D., R.Psych.
Jill Hightower, Public Member (to March 2008)
Russell King, Psy.D., R.Psych.
Judy Thau, Public Member (from Nov 2008)
Hendre Viljoen, Ph.D., R.Psych.

QUALITY ASSURANCE COMMITTEE

Lee Cohene, Ph.D., R.Psych., Chair
Chris Gibbins, Ph.D., R.Psych.
Sandy James, Public Member (from Feb 2008)
Michal Regev, Ph.D., R.Psych.
Dr. Valerie Whiffen, Ph.D., R.Psych
Santa Aloi, Public Member
Julia Hass, Public Member
Kathy Montgomery, Ph.D., R.Psych.
Runa Steenhuis, Ph.D., R.Psych. (from Feb 2008)

Registration Committee

Michael Elterman, MBA, Ph.D., R.Psych., Chair
Michael Fellman, Public Member
Henry Hightower, Public Member
Robert Ley, Ph.D., R.Psych.
Donna Paproski, Ph.D., R.Psych.
Catherine Costigan, Ph.D., R.Psych.
Sandy Gardner, Ph.D., R.Psych.
Amy Janeck, Ph.D., R.Psych.(to July 2008)
Wayne Morson, Public Member

Patient Relations Committee

Daniel Fontaine, Public Member, Chair
Rebecca England, Ph.D., R.Psych.
Michael Elterman, Ph.D., R.Psych.

Finance Committee

Derek Swain, Ed.D., R.Psych., Chair
Rebecca England, Ph.D., R.Psych.
Wayne Morson, Public Member
Michael Elterman, Ph.D., R.Psych
Michael Joschko, Ph.D., R.Psych.

Supervisors

Lynn Alden, Ph.D., R.Psych.
Eva Allan, M.Ed., R.Psych.
Elizabeth Bannerman, Ph.D., R.Psych.
Michael Boissevain, Ph.D., R.Psych.
Robert Carey, Ph.D., R.Psych.
Sarah Cockell, Ph.D., R.Psych.
Kenneth Craig, Ph.D., R.Psych.
Patricia (Trish) Crawford, Ph.D., R.Psych.
Anthony Dugbartey, Ph.D., R.Psych.
Maureen Godfrey, Ph.D., R.Psych.
Joy Green, M.A., R.Psych.
Simon Hearn, Ph.D., R.Psych.
Krystyna Kinowski, Ph.D., R.Psych.
William Koch, Ph.D., R.Psych.
Leora Kuttner, Ph.D., R.Psych.
Barbara Madani, M.A.Sc., R.Psych.
Laurel Lee Mayo, Ph.D., R.Psych.
Deborah McTaggart, Ph.D., R.Psych.
Laura Mills, Ph.D., R.Psych.
Tavi Nicholson, Ph.D., R.Psych.
Lyne M. Piché, Ph.D., R.Psych.
Donald Read, Ph.D., R.Psych.
Michal Regev, Ph.D., R.Psych.
Ronald Samuda, Ph.D., R.Psych.
Noa Schwartz, Ph.D., R.Psych.
Kathy Simas, Ph.D., R.Psych.
Sujatha Srikameswaran, Ph.D., R.Psych.
Rhona Steinberg, Ph.D., R.Psych.
Lynn Superstein-Raber, Ph.D., R.Psych.
Allan Thornton, Ph.D., R.Psych.
Michelle Worth, Ph.D., R.Psych.
Victoria Alfonso, Ph.D., R.Psych.
Nicole Aubé, Psy.D., R.Psych.
Susan Baum, Ph.D., R.Psych.
Cheryl Lynn Bradley, Ph.D., R.Psych.
John Carter, Ed.D., R.Psych.
Catherine Costigan, Ph.D., R.Psych.
Joanne Crandall, Ph.D., R.Psych.
Susan Cross, Ph.D., R.Psych.
Marion Ehrenberg, Ph.D., R.Psych.
Lynda Grant, Ph.D., R.Psych.
Lee Grimmer, Ph.D., R.Psych.
Lindsey Jack, Ph.D., R.Psych.
Rita Knodel, Ph.D., R.Psych.
Mary Korpach, Ph.D., R.Psych.
Stephen Lustig, Ph.D. R.Psych.
Todd Mason, Ph.D., R.Psych.
Jennifer McIvor, Psy.D., R.Psych.
Alison Miller, Ph.D., R.Psych.
Bruce Monkhouse, Ph.D., R.Psych.
Martin Phillips-Hing, Ph.D., R.Psych
Ann Pirolli, Ph.D., R.Psych.
Anneliese Robens, Ed.D., R.Psych
James Roche, Ph.D., R.Psych.
Susanne Schibler, Ph.D., R.Psych.
Martin Shoemaker, Ph.D., R.Psych
John Spencer, Ph.D., R.Psych.
Harilaos Stefanakis, Ph.D., R.Psych.
Paul Sungaila, Ph.D., R.Psych.
Karen Tallman, Ph.D., R.Psych.
Rene Weideman, Ph.D., R.Psych.

Oral Examiners

Victoria Alfonso, Ph.D., R.Psych.
Randall Atkinson, Ph.D., R.Psych.
Mark Bailey, Ph.D., R.Psych.
Barbara Beach, Ph.D., R.Psych.
Carole Bishop, Ph.D., R.Psych.
Michael Boissevain, Ph.D., R.Psych.
Geoffrey Carr, Ph.D., R.Psych.
Robert Colby, M.A., R.Psych.
Constance Coniglio, Ed.D., R.Psych.
Kenneth Craig, Ph.D., R.Psych.
Patricia (Trish) Crawford, Ph.D., R.Psych.
David Eveleigh, Ph.D., R.Psych.
Mervyn Gilbert, Ph.D., R.Psych.
Brian Grady, Ph.D., R.Psych.
Susan Hackett, Ph.D., R.Psych.
Simon Hearn, Ph.D., R.Psych
Grace Hopp, Ph.D., R.Psych
Charlotte Johnston, Ph.D., R.Psych.
Margaret Kendrick, Ph.D., R.Psych.
Brenda Knight, M.A., R.Psych.
Brenda Kosaka, Ph.D., R.Psych.
Ulrich Lanius, Ph.D., R.Psych.
Phillipa Lewington, Ph.D., R.Psych.
Anne MacGregor, Ed.D., R.Psych.
Jane McEwan, Ph.D., R.Psych.
Gregory Meloche, Ph.D., R.Psych.
Laura Mills, Ph.D., R.Psych.
Jennifer Newman, Ph.D., R.Psych.
Martin Phillips-Hing, Ph.D., R.Psych.
Donald Ramer, Ph.D., R.Psych.
Erica Reznick, Ph.D., R.Psych.
Anneliese Robens, Ed.D., R.Psych.
Barbara Rosen, Ph.D., R.Psych.
Ronald Samuda, Ph.D., R.Psych.
Myron Grant Schimpf, Ph.D., R.Psych.
Heather Scott, Ph.D., R.Psych.
Ruth Sigal, M.Ed., R.Psych.
Cecelia Louise Smith, M.Sc., R.Psych.
Ingrid Söchting, Ph.D., R.Psych.
Runa Steenhuis, Ph.D., R.Psych.
Rhona Steinberg, Ph.D., R.Psych.
Paul Sungaila, Ph.D., R.Psych.
Paul Swingle, Ph.D., R.Psych.
Joyce Ternes, Ph.D., R.Psych.
John Wagner, Ph.D., R.Psych.
Rene Weideman, Ph.D., R.Psych.
Maureen Whittal, Ph.D., R.Psych.
Marshall Wilensky, Ph.D., R.Psych.
Sheila Woody, Ph.D., R.Psych.
Verna-Jean Amell, Ph.D., R.Psych.
Nicole Aubé, Psy.D., R.Psych.
Susan Baum, Ph.D., R.Psych.
Deborah Bell, Ph.D., R.Psych.
Susan Blake, Ph.D., R.Psych.
Robert Carey, Ph.D., R.Psych.
John Carter, Ed.D., R.Psych.
Michael Coles, Ph.D., R.Psych.
Evelyn Corker, M.A., R.Psych.
Joanne Crandall, Ph.D., R.Psych.
Susan Cross, Ph.D., R.Psych.
Jean Laura Ferri, Ph.D. R.Psych.
Maureen Godfrey, Ph.D., R.Psych.
Joy Green, M.A., R.Psych.
Jordan Hanley, Ph.D., R.Psych.
John Higenbottam, Ph.D., R.Psych.
Elizabeth Huntsman, Ph.D., R.Psych.
David Katz, Ph.D., R.Psych.
Krystyna Kinowski, Ph.D., R.Psych.
Lorne Korman, Ph.D., R.Psych.
Randall Kropp, Ph.D., R.Psych.
Ronald Laye, Ph.D., R.Psych.
Wolfgang Linden, Ph.D., R.Psych.
Barbara Madani, M.A.Sc., R.Psych.
Deborah McTaggart, Ph.D., R.Psych.
Nancy Meyer, Ph.D., R.Psych.
Bruce Monkhouse, Ph.D., R.Psych.
Philip Perry, Ph.D., R.Psych.
Lyne Piché, Ph.D., R.Psych.
Jennifer Reiss, Ph.D., R.Psych.
Michal Regev, Ph.D., R.Psych.
James Roche, Ph.D., R.Psych.
Deborah Samsom, Ph.D., R.Psych.
Susanne Schibler, Ph.D., R.Psych.
Noa Schwartz, Ph.D., R.Psych.
Whitney Sedgwick, Ph.D., R.Psych.
Kathleen Simas, Ph.D., R.Psych.
Meagan Smith, Ph.D., R.Psych.
Sujatha Srikameswaran, Ph.D., R.Psych.
Harilaos Stefanakis, Ph.D., R.Psych.
Janet Strayer, Ph.D., R.Psych.
Lynn Superstein-Raber, Ph.D., R.Psych.
Karen Tallman, Ph.D., R.Psych.
Inna Vlassev, Ph.D., R.Psych.
Larry Waterman, Ph.D., R.Psych.
Malcolm Weinstein, Ph.D., R.Psych.
Ursula Wild, Ph.D., R.Psych.
Rosemary Wilkinson, Ph.D., R.Psych.
Arianna Yakirov, Ph.D., R.Psych.

NEW REGISTRANTS - 2008

Beauchemin, Kathleen Mary
Bhalla, Rishi Kant
Broad, James Charles
Butterfield, Lee Denise
De Kryger, Nechia Anne
Deprey, Lesley Joyce
Eadie, Susan Jane
Gambouras, Adam Frizzell
Haverkamp, Beth Elaine
Horne, Kathryn Anne
Jeyakumar, Sharon Leela Elizabeth
Klages, Jennifer Dawn
Lautzenhiser, Aaron
Lymburner, Jocelyn Alexandra
Mandrusiak, Michael Nicholas
McGee, Brandy Jennifer
Morosan, David Eugene
Nigro, Tracey Lynn Bilan
Orzeck, Tricia Leigh
Rae-Powell, Sharon Elaine
Rowat, Wanda Lee
Shewchuk, Daria Olha
Stanford, Elizabeth Ann
Tessier, Joanne Roberta
Wiebe, Vaneesa Joy
Beresford, Helen Mary
Boyes, Debby Alison
Bryceland, Christy
Cox, Darcy Shannon
delaSalle, Margaret May
Diskin, Katherine Mary
Ferguson, Robin M
Hamilton, William Greg
Helmer, D'Arcy John
James, Joan Susan
Kaderly, Erin Colleen
Lau, Mark Anthony
Lindberg, Tracy L.
MacNeil, Conrad Francis
McEachran, Andrea Karen
Miners, Richard Lawrence
Newlove, Theresa Anne
Ohm, Phyllis Deutsch
Price, Kelly John
Roch, Ursula
Roy, Robert Joseph Edmund
Simpson, Anna Tamar
Taneja, Chand
Whitehead, Paul Richard
Woodin, Erica Margaret

REPORT FROM THE CHAIR

It was my pleasure to serve as Chair of the Board for the 2008 year and I am pleased to provide a report on College activities for January through December, 2008.

Information Meetings The Board held information meetings in Victoria on October 21, 2008, Nanaimo on November 17, 2008, and Vancouver on November 20, 2008 in addition to meetings held by registrant request at Children's Hospital (January 16, 2008), Vancouver General Hospital (February 23), and UBC (November 16, 2008). Given the importance for registrants to be informed and to participate in discussions regarding the regulation of the profession in British Columbia, the Board continues to remind registrants that it is willing to provide "individualized" information sessions to groups of registrants in particular work or geographic locations.

Annual General Meeting The Annual General Meeting was held in Vancouver on May 22, 2008. Video links were provided to Victoria, Kelowna, and Prince George.

Board Elections A Call for Nominations was distributed to registrants in the fall of 2008, to fill three elected positions on the Board. Nominations were received for three individuals. Acclaimed for three year terms were Russell King, and Leora Kuttner, with terms to commence January 1, 2009. John Carter was acclaimed for a two year term commencing January 1, 2009.

Annual Evaluation of Registrar The objectives which provide the criteria for the annual evaluation of the Registrar are embodied in the College's Strategic Plan available on the College website. The annual evaluation involves discussion about achievement of the objectives and the Board's provision of sufficient resources and support for their achievement. The Board was again extremely pleased with the achievements of the Registrar and her staff with regard to these objectives, as well as the efficient and effective coordination between staff and the Board and College Committees in the highly collaborative efforts to meet these objectives.

Reviews of Inquiry Committee Decisions A total of 10 reviews of Inquiry Committee decisions on complaints were heard by the Board in 2008. These reviews were requested by complainants under the *Health Professions Act.* The Board upheld the decision of the Inquiry Committee in each instance, based on a careful review of the process followed by the Committee and the documents before the Inquiry Committee when making its decision.

College Workshops A number of different continuing education opportunities were offered by the College in 2008. College counsel Lisa Fong presented a workshop on "*Release of Records: Legal Issues for Psychology*" immediately after the Annual General Meeting on May 22, 2008. Dr. Susan Jacobs presented a one-day workshop jointly sponsored by the College and the BC Association of School Psychologists (BCASP) on May 30, 2008 on "*Ethical Issues in School Psychology*," and this was followed the same day by "*A Legal Issues Primer*" provided by Lisa Fong. Finally, Dr. Tom McGee again presented a series of workshops on professional wills, including in Nanaimo on May 11, Castlegar on May 12,in Vancouver on May 14 and 15, and in Prince George on May 16, 2008. All of these workshops were well-attended.

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

Participation with ASPPB The College remained an active member of the Association of State and Provincial Psychology Boards (ASPPB), and participated in ASPPB meetings in April in Vancouver, and in October in Nashville. At the meeting in Nashville, the Registrar and College counsel gave a presentation on *Regulatory Supervision*.

School Psychology The College was delighted with the jointly sponsored workshop on ethics in the school setting and looks forward to further collaborative efforts with the British Columbia Association of School Psychologists.

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 and Practice Advisories During 2008 work continued on the revision of the *Code of Conduct* which was first enacted in February 2002. The revision work focused on: 1. Increasing clarity and consistency of language; 2. Reviewing the scope of the Code to ensure inclusion of evolving issues; 3. Integration of those aspects of Practice Advisories that rise to the level of Code standards in setting the conduct expected of registrants; and 4. Reviewing registrant comments and feedback since introduction of the current Code. Registrants were sent copies of the proposed revised Code and Advisories in August of 2008 and asked for their feedback. The feedback received was reviewed, and final revisions of the Code were prepared and the new 2009 Code of Conduct took effect on January 1, 2009. Work on Practice Advisories remains ongoing.

Legislative Changes The Board devoted considerable attention to changes that were proposed and enacted to the legislation that governs the College, the *Health Professions Act*. Communication with registrants and the various College committees was a focus of the Board to ensure that registrants were aware of the scope and nature of these changes.

In closing, it was a pleasure and privilege to serve as the Chair of the Board for 2008, and I am very pleased to welcome my successor, Rebecca England, who has assumed the Chair position as of January 1, 2009.

Respectfully submitted,
Michael Joschko, Ph.D., R.Psych., Chair of the Board 2008

DISCIPLINE COMMITTEE REPORT

There were no hearings of the Discipline Committee in 2008. An outstanding matter from 2007 remained in adjournment through part of 2008, but was resolved without requiring a reconvening of the Discipline panel. Another matter was referred to the Discipline Committee in 2008, but has not yet been heard.

Respectfully submitted,
Wayne Morson, Chair, Discipline Committee 2008

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,
Daniel Fontaine, Chair, Patient Relations Committee 2008

INQUIRY COMMITTEE REPORT

The Inquiry Committee (IC) dealt with a total of 75 complaints that were open for at least some part of 2008 and were at various stages of investigation at any given point in time during the year. As of December 31, 2008, 49 of these cases had been closed, and the remaining 26 files remained open and actively before the IC. Fourteen of these 26 files had only recently been received and were under preliminary review, 9 were at various stages of investigation, 2 had involved the issuance of citations in 2007 and remained in that process through 2008, and 1 involved alleged conduct of sufficient concern that the IC moved to take the matter to an extraordinary hearing. Files closed during 2008 are summarized in Table 1 below along with the nature of the decisions of the Inquiry Committee in closing the complaint files. Please review the Registrar's report for a comprehensive description and breakdown of 2008 complaint investigations and resolutions. In addition, as of November 1, 2008, some types of resolutions are now published on the College website, in accordance with new publication requirements under the revised *Health Professions Act*.

Table 1: Files Closed during 2008 (N=49)

Closing Reason	Number	%*
Letter of Undertaking or Consent Agreement	28	57.1
Resolved	1	2.0
Insufficient Evidence	12	24.5
Decision Not to Proceed (opened in error, no jurisdiction, withdrawn, vexatious or frivolous)	7	14.3
Referred to Discipline Committee	0	-
Referred to Registration Committee	1	2.0
Total	**49**	**100**

* Percentages in this and subsequent tables may contain rounding errors.

Much of the focus of the Committee centred on changes made to the *Health Professions Act* and ensuring development of policies and procedures responsive to these changes. An enormous amount of work was involved in the development of a step by step flow chart and accompanying tracking documents which were integrated into existing procedures.

The Inquiry Committee consists of very hardworking and dedicated professional and public members who work in consultation and cooperation with a very competent staff team consisting of the Registrar, Deputy Registrar, and Inquiry Coordinator. It was my pleasure to serve as Chair for the 2008 year.

Respectfully submitted,
Rebecca England, Ph.D., R.Psych. Chair, Inquiry Committee 2008

Registration Committee Report

Mobility and Access to the Profession The College, along with other regulatory bodies in psychology across Canada, signed the Mutual Recognition Agreement in 2001 allowing psychology practitioners to more easily become registered in another province. The Trade, Investment, and Labour Mobility Agreement (TILMA) between BC and Alberta, further increases mobility between the two provinces and is now in effect. The College continued work on TILMA through the 2008 year. Improving the College website to increase clarity and ease of access to application information and forms was a major focus during 2008.

As a means of supporting these changes, the College applied for and received a "Solutions for Access" grant from the Ministry of Economic Development. This funding will assist the College in making the website and application documents more user-friendly to applicants from outside BC. The federal Agreement on Internal Trade (AIT) which came into effect in 1995 and was recently amended, is also intended to increase mobility for professionals fully licensed in another Canadian jurisdiction. Recent revisions to the Labour Mobility section of the AIT specify that any worker certified for an occupation by a regulatory authority in another province or territory must be recognized as qualified to practice that occupation by all other provinces and territories. In accordance with the spirit and intention of these changes, the College extended an invitation to apply for registration in British Columbia to all psychology practitioners registered as such with another Canadian psychology regulatory body. By December 31, thirty (30) individuals had submitted applications during the time frame of this initiative.

Psychologist's Regulation In October 2008, measures were taken to increase consistency of language in regulations for all professions governed by the Health Professions Act. This modification reduced the College's ability to pursue matters related to protection of title where an individual is using derivatives of the word "psychology." The Regulation continues to protect the titles of Psychologist and Psychological Associate and exemptions for persons working in certain contexts remain in place.

Utendale Decision As reported in the 2007 Annual Report, the Registration Committee decided to proceed on a serious title issue with implications for public protection. The Supreme Court decision, on April 26, 2007, confirmed the protection of the title "psychologist" and any of its derivatives, including "psychotherapist." However, as a consequence of the 2008 changes in the wording of the Psychologist's Regulation, this decision was no longer applicable and the case was closed.

Training in Psychology The Registration Committee invited faculty from various training programs in psychology and related disciplines to meet with the Committee during the 2008 year. The invitation to dialogue with the College was well received. The Committee believes the meeting resulted in greater appreciation of how training connects with registration, protection of the public and ways it can impact the integrity of the profession.

Supervision Any applicant applying as of January 1, 2008 is required to submit a supervision plan if he or she is providing psychological services in BC while an applicant. Applicants can select their own supervisor, who must be a registrant. Further specification of this requirement will be considered after this requirement has been in place for a longer period.

I have enjoyed my tenure as chair of this committee. My work on this committee has been greatly facilitated by the hard work of the professional and public members of the registration committee who spend freely of their time in reviewing all registration matters requiring policy development and decision-making. I also take this opportunity to thank our staff for their work in implementing these important policies and decisions and competently managing the enormous work volume. In addition, the ongoing volunteer time and experience of oral examiners in providing oral examinations to new applicants is much appreciated. Our growing group of regulatory supervisors and registrants who are providing supervision to applicants should also be acknowledged. All of these contributions combine to enhance the regulation of our profession.

Respectfully submitted,
Michael Elterman, MBA, Ph.D., R.Psych., Chair, Registration Committee 2008

QUALITY ASSURANCE COMMITTEE REPORT

In addition to the annual review of the Continuing Competency Program, the Committee was actively engaged in important initiatives. Below is a summary of the Committee's work in 2008.

Continuing Competency Program Review The review for the 2008 year was conducted in March, 2008. Several registrants were found not to be in compliance with the requirement, and the Committee followed up with these registrants. The document "Continuing Competency Program Requirements" summarizes the policies and requirements and is available on the College website.

Designation of another registrant to take care of one's practice records in the event of unexpected incapacity or death This requirement will commence with renewal for the 2010 (rescheduled from 2009) calendar year, and will involve listing the designated registrant on the renewal form. For the 2008 and 2009 renewals, registrants were encouraged, but not required, to designate another registrant. The Committee's reasoning in establishing this requirement included awareness of the aging demographic of the College and the work of a task force established by the Committee to assist in this matter.

Professional will workshops The Committee was pleased to organize a series of 8 workshops on professional wills by Dr. Tom McGee that were offered in Vancouver, Nanaimo, Castlegar and Prince George in May of 2008. These workshops were well attended. They were arranged after a series of 10 previous professional wills workshops had been offered in 2007, and it was clear that not all

registrants who were interested had yet been able to attend. The workshops covered the important topic of development of professional wills, including the designation of a professional executor. There is no plan to require registrants to prepare a professional will, although as noted above, they will be required to designate another registrant to be responsible for their practices in the event of incapacity or death.

Other workshops The Committee was pleased to organize a one-day workshop by Dr. Susan Jacob on May 30, 2009 entitled "Ethical Issues in School Psychology," and workshop presentations by College counsel Lisa Fong entitled "Release of Records: Legal Issues for Psychology" immediately after the Annual General Meeting on May 22, 2008, and "A Legal Issues Primer" in conjunction with Dr. Jacob's May 30, 2008 presentation.

Respectfully submitted,
Lee Cohene, Ph.D., R.Psych.,Chair, Quality Assurance Committee 2008

FINANCE COMMITTEE REPORT

The College continues to stay within budget projections and has maintained stable renewal fees for the past 5 years with no anticipated fee increases for 2009.

Table 2: Comparative Expenses

Year	Wages and Benefits		Routine Statutory Expenses		Hearings*		General Operating Expenses**		Total Expenses	
	Amount	%	Amount	%	Amount	%	Amount	%	Amount	%
2004	521,791	41	288,686	23	74,816	6	391,336	30	1,276,629	100
2005	554,704	48	128,899	11	70,563	6	403,717	35	1,157,883	100
2006	565,346	46	201,542	17	50,113	4	402,896	33	1,219,897	100
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**

* This figure represents the cost of preparing for and holding extraordinary and discipline committee hearings.
** Included in these expenses are costs associated with committee and Board meetings, travel, rent, and office supplies.
*** This total differs from that reported on the attached financial statements by a total of $57,002 which is the sum of $16,970 for workshop fees and $40,032 for recovered supervision expenses. Note that these sums are also represented in the receipt side of the financial statements as additional income.

Respectfully submitted,
Derek Swain, Ed.D., R.Psych.,Chair, Finance Committee 2008

REGISTRAR'S REPORT

Below is the Registrar's Report on the activities of the College for the year 2008. This report is divided into three main sections:

I. **Registration/Application Matters** This section provides a description of the College Register for 2008 and the status of applications for registration, as well as a summary of activities of the College in this area.

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 administrative activities related to external relationships and our obligations under the *Ombudsman* and *Freedom of Information and Protection of Privacy Acts*.

I. REGISTRATION/APPLICATION MATTERS

This section reviews activities at the College related to the status of the College Register during 2008, and the status of applications for registration. It is divided into 5 sections as follows: 1) The College Register 2008; 2) Summary of Application Activity; 3) Status of Application Files; 4) Area of practice; and 5) Examinations.

1. The College Register 2008

As of December 31, 2008, the College Register showed a total of 1121 registrants. An additional 10 registrants cancelled their registration within the 2008 calendar year, 3 registrants died, and 1 individual held temporary registration.

Table 3: The College Register as at December 31, 2008

Register Status on December 31	2003	2004	2005	2006	2007	2008
Full Register	889	924	933	932	974	988
Suspended				1	0	1
Limited Register- Inquiry Committee (IC)	14	15	13	11	11	13
Limited Register- IC / Non-Practicing	1				1	0
Limited Register- IC/ Out of Province		1			0	0
Limited Register - Out-of-Province	43	29	28	27	22	27
Limited Register - Non-Practicing	17	11	18	23	15	16
Limited Register- Retired	15	13	14	23	26	34
Limited Register- Registration Committee	2	5	22	57	53	42
Category Pending	1	1	2		0	0
Held Temporary Reg. During the Year	2	3	2	1	2	1
Cancelled Prior to End of Year					3	10
Total	**984**	**1002**	**1032**	**1075**	**1107**	**1132***

*This total does not include 3 registrants who were deceased as of December 31, 2008.

As shown in the table below, a total of 50 new registrants were added to the Register in 2008.

Table 4: New Registrants by Class of Registration

	Regular	Reciprocal	Mobility	Extraordinary	Temporary	Total
Psychologists	27	15	5	0	0	47
Psychological Associates	0	3	0	0	0	3
Total	**27**	**18**	**5**	**0**	**0**	**50**

2. Summary of Application Activity

Table 5 below summarizes the application activities at the College during the 2008 year, along with comparison data from previous years. As shown in the table, a total of 62 applications were received during the 2008 year. Of these, 27% (n=17) were regular applications. Sixty-one percent (n=38) were reciprocal applications from another Canadian jurisdiction, and 10% (n=6) were mobility applications from jurisdictions in the United States. One application was withdrawn and one application was reviewed but it did not meet entry requirements.

Table 5: Application Activity Summary 2001-2008

Activity	2007						2008					
	Reg	Temp	Recip	Mobil	Ext	Total	Reg	Temp	Recip	Mobil	Ext	Total
# applications received	39	2	14	8	1	**64**	17	1	38	6	0	**62**
# applications withdrawn	0	0	0	1	0	**1**	0	0	1	0	0	**1**
# applications did not meet requirements	0	0	0	0	0	**0**	1	0	0	0	0	**1**

3. Status of Application Files

Table 6 shows the status of all open applications as of December 31, 2008. There were a total of 75 open applications at various stages of the application process.

Table 6: Status of Open Applications as at December 31, 2008

Application Stage	2008			
	Regular	Reciprocal	Mobility	Total
Initial review	12	24	2	**38**
Under review for credentials/consistency	2	0	1	**3**
EPPP	19	N/A	N/A	**19**
Written Jurisprudence Exam	6	5	1	**12**
Oral Examination	3	N/A	N/A	**3**
Total Open Files as of December 31, 2008	**42**	**29**	**4**	**75**

4. Extraordinary Applicants

In addition to the 75 open applications in the above three categories, 39 Extraordinary Applicants continued to work towards placement on the Full Register. Thirty-eight (38) of the Extraordinary Applicants had been placed on the Limited Register prior to 2008. These applicants complete examinations and other requirements of the Extraordinary process while on the Limited Register. Of the 39 extraordinary applicants not yet on the Full Register, 33 were at the EPPP stage, 5 were at the Oral Examination stage and 1 was completing Part One of the Oral Exam (an examination which, upon passing, allows for placement on the Limited Register).

5. Area of Practice: Applicants and Registrants

Applicants must indicate one area of practice in psychology on the application form. This area is expected to be the broad area of practice which best describes the individual's training and competence. Table 7 below represents the area of practice indicated by new applicants in 2008. Seventy-four percent (74%) of applicants selected Clinical or Counseling as most descriptive of their area of practice.

Table 7: Area of Practice for New Applicants in 2008

Area of Practice	Reg	Recip	Mobil	Temp	Total
Clinical Psychology	9	15	4	1	**29**
Counseling Psychology	3	14	0		**17**
Clinical Neuropsychology	1	2	2		**5**
School Psychology	2	3	0		**5**
Health Psychology	0	0	0		**0**
Rehabilitation Psychology	0	2	0		**2**
Forensic/Corrections Psychology	0	0	0		**0**
Clarification Required	2	1	0	1	**4**
Total	**17**	**37**	**6**	**2**	**62**

Note: The areas of Clinical and Counseling are defined by the College as broad areas encompassing many sub-areas, while the areas of Forensic/Corrections, Health, School, Rehabilitation, Industrial/Organizational and Clinical Neuropsychology are seen as more narrowly defined areas of practice, sometimes including exclusive practice in a particular setting.

Each year, registrants are required at renewal to report their primary area of practice. The Register indicated the following breakdown for the self-declared primary area of practice indicated by registrants as of December 31, 2008, excluding suspended (n=1) and retired registrants (n=34):

Table 8: Self-Declared Primary Area of Practice for Registrants as at December 31, 2008

Self-Declared Primary Area of Practice	Number of Registrants	%
Clinical Psychology	606	56
Counseling Psychology	230	21
Clinical Neuropsychology	65	6
School Psychology	63	6
Health Psychology	6	1
Rehabilitation Psychology	15	1
Research/Academic Psychology	27	2
Forensic/Corrections Psychology	50	5
Industrial/Organizational Psychology	24	2
Total	**1086***	**100**

* This number does not include the 1 registrant who was suspended or the 34 registrants who were in the retired category as at December 31, 2008.

5. Examinations

All regular applicants complete three examinations as part of the application process: the EPPP, the oral exam (OE) and the Written Jurisprudence Examination (WJE). Reciprocal and mobility applicants are required to successfully complete the WJE. Table 9 below summarizes examination results for 2008. In 2008, 1 extraordinary applicant completed Part A of the oral examination, which contains 10 questions covering aspects of ethical conduct and knowledge of regulation. The Part A examination is the final step to be completed by applicants under the extraordinary provisions prior to placement on the Limited Register.

Table 9: Examination Results

	2003	2004	2005	2006	2007	2008
Number of applicants who wrote EPPP	16	22	16	31	35	37
Number of Oral examinations (Regulars)	15	34	25	26	25	29
Number of Oral examinations (Extraordinary)	-	-	-	-	14	12
Number of WJE examinations	19	68	117	47	36	62
Part A of Oral examination (Extraordinary)	n/a	n/a	39	36	4	1

The EPPP exam was taken 37 times in 2008 with no failures. The scaled scores ranged from 505-749 out of 800 (Mean = 649.1; St Dev = 67.8).

As in past years, the WJE examination is held at the College offices on a monthly basis. It was administered 62 times in 2008. Fifty-seven (57) applicants passed on their first attempt, while three failed. Of the three failures, two applicants retook the examination in 2008 and passed.

The College also conducts the Oral Examination on site. In 2008, 41 examinations took place, of which 5 were second attempts by individuals who had failed (n = 4) or chose not to accept the limitations as recommended by the Oral Examiners (n = 1), after their first attempt. All 5 of these applicants passed and were placed on the Full Register.

Of the 36 first time examinees, 86% of the applicants (n = 31) passed the oral examination on their first attempt and were placed on the Full Register. Five (5) applicants were placed on the Limited Register and 1 failed, retook the examination in 2008, and passed.

II. Complaint And Investigative Matters

This section contains information about complaints received in the year 2008 as well as a report on all complaints closed during 2008. Included are descriptions of aspects of the complaints process and a sampling of complaints received during the year.

1. Complaint file status as at December 31, 2008
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 2008 and comparison with previous years
6. Components of the complaint investigative process
7. Letters of Undertaking/Consent Agreements
8. Summary of a sample of Complaints in 2008
9. Complaints per year and number of registrants with complaints

1. Complaint file status as at December 31, 2008

Since the College of Psychologists came under the *Health Professions Act*, a total of 461 new complaints have been received, including 41 that were received during 2008. The College received eighteen percent (18%) fewer complaints in 2008 than in 2007.

A. Complaints received in 2008 (n=41): Eighteen (18) of the complaints received in 2008 were also closed in 2008, leaving a total of 23 complaints received in 2008 still open on December 31, 2008.

B. Complaints received in 2007 that remained open for at least part of 2008 (n=27): Twenty-six (26) of the 27 files remaining open from 2007 were closed in 2008. These 26 closed files originating from 2007 are included in the data on files closed in 2008 presented elsewhere in this report.

C. Complaints received prior to 2007 and still open in 2008 (n=7): Five files opened in 2006 were closed in 2008. Two files opened in 2005 remained open in 2008. Citations were issued in the case of these latter two files and they remained in progress through 2008.

Table 11: Complaint File Status as at December 31, 2008 for all complaints received under the *Health Professions Act*

Status	Year Complaint Received							
	2000-2006		2007		2008		Total	
	#	%	#	%	#	%	#	%
Awaiting or Under Initial Review					7	17.1	7	1.5
33(4)								
Practice Records					7	17.1	7	1.5
33(5)			1	2.0	4	9.8	5	1.1
HPA S.28 Inspections					1	2.4	1	0.2
Without Prejudice Meeting								
Letter of Undertaking					3	7.3	3	0.7
Citation	2	0.5					2	0.4
Extraordinary Hearing					1	2.4	1	0.2
Total # open files	2	0.5	1	2.0	23	56.1	26	5.6
Total # closed files	368	99.5	49	98.0	18	43.9	435	94.4
Total	**370**	**100**	**50**	**100**	**41**	**100**	**461**	**100**

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 12 (see next page) 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 2008 was assessment procedures (n=13, 31.7%). 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=167, 36.3%). General standards for competency was the next most frequent primary allegation in 2008 (n=8, 19.5%) and overall (n=66, 14.3%), followed by professionalism (n=4, 9.8% in 2008, and n=56, 12.2% overall). For 2008, many of the cases in which competency is the primary allegation involved an assessment.

Table 12: Primary Allegation in Complaints Received 2000-2008

Primary Allegation (*Code of Conduct* Section)	Year Complaint Received							
	2000-2006		2007		2008		Total	
	#	%	#	%	#	%	#	%
General Stds for Competency (CC 3.0)	50	13.5	8	16.3	8	19.5	66	14.3
Informed Consent (CC 4.0)	18	4.9	2	4.1	1	2.4	21	4.6
Relationships-Clients (CC 5.0)	48	13.0	4	8.2	1	2.4	53	11.5
Relationships-Work (CC 5.0)	5	1.4	2	4.1	1	2.4	8	1.7
Relationships-Dual Roles (CC 5.0)	16	4.3			4	9.8	20	4.4
Confidentiality (CC 6.0)	16	4.3			2	4.9	18	3.9
Professionalism (CC 7.0)	49	13.2	3	6.1	4	9.8	56	12.2
Provision of Services (CC 8.0)	9	2.4	4	8.2	1	2.4	14	3.0
Representation of Services/Credentials (CC 9.0)	2	0.5					2	0.4
Advertising/Public Statements (CC10.0)	7	1.9	1	2.0	2	4.9	10	2.2
Assessment Procedures (CC 11.0)	138	37.3	16	32.7	13	31.7	167	36.3
Fees (CC 12.0)	8	2.2	1	2.0			9	2.0
Maintenance of Records (CC 13.0)	1	0.3					1	0.2
Security/Access to Record (CC 14.0)	1	0.3	4	8.2			5	1.1
Compliance with Law (CC 18.0)	2	0.5			2	4.9	4	0.9
Application (CC 2.0)			2	4.1			2	0.4
No Standard Applicable			2	4.1	2	4.9	4	0.9
Total	**370**	**100**	**49***	**100**	**41**	**100**	**459**	**100**

*Total is less than 50 because one complaint was opened in error and no primary allegation was recorded.

b. Complaint Context Table 13 on the next page reports on the context within which complaints occurred. As has consistently been the case in the past, in 2008 a substantial proportion (n=21; 51.2%) of complaint concerns arose in the context of an assessment, such as a custody and access proceeding or a correctional assessment.

Table 13: Complaint Context for Complaints Received 2000-2008

Complaint Context	Year Complaint Received							
	2000-2006		2007		2008		Total	
	#	%	#	%	#	%	#	%
Assessment	218	58.9	24	48.0	21	51.2	263	57.0
Consultation	6	1.6			1	2.4	7	1.5
Intervention	82	22.2	15	30.0	12	29.3	109	23.6
Regulatory Compliance	16	4.3	3	6.0	1	2.4	20	4.3
Other	48	13.0	8	16.0	6	14.6	62	13.4
Total	**370**	**100**	**50**	**100**	**41**	**100**	**461**	**100**

c. Area of Practice Table 14 below presents information on the area of practice within which complaints occurred. In 2008, 34.1% (n=14) of the complaints received were in the custody and access sub-area within clinical psychology. An additional 7 complaints (17.1%) were in the broader clinical psychology area.

Table 14: Complaint - Area of Practice in Complaints Received 2000-2008

Complaint Area of Practice	Year Complaint Received							
	2000-2006		2007		2008		Total	
	#	%	#	%	#	%	#	%
Clinical Psychology	169	45.7	30	60	7	17.1	206	44.7
Custody and Access	96	25.9	11	22	14	34.1	121	26.2
Counselling Psychology	33	8.9	3	6	3	7.3	39	8.5
Forensic /Corrections	32	8.6	4	8	5	12.2	41	8.9
Industrial /Organizational	2	0.5					2	0.4
Neuropsychology	16	4.3	1	2	4	9.8	21	4.6
Rehabilitation Psychology	8	2.2					8	1.7
Research /Academic	4	1.1					4	0.9
School Psychology	6	1.6			2	4.9	8	1.7
N/A	4	1.1	1	2	6	14.6	11	2.4
Total	**370**	**100**	**50**	**100**	**41**	**100**	**461**	**100**

d. Complainant Type As indicated in Table 15 below, 39% (n=16) of the complaints received in 2008 were filed directly by clients of respondents. These files are referred to as "public complaints" in subsequent tables. The Inquiry Committee opened an additional 8 files (19.5%) on its own motion based on information provided to it (these files are referred to as "IC motion" in subsequent tables). The category of "Colleague" is now reserved for those cases in which the complainant is not also involved with the recipient of services (for example, a registrant who makes a complaint after becoming concerned about a colleague's conduct after observing him/her performing impaired in a shared work environment). Previously these files had been categorized in the "Client - 3rd Party" category.

Table 15: Complainant Type in Complaints Received 2000-2008

	Complainant Type	Year Complaint Received							
		2000-2006		2007		2008		Total	
		#	%	#	%	#	%	#	%
PUBLIC	Client - 3rd Party	103	27.8	22*	44	2**	4.9	127	27.5
	Client - Direct	82	22.2	13	26	16	39.0	111	24.1
	Client Relative	50	13.5	7	14	8	19.5	65	14.1
	Colleague***	61	16.5			5	12.2	66	14.3
	Other	33	8.9	2	4	2	4.9	37	8.0
IC	Inquiry Committee	41	11.1	6	12	8	19.5	55	11.9
	Total	**370**	**100**	**50**	**100**	**41**	**100**	**461**	**100**

*This total includes 13 cases in which the complainant was another registrant.
**This total includes 1 case in which the complainant was another registrant.
***As of 2007, this category reserved for colleagues not also involved as a third party with service recipient.

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. 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. In 2008, 8 complaint investigations were opened by the Inquiry Committee. One of these files was opened to investigate issues of compliance with regulatory obligations. Five were opened subsequent to a practice inspection undertaken as part of an investigation into complaint matters, and two involved fitness to practice issues.

4. Length of Time to Close Files

For complaints closed in 2008 (n=49), the number of months required to investigate and close a file ranged from 1 to 36 months. Excluding eight (8) outlier files involving three different registrants in which protracted legal negotiations were involved, the average time to closure was 8.1 months. Table 16 below contains the average length of time to close complaint files for 2006, 2007 and 2008.

Table 16: Average Time (in months) to Close Files for Complaints Closed 2006-2008

Year Complaint Closed:	2006	2007	2008
Average Length of Time to Close File	8 months n = 61	6.45 months n = 40	8.1 n = 41*

*Excluding 8 files involving 3 respondents in which protracted legal negotiations resulted in unusually long closure times

5. Complaint File Closing Reasons

Slightly more than one-third of the complaints closed in 2008 were dismissed because of insufficient evidence of a breach of the *Code of Conduct*, withdrawn, or not proceeded on for administrative reasons. For complaints received and closed in 2008, 59% were resolved by means of an undertaking or agreement with the respondent, or by some action offered by the respondent that satisfied the Committee's concerns in the matter.

Table 17: Closing Reasons for Complaints Closed 2005-2008

Closing Category	Closing Reason	Year Complaint File Closed							
		2006		2007		2008		Totals	
		#	%	#	%	#	%	#	%
Dismissed-lack of evidence or otherwise not proceeded upon	Decision Not to Proceed	17	28	6	15	7	14.3	30	20.0
	Withdrawn/opened in error	1	2	3	7.5			4	2.7
	Insufficient Evidence	20	33	13	32.5	12	24.5	45	30.0
	Subtotal	**38**	**62**	**22**	**55**	**19**	**38.8**	**79**	**52.7**
Voluntary Resolution	Letter of undertaking or resolution agreement	12	20	12	30	28	57.1	52	34.7
	Resolved	10	16	6	15	1	2.0	17	11.3
	Subtotal	**22**	**36**	**18**	**45**	**29**	**59.2**	**69**	**46.0**
Resigned/ Cancelled	Resigned/Cancelled Referred to Registration or Discipline Committee	1	2			1	2.0	2	1.3
Total		**61**	**100**	**40**	**100**	**49**	**100**	**150**	**100**

6. Components of the Complaint Investigation Process

Components of the complaint investigation process include without prejudice meetings, extraordinary hearings, and citations and discipline hearings, described below.

a. Without Prejudice Meetings The term "without prejudice" is used to indicate that nothing that occurs in a without prejudice meeting or correspondence may be used in other proceedings. Without prejudice meetings provide an informal and effective means for resolving complaint matters. Two without prejudice meetings were held in 2008. Additionally, a number of without prejudice telephone conversations occurred, and several without prejudice letters with proposals for complaint resolution were sent. By way of example, a without prejudice meeting between the Inquiry Committee and a respondent occurred in the context of a complaint involving a forensic assessment. The complainant in this matter was concerned about the assessment process and impact of the assessment report. Subsequent to the meeting, the respondent signed an agreement to enter into supervision to improve report preparation practices.

b. Extraordinary Hearings Sometimes concerns arise which necessitate immediate action on the part of the Inquiry Committee, such as issues with sufficient public protection concerns that the Committee believes an immediate restriction on practice or license suspension may be warranted. There is no testing of evidence at an extraordinary hearing. Rather, a decision is made on whether the available evidence, on its face, supports 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. One extraordinary hearing was held in 2008.

c. Discipline Hearings & Citations In contrast to an extraordinary hearing, 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. No Discipline Committee hearings were held in 2008, although citations for a hearing of the Discipline Committee on two files involving 2 registrants that were issued in 2007 remained in preparation as of December 31, 2008.

7. Letters of Undertaking/Consent Agreements

Table 18 on the next page provides a summary of Letters of Undertaking/Consent Agreements signed with registrants during the year 2008 as a means of bringing a complaint file to a close. A total of 20 such agreements were signed in 2008 relating to 28 complaint files. The terms of such agreements are determined on a case by case basis and all are signed on a voluntary basis. In a number of the more serious complaints below, a hearing of the Discipline Committee would have been held had such a resolution not been achieved.

Table 18. Summary of Terms of Letters of Undertaking/Consent Agreements in 2008 (n=20)

Agree-ment #	# of Files	Primary Allegation by *Code of Conduct* Section	Terms of Consent Agreement or Letter of Undertaking
1	1 file	No Standard Applicable	Restrict amount of time practicing psychology
2	1 file	11-Assessment Procedures	No assessment without supervision
3	1 file	11-Assessment Procedures	Modify file keeping practices and confirm conduct is consistent with *Code of Conduct*
4	4 files	05-Prohibited Relationship/Contact 05-Relationships-Client x2 03-Competency	No psychological services without supervision
5	1 file	07-Professionalism	Ensure professionalism of communication
6	1 file	03-Competency	Supervision of assessment practice
7	1 file	02-Application	Confirm understanding that agreements with College are legally binding and no practice outside practice restriction without consent of Registration Committee
8	2 files	05-Prohibited Relationship/Contact x2	Supervision regarding office procedures and treatment issues
9	1 file	04-Consent	Supervision of psychological practice
10	4 files	11-Assessment Procedures x2 02-Application 07-Professionalism	Agreement not to practice as a psychologist and not to reapply for registration.
11	1 file	08-Provision of Services	Clarify timelines and fees, and complete work in timely fashion
12	2 files	05-Relationships-Client 11-Assessment Procedures	No custody and access or multiparty assessments without supervision, and supervision of psychological practice
13	1 file	03-Competency	Ensure professionalism of communication, obtain and document informed consent, and no opinion without sufficient contact
14	1 file	11-Assessment Procedures	Voluntary resignation and Inquiry Committee can resume investigation if reapplies for registration
15	1 file	04-Consent	Modify practices regarding informed consent and structuring relationships
16	1 file	03-Competency	Supervision of assessment practice
17	1 file	03-Competency	Supervision of assessment practice
18	1 file	08-Provision of Services	Modify informed consent process and record keeping practices
19	1 file	11-Assessment Procedures	Supervision of psychological practice
20	1 file	05- Relationships-Client	Supervision of practice

8. Samples of Complaints Open During 2008

Below is a brief review of the main allegations raised in a sample of complaints open during 2008, along with a description of the process and outcome of the complaint investigation.

One case arose in the context of a custody and access evaluation. The complainant, one of the parents who was the subject of the assessment, alleged that the respondent was biased and had reported personality issues that were contradicted by other assessors involved in the matter. The Committee requested that the complainant provide all the documentation referenced as forthcoming in the original complaint, carefully reviewed these extensive documents once they arrived, and provided the respondent with an opportunity to provide any information in accordance with Section 33(5) of the *Health Professions Act*. The Committee found no support for any the allegations made in this case, and closed the complaint pursuant to Section 33(6)(a) of the *Health Professions Act*, on the basis that careful review of complaint materials yielded insufficient evidence supporting allegations of professional misconduct.

A second case involved a complaint by an administrator of an organization who alleged that a registrant providing services to the organization's employees was engaging in inappropriate billing practices, had refused to answer questions about treatment and billing practices, had made a number of unprofessional statements, was using a treatment approach that lacked empirical validation, had abandoned a client, and had tried to involve a client in difficulties with the organization. The Inquiry Committee sought additional documentation from the complainant in this case, and then asked the respondent to address questions posed under Section 33(5) of the *Act*. After carefully reviewing all of the documentation before it, the Committee found insufficient evidence to support any of the allegations made with the exception of that pertaining to unprofessional communications. The Committee asked and the respondent agreed, to provide written confirmation that henceforth communications would be appropriately professional.

A third case involved a complaint made by an individual who alleged that the respondent had prepared an assessment report in a corrections context without interviewing the complainant or obtaining informed consent to do so. The Committee obtained the relevant practice records and posed a number of questions to the respondent under Section 33(5) of the *Act*. The Committee found evidence supporting the allegations made in this case, and after a without prejudice meeting with the Committee the respondent entered into an agreement to undergo supervision of practice to enhance assessment practices, informed consent processes, and record keeping, and to address *Code of Conduct* application within the employment context.

In a fourth situation, a colleague made a complaint alleging that a registrant was believed to have become romantically and sexually involved with a client. The Inquiry Committee commenced an investigation and moved in this case to hold an extraordinary hearing pursuant to Section 35(1) of the Health Professions Act in response to immediate public protection concerns. The extraordinary hearing was settled by the registrant entering into an agreement that the registrant would not practice psychology or provide psychological services until the complaint was resolved.

As a final example, the Inquiry Committee opened an investigation on its own motion after receiving documentation regarding a registrant's alleged mental health status. The registrant was asked to provide medical information pertaining to this issue, and then was asked and agreed to sign an agreement regarding a specific limitation on practice that reflected the medical information and medical advice.

9. Complaints per Year and Number of Registrants with Complaints

Table 19 below describes the number of registrants about whom complaints have been received since the College was first granted responsibility for regulating the profession in 1993. As shown in the Table, in 2008, 41 complaints were received. These 41 complaints were with regard to 31 different registrants. Thus some registrants were named in more than one complaint file.

Table 19: # of Complaints per year from 1993 - 2008 and # of Registrants with Complaints

Year	# complaints (with named registrant)	# Registrants
1993	30	21
1994	26	22
1995	44	35
1996	38	30
1997	45	39
1998	47	32
1999	53	37
2000	64	48
2001	59	42
2002	54	38
2003	53	42
2004	46	31
2005	44	35
2006	50	42
2007	50	37
2008	41	31
Total	**703**	-*

*Column total not calculated, as some registrants appear in multiple years.

Since January 2000, 202 registrants have had at least one complaint as shown in Table 20 on the next page. Ten of these individuals resigned as a means of resolving matters with the College or in response to complaints received. Approximately 15% of current registrants have had at least one complaint filed under the *Health Professions Act.*

Table 20 shows the number of complaints in which a registrant is named since January 2000. The table makes a distinction, discussed in Section 2d on page 20 above, between complaints received directly from members of the public (public complaints) and files that are opened by motion of the Inquiry Committee (Motion of IC). The breakdown for 2008 is as follows: 1 registrant was named in 4 files (all opened by the Inquiry Committee on its own motion), 1 registrant had 3 complaints, 5 registrants had 2 complaints (all public complaints except for one registrant for whom the Inquiry Committee opened a file as a result of files reviewed during a practice inspection), and 24 registrants had 1 complaint. Of the 24 registrants with a single complaint file, two of these were opened by the Inquiry Committee on its own motion in order to investigate issues relating to fitness to practice.

Table 20: Number of Complaints since January 2000 Per Registrant

# of Complaints	# Named Registrants	Total complaints	Public complaints	Motion of IC
1	120	120	112	8
2	38	76	68	8
3	11	33	29	4
4	10	40	34	6
5	7	35	32	3
6	3	18	16	2
7	2	14	6	8
8	1	8	3	5
9	0	0	0	0
10	2	20	17	3
11	3	33	31	2
12	2	24	23	1
13	2	26	22	4
14	0	0	0	0
15	0	0	0	0
16	1	16	16	0
Total	**202**	**463***	**409**	**54**

*Total does not equal 461: one complaint did not name a respondent and was opened in error and is thus excluded, and two complaints named two registrants within a single complaint and were tabulated as separate complaints for purposes of calculating total complaints per individual registrant for this table.

III. Administrative Matters

1. Ombudsman Investigations There were 2 investigations of the College by the Ombudsman's Office in 2008. One was closed and the other remained open at December 31, 2008.

2. Requests under the *Freedom of Information and Protection of Privacy Act* There were 7 requests received under the Freedom of Information and Protection of Privacy Act during 2008, all of which are now closed.

3. Relationships with Other Regulatory Bodies in Psychology The College remained actively involved with the other Canadian regulatory bodies through our involvement in the Association of Canadian Psychology Regulatory Organizations (ACPRO). The Registrar was elected vice-chair of this organization.

4. Acknowledgments. The members of the College Board and Committees are extremely generous with their time and expertise and devote many hours to the careful consideration of policy development and thoughtful decision-making. The combination of an excellent staff and a growing community of professionals and public members on the Board and College committees greatly enhances our ability to regulate our profession in the public interest.

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

Minutes of the 2008 Year Annual General Meeting

Agenda The table of contents in the Annual Report served as the agenda for the May 22, 2008 meeting, which was called to order at 5:10 p.m.

Minutes The Minutes of the 2007 Annual General Meeting held on May 10, 2007 were approved.

Report from the Chair Dr. Michael Joschko welcomed registrants to the AGM and referred registrants to his Report in the Annual Report. He introduced fellow board members: Lee Cohene, Rebecca England, Michael Elterman, Daniel Fontaine (in absentia), Marguerite Ford, Wayne Morson and Valerie Whiffen. Dr. Joschko also presented a brief report on the Patient Relations Committee on behalf of Daniel Fontaine.

Inquiry Committee Dr. England introduced the members of her Committee, reported on the work of the Inquiry Committee for the 2008 year, and thanked the Committee members for their hours of dedicated service to the College and the profession.

Registration Committee Dr. Elterman introduced the members of his Committee and referred registrants to his report in the Annual Report. He acknowledged the hard work of his Committee in reviewing application files and thanked the staff for their support.

Quality Assurance Committee Dr. Cohene thanked the members of the Committee and the staff for their work during the year. He reported on the Continuing Competency Program, which allows registrants to self-manage their continuing education. Registrants were referred to his written report. The six-year service of Leigh Bowie was acknowledged with the presentation of an engraved statue, along with the introduction and acknowledgment of all committee members.

Finance Committee Dr. Swain referred registrants to his written report and to the Audited Financial Statements at the end of the Annual Report, and responded to questions. He noted the number of other jurisdictions increasing their registration fees, while our rates have remained the same for the past six years.

Registrar's Report Dr. Kowaz thanked the Board, Committee members, and staff for their support and the huge volume of work accomplished during the past year. The Registrar commented on the strong platform created by the College's established processes and procedures in meeting its legal mandate, and noted that the existence of such a foundation may allow for constructive review and refinement, as appropriate. The Registrar responded to questions from registrants.

Volunteer Recognition Dr. Joschko recognized the contribution of volunteers to the College, including Board and Committee members, Oral Examiners, and Supervisors. He concluded by welcoming registrants to the 2nd Annual AGM Workshop "*Release of Records* – Legal Issues for Psychologists," which was to follow after the refreshment break.

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA

FINANCIAL STATEMENTS

DECEMBER 31, 2008

Auditors' Report
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*
Chartered Accountants

Suite 318, North Tower, Oakridge Centre, 650 West 41st Avenue, Vancouver, B.C., V5Z 2M9
Telephone: (604) 435-5655 Facsimile: (604) 435-1913 E-mail: info@rabermattuck.com

AUDITORS' REPORT

To the Registrants 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, 2008 and the statements of changes in net assets, operations 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, 2008 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.

Raber Mattuck

CHARTERED ACCOUNTANTS

Vancouver, British Columbia
March 19, 2009

* a partnership of professional corporations

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF FINANCIAL POSITION

AS AT DECEMBER 31, 2008

	2008	2007
ASSETS		
CURRENT ASSETS		
Cash	**$ 1,270,677**	$ 1,515,970
Cash - restricted (Note 4)	**600,000**	250,000
Prepaid expenses	**3,929**	20,915
	1,874,606	1,786,885
CAPITAL ASSETS (Note 2)	**44,455**	43,435
	$ 1,919,061	$ 1,830,320
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	**$ 88,149**	$ 32,810
Employee remittances payable	**13,807**	12,277
Deferred revenue (Note 3)	**1,156,875**	1,109,475
	1,258,831	1,154,562
NET ASSETS		
CAPITAL ASSET FUND	**44,455**	43,435
INTERNALLY RESTRICTED		
General Contingency Fund (Note 4)	**600,000**	250,000
UNRESTRICTED	**15,775**	382,323
	660,230	675,758
	$ 1,919,061	$ 1,830,320

Approved by the Board

, Director

, Director

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA

STATEMENT OF CHANGES IN NET ASSETS

FOR THE YEAR ENDED DECEMBER 31, 2008

	General Contingency Fund 2008	Capital Asset Fund 2008	Unrestricted 2008	**Total 2008**	Total 2007
NET ASSETS, beginning of year	$ 250,000	$ 43,435	$ 382,323	**$ 675,758**	$ 587,269
Excess of Receipts Over Expenditures (Expenditures over Receipts)	-	1,020	(16,548)	**(15,528)**	88,489
Interfund transfers (Note 4)	350,000	-	(350,000)	-	-
NET ASSETS, end of year	600,000	$ 44,455	$ 15,775	**$ 660,230**	$ 675,758

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF OPERATIONS

FOR THE YEAR ENDED DECEMBER 31, 2008

	2008	2007
RECEIPTS		
Registration fees	**$ 1,273,588**	$ 1,251,880
Application and exam fees	**94,850**	81,900
Interest	**42,872**	47,051
Supervision cost recovery	**43,932**	48,690
Other income, cost recovery, and grants	**29,350**	61,178
	1,484,592	1,490,699
EXPENDITURES		
Administration	**761,609**	676,959
Audit	**5,141**	5,035
Board	**95,567**	58,446
Committees (meetings, travel and honoraria)	**76,065**	72,566
External relations (dues)	**6,089**	5,805
Extraordinary Hearings	**22,367**	-
Discipline Hearings (Including Preparation)	**24,260**	101,350
Operations	**139,544**	132,428
Registrant / Applicant services	**61,814**	89,786
Statutory functions (FOI, investigations, routine legal consultation)	**267,106**	210,917
Supervision expenses	**40,558**	48,918
	1,500,120	1,402,210
EXCESS OF RECEIPTS OVER EXPENDITURES (EXPENDITURES OVER RECEIPTS)	**$ (15,528)**	$ 88,489

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED DECEMBER 31, 2008

	2008	2007
CASH FLOWS FROM OPERATING ACTIVITIES		
Excess of receipts over expenditures (expenditures over receipts)	**$ (15,528)**	$ 88,489
Adjustments for:		
Amortization	**11,665**	10,512
Prepaid expense	**16,986**	(13,548)
Accounts payable	**55,339**	(68,013)
Employee remittances payable	**1,530**	(12,015)
Deferred revenue	**47,400**	477,675
	117,392	483,100
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of capital assets	**(12,685)**	(20,924)
NET INCREASE (DECREASE) IN CASH	**104,707**	462,176
CASH, beginning of year	**1,765,970**	1,303,794
CASH, end of year	**$ 1,870,677**	$ 1,765,970

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

The Raber Mattuck Group

1. SIGNIFICANT ACCOUNTING POLICIES

Fund Accounting

Revenues and expenditures for general activities and administration are reported in the General Fund.

The General Contingency Fund was established in 2006 and is being increased when possible to an amount equal to 50% of the College's annual budget.

Capital Assets

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.

Revenue and Expense Recognition

Registration fees are recognized as income in the fiscal year due. Expenditures are recognized as incurred.

Financial Instruments

The following policies and assumptions were used to determine the fair value of each class of financial assets and financial liabilities.

Cash, cash restricted term deposits, and accounts payable:

The carrying amount of each item is this class is approximately equivalent to its fair value due to the approaching maturity of these financial instruments.

2. CAPITAL ASSETS

	Cost	2008 Accumulated Amortization	2008 Net Book Value	2007 Net Book Value
Office furniture and equipment	$ 109,373	$ 79,868	$ 29,505	$ 29,319
Computer equipment	106,918	91,968	14,950	14,116
Leasehold improvements	40,706	40,706	-	-
	$ 256,997	$ 212,542	$ 44,455	$ 43,435

3. DEFERRED REVENUE

Deferred revenue represents membership fees for the 2009 calendar year received in advance.

4. GENERAL CONTINGENCY FUND

The General Contingency Fund was established by the Board of Directors.

The objective of the Fund is to provide for sufficient funding 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 increased to $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

Annual Report 2009

404 - 1755 West Broadway
Vancouver, B.C. V6J 4S5
www.collegeofpsychologists.bc.ca

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INTRODUCTION TO THE COLLEGE OF PSYCHOLOGISTS OF B.C. 2009 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 2009 Annual Report provides a summary of the College's regulatory activities for the 2009 year, including reports on the processing of applications for registration from Canadian and international applicants, the investigation of complaints from the public of British Columbia about services received from 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.

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 2009 year to increase policies and activities to enhance 1) mobility in psychology across the country, 2) the accessibility of its website and application processes to foreign trained applicants, and 3) accountability to the new Health Professions Review Board. Questions about this report or other College publications or activities are invited in writing to the College.

2009 BOARD, STAFF, COMMITTEE MEMBERS, SUPERVISORS, ORAL EXAMINERS AND NEW REGISTRANTS

BOARD

Rebecca England, Ph.D., R.Psych., Chair of the Board, Finance Committee
John Carter, Ed.D., R.Psych., Chair, Finance Committee
Lee Cohene, Ph.D., R.Psych., Chair, Quality Assurance Committee
Daniel Fontaine, Public Member, Chair, Patient Relations and Discipline Committees
Marguerite Ford, Public Member, Vice Chair of the Board, Inquiry Committee
Henry Harder, Ed.D., R.Psych. (From December 15, 2009)
Russell King, Psy.D., R.Psych., Chair, Inquiry Committee
Leora Kuttner, Ph.D., R.Psych., Quality Assurance Committee
Wayne Morson, Public Member, Chair, Registration Committee and Finance Committees
Valerie Whiffen, Ph.D., R. Psych., Registration Committee (until December 15, 2009)

STAFF MEMBERS AS AT DECEMBER 31, 2009

Andrea M. Kowaz, Ph.D., R.Psych., Registrar
Lysandra Bumstead, M.A.,Project Analyst
Naomi Clarke, Registration Coordinator
Lucas M. Cupps, Director of Investigations
Amy S. Janeck, Ph.D., R.Psych., Deputy Registrar
Susan D. Turnbull, Ph.D. R.Psych, Deputy Registrar
Susan D. Wynn, Registrar's Assistant

DISCIPLINE COMMITTEE

Wayne Morson, Public Member, Chair
Michael Fellman, Public Member
Henry Hightower, Public Member
Stacy Sprague, Ph.D., R.Psych.
Bruce Clark, Public Member
Daniel Fontaine, Public Member
Ingrid Söchting, Ph.D., R.Psych.
Lynn Superstein-Raber, Ph.D., R.Psych
Cheryl Washburn, Ph.D., R.Psych.

INQUIRY COMMITTEE

Russell King, Ed.D., R.Psych., Chair
Anthony Dugbartey, Ph.D., R.Psych.
Lindsay Jack, Ph.D., R.Psych.
Donna Paproski, Ph.D., R.Psych.
Kirk Beck, Ph.D., R.Psych.
Marguerite Ford, Public Member
Marlene Moretti, Ph.D., R.Psych.
Judy Thau, Public Member
Francesca Zumpano, Public Member

QUALITY ASSURANCE COMMITTEE

Lee Cohene, Ph.D., R.Psych., Chair
Chris Gibbins, Ph.D., R.Psych.
Leora Kuttner, Ph.D., R.Psych.
Michal Regev, Ph.D., R.Psych.
Santa Aloi, Public Member
Sandy James, Public Member
Kathy Montgomery, Ph.D., R.Psych.
Runa Steenhuis, Ph.D., R.Psych.

REGISTRATION COMMITTEE

Wayne Morson, Public Member, Chair
Michael Elterman, Ph.D., R.Psych.
Sandy Gardner, Ph.D., R.Psych.
Robert Ley, Ph.D., R.Psych.
Marion Ehrenberg, Ph.D., R.Psych.
Michael Fellman, Public Member
Henry Hightower, Public Member
Cheryl Washburn, Ph.D., R.Psych.
Valerie Whiffen, Ph.D., R.Psych.

PATIENT RELATIONS COMMITTEE

Daniel Fontaine, Public Member, Chair
Rebecca England, Ph.D., R.Psych.
Lee Cohene, Ph.D., R.Psych.

FINANCE COMMITTEE

John Carter, Ed.D., R.Psych., Chair
Daniel Fontaine, Public Member
Rebecca England, Ph.D., R.Psych.
Wayne Morson, Public Member

REGULATORY SUPERVISORS APPOINTED THROUGH DECEMBER 31, 2009

Lynn Alden, Ph.D., R.Psych.
Susan Baum, Ph.D., R.Psych.
Robert Carey, Ph.D., R.Psych.
Joanne Crandall, Ph.D., R.Psych.
Maureen Godfrey, Ph.D., R.Psych.
Lee Grimmer, Ph.D., R.Psych.
Krystyna Kinowski, Ph.D., R.Psych.
Mary Korpach, Ph.D., R.Psych.
Todd Mason, Ph.D., R.Psych.
Deborah McTaggart, Ph.D., R.Psych.
Bruce Monkhouse, Ph.D., R.Psych.
Lyne M. Piché, Ph.D., R.Psych.
Anneliese Robens, Ed.D., R.Psych.
Susanne Schibler, Ph.D., R.Psych.
Sujatha Srikameswaran, Ph.D., R.Psych.
Paul Sungaila, Ph.D., R.Psych.
Allan Thornton, Ph.D., R.Psych.
Victoria Alfonso, Ph.D., R.Psych.
Michael Boissevain, Ph.D., R.Psych.
Sarah Cockell, Ph.D., R.Psych.
Patricia (Trish)Crawford, Ph.D., R.Psych.
Lynda Grant, Ph.D., R.Psych.
Simon Hearn, Ph.D., R.Psych.
Rita Knodel, Ph.D., R.Psych.
Stephen Lustig, Ph.D., R.Psych.
Laurel Lee Mayo, Ph.D., R.Psych.
Alison Miller, Ph.D., R.Psych.
Tavi Nicholson, Ph.D., R.Psych.
Ann Pirolli, Ph.D., R.Psych.
Michal Regev, Ph.D., R.Psych.
Noa Schwartz, Ph.D., R.Psych.
Harilaos Stefanakis, Ph.D., R.Psych.
Lynn Superstein-Raber, Ph.D., R.Psych.
Janice Thompson, Ph.D., R.Psych.
Elizabeth Bannerman, Ph.D., R.Psych.
Cheryl Lynn Bradley, Ph.D., R.Psych.
Catherine Costigan, Ph.D., R.Psych.
Susan Cross, Ph.D., R.Psych.
Joy Green, M.A., R.Psych.
Michael Joschko, Ph.D., R.Psych.
William Koch, Ph.D., R.Psych.
Barbara Madani, M.A.Sc., R.Psych.
Jennifer McIvor, Psy.D., R.Psych.
Laura Mills, Ph.D., R.Psych.
Martin Phillips-Hing, Ph.D., R.Psych
Donald Read, Ph.D., R.Psych.
James Roche, Ph.D., R.Psych.
John Spencer, Ph.D., R.Psych.
Janet Strayer, Ph.D., R. Psych.
Karen Tallman, Ph.D., R.Psych.
Rene Weideman, Ph.D., R.Psych.

ORAL EXAMINERS APPOINTED THROUGH DECEMBER 31, 2009

Victoria Alfonso, Ph.D., R.Psych.
Mark Bailey, Ph.D., R.Psych.
Carole Bishop, Ph.D., R.Psych.
Geoffrey Carr, Ph.D., R.Psych.
Constance Coniglio, Ed.D., R.Psych.
Patricia (Trish) Crawford, Ph.D., R.Psych.
Mervyn Gilbert, Ph.D., R.Psych.
Joy Green, M.A., R.Psych.
Simon Hearn, Ph.D., R.Psych.
Charlotte Johnston, Ph.D., R.Psych.
Brenda Knight, M.A., R.Psych.
Ulrich Lanius, Ph.D., R.Psych.
Wolfgang Linden, Ph.D., R.Psych.
Jane McEwan, Ph.D., R.Psych.
Nancy Meyer, Ph.D., R.Psych.
Martin Phillips-Hing, Ph.D., R.Psych.
Anneliese Robens, Ed.D., R.Psych.
Ronald Samuda, Ph.D., R.Psych.
Noa Schwartz, Ph.D., R.Psych.
Kathleen Simas, Ph.D., R.Psych.
Ingrid Söchting, Ph.D., R.Psych.
Harilaos Stefanakis, Ph.D., R.Psych.
Paul Sungaila, Ph.D., R.Psych.
Karen Tallman, Ph.D., R.Psych.
Larry Waterman, Ph.D., R.Psych.
Maureen Whittal, Ph.D., R.Psych.
Rosemary Wilkinson, Ph.D., R.Psych.
Verna-Jean Amell, Ph.D., R.Psych.
Susan Baum, Ph.D., R.Psych.
Susan Blake, Ph.D., R.Psych.
Robert Colby, M.A., R.Psych.
Evelyn Corker, M.A., R.Psych.
David Eveleigh, Ph.D., R.Psych.
Maureen Godfrey, Ph.D., R.Psych.
Susan Hackett, Ph.D., R.Psych.
John Higenbottam, Ph.D., R.Psych.
David Katz, Ph.D., R.Psych.
Brenda Kosaka, Ph.D., R.Psych.
Ronald Laye, Ph.D., R.Psych.
Anne MacGregor, Ed.D., R.Psych.
Deborah McTaggart, Ph.D., R.Psych.
Laura Mills, Ph.D., R.Psych.
Lyne Piché, Ph.D., R.Psych.
Barbara Rosen, Ph.D., R.Psych.
Susanne Schibler, Ph.D., R.Psych.
Heather Scott, Ph.D., R.Psych.
Cecelia Louise Smith, M.Sc., R.Psych.
Sujatha Srikameswaran, Ph.D., R.Psych.
Rhona Steinberg, Ph.D., R.Psych.
Lynn Superstein-Raber, Ph.D., R.Psych.
Joyce Ternes, Ph.D., R.Psych.
Rene Weideman, Ph.D., R.Psych.
Ursula Wild, Ph.D., R.Psych.
Sheila Woody, Ph.D., R.Psych.
Randall Atkinson, Ph.D., R.Psych.
Barbara Beach, Ph.D., R.Psych.
Michael Boissevain, Ph.D., R.Psych.
Michael Coles, Ph.D., R.Psych.
Joanne Crandall, Ph.D., R.Psych.
Jean Laura Ferri, Ph.D. R.Psych.
Brian Grady, Ph.D., R.Psych.
Jordan Hanley, Ph.D., R.Psych.
Grace Hopp, Ph.D., R.Psych
Margaret Kendrick, Ph.D., R.Psych.
Randall Kropp, Ph.D., R.Psych.
Phillipa Lewington, Ph.D., R.Psych.
Barbara Madani, M.A.Sc., R.Psych.
Gregory Meloche, Ph.D., R.Psych.
Jennifer Newman, Ph.D., R.Psych.
Donald Ramer, Ph.D., R.Psych.
Deborah Samsom, Ph.D., R.Psych.
Myron Grant Schimpf, Ph.D., R.Psych.
Whitney Sedgwick, Ph.D., R.Psych.
Meagan Smith, Ph.D., R.Psych.
Runa Steenhuis, Ph.D., R.Psych.
Janet Strayer, Ph.D., R.Psych.
Paul Swingle, Ph.D., R.Psych.
Inna Vlassev, Ph.D., R.Psych.
Malcolm Weinstein, Ph.D., R.Psych.
Marshall Wilensky, Ph.D., R.Psych.
Arianna Yakirov, Ph.D., R.Psych.

NEW REGISTRANTS - 2009

Melis Alkin, Psy.D., R.Psych.
Betty (A.E.) Andersen, M.A., R.Psych. Assoc.
Dona Elizabeth Billingsley, M.Ed., R.Psych. Assoc.
Carmen Frances Caelian, Ph.D., R.Psych.
Jesse Yip Chor Chan, M.A., R.Psych. Assoc.
Colin Bryce Comfort, Ph.D., R.Psych.
Sandra J. Cook, Ph.D., R.Psych.
Nicole Michelle Dorfan, Ph.D., R.Psych.
Renee-Louise M.L. Franche, Ph.D., R.Psych.
Karina Yolanda Fuentes, Ph.D., R.Psych.
Cheryl Darlene Guest, Ph.D., R.Psych.
Richard Lawrence Harrison, Ph.D., R.Psych.
Eugene William Hewchuk, Ph.D., R.Psych.
Maria Iaquinta, Ph.D., R.Psych.
Sandy A. Klar, Ph.D., R.Psych.
JoAnn Elizabeth Leavey, Ed.D., R.Psych.
Toupey Maree Luft, Ph.D., R.Psych.
Stephen Francis Maunula, M.Sc., R.Psych. Assoc.
Patrick Myers, Ph.D., R.Psych.
Luis Enrique Oliver, Ph.D., R.Psych.
Nancy Gail Prober, Psy.D., R.Psych.
Gillian Amanda Reynolds, Ph.D., R.Psych.
Judith Gail G. Schachter, Ph.D., R.Psych.
Noah David Silverberg, Ph.D., R.Psych.
Holly Jean Smith, Ph.D., R.Psych.
Barry Daniel Spriggs, M. Ed., R.Psych. Assoc.
Lisa Strickland-Clark, D.Clin.Psych., R.Psych.
Kathleen Ting, Ph.D., R.Psych.
Sara Jay White, Ph.D., R.Psych.
Deborah Margaret Amaral, Ph.D., R.Psych.
Jeremy Charles Anderson, Ph.D., R.Psych.
Kristin Elaine Marie Buhr, Ph.D., R.Psych.
Rosalind E. H. Catchpole, Ph.D., R.Psych.
Kenneth Dwight Cole, Ph.D., R.Psych.
Susan Anne Connelly, M.A., R.Psych. Assoc.
Daniel Raymond Dalton, Ph.D., R.Psych.
Ann-Louise Elizabeth Ellwood, Ph.D., R.Psych.
Roger Andreas Frie, Psy.D., R.Psych.
Joseph Richard Greene, M.Sc., R.Psych. Assoc.
Gina Louise Harrison, Ph.D., R.Psych.
Brian Ernest Heisel, Ph.D., R.Psych.
Pamela Elizabeth Hirakata, Ph.D., R.Psych.
Roy Mitchell Josephson, M.A., R.Psych. Assoc.
Vanessa R. Lapointe, Ph.D., R.Psych.
Marjolaine Michele Limbos, Ph.D., R.Psych.
Judith Marcy Magrill, Ph.D., R.Psych.
Jennifer Leah Mazur, Ph.D., R.Psych.
Rachel Nobel, Ph.D., R.Psych.
Inamarie Oppermann, M.A., R.Psych. Assoc.
Elizabeth Anne Pybus, M.Sc., R.Psych. Assoc.
David Allen Rose, Ph.D., R.Psych.
Susan Siklos, Ph.D., R.Psych.
Claire Surinder Sira, Ph.D., R.Psych.
Penny Lynn Sneddon, Ph.D., R.Psych.
Leonard Dean Stanley, Ph.D., R.Psych.
Dan Thachuk, M.Ed., R.Psych. Assoc.
Jennifer Louise Turner, M.Sc., R.Psych. Assoc.
Robert Zanatta, Ph.D., R.Psych.

REPORT FROM THE CHAIR

It was my pleasure to serve as Chair of the Board for the 2009 year and I am pleased to provide a report on College activities for January through December, 2009.

Information Meetings The Board held general information meetings in Vancouver on November 19, 2009, Victoria on December 2, 2009, and Nanaimo on December 3, 2009. A number of additional meetings were also held at registrant request during the year, including at: Adult Forensic Psychiatric Services; Maples Adolescent Treatment Centre; the University of British Columbia (on two occasions, for both the clinical and the counselling/school psychology programs); Simon Fraser University clinical program; WorkSafeBC; St. Paul's Hospital; Vancouver General Hospital (for psychology interns); the Correctional Service of Canada; Children's Hospital; with non-accredited training programs (including City University and the Adler School); and the Ministry for Children and Families Internship Consortium. The College also met with the Consultants to School Psychology Internship Consortium, and held a Foreign Trained Psychology Professionals Pre-Application Information Meeting. Given the importance for registrants to be informed and to participate in discussions regarding the regulation of the profession in British Columbia, the Board continues to remind registrants that it is willing to provide "individualized" information sessions to groups of registrants in particular work or geographic locations.

Annual General Meeting The Annual General Meeting was held in Vancouver on May 28, 2009. A video link was provided to Victoria, and registrants were also able to review the meeting via a webcast link posted to the College website. The continuing competency workshop presented by College counsel Lisa Fong was entitled: "*Reporting Requirements for Psychologists*". The AGM and workshop were made available to registrants after the AGM via the College website.

Board Elections A Call for Nominations was distributed to registrants in the Fall of 2009, to fill two elected positions on the Board. Nominations were received for two individuals. Acclaimed for three year terms were Michael Elterman, R.Psych. and Hendre Viljoen, R.Psych., with terms commencing January 1, 2010. Henry Harder, R.Psych. was appointed to the Board to fill a vacancy left by the resignation of Valerie Whiffen, R.Psych. in December, 2009. I would like to encourage registrants to becoming involved in the College and to consider running for the Board when such calls for nominations are sent out. A special thank you to all of the outgoing Board members of 2009: Lee Cohene, R.Psych., Marguerite Ford, and Valerie Whiffen, R.Psych.

Reviews of Committee Decisions One review of an Inquiry Committee decision on a complaint matter was heard by the Board in 2009. This review was requested by a complainant under the provisions of the previous version of the *Health Professions Act*. The Board upheld the decision of the Inquiry Committee based on a careful review of the process followed by the Committee and the documents before the Inquiry Committee when making its decision. As of March 16, 2009, changes to the *Health Professions Act* were enacted and the powers of review were transferred to the newly created Health Professions Review Board (HPRB).

Health Professions Review Board As of December 31, 2009 the College had 3 Inquiry matters and 2 Registration matters before the HPRB, with no decisions handed down in any of these cases. One additional Inquiry Committee decision appeal was opened and withdrawn by the complainant in 2009.

College Workshops College counsel Lisa Fong presented a workshop on "*Reporting Requirements for Psychologists*" immediately after the Annual General Meeting on May 28, 2009. Orientation workshops for new applicants and special information sessions for foreign applicants were also held during the 2009 year.

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

Participation with Local, National, and International Organizations The College has remained an active participant in the Health Regulatory Organizations (HRO), the Executive Directors and Regulators of the Health Professions, and the Association of Canadian Psychology Regulatory Organizations (ACPRO) (including proposing a plan for ACPRO to undertake a review of process for evaluating applicants for registration of Canadian jurisdictions, provided for under the Agreement on Internal Trade). The College remained an active member of the Association of State and Provincial Psychology Boards (ASPPB), and participated in ASPPB meetings in April in Boston, and in Coeur d'Alene in October. At the meeting in Coeur d'Alene, the Registrar was named an ASPPB Fellow in recognition of her contributions to the regulation 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 and Practice Advisories The *Code of Conduct* that was first enacted in February 2002 was replaced on January 1, 2009 by a revised version. The 2009 *Code of Conduct* achieved: 1. Increased clarity and consistency of language; 2. Inclusion of identified evolving issues; 3. Integration of those aspects of Practice Advisories that rose to the level of *Code* standards in setting the conduct expected of registrants; and 4. Incorporation where possible of registrant comments and feedback since introduction of the previous *Code*. Work on Practice Advisories remains ongoing.

Legislative Changes The Board devoted considerable attention to changes that were enacted in 2009 to the legislation that governs the College, the *Health Professions Act***.** Communication with registrants via the *Chronicle*, mail outs, information meetings, the AGM, and the website, and with the various College committees, was a focus of the Board to ensure that registrants were aware of the scope and nature of these changes. Public notification practices have been modified to ensure compliance with the revised requirements of the *Act*, and procedures have been adapted to respond to new timeline requirements for resolving complaints. The College participated in government-sponsored information sessions and also met with the Ministry for Labour and Mobility in an effort to prepare for the effects of the *Agreement on Internal Trade* (AIT) and the *Trade, Investment and Labour Mobility Act* (TILMA). The College remains committed to responding to issues pertaining to mobility to Canadian and foreign-trained applicants.

Other Activities The College was very active in developing the procedures required to become an inaugural participant in B.C.'s Community Healthcare and Resource Directory (CHARD) Agreement. The CHARD becomes operational in early 2010, and will assist family physicians in making referrals to other health care practitioners, including psychologists. The College provided evidence in a B.C. Supreme Court case regarding scope of practice of registrants under the *Health Professions Act* and the *Psychologists Regulation*. In response to registrant concerns, the College initiated a complaint against a registrant of the College of Physicians and Surgeons of Saskatchewan who appeared to be disclosing psychological test materials in a fashion that could undermine the reliability and validity of certain psychological tests. The College has been active in preparing to address government imperatives for collaborative health care, and attended a workshop on interprofessional practice in regulation. The College also attended a workshop for health profession regulators on boundaries, ethics, and professionalism. The College has been developing policies to enhance communication with individuals making complaints against registrants, is continuing to develop policies responsive to the challenges of an aging registrant population (including the new requirement for 2010 to name a professional executor), and provided a briefing paper on reporting requirements under the *Health Professions Act* to the other Health Colleges.

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 2009, and I am pleased to welcome my successor, Michael Elterman, who was elected by the Board to the Chair position as of January 1, 2010.

Respectfully submitted,
Rebecca England, Ph.D., R.Psych., Chair of the Board 2009

DISCIPLINE COMMITTEE REPORT

There were no hearings of the Discipline Committee in 2009. Two outstanding matters from 2007 were resolved during 2009 without requiring a convening of the Discipline panel.

Respectfully submitted,
Daniel Fontaine, Chair, Discipline Committee 2009

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,
Daniel Fontaine, Chair, Patient Relations Committee 2009

INQUIRY COMMITTEE REPORT

The Inquiry Committee (IC) dealt with a total of 68 complaints that were open for at least some part of 2009 and were at various stages of investigation at any given point in time during the year. As of December 31, 2009, 52 of these cases had been closed, 1 had been determined not to be a complaint, and the remaining 15 files remained open and actively before the IC. Four of these 15 files had only recently been received and were under preliminary review, 10 were at various stages of investigation, and 1 was suspended pursuant to s.50.56 of the *Health Professions Act* for exceeding new statutory requirements to complete an investigation within a specific time frame. Files closed during 2009 are summarized in Table 1 below, along with the nature of the decisions of the Inquiry Committee in closing the complaint files. Please review the Registrar's report for a comprehensive description and breakdown of 2009 complaint investigations and resolutions.

Table 1: Files Closed during 2009 (N=52)

Closing Reason	Number	%*
Letter of Undertaking or Consent Agreement	22	41.5
Resolved	5	9.4
Insufficient Evidence	11	20.8
Decision Not to Proceed (opened in error, no jurisdiction, withdrawn, vexatious or frivolous)	14	26.4
Referred to Discipline Committee	0	-
Other (Imposed limitation on practice)	1	1.9
Total	**53**	**100**

* Percentages in this and subsequent tables may contain rounding errors.

In addition to investigating complaints, the Committee spent considerable effort considering changes enacted to the *Health Professions Act,* and ensuring the development of policies and procedures was responsive to these changes. In particular, the Committee and staff worked diligently to ensure that wherever possible the new timeline requirements of the *Health Professions Act* were being met.

The Inquiry Committee consists of very hardworking and dedicated professional and public members who work in consultation and cooperation with a very competent staff team consisting of the Registrar, Deputy Registrar, and Director of Investigations. It was my pleasure to serve as Chair for the 2009 year.

Respectfully submitted,
Russell King, Psy.D., R. Psych. Chair, Inquiry Committee 2009

REGISTRATION COMMITTEE REPORT

Mobility and Access to the Profession The College had a major focus on labour mobility and access to the profession for the 2009 year. The *Agreement on Internal Trade* (AIT), which came into effect in 1995 and was recently amended, is a federal document which is intended to increase mobility for professionals fully licensed in another Canadian jurisdiction. The *Labour Mobility Act*, which is the corresponding provincial legislation, was enacted during 2009 and specifies that any worker certified for an occupation by a regulatory authority in another province or territory must be recognized as qualified to practice that occupation by all other provinces and territories. The Committee expects that this will be a significant focus for the College in the coming years and to that end, has endorsed the pursuit of funding to review the *Mutual Recognition Agreement* (MRA) and the ways in which core competencies are being assessed in jurisdictions across the nation. If funding is successful, the review will further enhance the government's labour mobility goals by ensuring that appropriate standards for entry into the profession are maintained by all Canadian jurisdictions.

Foreign Qualifications Recognition The College has also focused on labour mobility for foreign trained psychology practitioners. The College has participated in numerous government sponsored workshops and stakeholders' meetings

on this topic. The Registration Committee endorsed funding to support a research project on the topic of foreign credentials and the regulation of psychology outside of the US and Canada.

The College continued to see an increase in foreign trained applicants throughout the year. In response to this and the many pre-applicant queries the College received from foreign trained psychology practitioners, the College began to sponsor information sessions specifically oriented towards foreign trained psychology professionals. The first meeting was held in November and was very well attended with more than 7 countries represented amongst the pool of attendees. The College plans to continue this practice of holding meetings for this purpose.

Training in Psychology The Registration Committee continued to support College outreach to various training programs in psychology and related disciplines. The Committee believes this type of outreach results in greater appreciation of how training connects with registration, protection of the public and ways it can impact the integrity of the profession. A list of meetings held by the College is included in the Chair's report.

I have enjoyed chairing this committee and working with the professional and public members of the Registration Committee who spend freely of their time in reviewing all registration matters requiring policy development and decision-making. I also take this opportunity to thank our staff for their work in implementing these important policies and decisions and competently managing the ever-growing work volume. In addition, the ongoing volunteer time and experience of oral examiners in providing oral examinations to new applicants is much appreciated. Our growing group of regulatory supervisors and registrants who are providing supervision to applicants should also be acknowledged. All of these contributions combine to enhance the regulation of the psychology profession.

Respectfully submitted,
Wayne Morson, Chair, Registration Committee 2009

QUALITY ASSURANCE COMMITTEE REPORT

In addition to the annual review of the Continuing Competency Program, the Committee was actively engaged in important initiatives. Below is a summary of the Committee's work in 2009.

Continuing Competency Program Review The review for the 2009 year was completed by the Committee by March, 2009. A small number of registrants was found not to be in compliance with the requirements, and the Committee followed up with these registrants. The document "Continuing Competency Program Requirements" was updated in June of 2009. This document summarizes the policies and requirements of the Continuing Competency Program and is available on the College website.

Designation of another registrant to take care of one's practice records in the event of unexpected incapacity or death This requirement commenced with renewal for the 2010 calendar year (rescheduled from 2009), and involved listing the designated registrant on the renewal form. For the 2008 and 2009 renewals, registrants were encouraged, but not yet required, to designate another registrant. The Committee's reasoning in establishing this requirement included awareness of the aging demographic of the College and the recommendations of a task force established by the Committee to assist in this matter.

Workshop The Committee was pleased to organize a workshop on "*Reporting Requirements for Psychologists,*" which was presented by College counsel Lisa Fong immediately after the Annual General Meeting on May 28, 2009.

Other activities The Committee was active this year in considering a number of important topics, including continuing competency requirements in other jurisdictions, proactive strategies for responding to an aging registrant population, supporting efforts of staff in providing office hours to assist registrants in meeting the requirement to name a professional executor, updating of FAQs, record storage issues, and increasing the College's emphasis on quality assurance by including and endorsing the idea of introducing a practice support service for 2010. Finally, the Committee was also actively involved in the College's ongoing review of the impact of new provincial legislation, particularly with respect to quality assurance.

Respectfully Submitted,
Lee Cohene, Ph.D., R.Psych., 2009 Committee Chair.

FINANCE COMMITTEE REPORT

The College continues to stay within budget projections and has maintained stable renewal fees for the past 5 years with no anticipated fee increases for 2010.

Table 2: Comparative Expenses

Year	Wages and Benefits		Routine Statutory Expenses		Hearings (incl. preparation)		General Operating Expenses		Total Expenses	
	Amount	%	Amount	%	Amount	%	Amount	%	Amount	%
2004	521,791	41	288,686	23	74,816	6	391,336	30	1,276,629	100
2005	554,704	48	128,899	11	70,563	6	403,717	35	1,157,883	100
2006	565,346	46	201,542	17	50,113	4	402,896	33	1,219,897	100
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**

Review of the above table shows a significant decrease in total expenses from 2008, much of which is reflected in the lower amount of routine statutory expenses. It is expected that some of this decrease is due to the timing of expenses (e.g. cost for Health Professions Review Board matters is on the rise - but as many matters were ongoing as of December 2009, these costs will appear in 2010).

Respectfully submitted,
John Carter, Ed.D., R.Psych., Chair, Finance Committee 2009

REGISTRAR'S REPORT

Below is the Registrar's Report on the activities of the College for the year 2009. This report is divided into three main sections:

I. Registration/Application Matters This section provides a description of the College Register for 2009 and the status of applications for registration, as well as a summary of activities of the College in this area.

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 administrative activities related to external relationships and our obligations under the *Ombudsman Act* and the *Freedom of Information and Protection of Privacy Act*.

I. REGISTRATION/APPLICATION MATTERS

This section reviews activities at the College related to the College Register during 2009, and the status of applications for registration. It is divided into 4 sections as follows:
1) The College Register 2009; 2) Summary of Application Activity; 3) Area of Practice; and 4) Examinations.

1. The College Register 2009

As of December 31, 2009, the College Register listed a total of 1153 registrants. Three (3) registrants cancelled their registration within the 2009 calendar year, 1 registrant resigned, 2 registrants passed away, and 2 individuals held temporary registration.

Table 3: The College Register as of December 31, 2009

Register Status on December 31	2004	2005	2006	2007	2008	2009
Full Register	924	933	932	974	988	1013
Suspended			1	0	1	0
Resigned						1
Limitations as per Inquiry Committee (IC)	15	13	11	11	13	11
Limitations as per IC / Non-Practicing				1	0	1
Limitations as per IC/ Out of Province	1			0	0	0
Limitations by Category - Out-of-Province	29	28	27	22	27	26
Limitations by Category - Non-Practicing	11	18	23	15	16	18
Limitations by Category- Retired	13	14	23	26	34	38
Limitations as per Registration Committee (RC)	5	22	57	53	42	37
Limitations as per RC/ Non-Practicing						2
Status Pending	1	2		0	0	1
Temporary Registration	3	2	1	2	1	2
Cancelled Prior to End of Year				3	10	3
Total	**1002**	**1032**	**1075**	**1107**	**1132**	**1153**

As shown in the table which follows, a total of 60 (including 2 temporary registrants) new registrants were added to the Register in 2009.

Table 4: New Registrants by Class of Registration

	Regular	Reciprocal	Mobility	Extraordinary	Temporary	Total
Psychologists	30	13	2	1	2	48
Psychological Associates	0	12	0	0	0	12
Total	**30**	**25**	**2**	**1**	**2**	**60**

2. Summary of Application Activity

Table 5 below summarizes the application activities at the College during the 2009 year, along with comparison data from the previous year. As shown in the table, a total of 56 applications were received during the 2009 year. Of these, 63% (n=35) were regular applications. Twenty-nine percent (n=16) were reciprocal applications from another Canadian jurisdiction, and 4% (n=2) were mobility applications from jurisdictions in the United States, and 5% (n=3) were applicants for temporary registration. Two applications were withdrawn and one application was reviewed but did not meet entry requirements.

Table 5: Application Activity Summary 2008-2009

Activity	2008					2009				
	Reg	Temp	Recip	Mobil	Total	Reg	Temp	Recip	Mobil	Total
# applications received	17	1	38	6	**62**	35	3	16	2	**56**
# applications withdrawn	0	0	1	0	**1**	0	0	2	0	**2**
# applications not meeting requirements	1	0	0	0	**1**	1	0	0	0	**1**

3. Area of Practice: Applicants and Registrants

Applicants declare one area of practice in psychology on the application form. This area is expected to be the broad area of practice which best describes the individual's training and competence. Table 6 below represents the area of practice declared by new applicants in 2009. Eighty percent (80%) of applicants selected the areas of Clinical or Counseling..

Table 6: Area of Practice for New Applicants in 2009

Area of Practice	Reg	Recip	Mobil	Temp	Total
Clinical Psychology	24	7	2	2	**35**
Counseling Psychology	6	4	0	0	**10**
Neuropsychology	2	0	0	1	**3**
School Psychology	3	3	0	0	**6**
Health Psychology	0	1	0	0	**1**
Forensic/Corrections Psychology	0	1	0	0	**1**
Total					**56**

Note: The areas of Clinical and Counseling are defined by the College as broad areas encompassing many sub-areas, while the areas of Forensic/Corrections, Health, School, Rehabilitation, Industrial/Organizational and Neuropsychology are seen as more narrowly defined areas of practice, sometimes including exclusive practice in a particular setting.

At renewal all registrants confirm their primary area of practice. The Register indicated the following breakdown for the self-declared primary area of practice indicated by registrants as of December 31, 2009. These data exclude retired and temporary registrants as well as those who died, resigned or were cancelled before the year end:

Table 7: Self-Declared Primary Area of Practice for Registrants as at December 31, 2009

Self-Declared Primary Area of Practice	Number of Registrants	%
Clinical Psychology	624	56
Counseling Psychology	233	21
Neuropsychology	67	6
School Psychology	71	6
Health Psychology	6	1
Rehabilitation Psychology	15	2
Research/Academic Psychology	24	2
Forensic/Corrections Psychology	47	4
Industrial/Organizational Psychology	22	2
Total	**1109**	**100**

4. Examinations

All regular applicants complete three examinations as part of the application process: the Examination for Professional Practice in Psychology (EPPP), the Oral Exam (OE) and the Written Jurisprudence Examination (WJE). Reciprocal and mobility applicants are required to successfully complete the WJE. Table 8 below summarizes examination results for 2009.

Table 8: Examination Results

	2004	2005	2006	2007	2008	2009
Number of applicants who wrote EPPP	22	16	31	35	37	30
Number of Oral examinations	34	25	26	39	**41**	32
Number of WJE examinations	68	117	47	36	62	53

The EPPP was taken 33 times (by 30 applicants) in 2009. Of the four applicants who failed, three re-took the examination in 2009 and achieved a passing score. The minimum passing score is 140/200 (raw score) or 500/800 (scaled score). As in past years, the WJE examination was held at the College offices on a monthly basis. It was administered to 53 applicants in 2009. All applicants passed. For one applicant, this was the second sitting of the exam. The College also conducts the Oral Examination on site. In 2009, 32 examinations took place; all were first sittings of the exam. Of the examinees, 2 failed and elected to take the exam a second time. Seven (7) of the examinees were placed on the register with limitations on their practice. The remainder passed the exam and were added to the register with no limitations on practice.

II. COMPLAINT AND INVESTIGATIVE MATTERS

This section contains information about complaints received in the year 2009 and a report on all complaints closed during 2009. Included are descriptions of complaint characterisics and a sampling of complaints received during the year.

1. Complaint file status as at December 31, 2009
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 2009 and comparison with previous years
6. Components of the complaint investigative process
7. Letters of Undertaking/Consent Agreements
8. Summary of a sample of complaints in 2009
9. Complaints per year and number of registrants with complaints

1. Complaint file status as at December 31, 2009

Since the College of Psychologists came under the *Health Professions Act* in January 2000, a total of 503 new complaints has been received, including the 42 new complaints that were received during the 2009 year. The College received approximately the same number of complaints in 2009 (42) as in 2008 (41).

A. Complaints received in 2009 (n=42): Twenty-six (26) of the complaints received in 2009 were also closed in 2009, and an additional file was determined not to be a complaint, leaving a total of 15 complaints received in 2009 remaining open on December 31, 2009.
B. Complaints received in 2008 that remained open for at least part of 2009 (n=23): All twenty-three (23) of the files remaining open from 2008 were closed in 2009. These 23 closed files originating from 2008 are included in the data on files closed in 2009 presented elsewhere in this report.
C. Complaints received prior to 2008 and still open in 2009 (n=3): Two files opened in 2005 and one file opened in 2007 were closed in 2009. Citations had been issued in the case of both 2005 files, but they were ultimately resolved without a hearing.

Table 9: Complaint File Status as at Dec. 31, 2009 for All Complaints Received under the *Health Professions Act*

Status	Year Complaint Received							
	2000-2007		2008		2009		Total	
	#	%	#	%	#	%	#	%
Under Initial Review					4	9.5	4	9.5
33(4)					1	2.4	1	2.4
33(5)					5	11.9	5	11.9
Without Prejudice Mtg					1	2.4	1	2.4
Letter of Undertaking					3	7.1	3	7.1
Suspended per HPA*					1	2.4	1	2.4
Total # open files	0	0	0	0	15	36	15	3
Total # closed files	420	100	41	100	27	64	488	97
Total	**420**	**100**	**41**	**100**	**42**	**100**	**503**	**100**

* A new category for 2009 reflecting new *Health Professions Act* requirements to suspend an investigation if timeline requirements are not met.

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 10 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 2009 was assessment procedures (n=18, 42.9%). 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=185, 36.9%). Professionalism was the next most frequent primary allegation in 2009 (n=6, 14.3%), and third highest overall (n=62, 12.4%). General standards for competency was the third most frequent allegation in 2009 (n=3, 7.1%), and second highest overall (n=69, 13.7%). Many of the cases in which competency is the primary allegation involve an assessment situation of some kind.

b. Complaint Context Table 11 reports on the context within which complaints occurred. As has consistently been the case in the past, in 2009 a substantial proportion (n=22; 52.4%) of complaint concerns arose in the context of an assessment, such as a custody and access proceeding or a correctional assessment.

Table 10: Code Section of Primary Allegation in Complaints Received 2000-2009

Primary Allegation (*Code of Conduct* Section)	Year Complaint Received							
	2000-2007		2008		2009		Total	
	#	%	#	%	#	%	#	%
General Stds for Competency (CC 3.0)	58	13.8	8	19.5	3	7.1	69	13.7
Informed Consent (CC 4.0)	20	4.8	1	2.4	2	4.8	23	4.9
Relationships-Clients (CC 5.0)	52	12.4	1	2.4	1	2.4	54	10.8
Relationships-Work (CC 5.0)	7	1.7	1	2.4			8	1.6
Relationships-Dual Roles (CC 5.0)	16	3.8	4	9.8	2	4.8	22	4.4
Confidentiality (CC 6.0)	16	3.8	2	4.9	5	11.9	23	4.6
Professionalism (CC 7.0)	52	12.4	4	9.8	6	14.3	62	12.4
Provision of Services (CC 8.0)	13	3.1	1	2.4	3	7.1	17	3.4
Representation of Services/Credentials (CC 9.0)	2	0.5					2	0.4
Advertising/Public Statements (CC10.0)	8	1.9	2	4.9	1	2.4	11	2.2
Assessment Procedures (CC 11.0)	154	36.8	13	31.7	18	42.9	185	36.9
Fees (CC 12.0)	9	2.1					9	1.8
Maintenance of Records (CC 13.0)	1	0.2					1	0.2
Security/Access to Record (CC 14.0)	5	1.2					5	1.0
Compliance with Law (CC 18.0)	2	0.5	2	4.9			4	0.8
Application (CC 2.0)	2	0.5					2	0.4
No Standard Applicable	2	0.5	2	4.9	1	2.4	5	1.0
Total	**419***	**100**	**41**	**100**	**42**	**100**	**502**	**100**

*Total is less than 420 because one complaint was opened in error and no primary allegation was recorded.

Table 11: Complaint Context for Complaints Received 2000-2009

Complaint Context	Year Complaint Received							
	2000-2007		2008		2009		Total	
	#	%	#	%	#	%	#	%
Assessment	242	57.6	21	51.2	22	52.4	285	56.7
Consultation	6	1.4	1	2.4	1	2.4	8	1.6
Intervention	97	23.1	12	29.3	15	35.7	124	24.7
Regulatory Compliance	19	4.5	1	2.4	1	2.4	21	4.2
Other	56	13.3	6	14.6	3	7.1	65	12.9
Total	**420**	**100**	**41**	**100**	**42**	**100**	**503**	**100**

c. Area of Practice Table 12 below presents information on the area of practice within which complaints occurred. In 2009, 33.3% (n=14) of the complaints received were in the custody and access sub-area within clinical psychology, and an equal number (n=14, 33.3%) were in the broader clinical psychology area.

Table 12: Complaint - Area of Practice in Complaints Received 2000-2009

Complaint Area of Practice	Year Complaint Received							
	2000-2007		2008		2009		Total	
	#	%	#	%	#	%	#	%
Clinical Psychology	199	47.4	7	17.1	14	33.3	220	43.7
Custody and Access	107	25.5	14	34.1	14	33.3	135	26.8
Counselling Psychology	36	8.6	3	7.3	5	11.9	44	8.7
Forensic /Corrections	36	8.6	5	12.2	3	7.1	44	8.7
Industrial /Organizational	2	0.5					2	0.4
Neuropsychology	17	4.0	4	9.8	1	2.4	22	4.4
Rehabilitation Psychology	8	1.9			2	4.8	10	2.0
Research /Academic	4	1.0					4	0.8
School Psychology	6	1.4	2	4.9			8	1.6
N/A	5	1.2	6	14.6	3	7.1	14	2.8
Total	**420**	**100**	**41**	**100**	**42**	**100**	**503**	**100**

d. Complainant Type As indicated in Table 13 below, 50% (n=21) of the complaints received in 2009 were filed directly by clients of respondents. These files are referred to as "public complaints" in subsequent tables. The Inquiry Committee opened an additional 5 files (11.9%) on its own motion based on information provided to it (these files are referred to as "IC motion" in subsequent tables). The category of "Colleague" is now reserved for those cases in which the complainant is not also involved with 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 13: Complainant Type in Complaints Received 2000-2009

	Complainant Type	Year Complaint Received							
		2000-2007		2008		2009		Total	
		#	%	#	%	#	%	#	%
PUBLIC	Client - 3rd Party	125*	29.8	2**	4.9	7	16.7	134	26.6
	Client - Direct	95	22.6	16	39.0	21	50.0	132	26.2
	Client Relative	57	13.6	8	19.5	6	14.3	71	14.1
	Colleague***	61	14.5	5	12.2	2	4.8	68	13.5
	Other	35	8.3	2	4.9	1	2.4	38	7.6
IC	Inquiry Committee	47	11.2	8	19.5	5	11.9	60	11.9
	Total	**420**	**100**	**41**	**100**	**42**	**100**	**503**	**100**

*This total includes 13 cases in which the complainant was another registrant.

**This total includes 1 case in which the complainant was another registrant.

***As of 2007, this category reserved for colleagues not also involved as a third party with service recipient.

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. 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. In 2009, 5 complaint investigations were opened by the Inquiry Committee. One of these files was opened to investigate issues of compliance with regulatory obligations, two were opened in response to additional concerns arising during the course of investigations into complaint matters, one was opened in response to information available in the public domain, and one was opened in response to an investigation into a potential public protection matter regarding an initially unidentified registrant that was brought to the Committee's attention.

4. Length of Time to Close Files

For complaints closed in 2009 (n=53), the number of months required to investigate and close a file ranged from 1 to 42 months. Excluding two (2) outlier files involving two different registrants in which protracted legal negotiations were involved, the average time to closure was 6.02 months. Table 14 below contains the average length of time to close complaint files for 2007, 2008 and 2009.

Table 14: Average Time (in Months) to Close Files for Complaints Closed 2007-2009

Year Complaint Closed:	**2007**	**2008**	**2009**
Average Length of Time to Close File	6.45 months n = 40	8.1 months n = 41*	6.02 months n = 51**

*Excluding 8 files involving 3 respondents in which protracted legal negotiations resulted in unusually long closure times
** Excluding 2 files involving 2 respondents in which protracted legal negotiations resulted in unusually long closure times

5. Complaint File Closing Reasons

Slightly more than one-third of the complaints closed in 2009 were dismissed because of insufficient evidence of a breach of the *Code of Conduct*, withdrawn, or not proceeded on for administrative reasons. For complaints received and closed in 2009, 51% were resolved by means of an undertaking or agreement with the respondent, or by some action offered by the respondent that satisfied the Committee's concerns in the matter.

Table 15: Closing Reasons for Complaints Closed 2007-2009

Closing Category	**Closing Reason**	**Year Complaint File Closed**							
		2007		**2008**		**2009**		**Totals**	
		#	**%**	**#**	**%**	**#**	**%**	**#**	**%**
Dismissed-lack of evidence or otherwise not proceeded upon	Decision Not to Proceed	6	15	7	14.3	14	26.4	27	19.0
	Withdrawn/opened in error	3	7.5					3	2.1
	Insufficient Evidence	13	32.5	12	24.5	11	20.8	36	25.4
	Subtotal	**22**	**55**	**19**	**38.8**	**25**	**47.2**	**66**	46.5
Voluntary Resolution	Letter of undertaking or resolution agreement	12	30	28	57.1	22*	41.5	62	43.7
	Resolved	6	15	1	2.0	5	9.4	12	8.5
	Subtotal	**18**	**45**	**29**	**59.2**	**27**	**50.9**	**74**	52.1
Resigned/ Cancelled	Resigned/Cancelled Referred to Registration or Discipline Committee			1	2.0	1	1.9	2	1.4
Total		**40**	**100**	**49**	**100**	**53**	**100**	**142**	**100**

*Including one respondent who signed an undertaking and resigned.

6. Components of the Complaint Investigation Process

Components of the complaint investigation process include without prejudice meetings, extraordinary hearings, and citations and discipline hearings, described below.

a. Without Prejudice Meetings The term "without prejudice" is used to indicate that nothing that occurs in a without prejudice meeting or correspondence may be used in other proceedings. Without prejudice meetings provide an informal and effective means for resolving complaint matters, with some limited exceptions. A handful of without prejudice meetings were held in 2009. Additionally, a number of without prejudice telephone conversations occurred, and several without prejudice letters with proposals for complaint resolution were sent. By way of example, a without prejudice meeting between the Inquiry Committee and a respondent occurred in the context of a complaint involving treatment services provided to multiple family members. The complainants in this matter were concerned regarding issues pertaining to confidentiality and service provision. Subsequent to the meeting, the respondent agreed to enter into consultation with a peer to improve office practices.

b. Extraordinary Hearings Sometimes concerns arise which necessitate immediate action on the part of the Inquiry Committee, such as issues with sufficient public protection concerns that the Committee believes an immediate restriction on practice or license suspension may be warranted. There is no testing of evidence at an extraordinary hearing. Rather, a decision is made on whether the available evidence, on its face, supports 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 2009, although one registrant agreed to an Undertaking and Consent to cease practice, pending an investigation, rather than to be the subject of an extraordinary hearing.

c. Discipline Hearings & Citations In contrast to an extraordinary hearing, 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. No Discipline Committee hearings were held in 2009. Citations for a hearing of the Discipline Committee on two files involving 2 registrants that were issued in 2007 were resolved prior to proceeding to a hearing during 2009.

7. Letters of Undertaking/Consent Agreements

Table 16 provides a summary of Letters of Undertaking/Consent Agreements signed with registrants during the year 2009 as a means of bringing a complaint file to a close. A total of 15 such agreements were signed in 2009 relating to 22 complaint files. The terms of such agreements are determined on a case by case basis and all are signed on a voluntary basis. In a number of the more serious complaints below, a hearing of the Discipline Committee would have been held had such a resolution not been achieved.

Table 16. Summary of Terms of Letters of Undertaking/Consent Agreements in 2009 (n=22)

	#	Primary Allegation by *Code of Conduct* Section	Terms
1	1 file	07 - Professionalism	Letter of clarification to complainant
2	5 files	03 - Competence	Supervision
3	1 file	05 - Prohibited relationship/contact (non-sexual)	Assessment followed by peer consultation
4	3 files	07 - Professionalism x2; 03 - Competency	Assessment followed by supervision
5	1 file	11 - Assessment Procedures	Change to office practices
6	1 file	11 - Assessment Procedures	Change to report writing practices
7	2 files	04 - Consent; 06 - Confidentiality	Change to office practices
8	1 files	03 - Competency	Supervision
9	1 file	05 - Prohibited relationship/contact (sexual)	Resignation and conditions for reapplication
10	1 file	11 - Assessment Procedures	Change to report writing practices
11	1 file	11 - Assessment Procedures	Supervision
12	1 file	06 - Confidentiality	Supervision
13	1 file	00 - N/A	Compliance with medical treatment
14	1 file	03 - Competence	Change to report writing practices
15	1 file	11 - Assessment Procedures	Change to information recording practices

8. Samples of Complaints Open During 2009

Below is a brief review of the main allegations raised in a sample of complaints open during 2009, along with a description of the process and outcome of the complaint investigation.

One case arose in the context of a new therapeutic relationship. The complainant had approached the respondent seeking services and later made a complaint regarding the respondent's office staff. The complainant also expressed concern about a comment the respondent had made to her in therapy, expressed her concern to the respondent and noted the respondent's failure to call her to discuss her concerns. The Inquiry Committee carefully reviewed the complaint, and determined that the complaint did not contain allegations that, if admitted or proven, would constitute matters subject to investigation by the Inquiry Committee under Section 33(4) of the *Health Professions Act*. The Committee summarily dismissed the complaint and did not proceed to investigate the matters further.

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 requested the practice record in this case and reviewed the documentation provided to it by the complainant and the respondent. The Committee provided the respondent with an opportunity to provide information consistent with Section 33(5) of the *Health Professions Act*. After a careful review of all of the evidence, the Committee determined that there was insufficient evidence to substantiate any of the allegations in this case, and disposed of the complaint under Section 33(6)(a) of the *Act*.

A third case involved a complaint made by the parent of a child being seen for treatment by the respondent. The complainant alleged that the respondent was refusing to provide information about a child's counselling sessions, and was ignoring a court order requiring that information be provided. The Inquiry Committee obtained the relevant practice records and posed a number of questions to the respondent under Section 33(5) of the *Act*. The Committee also held a without prejudice meeting with the respondent. The Committee considered all of the evidence and carefully weighed the respondent's need to consider both clinical issues and the parent's right to information, and determined that the circumstances and the public interest warranted steps being taken. The Committee proposed, and the respondent agreed, to undertake a review of information sharing practices, service agreements, informed consent processes, and documentation practices, and to ensure that legal obligations were being met.

In a fourth situation, a colleague made a complaint at the end of 2008 alleging that a registrant was believed to have become romantically and sexually involved with a client. The Inquiry Committee immediately commenced an investigation and moved in this case to hold an extraordinary hearing pursuant to Section 35(1) of the *Health Professions Act* in response to immediate public protection concerns. The extraordinary hearing was settled by the registrant entering into an agreement that the registrant would not practice psychology or provide psychological services until the complaint was resolved. The matter continued to be under investigation in 2009. The Committee asked the respondent to provide information pursuant to Section 33(5) of the *Act*, and took legal action to obtain evidence required for the investigation. The respondent resigned from the College, and the Committee continued to investigate. They found evidence supportive of the allegations. The Committee sought, and the respondent agreed, to an admission of particular facts, to not apply for re-registration with the College for a set period, and to conditions in the event of re-registration.

As a final example, the Inquiry Committee opened an investigation on its own motion after repeated unsuccessful attempts to obtain a registrant's authorization for a criminal record check under the *Criminal Records Review Act*. The Inquiry Committee acted as per Section 33(2) of the *Health Professions Act* to investigate the matter and imposed a limitation on the respondent's registration, pending provision of authorization for a criminal record check.

9. Complaints per Year and Number of Registrants with Complaints

Table 17 describes the number of registrants about whom complaints have been received since the College was granted responsibility for regulating the profession in 1993. In 2009, 42 complaints were received with regard to 32 different registrants. Thus some registrants were named in more than one complaint file.

Since January 2000, 211 registrants have had at least one complaint as shown in Table 18. Twelve of these individuals resigned as a means of resolving matters with the College or in response to complaints received. Approximately 15% of current registrants have had at least one complaint filed under the *Health Professions Act.* This table makes a distinction, as discussed in Section 2d above, between complaints received from members of the public (public complaints) and files that are opened by motion of the Inquiry Committee (Motion of IC).

Table 17: # of Complaints per year from 1993 - 2009 and # of Registrants with Complaints

Year	# complaints (with named registrant)	# Registrants
1993	30	21
1994	26	22
1995	44	35
1996	38	30
1997	45	39
1998	47	32
1999	53	37
2000	64	48
2001	59	42
2002	54	38
2003	53	42
2004	46	31
2005	44	35
2006	50	42
2007	50	37
2008	41	31
2009	42	32
Total	**745**	**-***

*Column total not calculated, as some registrants appear in multiple years.

Table 18: Number of Complaints since January 2000 Per Registrant

# of Complaints	# Named Registrants	Total complaints	Public complaints	Motion of IC
1	119	119	111	8
2	43	86	77	9
3	13	39	32	7
4	10	40	32	8
5	10	50	47	3
6	1	6	4	2
7	4	28	20	8
8	1	8	3	5
9	0	0	0	0
10	2	20	17	3
11	2	22	20	2
12	0	0	0	0
13	3	39	39	0
14	1	14	14	0
15	1	15	11	4
18	1	18	18	0
Total	**211**	**504***	**445**	**59**

*Total does not equal 503: one complaint did not name a respondent and was opened in error and is thus excluded, and two complaints named two registrants within a single complaint and were tabulated as separate complaints for purposes of calculating total complaints per individual registrant for this table.

III. ADMINISTRATIVE MATTERS

1. Ombudsman Investigations. There was one Ombudsman investigation during 2009 and the matter was completely resolved by way of a brief information exchange.

2. Requests under the *Freedom of Information and Protection of Privacy Act*. For 2009, there were a number of straightforward requests made under the FOIPPA.

3. Relationships with Other Regulatory Bodies in Psychology The College remained actively involved with the other Canadian regulatory bodies through our involvement in the Association of Canadian Psychology Regulatory Organizations (ACPRO). The Registrar served during 2009 as vice-chair of this organization.

4. Acknowledgments. The members of the College Board and Committees are extremely generous with their time and expertise and devote many hours to the careful consideration of policy development and thoughtful decision-making. The combination of an excellent staff and a growing community of professionals and public members on the Board and College committees greatly enhances our ability to regulate our profession in the public interest.

Respectfully submitted,

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

MINUTES OF THE ANNUAL GENERAL MEETING FOR THE 2008 YEAR
May 28, 2009

Agenda The table of contents in the Annual Report was approved as the agenda for the May 28, 2009 meeting.

Minutes The Minutes of the 2008 Annual General Meeting held on May 22, 2008 were approved.

Board and Committee Reports. Rebecca England, Ph.D., R.Psych., chaired the AGM. The Board chair for 2008, Michael Joschko, Ph.D., R.Psych., presented the Chair's Report for the 2008 year. He commented in particular on the high level of participation of registrants with the College as oral examiners, regulatory supervisors, and as committee and Board members. Committee chairs in attendance or their designates provided their respective committee reports, as per the 2008 Annual Report. Questions were fielded from Vancouver and Victoria.

Once the technical glitches were identified and fixed, registrants throughout the province were able to watch the AGM and the Continuing Competency Presentation online and submit questions via email. Questions not able to be responded to at the meeting received a subsequent written response from the College.

Special Recognition. The Board Chair for 2009 introduced the members of the 2009 Board in attendance and committee chairs recognized the members of their respective committees.

Registrants recognized for six years of service on a Board or Committee were:

Derek Swain, Ed.D., R.Psych., Board, Finance Committee
Joseph Zaide, Ph.D., R.Psych., Inquiry Committee,
Michael Joschko, Ph.D., R.Psych., Board, Quality Assurance Committee
Michael Elterman, Ph.D., R.Psych., Board, Registration Committee
Hendre Viljoen, Ph.D., R.Psych., Inquiry Committee

The following public members were also recognized for six years of service to the College:
Marguerite Ford, Board, Inquiry Committee
Julia Haas, Quality Assurance Committee
Jill Hightower, Inquiry Committee

In addition, Ms. Alexis Thuillier was recognized for completing three years on the Inquiry Committee.

Two registrants were given special recognition for service to the College as follows:
Brenda Kosaka, Ph.D., R.Psych. (Representing the College at meetings with the Office of the Public Trustee),
Patricia McFarland, Ph.D., R.Psych. (Representing the College at meetings with the Office of the Superintendent of Motor Vehicles).

In addition, the following registrants were recognized for their service as oral examiners, and having completed more than 20 oral examinations: Verna Amell, Ph.D., R.Psych., Anneliese Robens, Ph.D., R.Psych., John Carter, Ed.D., R.Psych., and Michael Coles, Ph.D., R.Psych..

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AUDITORS' REPORT

To the Registrants 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, 2009 and the statement of operations and 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, 2009 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Raber Mattuck
CHARTERED ACCOUNTANTS

Vancouver, British Columbia
April 26, 2010

* a partnership of professional corporations

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF FINANCIAL POSITION

AS AT DECEMBER 31, 2009

	2009	2008
ASSETS		
CURRENT ASSETS		
Cash	$ 1,381,848	$ 1,270,677
Cash - restricted (Note 5)	600,000	600,000
Prepaid expenses	2,818	3,929
	1,984,666	1,874,606
CAPITAL ASSETS (Note 3)	44,780	44,455
	$ 2,029,446	$ 1,919,061
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	$ 51,088	$ 88,149
Employee remittances payable	777	13,807
Deferred revenue (Note 4)	1,112,400	1,156,875
	1,164,265	1,258,831
NET ASSETS		
CAPITAL ASSET FUND (Note 6)	44,780	44,455
INTERNALLY RESTRICTED		
General Contingency Fund (Note 5)	600,000	600,000
UNRESTRICTED	220,401	15,775
	865,181	660,230
	$ 2,029,446	$ 1,919,061

Approved by the Board

Director

Director

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

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CHANGES IN NET ASSETS

FOR THE YEAR ENDED DECEMBER 31, 2009

	General Contingency Fund 2009 (Note 5)	Capital Asset Fund 2009 (Note 5)	Unrestricted 2009	Total 2009	Total 2008
NET ASSETS, beginning of year	$ 600,000	$ 44,455	$ 15,775	$ 660,230	$ 675,758
Excess of Receipts Over Expenditures (Expenditures over Receipts)	-	325	204,626	204,951	(15,528)
Interfund transfers	-	-	-	-	-
NET ASSETS, end of year	600,000	$ 44,780	$ 220,401	$ 865,181	$ 660,230

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF OPERATIONS

FOR THE YEAR ENDED DECEMBER 31, 2009

	2009	2008
RECEIPTS		
Registration fees	$ 1,302,452	$ 1,273,588
Application and exam fees	68,025	94,650
Interest	30,478	42,872
Supervision cost recovery	2,053	3,374
Other income, cost recovery, and grants	46,260	29,350
	1,449,268	1,484,592
EXPENDITURES		
Administration	728,223	761,609
Audit	5,114	5,141
Board	90,391	95,567
Committees (meetings, travel and honoraria)	63,884	76,065
External relations (dues)	6,270	6,089
Extraordinary Hearings	33,505	22,367
Discipline Hearings (including Preparation)	5,337	24,260
Operations	137,393	139,544
Registrant / Applicant services	20,837	61,814
Statutory functions (POI, investigations, routine legal consultation)	153,383	267,106
	1,244,317	1,500,120
EXCESS OF RECEIPTS OVER EXPENDITURES (EXPENDITURES OVER RECEIPTS)	$ 204,951	$ (15,528)

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

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COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED DECEMBER 31, 2009

	2009	2008
CASH FLOWS FROM OPERATING ACTIVITIES		
Excess of receipts over expenditures (expenditures over receipts)	$ 204,951	$ (15,528)
Adjustments for:		
Amortization	12,250	11,665
Prepaid expense	1,111	16,986
Accounts payable	(37,061)	55,339
Employee remittances payable	(13,030)	1,530
Deferred revenue	(44,475)	47,400
	123,746	117,392
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of capital assets	(12,575)	(12,685)
NET INCREASE (DECREASE) IN CASH	111,171	104,707
CASH, beginning of year	1,870,677	1,765,970
CASH, end of year	$ 1,981,848	$ 1,870,677

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO THE FINANCIAL STATEMENTS

DECEMBER 31, 2009

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.

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, 2009

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.

g) Future accounting pronouncements

The CICA has decided to transition Canadian GAAP for publicly accountable entities to International Financial Reporting Standards (IFRS) effective January 1, 2011. The College is classified as a not-for-profit organization and currently is not required to adopt IFRS. The Accounting Standards Board (AcSB) and Public Sector Accounting Board (PSAB) have jointly issued an Invitation to Comment to invite feedback on the future of financial reporting by not-for-profit organizations. In addition, PSAB has issued an Invitation to comment on the future financial reporting of government organizations. The College is in the process of reviewing the impact of these documents on its reporting framework and financial statements.

2. **FINANCIAL INSTRUMENTS:**

The College's financial instruments include cash, 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.

The Raber Mattuck Group

3. PROPERTY AND EQUIPMENT:

	Cost	2009 Accumulated Amortization	Net Book Value	2008 Net Book Value
Office furniture and equipment	$ 109,793	$ 86,811	$ 23,982	$ 29,505
Computer equipment	119,073	98,275	20,798	14,950
Leasehold improvements	40,706	40,706	-	-
	$ 269,572	$ 224,792	$ 44,780	$ 44,455

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 2010 calendar year received in advance. These deferred fees will be recorded as revenue in the statement of operations when the related expenses are incurred.

	2009	2008
Deferred contributions, beginning of year	$ 1,156,875	$ 1,109,475
Less amount recognized as revenue in the year	(1,156,875)	(1,109,475)
Add amount received for future periods	1,112,400	1,156,875
Deferred contributions, end of year	$ 1,112,400	$ 1,156,875

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 $600,000.

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

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 $44,780.

	2009	2008
Capital Asset Fund, beginning of year	$ 44,455	$ 43,435
Less amount amortized	(12,250)	(11,665)
Add asset purchases during the year	12,575	12,685
Capital Asset Fund, end of year	$ 44,780	$ 44,455

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, 2009, management is of the opinion that it has valid defenses and appropriate insurance coverage in place, or if there is unfunded risk, such claims are not expected to have a material effect on the College's financial position.

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

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.

College of Psychologists of British Columbia

Annual Report 2010

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INTRODUCTION TO THE COLLEGE OF PSYCHOLOGISTS OF B.C. 2010 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 2010 Annual Report provides a summary of the College's regulatory activities for the 2010 year, including reports on the processing of applications for registration from Canadian and international applicants, the investigation of complaints from the public of British Columbia about services received from 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 2010 year to increase policies and activities to enhance 1) mobility in psychology across the country, 2) the accessibility of its website and application processes to foreign-trained applicants, and 3) accountability to the new Health Professions Review Board.

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

2010 BOARD, COMMITTEE MEMBERS, SUPERVISORS, ORAL EXAMINERS, AND NEW REGISTRANTS

BOARD

John Carter, Ed.D., R.Psych.
Michael Elterman, M.B.A., Ph.D., R.Psych., Chair
Daniel Fontaine, Public Member
Henry Harder, Ed.D., R.Psych.
Jenelle Hynes, Public Member
Russell King, Psy.D., R.Psych.
Leora Kuttner, Ph.D., R.Psych.
Wayne Morson, Public Member
Hendre Viljoen, Ph.D., R.Psych.

DISCIPLINE COMMITTEE

Michael Fellman, Public Member
Daniel Fontaine, Public Member, Chair
Henry Harder, Ed.D., R.Psych.
Henry Hightower, Public Member
Brenda Kosaka, Ph.D., R.Psych.
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.
Anthony Dugbartey, Ph.D., R.Psych.
Lindsay Jack, Ph.D., R.Psych.
Russell King, Psy.D., R.Psych., Chair
Marlene Moretti, Ph.D., R.Psych.
Wayne Morson, Public Member
Donna Paproski, Ph.D., R.Psych.
Judy Thau, Public Member
Francesca Zumpano, Public Member

PATIENT RELATIONS COMMITTEE

Michael Elterman, M.B.A., Ph.D., R.Psych.
Daniel Fontaine, Public Member
Hendre Viljoen, Ph.D., R.Psych., Chair

QUALITY ASSURANCE COMMITTEE

Santa Aloi, Public Member
Christopher Gibbins, Ph.D., R.Psych.
Sandy James, Public Member
Leora Kuttner, Ph.D., R.Psych., Chair
Kathy Montgomery, Ph.D., R.Psych.
Michal Regev, Ph.D., R.Psych.
Runa Steenhuis, Ph.D., R.Psych.
Robert Burrows, Public Member
Hendre Viljoen, Ph.D, R.Psych.

REGISTRATION COMMITTEE

John Carter, Ed.D., R.Psych., Chair
Kenneth Cole, Ph.D., R.Psych.
Darcy Cox, Psy.D, R.Psych.
Marion Ehrenberg, Ph.D., R.Psych.
Michael Fellman, Public Member
Marguerite Ford, Public Member
Henry Hightower, Public Member
Cheryl Washburn, Ph.D., R.Psych.
Sheila Woody, Ph.D., R.Psych.

REGULATORY SUPERVISORS DURING 2010

Cheryl Bradley, Ph.D., R.Psych.
Cinny Bubber, Ph.D., R.Psych.
Paul Eirikson, Ph.D., R.Psych.
Maureen Godfrey, Ph.D., R.Psych.
Barbara Lee Grimmer, Ph.D., R.Psych.
Michael Joschko, Ph.D., R.Psych.
Mary Korpach, Ph.D., R.Psych.
Todd Mason, Ph.D., R.Psych.
Ann Pirolli, Ph.D., R.Psych.
James Roche, Ph.D., R.Psych.
Sujatha Srikameswaran, Ph.D., R.Psych.
Karen Tallman, Ph.D., R.Psych.
Colleen Wilkie, Ph.D., R.Psych

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ORAL EXAMINERS DURING 2010

Victoria Alfonso, Ph.D., R.Psych.
Verna Amell, Ph.D., R.Psych.
Mark Bailey, Ph.D., R.Psych.
Barbara Beach, Ph.D., R.Psych.
Carole Bishop, Ph.D., R.Psych.
Susan Blake, Ph.D., R.Psych.
Robert Colby, M.S., R.Psych.
Constance Coniglio, Ed.D., R.Psych.
Patricia Crawford, Ph.D., R.Psych.
Maureen Godfrey, Ph.D., R.Psych.
Susan Hackett, Ph.D., R.Psych.
Charlotte Johnston, Ph.D., R.Psych.
Ronald Laye, Ph.D., R.Psych.
Anne MacGregor, Ed.D., R.Psych.
Barbara Madani, M.A. Sc., R.Psych.
Deborah McTaggart, Ph.D, R.Psych.
Gregory Meloche, Ph.D., R.Psych.
Laura Mills, Ph.D., R.Psych.
Martin Phillips-Hing, Ph.D., R.Psych.
Anneliese Robens, Ed.D., R.Psych.
Barbara Rosen, Ph.D., R.Psych.
Whitney Sedgwick, Ph.D., R.Psych.
Susanne Schibler, Ph.D., R.Psych.
Kathleen Simas, Ph.D., R.Psych.
Meagan Smith, Ph.D., R.Psych.
Harilaos Stefanakis, Ph.D., R.Psych.
Paul Sungaila, Ph.D., R.Psych.
Lynn Superstein-Raber, Ph.D., R.Psych.
Inna Vlassev, Ph.D., R.Psych.
Larry Waterman, Ph.D., R.Psych.
Maureen Whittal, Ph.D., R.Psych.
Arianna Yakirov, Ph.D., R.Psych.

NEW REGISTRANTS - 2010

Lynda Anne Archer, Ph.D.
Michele Janice Bowers, Ph.D.
Leah Burgess, Ph.D.
Colleen Kathleen Cannon, Ph.D.
Ai-Lan Chia, Ph.D.
Patrick James Corney, Ph.D.
Kimberley St. Anne Da Silva, Ph.D.
Carol Denise Denniston, Ph.D.
Carla Marguerite Elfers, Ph.D.
Jennifer Aileen Engle, Ph.D.
Nadia Jagjit Kaur Gill, Ph.D.
Annemarie Gockel, Ph.D.
Elizabeth Mary Hartney, Ph.D.
Leah Jean Hatton, Ph.D.
Marsha Anne Hedrick, Ph.D.
Azula A. Houghton, M.Ed.
Neta Howard, M.Sc.
Thomas Edward Kay, Ph.D,
Alex Wee-Kiat Kwee, Psy.D.
Serge Lacroix, Ph.D.
Judy Ann Le Page, Ph.D.
Tara Mamie Riddell Learn, Psy.D.
Joanna Marie Stella Lynch-Lawrenson, Dip.Couns.Psychol.
Margaret Joan Martens, M.Sc.
Holly Beth McLean, Ph.D.
David Douglas Joseph McNeely, M.Sc.
Jonathan (John) Duncan McVicar, Ph.D.
Jennifer Tammy Mervyn, Ph.D.
Andrew Kenneth Koji Miki, Ph.D.
Nancy Elizabeth Nixon, M.S.Ed.
Lephuong Ong, Ph.D.
Pierre J. Ouellet, M.A.
Norma Gail Gertrude Pelkie, Ph.D.
Christine Dawn Phillips-Hing, Ph.D.
Jennifer Dawn Pringle, Ph.D.
Graeme Alexander Saruk, Psy.D.
Karla Gabriela Saruk, Psy.D.
Alissa Jennifer Schactman, Ph.D.
Cindy Elizabeth Weisbart, Psy.D.
Ira Whyte, M.A.

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 2010 year. I am pleased to provide a report on College activities for January through December, 2010.

In general terms, the past year was a year of consolidating our processes and procedures in the domains of application review, complaint investigation and quality assurance. I am also very pleased to observe and participate in the development of efficient procedures in the College's interactions and responsiveness to the new Health Professions Review Board.

Information Meetings I take this opportunity to emphasize the College's policy of providing an "information meeting by request" of 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. The College held special information meetings in Vancouver on November 1, 2010, Nanaimo on November 2, 2010, Prince George on November 10, 2010, Victoria on November 17, 2010, and Kelowna on November 18, 2010. A key topic in all of the information meetings was the College's proposal regarding new classes of registration. A number of additional meetings was also held at other work sites by special request, including Children's Hospital, UBC, UVic, UNBC, and Correctional Service of Canada.

Annual General Meeting The Annual General Meeting was held in Vancouver on May 28, 2010. A video link was provided to Victoria, and registrants were also able to review the meeting via a webcast link. The continuing competency workshop presented by government relations consultant Ms. Kimanda Jarzebiak was titled: *The Changing World of Psychology Practice in BC.*

Board Elections A Call for Nominations was distributed to registrants in the Fall of 2010 to fill two elected positions on the Board. Three nominations were received. John Carter, Ed.D., R.Psych. and Henry Harder, Ed.D., R.Psych., were elected for a three-year term commencing January 1, 2011. Public member Ms. Jenelle Hynes was re-appointed by government for a two-year term commencing January 27, 2011. Registrants are encouraged to become involved with the College and to consider running for the Board when such calls for nominations are sent out. A special thank you is extended to the two outgoing public Board members, Mr. Daniel Fontaine and Mr. Wayne Morson. Both Daniel and Wayne sat on our Board for six years. Their contributions to the various committees upon which they sat and to the Board and College as a whole are deeply appreciated. We are grateful to Mr. Fontaine for agreeing to continue to serve the College by sitting on the Discipline and Patient Relations Committees, and to Mr. Morson for agreeing to continue his involvement on our Finance and Inquiry Committees. We are indebted to both for their ongoing commitment to the College.

Health Professions Review Board (HPRB) There was a total of ten Inquiry and Registration matters open before the HPRB at some point during 2010. 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 presented a workshop on "Ethical and Legal Issues in the Practice of Psychology" for psychologists working for the Correctional Service of Canada on March 4, 2010, and "Governing Legislation, Ethical and Legal Issues, and the Practice of Psychology in British Columbia" for registrants on June 23, 2010 and June 24, 2010 in Victoria. Orientation workshops for new applicants and special information sessions for foreign-trained applicants were also held during the 2010 year.

Strategic Planning The Board reviews the Strategic Plan on an ongoing basis. 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. On behalf of ACPRO, the College was successful in obtaining funding from Human Resources and Skills Development Canada for a national study of entry requirements and competency assessment methods for psychology practice. The College remained an active member of the Association of State and Provincial Psychology Boards (ASPPB), and participated in ASPPB meetings in April in Seattle, Washington and in Savannah, Georgia in October.

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.

Draft Practice Advisories Revisions to the 17 Draft Practice Advisories that were originally circulated to all registrants for feedback in 2008 and posted at that time on the College website were re-posted in August of 2010 incorporating feedback received. Registrant input was once again solicited. Work on the Draft Practice Advisories has continued, including the introduction of an 18th advisory on telepsychology, and the Advisories are scheduled for a final posting early in 2011 prior to their enactment by the Board.

Legislative Changes The Board devoted considerable attention to changes created by amendments to the *Health Professions Act*, by the impact of the *Agreement on Internal Trade* (AIT) and the *Trade, Investment and Labour Mobility Act* (TILMA), and to general government priorities related to professional mobility, scopes of practice, and collaborative care**.** Communication with registrants via the *Chronicle*, mail outs, information meetings, the AGM, the website, and with the various College committees, was a focus of the Board to ensure that registrants were aware of the scope and nature of these changes. The College remains committed to responding to issues pertaining to mobility of Canadian- and foreign-trained applicants.

Practice Support The College introduced a Practice Support Service for registrants in 2010 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 which was sent to each registrant and is also available for download on the website.

Bylaw Development As part of the College's active efforts to address government imperatives for mobility and collaborative health care, a major revision of the existing Bylaws was begun in 2010 and remains in progress.

Website Work on the new College website continued through 2010 and the new site is expected to be launched in the Spring of 2011.

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 2010, and I look forward to a productive 2011.

Respectfully submitted,
Michael Elterman, M.B.A., Ph.D., R.Psych.,
Chair of the Board 2010

DISCIPLINE COMMITTEE REPORT

There were no hearings of the Discipline Committee in 2010. One matter in which a Citation was issued at the direction of the Inquiry Committee was resolved without requiring a convening of the Discipline panel prior to the end of the year.

Respectfully submitted,
Daniel Fontaine, Chair,
Discipline Committee 2010

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, Hendre Viljoen,
Chair, Patient Relations Committee 2010

INQUIRY COMMITTEE REPORT

The Inquiry Committee (IC) dealt with a total of 56 complaints that were open for at least some part of 2010 and were at various stages of investigation at any given point in time during the year. As of December 31, 2010, 38 of these cases had been closed. Files closed during 2010 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 2010 complaint investigations and resolutions.

Table 1: Files Closed during 2010 (N=38)

Closing Reason	Number	%*
Letter of Undertaking or Resolution Agreement	16	42
Resolved	0	0
Insufficient Evidence	12	32
Decision Not to Proceed (no jurisdiction, withdrawn, vexatious or frivolous)	10	26
Total	**38**	**100**

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

The Committee and staff succeeded in ensuring that the new timeline requirements of the *Health Professions Act* were being tracked and met. The additional timelines imposed by revisions to the *Act* have added considerable additional tracking and documentation. I have been delighted with the efficient and professional manner in which the Committee and staff have adjusted their processes to ensure we meet or exceed these requirements. The Inquiry Committee consists of very hardworking professional and public members who work in consultation and cooperation with our very competent and dedicated staff. It was my honour to serve as Chair of the Inquiry Committee for the 2010 year.

Respectfully submitted, Russell King, Psy.D., R.Psych.,
Chair, Inquiry Committee 2010

REGISTRATION COMMITTEE REPORT

Mobility and Access to the Profession The College continued to focus on labour mobility and access to the profession in 2010. In British Columbia, Chapter Seven of the *AIT* 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.

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 Fall edition of the *Chronicle* and presented to registrants through a series of information meetings throughout the province. Increased access to regulated professional care is a major concern in public policy discussions on healthcare and limited healthcare resources. The College's proposal addresses these concerns. It preserves the traditional entry standard for full registration as a registered psychologist (doctoral), while introducing new classes of registration enabling practitioners who meet specified requirements to provide services in clearly designated areas of psychology and/or settings of psychology practice under appropriate supervision.

Proposed is targeted registration in limited classes of registration, each class with its own entry criteria, including: A) As a psychologist limited to particular practice areas and/or settings with a requirement for supervision by setting (*e.g.*, institutional settings such as schools or correctional facilities) or by a supervisor approved by the College. B) As a psychological assistant limited to particular activities and scope, with a requirement for supervision by a supervisor approved by the College. Other objectives and principles of the proposal include: provisions for evaluation of substantial equivalence on all registration requirements; increased emphasis on competency-based assessment; ensuring that each practitioner is able to provide those services for which he or she is competent while ensuring public protection through appropriate supervision and scope limitation; engagement with provincial psychology training programs whose students may be eligible for the new classes of registration and ensuring that practitioners with access to title by way of current exemptions will retain access to maintaining title and scope of practice, in the new classes of registration, should exemptions be removed. This work will continue in 2011.

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 launched in late 2009 and is expected to conclude in 2011. The project is conducted under the aegis of the Association of Canadian Psychology Regulatory Organizations (ACPRO) – the organization consisting of all of the regulatory bodies for psychology in Canada. It is hoped that this national review will identify the key commonalities and differences amongst the jurisdictions and pave the way for greater harmonization of standards for entry into the profession.

Foreign Qualifications Recognition 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. The increase in foreign-trained applicants continued this year. In response to the many queries we receive from foreign-trained psychology practitioners, the College continued to sponsor information sessions specifically oriented towards foreign-trained psychology professionals. As well, specific FAQs for foreign applicants were added to the website in an effort to assist this particular population. It is expected that the proposed bylaw changes will serve to streamline the registration of this population of foreign-trained practitioners (*e.g.*, broader array of registration classes, evaluation of substantial equivalence, competency based assessment, etc.).I have enjoyed chairing this committee and working with the professional and public members who dedicated significant amounts of their time in reviewing all registration matters, including the large undertaking of drafting new bylaws for registration. I'd like to thank the College staff for their work in carefully tracking and understanding these policy trends and legislative changes and implementing these important policies and decisions so competently. I also wish to thank 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,
John Carter, Ed.D., R.Psych., Chair,
Registration Committee 2010

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 2010.

Continuing Competency Program Review The audit for the 2010 year was completed by the Committee by March 2010. A very small number of registrants was 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' ethical 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 intent of the requirement is to enable the College to be responsive to requests received relating to the records of incapacitated or deceased registrants. The Committee was very pleased with registrant enthusiasm for, and compliance with, this new requirement.

Workshops The Committee was pleased to sponsor a workshop on"Ethical and Legal Issues in the Practice of Psychology" for psychologists working for the Correctional Service of Canada on March 4, 2010, and "Governing Legislation, Ethical and Legal Issues, and the Practice of Psychology in British Columbia" for registrants on June 23, 2010, and again on June 24, 2010, in Victoria.

Practice Advisories Seventeen draft practice advisories have been circulated to registrants over an extended period including a reposting of the drafts, incorporating feedback from the first circulation, in August of 2010. Special attention was given to new BC Supreme Court Civil Rules that took effect on July 1, 2010 in editing the draft practice advisory pertaining to release of information. All feedback received in 2010 was again reviewed, and the Committee was preparing to repost the draft practice advisories for a final time early in 2011, along with a new draft practice advisory on telepsychology.

Practice Support Service The Committee was pleased to introduce the Practice Support Service for registrants in 2010. The objective of the service 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. The Practice Support Service also publishes information of broad interest to registrants in the new Practice Support corner of the *Chronicle*.

Other Activities The Committee has also been active in considering possible changes to the Continuing Competency Program as part of anticipated Bylaw changes and has 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 2010

FINANCE COMMITTEE REPORT

The College continues to stay within budget projections and renewal fees remain stable with no anticipated fee increases for 2011. Please see the attached audited financial statements for more details.

Table 2: Comparative Expenses

Year	Wages and Benefits		Routine Statutory Expenses		Hearings		General Operating Expenses		Total Expenses	
	Amount	%	Amount	%	Amount	%	Amount	%	Amount	%
2004	521,791	41	288,686	23	74,816	6	391,336	30	1,276,629	100
2005	554,704	48	128,899	11	70,563	6	403,717	35	1,157,883	100
2006	565,346	46	201,542	17	50,113	4	402,896	33	1,219,897	100
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

Respectfully submitted, Wayne Morson,
Chair, Finance Committee 2010

REGISTRAR'S REPORT

Below is the Registrar's Report on the activities of the College for the year 2010. This report is divided into three main sections:

I. **Registration/Application Matters** This section provides a description of the College Register for 2010 and the status of applications for registration, as well as a summary of activities of the College in this area.
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 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 reviews activities at the College related to the College Register during 2010, and the status of applications for registration. It is divided into 4 sections as follows:

1) The College Register 2010
2) Summary of Application Activity
3) Areas of Practice
4) Examinations

1. The College Register 2010 As of December 31, 2010, the College Register listed a total of 1167 registrants. Three (3) registrants cancelled their registration within the 2010 calendar year, 3 registrants passed away, and 1 individual held temporary registration.

Table 3: The College Register as of December 31, 2010

Register Status on December 31	2005	2006	2007	2008	2009	2010
Full Register	933	932	974	988	1013	1038
Suspended		1	0	1	0	0
Resigned	0	0	0	0	1	0
Limitations as per Inquiry Committee (IC)	13	11	11	13	11	12
Limitations as per IC / Non-Practicing			1	0	1	2
Limitations by Category - Out-of-Province	28	27	22	27	26	29
Limitations by Category - Non-Practicing	18	23	15	16	18	9
Limitations by Category – Retired	14	23	26	34	38	42
Limitations as per Registration Committee (RC)	22	57	53	42	37	30
Limitations as per RC / Non-Practicing	0	0	0	0	2	0
Status Pending	2	0	0	0	1	1
Temporary Registration	2	1	2	1	2	1
Cancelled Prior to End of Year	0	0	3	10	3	3
Total	**1032**	**1075**	**1107**	**1132**	**1153**	**1167**

As shown in the table below, a total of 40 new registrants were added to the Register in 2010.

Table 4: New Registrants by Class of Registration

	Regular	Reciprocal	Mobility	Temporary	Total
Psychologists	20	6	7	0	33
Psych. Associates	0	7	0	0	7
Total	**20**	**13**	**7**	**0**	**40**

2. Summary of Application Activity Table 5 below summarizes the application activities at the College during the 2010 year, along with comparison data from the previous year. As shown in the table, a total of 62 applications were received during the 2010 year. Of these, 61% (n=38) were regular applications. Twenty-three percent (n=14) were reciprocal applications from another Canadian jurisdiction, and 8% (n=5) were mobility applications from jurisdictions in the United States.

Table 5: Application Activity Summary 2009-2010

Activity	2009					2010				
	Reg	Temp	Recip	Mobil	Total	Reg	Temp	Recip	Mobil	Total
# of applications received	35	3	16	2	**56**	42	1	14	5	**62**
# of applications withdrawn	0	0	2	0	**2**	0	0	0	0	**0**
# of applications not meeting requirements	1	0	0	0	**1**	0	0	0	0	**0**

3. Areas of Practice: Applicants and Registrants Applicants declare one area of practice in psychology on the application form. This area is expected to be the broadest area of practice, which best describes the individual's training and competence. Table 6 below represents the area of practice declared by new applicants in 2010. Ninety percent (90%) of applicants selected the areas of Clinical or Counseling.

Table 6: Area of Practice for New Applicants in 2010

Area of Practice	Regular	Reciprocal	Mobility	Temporary	Total
Clinical Psychology	28	8	4	1	**41**
Counseling Psychology	10	4	1	0	**15**
Clinical Neuropsychology	0	0	0	0	**0**
School Psychology	1	1	0	0	**2**
Health Psychology	0	0	0	0	**0**
Rehabilitation Psychology	1	0	0	0	**1**
Forensic/Corrections Psychology	2	1	0	0	**3**
Total	**42**	**14**	**5**	**1**	**62**

Note: The areas of Clinical and Counseling are defined by the College as broad areas encompassing many sub-areas, while the areas of Forensic/Corrections, Health, School, Rehabilitation, Industrial/Organizational and Clinical Neuropsychology are seen as more narrowly defined areas of practice, sometimes including exclusive practice in a particular setting.

At renewal all registrants confirm their primary area of practice. The Register indicated the following breakdown for the self-declared primary area of practice indicated by registrants as of December 31, 2010. These data exclude retired and temporary registrants as well as those who were deceased, resigned, or cancelled before the yearend:

Table 7: Self-Declared Primary Area of Practice for Registrants as at December 31, 2010

Self-Declared Primary Area of Practice	Number of Registrants	%
Clinical Psychology	636	57
Counseling Psychology	240	21
Clinical Neuropsychology	65	6
School Psychology	71	6
Health Psychology	7	1
Rehabilitation Psychology	16	1
Research/Academic Psychology	23	2
Forensic/Corrections Psychology	44	4
Industrial/Organizational Psychology	19	2
Total	**1121**	**100**

4. Examinations All Regular applicants 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 8 below summarizes examination results for 2010.

Table 8: Examination Results

	2007	2008	2009	2010
Number of Regular applicants who wrote EPPP	23	32	24	26
Number of Oral examinations	39	41	32	25
Number of WJE examinations	36	62	53	44

Twenty- six Regular applicants took the EPPP in 2010. Of the applicants taking the exam for the first time (n = 24), 100% passed. This is consistent with our overall first time pass rates of 96% in the four previous years. The minimum required passing score is 140/200 (raw score) or 500/800 (scaled score). The average passing score for first time test takers in 2010 was a scaled score of 639/800 (range 514 – 725). As in past years, the WJE was held at the College offices on a monthly basis. It was administered to 44 applicants in 2010. All applicants passed.

The College also conducts the Oral Examination on site. In 2010, 26 examinations took place. Of those examinees, 21 fully passed and were placed on the register with no limitations on their practice – this represents 81% of all first-time oral examinees. Three (3) candidates were added to the register with limitations and 2 failed the examination. Two (2) of the 26 examinations represented a second attempt – both examinees passed fully.

II. COMPLAINT AND INVESTIGATIVE MATTERS

This section contains information about complaints received in the year 2010 as well as a report on all complaints closed during 2010. 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, 2010
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 2010 and comparison with previous years

6. Components of the complaint investigative process
7. Letters of Undertaking/Consent Agreements
8. Summary of a sample of complaints in 2010
9. Complaints per year and number of registrants with complaints

1. Complaint file status as at December 31, 2010

Since the College of Psychologists came under the *Health Professions Act*, a total of 544 new complaints have been investigated, including 41 received during 2010.

A. Complaints received in 2010 (n=41): Twenty-one (21) of the complaints received in 2010 were also closed in 2010, leaving a total of 20 complaints received in 2010 still open on December 31, 2010.

Table 9: Complaint File Status as at December 31, 2010 for all complaints received under the *Health Professions Act (n=544)*

Status	Year Complaint Received							
	2000-2008		2009		2010		Total	
	#	%	#	%	#	%	#	%
Resolved or determined to not be a complaint					2	5	2	0
Under Initial Review					4	10	4	0
33(5)					11	27	11	0
Without Prejudice Meeting					2	5	2	0
Suspended per HPA*					1	3	1	0
Total # open files	0	0	0	0	20	49	20	4
Total # closed files	461	100	42	100	21	51	524	96
Total	**461**	**100**	**42**	**100**	**41**	**100**	**544**	**100**

* New category for 2009 reflecting new Health Professions Act requirements to suspend an investigation if timeline requirements are not met.

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 10 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 2010 was assessment procedures (n=12). 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=197). Professionalism was the next most frequent primary allegation in 2010 (n=10), and third highest overall (n=72). General standards for competency was the third most frequent allegation in 2010 (n=8), and second highest overall (n=77). Many of the cases in which competency is the primary allegation involve an assessment situation of some kind.

Table 10: Primary Allegation in Complaints Received 2000-2010

Status	Year Complaint Received							
	2000-2008		2009		2010		Total	
	#	%	#	%	#	%	#	%
General Stds for Competency (CC 3.0)	66	14	3	7	8	20	77	14
Informed Consent (CC 4.0)	21	5	2	5	3	7	26	5
Relationships-Clients (CC 5.0)	53	11	1	2	1	5	54	10
Relationships-Work (CC 5.0)	8	2	0	0	1	2	9	2
Relationships-Dual Roles (CC 5.0)	20	4	2	5	0	0	22	4
Confidentiality (CC 6.0)	18	4	5	12	2	5	25	5
Professionalism (CC 7.0)	56	12	6	14	10	24	72	13
Provision of Services (CC 8.0)	14	3	3	7	2	5	19	4
Representation of Services/Credentials (CC 9.0)	2	1	0	0	1	2	3	1
Advertising/Public Statements (CC 10.0)	10	2	1	2	0	0	11	2
Assessment Procedures (CC 11.0)	167	36	18	43	12	27	197	36
Fees (CC 12.0)	9	2	0	0	1	2	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	0	0	5	1
Compliance with Law (CC 18.0)	4	1	0	0	0	0	4	1
Application (CC 2.0)	2	1	0	0	0	0	2	0
No Standard Applicable	5	1	1	2	0	0	5	1
Total	**461**	**100**	**42**	**100**	**41**	**100**	**544**	**100**

b. Complaint Context Table 11 reports on the context within which complaints occurred. As has consistently been the case in the past, in 2010 a substantial proportion (n=24; 63.2%) of complaint concerns arose in the context of an assessment, such as a custody and access proceeding or a correctional assessment.

Table 11: Complaint Context for Complaints Received 2000-2010

Complaint Context	Year Complaint Received							
	2000-2008		2009		2010		Total	
	#	%	#	%	#	%	#	%
Assessment	263	57	22	52.4	26	63	311	57
Consultation	7	1.5	1	2.4	0	0	8	2
Intervention	109	23.6	15	35.7	9	22	133	24
Regulatory Compliance	20	4.3	1	2.4	0	0	21	4
Other	62	13.4	3	7.1	6	15	71	13
Total	**461**	**100**	**41**	**100**	**41**	**10**	**544**	**100**

c. Area of Practice Table 12 below presents information on the area of practice within which complaints occurred. In 2010, eleven (11) of the complaints received were in the custody and access sub-area within clinical psychology, and eleven (11) were in the broader clinical psychology area.

Table 12: Complaint - Area of Practice in Complaints Received 2000-2010

Complaint Area of Practice	Year Complaint Received							
	2000-2008		2009		2010		Total	
	#	%	#	%	#	%	#	%
Clinical Psychology	206	44.7	14	33.3	11	27	231	42
Custody and Access	121	26.2	14	33.3	11	27	146	27
Counselling Psychology	39	8.5	5	11.9	2	5	46	8
Forensic /Corrections	41	8.9	3	7.1	4	10	48	9
Industrial /Organizational	2	0.4	0	0	0	0	2	.5
Neuropsychology	21	4.6	1	2.4	2	5	24	4
Rehabilitation Psychology	8	1.7	2	4.8	4	10	14	3
Research /Academic	4	0.9	0	0	0	0	4	1
School Psychology	8	1.7	0	0	2	5	10	2
N/A	11	2.4	3	7.1	5	11	19	3.5
Total	**461**	**100**	**42**	**100**	**41**	**100**	**544**	**100**

d. Complainant Type As indicated in Table 13 below, more than half (n=23) of the complaints received in 2010 were filed directly by clients of respondents. The Inquiry Committee may open files on its own motion based on information provided to it, but did not do so in 2010. 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 13: Complainant Type in Complaints Received 2000-2010

	Complaint Type	Year Complaint Received							
		2000-2008		2009		2010		Total	
		#	%	#	%	#	%	#	%
PUBLIC	Client - 3rd Party	127	27.5	7	16.7	3	7	137	25
	Client - Direct	111	24.1	21	50	23	56	155	29
	Client Relative	65	14.1	6	14.3	9	22	80	15
	Colleague**	66	14.3	2	4.8	4	10	72	13
	Other	37	8	1	2.4	2	5	40	7
IC	Inquiry Committee	55	11.9	5	11.9	0	0	60	11
	Total	**461**	**100**	**42**	**100**	**41**	**100**	**541**	**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. 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. As noted above, no complaint investigations were opened by the Inquiry Committee in 2010.

4. **Length of Time to Close Files** For complaints closed in 2010 (n=38), the number of months required to investigate and close a file ranged from 0 to 14 months. Table 14 below contains the average length of time to close complaint files for 2008, 2009, and 2010 (excluding 4 files from 2008 and 2009 which pertained to files involving respondents in protracted legal negotiations).

Table 14: Average Time (in months) to Close Files for Complaints Closed 2008-2010

Year Complaint Closed	2008	2009	2010
Avg Length of Time to Close File	8.1 months, n=41	6.02 months, n=51	5.66 months, n=38

5. Complaint File Closing Reasons Slightly more than one-half of the complaints closed in 2010 were dismissed because of insufficient evidence of a breach of the *Code of Conduct* or were withdrawn by the complainant (and did not present public protection concerns). For complaints received and closed in 2010, 16 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 15: Closing Reasons for Complaints Closed 2008-2010

Closing Category	Closing Reason	Year Complaint Received							
		2008		2009		2010		Total	
		#	%	#	%	#	%	#	%
Dismissed- lack of evidence or otherwise not proceeded upon	Decision Not to Proceed	7	14.3	14	26.4	10	26.3	31	23
	Insufficient Evidence	12	24.5	11	20.8	12	31.6	35	25
	Subtotal	**19**	**38.8**	**25**	**47.2**	**22**	**57.9**	**66**	**48**
Voluntary Resolution	Letter of undertaking or resolution agreement	28	57.1	22*	41.5	16	42.1	66	48
	Resolved	1	2.0	5	9.4	0	0	6	4
	Subtotal	**29**	**59.2**	**27**	**50.9**	**16**	**42.1**	**72**	**52**
Resigned/ Cancelled	Resigned/Cancelled Referred to Discipline Ctte	1	2.0	1	1.9	0	0	2	1
Total		**49**	**100**	**53**	**100**	**38**	**100**	**138**	**100**

6. Components of the Complaint Investigation Process

Components of the complaint investigation process include without prejudice meetings, extraordinary hearings, and citations and discipline hearings, described below.

a. Without Prejudice Meetings The term "without prejudice" is used to indicate that nothing that occurs in a without prejudice meeting or correspondence may be used in other proceedings. Without prejudice meetings provide an informal and effective means for resolving complaint matters. By way of example, a without prejudice 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 confidentiality and informed consent. Subsequent to the meeting, the respondent consulted with a colleague to discuss these issues and signed an agreement to improve his practices in these areas.

b. Extraordinary Hearings Sometimes concerns arise which necessitate immediate action on the part of the Inquiry Committee, such as issues with sufficient public protection concerns that the Committee believes an immediate restriction on practice or license suspension may be warranted. There is no testing of evidence at an extraordinary hearing. Rather, a decision is made on whether the available evidence, on its face, supports 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 2010.

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 2010. A citation for a hearing of the Discipline Committee on one file that was issued in 2010 was resolved prior to proceeding to a hearing scheduled for 2011.

7. Letters of Undertaking/Resolution Agreements

Table 16 provides a summary of Letters of Undertaking/Resolution Agreements signed with registrants during the year 2010 as a means of bringing a complaint file to a close. A total of 16 such agreements were signed in 2010. The terms of such agreements are determined on a case by case basis and all are signed on a voluntary basis. In a number of the more serious complaints below, a hearing of the Discipline Committee would have been held had such a resolution not been achieved.

Table 16. Summary of Terms of Letters of Undertaking/Resolution Agreements in 2010 (n=16)

	# of Files	Primary Allegation by *Code of Conduct* Section	Terms of Consent Agreement or Letter of Undertaking
1	1 file	08-Provision of Services	Change to informed consent form
2	1 file	11-Assessment Procedures	Consultation and correction of errors in report
3	1 file	08-Provision of Services	Refrain from practicing in a particular area and change to office practices
4	1 file	11-Assessment Procedures	Change to report writing practices and clarification letter to complainant
5	1 file	06-Confidentiality	Supervision, therapy, apology, refund
6	1 file	04-Consent	Change to office practices
7	1 file	08-Provision of Services	Refrain from practicing in a particular area, apology, and refund
8	1 file	08-Provision of Services	Change to office practices
9	1 file	05-Prohibited Relationship/Contact	Supervision
10	1 file	06-Confidentiality	Change to office practices
11	1 file	11-Assessment Procedures	Change to report writing practices
12	1 file	11-Assessment Procedures	Change to report writing practices
13	1 file	11-Assessment Procedures	Change to report writing practices
14	1 file	05-Prohibited Relationship/Contact	Resignation and conditions for reapplication
15	1 file	07-Professionalism	Resignation and conditions for reapplication
16	1 file	06-Confidentiality	Consultation and change to office practices

8. Samples of Complaints Open During 2010

Below is a brief review of the main allegations raised in a sample of complaints open during 2010, along with a description of the process and outcome of the complaint investigation.

One case arose in the context of a pre-sentencing evaluation. The complainant, who was the subject of the assessment, alleged that the respondent lied, took information out of context, and made unflattering comments about the complainant in her reports. The Committee carefully reviewed the copies of the assessment reports that the complainant had included to determine if there was any evidence supporting the allegations that would warrant opening an investigation. The Committee found no support for any of the allegations made in this case and summarily dismissed the complaint pursuant to Section 32(3)(a) of the *Health Professions Act* (the "*Act*").

A second case involved a complaint by the mother of two children who were seeing the respondent for therapy. The allegations included that the respondent failed to obtain informed consent, breached confidentiality, took control of the medications of the complainant's children, and made unprofessional comments to the complainant. The Inquiry Committee sought the respondent's practice records, which assisted the Committee in its investigation due to their thoroughness and clarity. The Committee then asked the respondent to address questions posed under Section 33(5) of the *Act*. After reviewing all of the documentation, the Committee found insufficient evidence to support any of the allegations and disposed of the case under Section 33(6)(a) of the *Act.*

A third case involved a complaint made by an individual who alleged that the respondent had breached the complainant's confidentiality, and that was harmful to the complainant. The College engaged with the complainant to ensure he had no safety concerns. The Committee posed a number of questions to the respondent under Section 33(5) of the *Act* and requested that the respondent sign an undertaking and consent to undertake a program of supervision for an initial period of six months subject to extension. The Committee found evidence supporting the allegations and resolved the matter under Section 33(6)(c) by accepting the respondent's signed undertaking and consent to undergo supervision of his practice to address the issues raised in the complaint.

In a fourth situation, an individual made a complaint in a treatment context by alleging that the respondent had breached confidentiality and failed to obtain proper informed consent. The Inquiry Committee commenced an investigation, obtained and reviewed practice records, posed questions under Section 33(5) of the *Act*, and attempted to negotiate a voluntary resolution to the complaint. When the respondent refused, the Inquiry Committee directed the Registrar to issue a citation under Section 37 of the *Act*. Ultimately, the citation was canceled under Section 37(4) of the *Act* after the respondent undertook a series of steps to obtain consultation and make changes to his practice addressing the concerns raised in the original complaint as well as any larger public protection concerns.

9. **Complaints per Year and Number of Registrants with Complaints**

Table 17 below describes the number of registrants about whom complaints have been received since the College was first granted responsibility for regulating the profession in 1993. As shown in the Table, in 2010, 41 complaints were received. These 41 complaints were with regard to 38 different registrants. Thus, some registrants were named in more than one complaint file.

Table 17: # of Complaints per year from 1993 - 2010 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

III. ADMINISTRATIVE MATTERS

1. Ombudsperson Investigations and Requests under the *Freedom of Information and Protection of Privacy Act*. There were two requests under each of these *Acts* received during the 2010 year. All matters were responded to promptly, within established timelines and resolved/closed within 2010.

2. Relationships with Other Regulatory Bodies in Psychology 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. Acknowledgments. I take this opportunity to extend appreciation to the members of the College Board, Committee members, registrants serving the College as oral examiners and regulatory supervisors, and to registrants who took the time to provide thoughtful comment and feedback on practice advisories and other matters. Your professionalism and interest make an important contribution to the regulation of the psychology profession.

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

Minutes of the Annual General Meeting for the 2010 year - May 28, 2011

Agenda and Minutes The table of contents in the 2010 Annual Report was approved as the agenda for the May 26, 2009 meeting. The Minutes of the 2009 Annual General Meeting held on May 28, 2010 were approved.

Chair's Report Michael Elterman gave the Chair's report on behalf of the 2009 Chair. He highlighted College achievements over the 2009 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; 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 2009 Board and introduced all Board members present at the meeting.

Finance Committee – John Carter reported, on behalf of the Committee Chair, the stability of the College's financial situation, that the 2009 year was completed within budget, and that there were no anticipated fee increases.

Registration Committee Report – Michael Elterman (2009 Chair), reported on the efforts of the Committee 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. It is also examining its processes to facilitate labour mobility for psychology professionals registered to practice elsewhere in Canada. Dr. Elterman gave his thanks to Andrea Kowaz and Amy Janeck for their work as well as to the very devoted and involved professional and public members of the committee.

Inquiry Committee Report – Russell King reported on the work of the Inquiry Committee for 2009 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 – Andrea Kowaz reported on the trends in professional regulation having impact on College's processes and procedures over the 2009 year and highlighted some key elements from her written report.

Quality Assurance Committee Report – Leora Kuttner reported on the hard work of the Quality Assurance Committee members, thanking them each for their efforts. She announced the development and implementation of the Practice Support Service and thanked Susan Turnbull for her work in this regard.

Special Recognition – The College recognized Robert Ley for six years of service on the Registration Committee and Bruce Clarke for six years as a public member on the Discipline Committee. Rebecca England was recognized for completing a term of three years on the Board. Awards were given to Joyce Ternes and David Eveleigh for the 20 plus club, having done more than 20 oral examinations; and to Janet Strayer for her help on the special project of providing group supervision to extraordinary applicants. Oral Examiners and Regulatory Supervisors in attendance were also recognized for their efforts.

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA

AUDITED FINANCIAL STATEMENTS

DECEMBER 31, 2010

Auditors' Report
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*
Chartered Accountants

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AUDITORS' REPORT

To the Registrants 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, 2010 and the statement of operations and 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, 2010 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Raber Mattuck

CHARTERED ACCOUNTANTS

Vancouver, British Columbia
April 12, 2011

* a partnership of professional corporations

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF FINANCIAL POSITION

AS AT DECEMBER 31, 2010

	2010	2009
ASSETS		
CURRENT ASSETS		
Cash and short term investments	$ 1,529,615	$ 1,381,848
Cash - restricted (Note 5)	600,000	600,000
Prepaid expenses	1,714	2,818
	2,131,329	1,984,666
CAPITAL ASSETS (Note 3)	58,068	44,780
	$ 2,189,397	$ 2,029,446
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities (Note 9)	$ 45,898	$ 51,088
Employee remittances payable	19,667	777
Deferred revenue (Note 4)	1,279,045	1,112,400
	1,345,600	1,164,265
NET ASSETS		
CAPITAL ASSET FUND (Note 6)	58,068	44,780
INTERNALLY RESTRICTED		
General Contingency Fund (Note 5)	600,000	600,000
UNRESTRICTED	185,729	220,401
	843,797	865,181
	$ 2,189,397	$ 2,029,446

Approved by the Board

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

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CHANGES IN NET ASSETS

FOR THE YEAR ENDED DECEMBER 31, 2010

	General Contingency Fund 2010 (Note 5)	Capital Asset Fund 2010 (Note 6)	Unrestricted 2010	Total 2010	Total 2009
NET ASSETS, beginning of year	$ 600,000	$ 44,780	$ 220,401	$ 865,181	$ 660,230
Excess of Receipts Over Expenses (Expenses over Receipts)	-	-	(21,384)	(21,384)	204,951
Capital Asset Acquisitions, net of amortization	-	13,288	(13,288)	-	-
NET ASSETS, end of year	600,000	$ 58,068	$ 185,729	$ 843,797	$ 865,181

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, 2010

	2010	2009
RECEIPTS		
Registration fees	$ 1,180,967	$ 1,302,452
Application and exam fees	52,975	68,025
Interest	21,106	30,478
Supervision cost recovery	-	2,053
Other income, cost recovery, and grants	4,574	46,260
	1,259,622	1,449,268
EXPENDITURES		
Administration	763,706	728,223
Audit	5,793	5,114
Board	84,719	90,391
Committees (meetings, travel and honoraria)	58,444	63,884
External relations (dues)	6,196	6,270
Extraordinary Hearings	-	33,505
Discipline Hearings (Including Preparation)	1,829	5,337
Operations	137,219	137,393
Registrant / Applicant services	16,637	20,837
Statutory functions (FOI, investigations, routine legal consultation)	202,448	153,363
Supervision expense	4,015	-
	1,281,006	1,244,317
EXCESS OF RECEIPTS OVER EXPENSES (EXPENSES OVER RECEIPTS)	$ (21,384)	$ 204,951

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, 2010

	2010	2009
CASH FLOWS FROM OPERATING ACTIVITIES		
Excess of receipts over expenses (expenses over receipts)	$ (21,384)	$ 204,951
Adjustments for:		
Amortization	13,948	12,250
Prepaid expense	1,104	1,111
Accounts payable	(4,190)	(37,061)
Employee remittances payable	18,880	(13,030)
Deferred revenue	166,645	(44,475)
	175,003	123,746
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of capital assets	(27,236)	(12,575)
NET INCREASE (DECREASE) IN CASH	147,767	111,171
CASH, beginning of year	1,981,848	1,870,677
CASH, end of year	$ 2,129,615	$ 1,981,848

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

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, 2010

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.

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.

g) Future accounting pronouncements

The CICA has decided to transition Canadian GAAP for publicly accountable entities to International Financial Reporting Standards (IFRS) effective January 1, 2011. The College is classified as a not-for-profit organization and currently is not required to adopt IFRS. The Accounting Standards Board (AcSB) and Public Sector Accounting Board (PSAB) have jointly issued an Invitation to Comment to invite feedback on the future of financial reporting by not-for-profit organizations. In addition, PSAB has issued an Invitation to comment on the future financial reporting of government organizations. The College is in the process of reviewing the impact of these documents on its reporting framework and financial statements.

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.

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO THE FINANCIAL STATEMENTS

DECEMBER 31, 2010

3. PROPERTY AND EQUIPMENT:

	Cost	2010 Accumulated Amortization	Net Book Value	2009 Net Book Value
Office furniture and equipment	$ 112,214	$ 90,850	$ 21,364	$ 23,982
Computer equipment	122,851	105,081	17,770	20,798
Leasehold improvements	61,744	42,810	18,934	-
	$ 296,809	$ 238,741	$ 58,068	$ 44,780

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 2010 calendar year received in advance. These deferred fees will be recorded as revenue in the statement of operations when the related expenses are incurred.

	2010	2009
Deferred contributions, beginning of year	$ 1,112,400	$ 1,156,875
Less amount recognized as revenue in the year	(1,112,400)	(1,156,875)
Add amount received for future periods	1,279,045	1,112,400
Deferred contributions, end of year	$ 1,279,045	$ 1,112,400

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 $600,000.

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

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 $44,780.

	2010	2009
Capital Asset Fund, beginning of year	$ 44,780	$ 44,455
Less amount amortized	(13,948)	(12,250)
Add asset purchases during the year	27,236	12,575
Capital Asset Fund, end of year	$ 58,068	$ 44,780

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, 2009, management is of the opinion that it has valid defenses and appropriate insurance coverage in place, or if there is unfunded risk, such claims are not expected to have a material effect on the College's financial position.

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

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.

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO THE FINANCIAL STATEMENTS

DECEMBER 31, 2010

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 2010, a total amount of $29,050 was received by the College and $20,712.14 was expended on project activities. The remainder of these funds, $8,337.86, 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.

College of Psychologists of British Columbia

Annual Report 2011

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Vancouver, B.C. V6J 4S5
www.collegeofpsychologists.bc.ca

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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 Vlassev, Ph.D.
John Wagner, Ph.D.
Larry Waterman, Ph.D.
Rene Weideman, Ph.D.
Maureen Whittal, 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 *AIT* 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

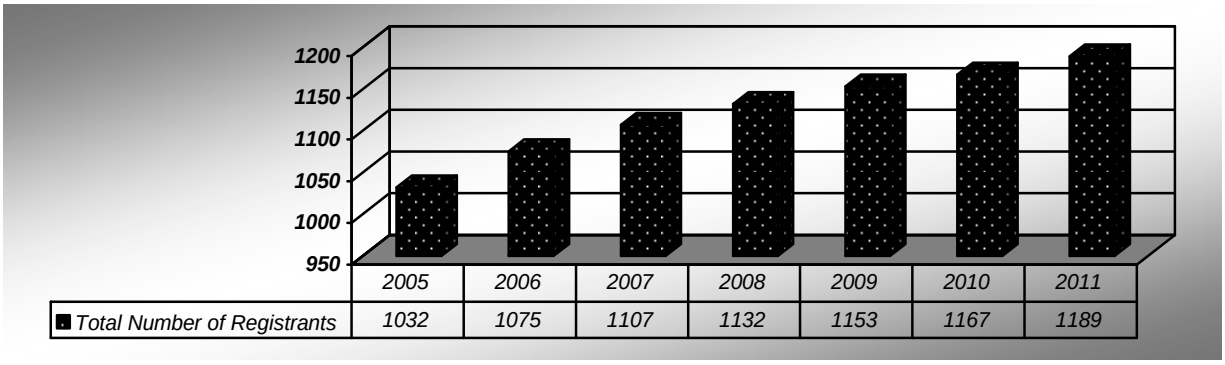
1. The College Register 2011 As of December 31, 2011, the College Register listed a total of 1189 registrants. Two (2) registrants passed away during the year, and 1 individual held temporary registration.

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.

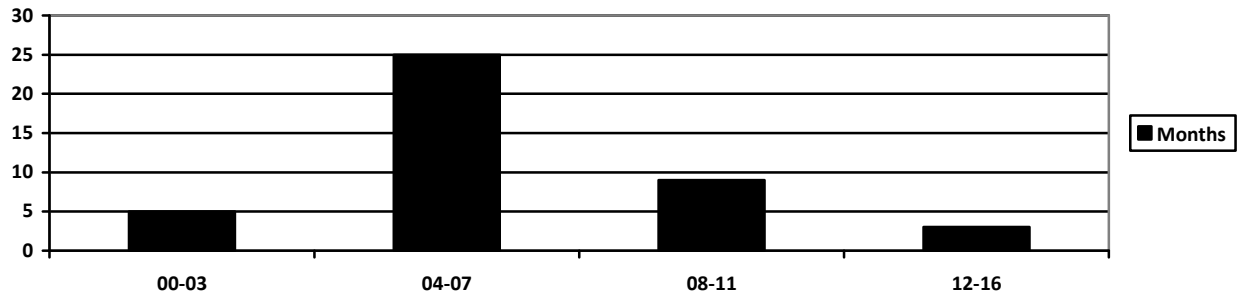
4. Length of Time to Close Files For complaints closed in 2011 (N=42), the number of months required to investigate and/or close a file ranged from 0 to 16 months. Table 12 below contains the average length of time to close complaint files for 2009, 2010, and 2011 (excluding 4 files from previous years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

AUDITED FINANCIAL STATEMENTS

DECEMBER 31, 2011

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
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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*
Chartered Accountants

Suite 318, North Tower, Oakridge Centre, 650 West 41st Avenue, Vancouver, B.C., V5Z 2M9
Telephone: (604) 435-5655 Facsimile: (604) 435-1913 · E-mail: info@rabermattuck.com

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.

Raber Mattuck

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	$ 1,542,838	$ 1,529,615
Cash - restricted (Note 5)	625,043	600,000
Prepaid expenses	9,422	1,714
	2,177,303	2,131,329
CAPITAL ASSETS (Note 3)	70,774	58,068
	$ 2,248,077	$ 2,189,397
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities (Note 9)	$ 56,648	$ 46,898
Employee remittances payable	22,181	19,657
Deferred revenue (Note 4)	1,363,001	1,279,045
	1,441,830	1,345,600
NET ASSETS		
CAPITAL ASSET FUND (Note 6)	70,774	58,068
INTERNALLY RESTRICTED		
General Contingency Fund (Note 5)	625,043	600,000
UNRESTRICTED	110,430	185,729
	806,247	843,797
	$ 2,248,077	$ 2,189,397

Approved by the Board

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CHANGES IN NET ASSETS

FOR THE YEAR ENDED DECEMBER 31, 2011

	General Contingency Fund 2011 (Note 5)	Capital Asset Fund 2011 (Note 6)	Unrestricted 2011	Total 2011	Total 2010
NET ASSETS, beginning of year	$ 600,000	$ 58,068	$ 185,729	$ 843,797	$ 865,181
Excess of Receipts Over Expenses (Expenses over Receipts)	-	-	(37,550)	(37,550)	(21,384)
Interfund transfers	25,043	-	(25,043)	-	-
Capital Asset Acquisitions, net of amortization	-	12,706	(12,706)	-	-
NET ASSETS, end of year	$ 625,043	$ 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	94,895	84,719
Committees (meetings, travel and honoraria)	67,531	58,444
External relations (dues)	5,720	6,196
Extraordinary Hearings	11,027	-
Discipline Hearings (including Preparation)	-	1,829
Operations	155,686	137,219
Registrant / Applicant services	38,583	16,637
Statutory functions (FOI, investigations, routine legal consultation)	282,872	202,448
Supervision expense	-	4,015
	1,457,281	1,281,006
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	83,956	166,645
	77,414	176,003
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of capital assets	(39,148)	(27,236)
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.

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 2008 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.

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:

	Cost	2011 Accumulated Amortization	Net Book Value	2010 Net Book Value
Office furniture and equipment	$ 118,471	$ 95,748	$ 22,723	$ 21,364
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	$ 58,068

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO THE FINANCIAL STATEMENTS

DECEMBER 31, 2011

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.

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 unfunded risk, such claims are not expected to have a material effect on the College's financial position.

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

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.

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 $60,536 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.

College of Psychologists of British Columbia

Annual Report 2012

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Vancouver, B.C. V6J 4S5
www.collegeofpsychologists.bc.ca

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INTRODUCTION TO THE COLLEGE OF PSYCHOLOGISTS OF BC 2012 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 2012 Annual Report provides a summary of the College's regulatory activities for the 2012 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 2012 year to manage a growing workload, involvement with projects and groups provincially, nationally and internationally, the cost and resource challenges of a large number of complaint applications before the Health Professions Review Board, the processing of applications from foreign trained applicants and applicants registered elsewhere in Canada, and the increased functionality of its website to registrants, applicants, and members of the public.

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

2012 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.,
Michael Fellman, Public Member*
Henry Harder, Ed.D., R.Psych., Chair
Jenelle Hynes, Public Member
Russell King, Psy.D., R.Psych.
Leora Kuttner, Ph.D., R.Psych.
J. Dean Readman, Public Member, Vice-Chair
Hendre Viljoen, Ph.D., R.Psych.

DISCIPLINE COMMITTEE

Santa Aloi, Public Member (from July 2012)
Michael Fellman, Public Member* (until June 2012)
Daniel Fontaine, Public Member
John Carter, Ed.D., R.Psych., Chair
Brenda Kosaka, Ph.D., R.Psych.
Phillipa Lewington, Ph.D., R.Psych .
J. Dean Readman, Public Member
Ingrid Söchting, Ph.D., R.Psych.
Janet Strayer, Ph.D., R.Psych.
Cheryl Washburn, Ph.D., R.Psych.

INQUIRY COMMITTEE

Kirk Beck, Ph.D., R.Psych. (from 08/12)
Emily Chu, Public Member (from 09/12)
Anthony Dugbartey, Ph.D., R.Psych.
Paul Eirikson, Ph.D., R.Psych. (to 08/12)
B. Lee Grimmer, Ph.D., R.Psych.
Lindsey Jack, Ph.D., R.Psych.
Sandy James, Public Member
Marlene Moretti, Ph.D., R.Psych.
Wayne Morson, Public Member (to 06/12)**
J. Dean Readman, Public Member (from 06/12)
Hendre Viljoen, Ph.D., R.Psych., Chair
Francesca Zumpano, Public Member (to 09/12)

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

Russell King, Psy.D., R.Psych., Chair
Kirk Beck, Ph.D., R.Psych.
Bob Burrows, Public Member
Sandra Clark, Ph.D., R.Psych.
Jenelle Hynes, Public Member (to April 2012)
Kathy Montgomery, Ph.D., R.Psych.
Donna Paproski , Ph.D., R.Psych. (from Feb. 2012)
J. Dean Readman, Public Member (to July 2012)
Michel Regev, Ph.D., R.Psych.
Henry Hightower (from April 2012)

REGISTRATION COMMITTEE

Michael Elterman, MBA, Ph.D., R.Psych. (Chair)
Kenneth Cole, Ph.D., R.Psych.
Darcy Cox, Psy.D., R.Psych.
Catherine Costigan, Ph.D., R.Psych. (to July 2012)
Marion Ehrenberg , Ph.D., R.Psych.(from July 2012)
Michael Fellman, Public Member (to June 2012)*
Marguerite Ford, Public Member
Henry Hightower, Public Member (to April 2012)
Jenelle Hynes, Public Member (from April 2012)
Marina Navin, Public Member (from July 2012)
Cheryl Washburn, Ph.D., R.Psych.
Sheila Woody, Ph.D., R.Psych.

**until his death on June 21, 2012. Please see the *In Memoriam* page at the end of this Report.
*until his death on June 11, 2012. Please see the *In Memoriam* page at the end of this Report.

REGULATORY SUPERVISORS 2012

Victoria Alfonso, Ph.D., R.Psych.
Cinny Bubber, Ph.D., R.Psych.
Sandra Clark, Ph.D., R.Psych.
Catherine Costigan, Ph.D., R.Psych.
Marion Ehrenberg, Ph.D., R.Psych.
Ingrid Friesen, Ph.D., R.Psych.
Maureen Godfrey, Ph.D., R.Psych.
Michael Joschko, Ph.D., R.Psych.
William Koch, Ph.D., R.Psych.
Mary Korpach, Ph.D., R.Psych.
Philippa Lewington, Ph.D., R.Psych.
Ann Pirolli, Ph.D., R.Psych.
Marsha Runtz, Ph.D., R.Psych.
Harry Stefanakis, Ph.D., R.Psych.
Janet Strayer, Ph.D., R. Psych.
Karen Tallman, Ph.D., R.Psych.
Cindy Weisbart, Psy.D., R. Psych.
Colleen Wilkie, Ph.D., R.Psych.

ORAL EXAMINERS 2012

Nicole Aubé, Ph.D., R.Psych.
Mark Bailey, Ph.D. R.Psych.
Jeffrey Ballou, M.Ed., R.Psych.
Deborah Bell, Ph.D., R.Psych.
Rishi Bhalla, Ph.D., R.Psych.
Robert Colby, M.S., R.Psych.
Susan Cross, Ph.D., R.Psych.
Timothy Crowell, Psy.D., R.Psych.
Maureen Godfrey, Ph.D., R.Psych
Sue Hackett, Ph.D., R.Psych
Charlotte Johnston, Ph.D., R.Psych
Margaret Kendrick, Ph.D., R.Psych
Lorne Korman, Ph.D., R.Psych
Brenda Kosaka, Ph.D., R.Psych
Larry Krywaniuk, Ph.D., R.Psych
Ronald Laye, Ph.D., R.Psych
Anne MacGregor, Ed.D., R.Psych
Barbara Madani, M.A.Sc., R.Psych
Gregory Meloche, Ph.D., R.Psych
Kelly Price, Ph.D., R.Psych
Anneliese Robens, Ed.D., R.Psych
Barbara Rosen, Ph.D., R.Psych.
Susanne Schibler, Ph.D., R.Psych
Whitney Sedgwick, Ph.D., R.Psych
Meagan Smith, Ph.D., R.Psych
Harry Stefanakis, Ph.D., R.Psych
Inna Vlassev, Ph.D., R.Psych
John Wagner, Ph.D., R.Psych
Larry Waterman, Ph.D., R.Psych
Rene Weideman, Ph.D., R.Psych
Maureen Whittal, Ph.D., R.Psych
Sandra Yuk Shuen Wong, Ph.D., R.Psych.
Ariana Yakirov, Ph.D., R.Psych.

NEW REGISTRANTS 2012

Graham Bean, Ph.D., R.Psych.
Stacy Lynn Helena Benoche, M.A., R.Psych.
Treena Marie Blake, Ph.D., R.Psych.
May Darlene Caprio, Ph.D., R.Psych.
Gurmeet Kaur Dhaliwal, M.A., R.Psych.
Juliet Margaret Donald, D Clin Psych., R.Psych.
Maureen Rae Edgar, M.A., R.Psych.
Hilary Mary Edington, Ph.D., R.Psych.
Nina Marie Fusco, Ph.D., R. Psych.
Shannon Renee Gelb, Ph.D., R.Psych.
Brett Bradley Ginter, M.A., R.Psych.
Kris Steen Hallenburg, Ph.D., R.Psych.
William Handley, Ph.D., R.Psych.
Michelle Louise Haring, Ph.D., R.Psych.
Natalie Anne Rocke Henderson, Ph.D., R.Psych.
Myrna Hiebert, M.Ed., R.Psych.
Susan Beth Holtzman, Ph.D., R.Psych.
Karen Anne Kit, Ph.D., R.Psych.
Carolin Klein, Ph.D., R.Psych.
Sandra Jean Koop, Ph.D., R.Psych.
Franz Alexander Kubak, Ph.D., R.Psych.
Janelle Lynne Kwee, Psy.D., R.Psych.
Marilyn Joanne Kwong, Ph.D., R.Psych.
Carla LeHouillier, Ph.D., R.Psych.
Rachael Ann Lunt, Ph.D., R.Psych.
Janet W.T. Mah, Ph.D., R.Psych.
Rasoul Ross Malekjah, Ph.D., R.Psych.
Katherine Anne Martinez, Psy.D., R.Psych.
Katherine Stewart McKenney, Ph.D. R.Psych.
Alison Sheila McWalter, M Phil., R.Psych.
Mahesh Menon, Ph.D., R.Psych., R.Psych.
Sterett Hawes Mercer, Ph.D., R.Psych.
Linda Celia Michelle-Pentelbury, M.Ed., R.Psych.
Amori Yee Mikami, Ph.D., R.Psych.
Samuel James William Morgan, Psy.D., R.Psych.
Parminder Narang, Psy.D., R.Psych.
Marie-Hélène Christine Pelletier, Ph.D., R.Psych.
Anne Patricia Pleydon, Ph.D., R.Psych.
Gavin Reid, Ph.D., R.Psych.
Joanne Patricia Roberts, D. Clin. Psy., R.Psych.
Dorothy Mae Ryan, Ph.D., R.Psych.
Sarah Sherrard, Psy.D., R.Psych.
Robin Elizabeth Swift, M.Ed., R.Psych.
Poonam Tangri, Ph.D., R.Psych.
Darien Troy Thira, Ph.D., R.Psych.
Julia Yuen Ching Ting, Ph.D., R.Psych.
Zachary Charles Phillip Walsh, Ph.D., R.Psych.
Adrienne Ya-Chun Wang, Ph.D., R.Psych.
Alexandra Christina Watkins, Ph.D., R.Psych.
Mark Robert Weinberg, Ph.D., R.Psych.
Kristin Michelle Weinzierl, Ph.D., R.Psych.
Helga Wisheu, M.Ed., R.Psych.
Frank David Young, Ph.D., R.Psych.

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 2012 year. I am exceptionally proud of the way in which our Board, Staff and Committees, in the face of increasing workload and new challenges, conducted themselves with an unwavering commitment to meet our regulatory obligations and maintain our core values. I am pleased to provide a report on College activities for 2012.

Information Meetings Information meetings were held throughout the province during 2012. It is important to highlight the College's policy of providing an "information meeting by request" to any ten or more registrants, reflecting the Board's commitment to giving registrants the direct opportunity to be informed and to participate in discussions regarding the regulation of the profession in British Columbia. Key topics in all of the information meetings continued to be the College's proposed general and registration bylaws, revisions to the Code of Conduct, collaborative care and the integration of psychology into primary care, and other ongoing challenges in professional regulation including the Health Professions Review Board and the impact of trade agreements.

Annual General Meeting The Annual General Meeting for the 2011 year was held in Vancouver on May 24, 2012. A video link was provided to Victoria, and registrants were also able to participate and view the meeting via webcast. The continuing competency workshop was presented by Mr. David Perry, of Ascent Public Affairs, and was titled "Psychology in the Public Policy Domain". Again, participation in the AGM and workshop was high, with approximately 25% of all registrants participating either in person or via webcast.

Board Elections I am delighted that both Russell King and Leora Kuttner were re-nominated and re-elected by acclamation for a second term. Public member Jenelle Hynes was reappointed by Government for an additional three-year term. We remain indebted to our public board members for their ongoing commitment to the regulation of the profession of psychology in BC. Please see the *In Memoriam* page in this Report for acknowledgement of the contributions of our public member, Michael Fellman, and former public Board member, Wayne Morson, both of whom passed away during the 2012 year.

Health Professions Review Board (HPRB) There was a total of 24 Inquiry matters open before the HPRB at some point during 2012. One Registration matter was before the HPRB in 2012. 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 also continues to provide registrants with information regarding the functioning of the HPRB and their responsibilities in dealing with this authority.

College Workshops Workshop development is an important task and interest of the Quality Assurance Committee, which devoted considerable discussion to the development of a workshop designed for all registrants planned for the 2014 year. One of the key objectives of the workshop is to share the collective wisdom gleaned through the investigation of complaints under the *Health Professions Act* and translate this knowledge into practical application for clinical practice. Registrants are encouraged to read the Chronicle and other College announcements for more information on this important initiative.

Strategic Planning The Board reviews the Strategic Plan and conducts strategic planning 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; our Registrar is one of the four members of the Governance Group of the 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 New Orleans, Louisiana and in San Francisco, California in October where the 2011 Quality Assurance Chair and member of our Board, Leora Kuttner, Ph.D., R.Psych., gave a presentation on our professional executor and professional will policies.

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 **Revisions** Important revisions to the Code of Conduct are included in the Bylaw proposal posted at the end of 2012 for the official notification period. The Board was pleased with the engagement of registrants in providing feedback and comment.

Practice Support The Board continued to be pleased with the 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. Please review the summary information on this Service which is included in the Registrar's Report in this Annual Report.

Bylaw Development The proposed bylaws were posted on the website for the official required notification period in December 2012. Implementation dates will be announced to registrants when known. The proposed bylaws contain important initiatives and changes reflecting the College's active efforts to address government imperatives for mobility and collaborative health care.

Website Building on the new website introduced in 2010, the high number of registrants renewing online means that the College is on track for the complete phasing out of paper renewal. It is expected that all registrants will renew online for 2014. Added to the website capability is the address change feature, allowing registrants to submit all address changes (register address, practice record location addresses, directory addresses) online.

In closing, I would like to take this opportunity to commend our Registrar and her staff, along with Board and Committee members, for maintaining the highest standards as they manage a very high volume of work marked by professionalism, competence and efficiency. It was a pleasure and privilege to serve as the Chair of the Board for 2012.

Respectfully submitted,
Henry Harder, Ed.D., R.Psych., Chair of the Board 2012

COMMITTEE REPORTS

DISCIPLINE COMMITTEE REPORT

There were no hearings of the Discipline Committee in 2012.
Respectfully submitted, John Carter, Ed.D., R.Psych., Chair, Discipline Committee 2012

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 2012

INQUIRY COMMITTEE REPORT

The Inquiry Committee (IC) dealt with another year with a high number of complaints. A total of 102 complaint files were open for at least some part of 2012 and were at various stages of investigation at any given point in time during the year. This number includes the 58 new complaints received during 2012. As of December 31, 2012, 66 of the 102 open files had been closed. Files closed during 2012 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 2012 complaint investigations and resolutions.

Table 1: Files Closed During 2012 (N=66)

Closing Reason	Number	%*
Letter of Undertaking or Resolution Agreement	28	42
Resolved	3	5
Insufficient Evidence	20	30
Decision Not to Proceed (no jurisdiction, withdrawn, vexatious or frivolous)	15	23
Total	66	100

The volume of work of the IC continues to be high, as many of the complaint files, especially those related to assessments, are consistently comprised of hundreds if not thousands of pages. Committee members consistently demonstrate high integrity and utmost dedication to their investigation of complaints as well as to the ongoing development of procedures for this task. I would like to take this opportunity to thank both our professional and public members for their essential and enormous contributions to the regulation of our profession. I would also like to express our heartfelt appreciation for Mr. Wayne Morson, a long-serving public member involved with the College, who sadly passed away in 2012. The loss of Wayne continues to be felt by the Committee, and we extend our warmest wishes and deepest condolences to his family.

Respectfully submitted,
Hendre Viljoen, Ph.D., R.Psych.,Chair, Inquiry Committee 2012

REGISTRATION COMMITTEE REPORT

Mobility and Access to the Profession The College continued to receive and process, in accordance with the *Labor Mobility Act,* reciprocal applications from psychologists registered elsewhere in Canada. The number of reciprocal applications has increased over the last three years which has necessitated the building of efficiencies into the registration process. The Registration Committee has closely monitored timeframes within which applications are processed and is pleased to report that reciprocal applicants can expect their file to be reviewed and ready to take the Written Jurisprudence Examination, within 3 months of applying. Many are able to (and do) achieve registration within that 3 month time period. 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 and 2012 as did the College's active engagement with the Ministry of Health on the proposed revisions.

We are pleased to announce that in December 2012, the Ministry approved our official posting of these proposed revisions. Changes relate to both general bylaws which pertain to general College functioning and operations, and registration bylaws, which speak to the College's proposal on several new classes of registration. As discussed in the Chronicle, at AGMs and information meetings, these proposals retain the doctoral entry standard for registration as a registered psychologist and the creation of several specific classes designed to capture those

individuals currently working as psychologists under existing exemptions. There is also a new category proposed of Psychology Assistant which is intended to provide a class of registration for individuals working under the direct supervision of a psychologist (such as testing assistants). It is expected that these bylaws will be brought into force sometime in 2013.

Proposed Changes to the *Psychologists Regulation* For over a decade, the College has been actively engaging with the provincial government with regard to the exemptions which are stipulated in the *Psychologist's Regulation.* These exemptions pertain to individuals working in schools, health authorities, universities and other government settings, exempting them from registration with the College yet granting entitlement to use of the title "psychologist". Discussions in 2012 have led to a Ministry of Health proposal to remove particular sections of the existing exemptions. The remaining clause, pertaining to school psychologists, is the subject of ongoing current discussions with the Ministries of Health and Education. The revisions to our regulation are expected to take place sometime in 2013 and will be coordinated with the implementation of our new bylaws.

Foreign Qualifications Recognition (FQR). As a follow up to the national study of entry requirements and competency assessment methods for psychology practice, the Association of Canadian Psychology Regulatory Organizations (ACPRO) was successful in obtaining funding from Human Resources and Skills Development Canada (HRSDC) for a study to explore assessment practices across the nation with respect to assessment of substantial equivalence and Foreign Qualifications Recognition. Launched in 2012, this project is set to conclude in 2013. The College looks forward to learning more about the assessment practices of neighbouring jurisdictions. Two provincially funded projects relating to FQR were also obtained through the Ministry of Jobs, Tourism and Skills Training. The first was launched and concluded in 2012 on the topic of developing a competency based supervision framework. We are pleased to report that the College was successful in obtaining funding for a follow up to this project which will begin in 2013.

I wish to thank the professional and public members who gave generously of their time in reviewing all registration matters. We also mourn the loss of our public member, Michael Fellman, who passed away in June 2012. The proposed revisions to the registration bylaws was an enormous task which was greatly enhanced by the clear thinking and careful consideration given by our Committee members. My thanks also to the College staff for the skilled manner in which they implement registration policies and decisions. I acknowledge in particular the stewardship and hard work of the Deputy Registrar, Amy Janeck, Ph.D., R.Psych. Thanks also to the oral examiners and supervisors for their services this year.

Respectfully submitted,
Michael Elterman, Ph.D., R.Psych., Chair, Registration Committee 2012

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 2012.

Continuing Competency Program Review The audit for the 2011 year was completed by the Committee by April of 2012. In a small number of cases the Committee sought additional information from registrants to clarify their activities. 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 remains pleased with registrants' response to the professional executor requirement. In 2012 the Committee again reviewed and modified the policy for new registrants who may need additional time to meet the requirements.
Code of Conduct The Committee spent considerable time and effort working on the Draft Code of Conduct during

2012, and reviewed and recommended a number of changes, including incorporation of the eighteen Draft Practice Advisories which were previously posted for registrant review and feedback into the Code, and a number of other changes designed to clarify ethical and professional requirements and to be responsive to issues of concern identified by the Inquiry Committee. Two versions of the Draft Code were posted during 2012 for registrant review and feedback. It is anticipated that an updated Code of Conduct will be enacted some time during 2013. As previously reported, there is a plan to develop a series of checklists to assist registrants in the application of standards with identified practice complexity once the new Code of Conduct has been enacted.

Practice Support Service The Committee remains pleased with registrant response to the Practice Support Service, and continued to monitor usage of the Service through 2012. 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. The Service remained well utilized during 2012. Thank you to registrants who took the time to provide feedback to the Committee and the Board with regard to this informative and helpful service.

Other Activities The Committee has continued to discuss possible changes to the Continuing Competency Program as part of anticipated Bylaw changes. 2012 saw the Committee reviewing quality assurance issues across jurisdictions, considering issues related to psychology company names and to the developing field of telepsychology, and developing a policy to extend Continuing Competency Program exemptions. 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,
Russell King, Ph.D., R.Psych., Chair, Quality Assurance Committee 2012

FINANCE COMMITTEE REPORT

Audited financial statements for the 2012 year are found at the back of this Annual Report. Table 2 provides a comparison of College expenses over the past 5 years.

Table 2: Comparative Expenses

YEAR	WAGES AND BENEFITS		ROUTINE STATUTORY EXPENSES (including any costs associated with citations for, preparation of or holding extraordinary hearings).		GENERAL OPERATING EXPENSES		TOTAL EXPENSES	
	Amount	%	Amount	%	Amount	%	Amount	%
2008	634,602	44	313,733	22	494,783	34	1,443,118	100
2009	632,320	50	206723	16	421,937	34	1,260,140	100
2010	660,870	52	204,277	17	415,859	32	1,281,006	100
2011	679,369	47	293,899	20	484,013	33	1,457,281	100
2012	637,044	41	392,154	25	519,148	34	1,548,346	100

The numbers above reflect continued increases, largely due to two areas: one is the increase in the number of applications for information under *the Freedom of Information and Protection of Privacy Act* (FOIPPA) and the second is the increase in costs to the College with the high number of applications to the Health Professions Review Board. The Table above differs from previous years in that costs for extraordinary hearings (including preparation) is included in routine statutory expenses for all years reported. This change reflects the fact that such consideration whether such action is necessary is typical of most years. Extraordinary action was considered on several files during 2012 but an interim resolution was reached and no hearing was necessary.
Respectfully submitted,
John Carter, Ed.D., R.Psych. , Chair, Finance Committee 2012

REGISTRAR'S REPORT

Below is the Registrar's Report on the activities of the College for the year 2012. This report is divided into three main sections:

I. ***Registration/Application Matters*** *This section provides a description of the College Register for 2012, a summary of application activity, and a report on examinations.*

II. ***Complaint and Investigative Matters*** *The second section provides a descriptive and statistical analysis of complaint and HPRB matters.*

III. ***Administrative Matters*** *The third section summarizes activities of the Practice Support Service, administrative activities related to external relationships, and our obligations under the Ombudsperson and Freedom of Information and Protection of Privacy Acts.*

I. REGISTRATION/APPLICATION MATTERS

This section is divided into 3 sections as follows: 1) The College Register 2012, 2) Summary of Application Activity and 3) Examinations.

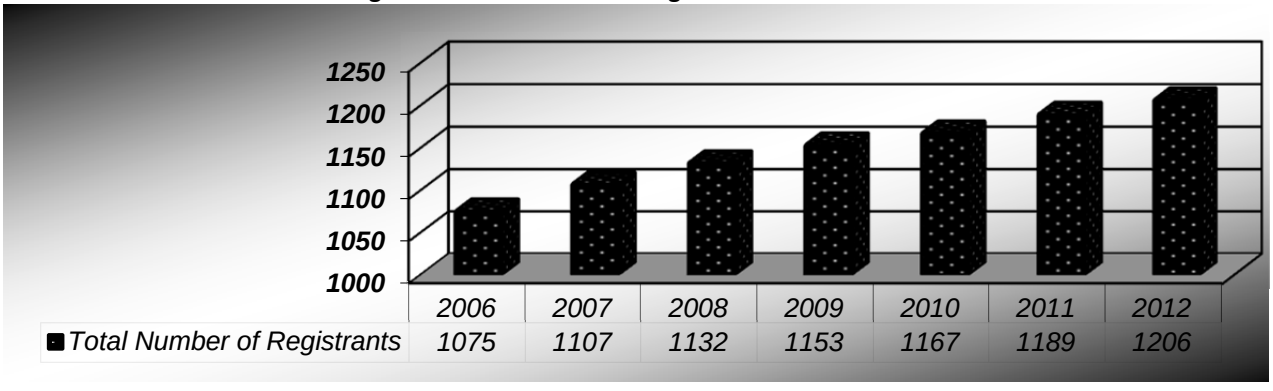
1. **The College Register 2012** As of December 31, 2012, the College Register listed a total of 1206 registrants. The college was officially notified of the death of three (3) registrants during the year.

Table 3: The College Register as of December 31, 2012

Register Status on December 31, 2012	Total
Full Registration	1096
Limitations as per Inquiry Committee (IC)	9
Limitations as per Registration Committee (RC)	16
Limitations by Category - Out-of-Province	33
Limitations by Category - Non-Practicing	12
Limitations by Category – Retired	34
Limitations by Category – Retired and as per IC	2
Limitations by Category – Non Practicing and as per Inquiry Committee	1
Suspended as per Inquiry Committee	1
Other	1
Total	**1206**

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 2006-2012.

Figure 1: Total Number of Registrants 2006 – 2012



As shown in the table below, a total of 53 new registrants were added to the Register in 2012. 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

2011				2012			
Regular	**Reciprocal**	**Mobility**	**Total**	**Regular**	**Reciprocal**	**Mobility**	**Total**
37	20	3	**60**	24	21	8	**53**

2. Summary of Application Activity Table 5 below summarizes the application activities at the College during the 2012 year, along with comparison data from the previous year. As shown in the table, a total of 60 applications were received during the 2012 year. Of these, 57% (n=34) were Regular applications. Thirty-three percent (n=20) were Reciprocal applications and 8% (n=5) were Mobility applications.

Table 5: Application Activity Summary 2011-2012

	2011					2012				
	Reg.	**Temp**	**Recip.**	**Mobil.**	**Total**	**Reg.**	**Temp**	**Recip.**	**Mobil.**	**Total**
# of applications rec'd	29	0	17	8	**54**	34	1	20	5	**60**

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

	2008	**2009**	**2010**	**2011**	**2012**
Number of EPPP Examinations	32	24	26	31	29
Number of Oral Examinations	41	32	25	52	26
Number of Written Jurisprudence Examinations	62	53	44	31	61

Twenty-nine (29) applicants took the EPPP in 2012. Of the applicants taking the exam for the first time (n=28), all but four individuals 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 2012 was a scaled score of 618/800 (range 579-666). As in past years, the WJE was held at the College offices on a monthly basis. It was administered 11 times in 2012. Fifty-nine (59) applicants passed on their first attempt. Two (2) applicants wrote the exam twice and were successful on their second attempt.

The College also conducts the Oral Examination on site. In 2012, 26 examinations took place. Of those examinees, 19 fully passed – this represents 73% of all first-time oral examinees. Five (5) candidates elected to accept limitations placed on their practice of psychology, in order to address remediable areas of concern. Two (2) failed the examination. One candidate passed on the second attempt and one is scheduled to retake the exam in 2013.

II. COMPLAINT AND INVESTIGATIVE MATTERS

This section contains information about complaints received in the year 2012 as well as a report on all complaints closed during 2012. 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, 2012
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 2012 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 2012
9. Complaints per year and number of registrants with complaints
10. Summary of Matters before the Health Professions Review Board

1. Complaint file status as of December 31, 2012

Since the College of Psychologists came under the *Health Professions Act (HPA)*, a total of 671 new complaints have been received, including 58 received during 2012.

Complaints received in 2012 (N=58): Twenty-four of the complaints received in 2012 were also closed in 2012, leaving a total of thirty-four complaints received in 2012 still open on December 31, 2012. Two complaints received in 2011 also remained open as of December 31, 2012.

Table 7: Complaint File Status as at December 31, 2012 for all complaints received under the *HPA (i.e. after January 1, 2000)* (N = 671)

	Year Complaint Received							
	2000-2010		2011		2012		Total	
Complaint Status	#	%	#	%	#	%	#	%
Resolved or not proceeded upon			0	0	0	0	0	0
Under Initial Review			0	0	8	14	8	1
33(5)			0	0	20	34	20	3
Resolution Meeting			0	0	0	0	0	0
Resolution in Progress			2	3	6	10	8	1
Suspended per HPA			0	0	0	0	0	0
Total # open files	0	0	2	3	34	59	36	5
Total # closed files	544	100	67	97	24	41	635	95
Total	**544**	**100**	**69**	**100**	**58**	**100**	**671**	**100**

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 2012 was assessment procedures (n=16). 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=234). Professionalism and general standards for competency were the next most frequent primary allegations in 2012 (n=12). Professionalism is the second highest overall allegation (n=104) and general standards for competency is the third highest overall (n=100). 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 2000-2012

Primary allegation	2000-2010		2011		2012		Total	
	#	%	#	%	#	%	#	%
General Standards for Competency (CC 3.0)	77	14	11	16	12	21	100	14
Informed Consent (CC 4.0)	26	5	0	0	1	2	27	4
Relationships-Clients (CC 5.0)	55	10	1	1	2	3	57	9
Relationships-Work (CC 5.0)	9	2	1	1	1	2	11	2
Relationships-Dual Roles (CC 5.0)	22	4	4	6	1	2	27	4
Confidentiality (CC 6.0)	25	5	1	1	1	2	27	4
Professionalism (CC 7.0)	72	13	20	29	12	21	104	15
Provision of Services (CC 8.0)	19	3	0	0	0	0	19	3
Rep. of Services/Credentials (CC 9.0)	3	0	0	0	0	0	3	0
Advertising/Public Statements (CC 10.0)	11	2	7	10	2	3	20	3
Assessment Procedures (CC 11.0)	197	36	21	30	16	28	234	36
Fees (CC 12.0)	10	2	0	0	1	2	12	2
Maintenance of Records (CC 13.0)	1	0	0	0	0	0	1	0
Security/Access to Record (CC 14.0)	5	1	2	3	5	9	12	1
Compliance with Law (CC 18.0)	4	0	0	0	3	5	7	0
Application (CC 2.0)	2	0	0	0	0	0	2	0
No Standard Applicable	6	1	1	1	1	2	8	1
Total	**544**	**100**	**69**	**100**	**58**	**100**	**671**	**100**

b. Complaint Context Table 9 reports on the context within which complaints occurred. As in the past, in 2012 a substantial proportion (n=26; 45%) 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 2000-2012

Complaint Context	2000-2009		2011		2012		Total	
	#	%	#	%	#	%	#	%
Assessment	311	57	30	43	26	45	367	55
Consultation	8	1	0	0	1	2	9	1
Intervention	133	24	14	20	12	21	159	24
Regulatory Compliance	21	4	8	12	2	3	31	5
Other	71	13	17	25	17	29	105	16
Total	**544**	**100**	**69**	**100**	**58**	**100**	**671**	**100**

c. Area of Practice Table 10 below presents information on the area of practice within which complaints occurred. In 2012, six of the complaints received were in the custody and access sub-area within clinical psychology, and twenty-one were in the broader clinical psychology area.

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

Complaint: Area of Practice	2000-2010		2011		2012		Total	
	#	%	#	%			#	%
Clinical Psychology	231	42	22	32	21	36	274	41
Custody and Access	146	27	15	22	6	10	167	25
Counselling Psychology	46	8	12	17	5	9	63	9
Forensic /Corrections	48	9	5	7	2	3	55	8
Industrial /Organizational	2	0	0	0	0	0	2	0
Neuropsychology	24	4	2	3	5	9	31	5
Rehabilitation Psychology	14	3	0	0	0	0	14	2
Research /Academic	4	1	0	0	0	0	4	0
School Psychology	10	2	1	1	2	3	13	2
N/A	19	3	12	17	17	29	48	7
Total	**544**	**100**	**69**	**100**	**58**	**100**	**671**	**100**

d. Complainant Type As indicated in Table 11 below, approximately one-third (n=20) of the complaints received in 2012 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. Files 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 2000-2012

	Complainant Type	2000-2010		2011		2012		Total	
		#	%	#	%	#	%	#	%
PUBLIC	Client - 3rd Party	137	25	9	13	13	22	159	24
	Client – Direct	155	28	27	39	20	34	202	30
	Client – Relative	80	15	0	0	3	5	83	12
	Colleague	72	14	18	26	10	17	100	15
	Other	40	7	3	4	7	12	50	7
IC	Inquiry Committee	60	11	12	17	6	10	78	12
	Total	**544**	**100**	**69**	**100**	**58**	**100**	**671**	**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, six complaint investigations were opened by the Inquiry Committee in 2012.

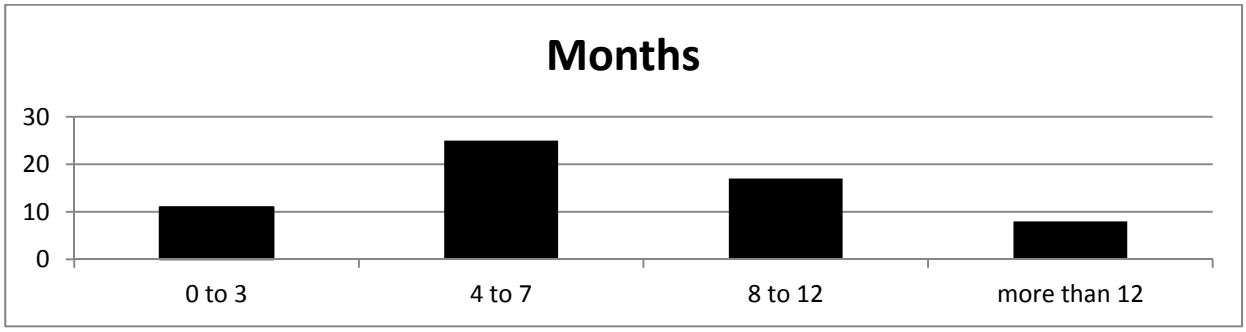
4. Length of Time to Close Files For complaints closed in 2012 (N=60), the number of months required to investigate and/or close a file ranged from 0 to 21 months. Table 12 below contains the average length of time to close complaint files for 2010, 2011, and 2012. The average for 2012 includes three files involving protracted investigations which took 21, 19 and 17 months each.

Table 12: Average Time (in months) to Close Files for Complaints Closed 2010-2012

Year Complaint Closed	2010	2011	2012
Mean Length of Time to Close File	5.66 months, N=38	6.76 months, N=42	6.9 months, N=66

As depicted in the Figure below, the majority of complaints closed in 2012 were closed in under 8 months (n=41) and 49 of 60 files (82%) 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 2012 (N=60)



5. Complaint File Closing Reasons Slightly less than one-half of the complaints closed in 2012 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 2012, 32 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 2009-2012

Closing Category	Closing Reason	Year Complaint Received									
		2009		2010		2011		2012		Total	
		#	%	#	%	#	%	#	%	#	%
Dismissed - lack of evidence; not proceeded upon; withdrawn; admin. closure; no jurisdiction	Decision Not to Proceed	14	26	10	26	3	7	16	24	43	22
	Insufficient Evidence	11	21	12	32	24	57	19	29	66	33
	Subtotal	**25**	**47**	**22**	**58**	**27**	**64**	**35**	**53**	**109**	**55**
Voluntary Resolution	Letter of undertaking or Consent Agreement	22	42	16	42	15	36	26	40	79	40
	Resolved	5	10	0	0	0	0	3	5	8	4
	Subtotal	**27**	**51**	**16**	**42**	**15**	**36**	**29**	**44**	**87**	**44**
Resigned/ Cancelled	Resigned/Cancelled	1	2	0	0	0	0	2	3	3	2
Totals		**53**	**100**	**38**	**100**	**42**	**100**	**66**	**100**	**199**	**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 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 an assessment. The complainant in this matter was concerned about issues related to clarity

and/or timeliness of communications with the complainant and another health professional. Subsequent to the meeting, the respondent reviewed her office practices to prevent such occurrences in the future, and signed an agreement to improve her practices in these areas.

b. Extraordinary Hearings Sometimes concerns arise which suggest that immediate action on the part of the Inquiry Committee 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. No extraordinary hearings were held in 2012; however, the Inquiry Committee received three complaints in 2012 for which registrants signed Undertakings and Consents to cease practice, 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 2012.

7. Letters of Undertaking/Resolution Agreements. Table 14 provides a summary of Letters of Undertaking and Resolution Agreements signed with registrants during the year 2012 as a means of bringing a complaint file to a close. A total of 28 such agreements were signed in 2012. 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 2012 (N=19)

	# of Files	Primary Allegation by *Code* Section	Terms of Consent Agreement or Undertaking	Serious Matter*
1	3 files	11 - Assessment Procedures	Practice review and changes to practice	
2	1 file	05 - Prohibited Relat'ship/Contact	Supervision*	YES
3	1 file	05 - Relationships-Client	Supervision*	YES
4	5 files	03 – Competency	Consultation, practice review, limitations*	YES
5	2 files	11 – Assessment Procedures	Consultation and practice review	
6	1 file	07 - Professionalism	Resignation and conditions for reapplication	
7	1 file	11 – Assessment Procedures	Consultation	
8	1 file	11 – Assessment Procedures	Consultation and apology	
9	1 file	11 – Assessment Procedures	Practice review, change to informed consent form	
10	1 file	07 - Professionalism	Consultation	
11	2 files	10 - Advertising/Statements	Consultation	
12	1 file	11 – Assessment Procedures	Changes to practice	
13	1 file	11 – Assessment Procedures	Resignation and conditions for reapplication	
14	1 file	11 – Assessment Procedures	Consultation, practice changes/ review, report addendum	
15	1 file	07- Professionalism	Changes to practice	
16	1 file	05- Prohibited Relat'ship/Contact	Supervision and limitations on practice*	YES
17	1 file	10-Advertising/Statements	Practice review and apology	
18	1 file	07- Professionalism	Changes to practice and apology	
19	1 file	05-Relationships-Client	Changes to practice	

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

8. Samples of Complaints Open During 2012

Below is a brief review of the main allegations raised in a sample of complaints open during 2012, along with a description of the process and outcome of the complaint investigation.

One case arose in an assessment context. The complainant was the subject of a psychological assessment and alleged that the respondent reached opinions and conclusions without sufficient basis and beyond competence. The Committee reviewed the assessment report and information provided by the complainant, which included indication that the complainant was using the College's complaint investigation process as a means to obtain information for use in other proceedings. The Committee found that the allegations raised by the complainant were groundless, without merit, and lacking in substance. The Committee also determined that the complaint was an abuse of process and, after a preliminary review of the complaint materials and relevant standards, dismissed the complaint without opening an investigation pursuant to section 32(3) of the *Health Professions Act* (the "*Act*").

Another complaint was made by an individual who underwent a neuropsychological assessment conducted by the respondent. The complainant alleged that the respondent was biased, used inappropriate assessment procedures, was unprofessional, and produced a report that contained errors. 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 the evidence did not substantiate the allegations, and disposed of the complaint under section 33(6)(a) of the *Act*.

In a third case, a complaint was filed against a registered psychologist in the context of the psychologist's administrative employment role. The complainant alleged that the respondent was engaging in harassment and that the psychologist was in a conflict of interest and/or inappropriate role by overseeing psychological treatment without being a direct psychological service provider. The Committee reviewed the information provided by both the complainant and the respondent, determined that the evidence did not substantiate the allegations, and disposed of the complaint pursuant to section 33(6)(a) of the *Act*.

A fourth case arose in the context of couple's counselling. The complainant alleged that the respondent provided a number of inappropriate, unsubstantiated, and/or unprofessional opinions and conclusions about the complainant in the context of the complainant's subsequent family law proceedings. The Committee reviewed the information before it, including documentation provided by both the complainant and the respondent. The Committee was of the view that it did not have enough evidence in this particular instance to refer the matter to the Discipline Committee. After protracted negotiations with the respondent, the respondent agreed to undergo consultation with a senior psychologist selected by the College.

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 2012, 58 complaints were received. These 58 complaints were with regard to 47 different registrants and former registrants. Thus, some respondents were named in more than one complaint file.

Table 15: # of Complaints per year from 2006 - 2012 and # of Registrants with Complaints

Year	# Complaints (with named registrant)	# Respondents
2006	50	42
2007	50	37
2008	41	31
2009	42	32
2010	41	38
2011	69	51
2012	58	47

10. Summary of Matters before the Health Professions Review Board

TABLE 16. HPRB MATTERS

	Date Complaint Rec'd	Date Resolved	Date App. for Review	Date App. for Review Resolved	HPRB file Status as of Dec. 31, 2012	Serious Matter* (per HPA s. 26)?	Nature of Allegations	Relationship: HPRB Applicant to Psych. Services
1	June 2009	Oct. 2009	Jan. 2010	June 2012	Closed	No	Assess. procedures; competency	Client – direct
2	June 2009	Nov. 2009	Jan. 2010		Style of hearing under review	No	Assess. Procedures	Client – relative
3	Aug. 2009	Jan. 2010	Mar.2010	Aug. 2012	Closed	No	Confidentiality; relationships – client	Client - direct
4	Apr. 2010	July 2010	Aug. 2010		Closed	No	Competency	Client - direct
5	Aug. 2010	Mar. 2011	May 2011		Closed.	No	Competency; assess. procedures	Client - direct
6	Oct. 2010	Mar. 2011	Apr. 2011	[Mar. 2013]	Written hearing stage	No	Assess. procedures	Client – direct
7	Oct. 2010	Apr. 2011	June 2011	[Apr. 2013]	Submissions stage	No	Professionalism; assess. Procedures	Colleague
8	Dec. 2010	Mar. 2012	May 2012		Submissions stage	No	Assessment procedures	Client – direct
9	Dec. 2010	July 2011	Sept. 2011		HPRB review of Submissions	No	Competency; assessment procedures	Client – direct
10	Jan. 2011	Sept. 2011	Oct. 2011		Submissions stage	No	Confidentiality; professionalism	Client - direct
11	Mar. 2011	Aug. 2011	Oct. 2011	Jan. 2012	Closed	No	Professionalism; confidentiality	Other
12	Mar. 2011	Sept. 2011	Oct. 2011	[Apr. 2013]	Submissions stage	No	Professionalism; assess.procedures	Colleague
13	May 2011	Oct. 2011	Aug. 2012	[Feb. 2013]	Ext. of time to file request under review	No	Assess.procedures; professionalism	Client - direct
14	May 2011	Oct. 2011	Dec. 2011		Awaiting Oral hearing	No	Assess. procedures	Client - direct
15	June 2011	Mar. 2012	May 2012		Record of Investigation in prep.	No	Assess. procedures; advertising/public statements	Client - direct
16	June 2011	Sept. 2011	Oct. 2011	[Apr. 2013]	Submissions stage	No	Professionalism;assess. procedures	Colleague
17	July 2011	Mar. 2012	May 2012		Record of Investigation in prep.	No	Assess. procedures; competence	Client – direct
18	Sept. 2011	Apr. 2012	June 2012		Abeyance	No	Assess. procedures	Client – direct
19	Oct. 2011	Feb. 2012	Apr. 2012	Nov. 2012	Closed	No	Professionalism	Colleague
20	Oct. 2011	Feb. 2012	Apr. 2012	Nov. 2012	Closed.	No	Professionalism	Colleague
21	Nov. 2011	July 2012	Nov. 2012	[Mar. 2013]	Ext. of time to file request under review	No	Competency; professionalism	Client – direct
22	Nov. 2011	Feb. 2012	Apr. 2012	[Apr. 2013]	Submissions stage	No	Professionalism; competency	Colleague
23	Dec. 2011	June 2012	Aug. 2012		Awaiting decision	No	Competency; professionalism	Client - direct
24	Aug. 2012	Oct. 2012	Dec. 2012		Abeyance	No	Advertisements/public statements	Other
25	n/a	n/a	Oct.2012	[Jan. 2013]	Jurisdiction of HPRB?	n/a	Application for Reinstatement	Former Registrant

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

10. Summary of Matters before the Health Professions Review Board Continued

Table 16 above provides basic information about applications that were before the Health Professions Review Board in 2012.

The Review Board has the jurisdiction to evaluate whether the dispositions of the Inquiry Committee are reasonable and the investigations adequate. To date, the decisions of the Review Board have been supportive of the College's processes and as of December 31, 2012, all but one of the Inquiry Committee's final decisions was confirmed. The one matter sent back to the Committee was addressed efficiently and involved one additional interview.

It is the College's experience to date that expectations on the part of complainants in bringing their concerns forward to the College are often outside the range of permissible and appropriate complaint investigation outcomes. This may also relate to the likelihood of complainants making application to the Health Professions Review Board after a completed complaint investigation, even when action was taken and the respondent psychologist made changes to their practice or other undertakings. The College continues to review means of communicating with complainants early in the complaint investigation process about the College's mandate and the range of allowable outcomes. The College also continues to make significant efforts to explain the nature of typical College complaints and the particular challenges faced by the College, in its communications with the Review Board.

III. ADMINISTRATIVE MATTERS

1. Ombudsperson Investigations and Requests under the *Freedom of Information and Protection of Privacy Act*. There were two requests received under the *Ombudsperson Act* during the 2012 year. All matters were responded to promptly and within established timelines. Both of these requests remained ongoing at the end of 2012.

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 its inception in March of 2010, the Practice Support Service has received a very positive and active response from registrants, with a total of 542 queries through December 31, 2012. Of these, 184 were received in 2012, 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 fax. Registrants are also able to submit inquiries via regular post. 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 areas in 2012, in descending order, were: release of information, continuing competency, practice issues, record keeping, concern regarding another registrant/applicant, supervision, and telepsychology.

4. Acknowledgments. My appreciation goes to the College Board, Committee members, and to registrants serving the College as oral examiners and regulatory supervisors. I would also like to thank those registrants who take the time to provide their thoughtful comments and feedback to the College and who engage with the College through information meetings and attendance at the AGM. The work of the College during the 2012 year was greatly assisted by the legal guidance of Mr. Kensi Gounden, Mr. Jason Herbert and Ms. Fran Doyle. The commitment and enthusiasm of our Board and Committee members, regulatory supervisors and oral examiners, is an essential component of our ability to regulate the profession in the public interest. I especially want to thank my staff who competently and efficiently manage a high volume of work with professionalism, dedication and high standards.

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

MINUTES OF THE 2011 ANNUAL GENERAL MEETING - MAY 24, 2012

Agenda and Minutes The Table of Contents in the 2011 Annual Report was approved as the agenda for the May 24, 2012 meeting. The Minutes of the 2010 Annual General Meeting held on May 26, 2011 were approved.

Chair's Report Michael Elterman, M.B.A, Ph.D., R.Psych. welcomed registrants in Vancouver and Victoria, and those watching by webcast. He noted that the opportunity to speak directly with registrants was one of the highlights of his experience on the Board. He emphasized 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. He expressed special appreciation to the public members for their contributions to the regulation of our profession.

Health Professions Review Board (HPRB) Dr. Elterman reported that there was a total of ten Inquiry matters open before the HPRB at some point during 2011.

Participation with Local, National, and International Organizations Dr. Elterman described the College's engagement with the provincial Health Regulatory Organizations (HRO), the Association of Executive Directors and Registrars of BC, and the national Association of Canadian Psychology Regulatory Organizations (ACPRO) of which our Registrar is vice-Chair. He announced that at the October meeting of ASPPB, the Registrar was awarded the Association of State and Provincial Psychology Board's State and Provincial Service Award in recognition "of her many valuable contributions to the regulation of psychologists and the practice of the profession".

Code of Conduct Revision Dr. Elterman reported on the decision of the Board, based on the recommendation of the Quality Assurance Committee, to incorporate the 18 existing and draft Practice Advisories into the Code of Conduct itself.

Practice Support Dr. Elterman summarized 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.

Bylaw Development Dr. Elterman provided an update on the College bylaw proposal.

Website and online renewal: Dr. Elterman described new features of the new website launched in April 2011, and the positive feedback received.

Finance Committee – Dr. John Carter paid tribute to the former Committee Chair, Wayne Morson, who was ill at the time of the AGM (He passed away one month later). He noted the relative stability of the College's financial situation, that the 2011 year was completed within budget, and that no fee increases were anticipated for 2012. The budget numbers 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).

Registration Committee Report – Dr. Hendre Viljoen, R.Psych. (2012 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. He described the bylaw proposal developed to be responsive to the new legislative challenges related to mobility and other public policy trends. Dr. Viljoen commented on the College's success 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. 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. The College also 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. Dr. Viljoen reported on 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. Two oral examiner training workshops were held in June 2011. In total, 10 new oral examiners were added to our roster in 2011. He thanked the professional and public members who gave generously of their time in reviewing all registration matters and College

staff for their work in keeping abreast of the very important policy trends and legislative changes that shape and govern our work. He especially commented on the work of the Deputy Registrar for her oversight of registration matters, in addition to her work on the online renewal process. New members of the 20 Plus Club (registrants who have conducted more than 20 oral examinations) were recognized: Drs. Anne MacGregor, Whitney Sedgwick, and Harry Stefanakis. Also all oral examiners and regulatory supervisors were recognized.

Inquiry Committee Report – Russell King, Psy.D, R.Psych. reported on the work of the Inquiry Committee for 2011 and thanked the hardworking members of his committee for their efforts and dedication. The Inquiry Committee (IC) dealt with a record number of complaints during the year 2011 with a total of 87 complaint files open for at least some part of 2011. This number included the 69 new complaints received during 2011. He noted that 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. He commended the Committee members and staff for their diligent work to establish sound processes for ensuring the thorough and appropriate review of each complaint.

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

Registrar's Report – Dr. Kowaz reported on the trends in professional regulation having impact on the College's processes and procedures over the 2011 year, highlighted some key elements from her written report, and provided some perspective on the regulatory challenges facing the College in the changed regulatory environment.

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.

Continuing Competency Program Review The audit for the 2011 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. 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. The plan to develop a series of checklists to assist registrants in the application of standards with considerable practice complexity was reviewed.

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.

IN MEMORIAM

During the past year we sadly lost two individuals who each contributed significantly to the College over a number of years: Wayne Morson and Michael Fellman.

Wayne Morson
Wayne was a public member on our board for six years. After his six year term, he continued to be involved with us by serving as a member of the Inquiry Committee. Shortly before Wayne passed away, Dr. Harder sent him the following letter:

"*On behalf of the College of Psychologists of British Columbia I wanted to make sure you were aware of our deep appreciation for your many years of involvement with the regulation of our profession. You have been a stalwart of integrity and common sense. Your business acumen and solid grounding in organizational structure and Board governance have been a beacon of light along with your steady hands and calm demeanour. The generosity of your time and expertise is of special note. We are tremendously grateful. It is important for you to know that these contributions have made a significant difference. The College of Psychologists of British Columbia is a better organization because of our good fortune in having your expertise and involvement over these past 8 years. I have been honoured to serve with you on the Board. I am so sorry to hear of your current illness and wish you strength and patience as you deal with the days ahead. Our warmest wishes."*

We were also very honoured that Wayne's family asked our Registrar to speak at his memorial service. Wayne passed away on June 21, 2012 and will be dearly missed.

Michael Fellman
Michael Fellman was a public Board member. After serving for several years as a public member on the Registration Committee, Michael agreed to have his name go forward to the Board Resourcing and Development Office as a public member of the Board. He was appointed to that position in January 2011. Michael passed away on June 11, 2012. The College sent the following letter to his family:

"*Michael Fellman's contributions to the College of Psychologists of British Columbia were many. He began as a public member of our Registration and Discipline Committees and his service was recognized by the Government of British Columbia when he was officially appointed as a designated public member on the College Board. We will miss him greatly. Michael was a voice of wisdom and calm. As a master historian, Michael used his vast knowledge to provide much needed context and understanding of current problems. As we struggled with new challenges, his was the voice of experience that gently informed of how such challenges had been faced in the past. His brilliance was in translating that historical experience into wise and pragmatic advice for the current circumstance. Michael had great compassion and kindness. He actively and intelligently sought to provide support in all of the appropriate ways. His treasury of relevant anecdotal gems added both depth and humour to our meetings. Interpersonally, Michael's warmth and concern was ever present. His commitment to fairness and due process, in the context of great understanding and compassion, was a constant. The Board of the College of Psychologists of British Columbia will be engaging in active discussion about ways to honour his contributions and his memory. Michael will be ever appreciated and sorely missed".*

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA

AUDITED FINANCIAL STATEMENTS

DECEMBER 31, 2012

The Raber Matluck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
CONTENTS

DECEMBER 31, 2012

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 Matluck Group

The Raber Mattuck Group
Chartered Accountants

INDEPENDENT AUDITORS' REPORT

To the Members of COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA:

We have audited the accompanying financial statements of COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA, which comprise the statement of financial position as at December 31, 2012 the statements of operations, changes in net assets, and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

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

Auditors' Responsibility

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

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

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

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA as at December 31, 2012 and the results of its operations and its cash flows for the year then ended in accordance with Canadian Accounting Standards for Not-for-Profit Organizations.

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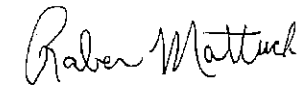
Comparative Information

Without modifying our opinion, we draw attention to Note 2 to the financial statements which describes that COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA adopted Canadian Accounting Standards for Not-for-Profit Organizations on January 1, 2012 with a transition date of January 1, 2011. These standards were applied retrospectively by management to the comparative information in these financial statements, including the statements of financial position as at December 31, 2011 and January 1, 2011 and the statements of operations, changes in fund balances and cash flows for the year ended December 31, 2011 and related disclosures.



CHARTERED ACCOUNTANTS

Vancouver, British Columbia
April 30, 2013

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF FINANCIAL POSITION

AS AT DECEMBER 31, 2012

	December 31, 2012	December 31, 2011 (Note 2)	January 1, 2011 (Note 2)
ASSETS			
CURRENT ASSETS			
Cash and short term investments	$ 1,444,431	$ 1,522,700	$ 1,496,777
Cash - restricted (Note 6)	727,192	658,033	638,000
Prepaid expenses	2,098	9,422	1,714
	2,173,721	2,190,155	2,136,491
CAPITAL ASSETS (Notes 1(d), 4)	52,361	70,774	58,068
	$ 2,226,082	$ 2,260,929	$ 2,194,559
LIABILITIES			
CURRENT LIABILITIES			
Accounts payable and accrued liabilities	$ 44,242	$ 56,648	$ 46,898
Employee remittances payable	8,844	22,181	19,657
Deferred revenue (Note 5)	1,238,759	1,363,001	1,279,045
	1,291,845	1,441,830	1,345,600
NET ASSETS			
CAPITAL ASSET FUND (Note 7)	52,361	70,774	58,068
INTERNALLY RESTRICTED			
General Contingency Fund (Note 6)	727,192	658,033	638,000
UNRESTRICTED	154,684	90,292	152,891
	934,237	819,099	848,959
	$ 2,226,082	$ 2,260,929	$ 2,194,559

Approved by the Board

"signed" , Director

"signed" , Director

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CHANGES IN NET ASSETS

FOR THE YEAR ENDED DECEMBER 31, 2012

	General Contingency Fund 2012 (Note 6)	Capital Asset Fund 2012 (Note 7)	Unrestricted 2012	Total 2012	Total 2011 (Note 2)
NET ASSETS, beginning of year	$ 658,033	$ 70,774	$ 90,292	$ 819,099	$ 848,959
Excess of Receipts Over Expenses (Expenses over Receipts)	-	-	(36,098)	(36,098)	(29,860)
Interfund transfers	69,159	-	(69,159)	-	-
Prior period adjustment (Note 11)	-	-	151,236	151,236	
Capital Asset Acquisitions, net of amortization	-	(18,413)	18,413	-	-
NET ASSETS, end of year	$ 727,192	$ 52,361	$ 154,684	$ 934,237	$ 819,099

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF OPERATIONS

FOR THE YEAR ENDED DECEMBER 31, 2012

	2012	2011 (Note 2)
RECEIPTS		
Registration fees	$ 1,365,861	$ 1,317,648
Application and exam fees	63,744	67,739
Investment (Note 2)	34,367	34,828
Supervision cost recovery	-	751
Other income, cost recovery, and grants	6,565	6,455
	1,470,537	1,427,421
EXPENSES		
Administration	753,293	795,239
Audit	6,438	5,748
Board	79,122	94,895
Committees (meetings, travel and honoraria)	84,794	67,531
External relations (dues)	-	5,720
Extraordinary Hearings	1,446	11,027
Operations	163,613	155,666
Registrant / Applicant services	19,231	38,583
Statutory functions (FOI, investigations, routine legal consultation)	393,032	282,872
Supervision expense	5,666	-
	1,506,635	1,457,281
EXCESS OF RECEIPTS OVER EXPENSES (EXPENSES OVER RECEIPTS)	$ (36,098)	$ (29,860)

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED DECEMBER 31, 2012

	2012	2011 (Note 2)
CASH FLOWS FROM OPERATING ACTIVITIES		
Excess of receipts over expenses (expenses over receipts)	$ (36,098)	$ (29,860)
Adjustments for:		
Amortization	29,091	26,442
Prepaid expenses	7,324	(7,708)
Accounts payable	(12,406)	9,750
Employee remittances payable	(13,337)	2,524
Deferred revenue, net of prior period adjustment (Note 11)	26,994	83,956
	1,568	85,104
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of capital assets	(10,678)	(39,148)
NET INCREASE (DECREASE) IN CASH	(9,110)	45,956
CASH, beginning of year	2,180,733	2,134,777
CASH, end of year	$ 2,171,623	$ 2,180,733

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO FINANCIAL STATEMENTS

DECEMBER 31, 2012

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, 2012

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) Assessing going concern

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

The Raber Mattuck Group

2. FIRST TIME ADOPTION OF CANADIAN ACCOUNTING STANDARDS FOR NOT-FOR-PROFIT ORGANIZATIONS

Change in financial reporting framework and impact of the transition:

The College is adopting the standards in Part III of the CICA Accounting Handbook for not-for-profit organizations in accordance with the Canadian accounting standards for not-for-profit organizations (ASNPO). These financial statements are the first financial statements for which the College has adopted these standards.

The financial statements for the year ended December 31, 2012 were prepared in accordance with the accounting standards and provisions set out in FIRST-TIME ADOPTION, Section 1501 of the CICA Accounting Handbook Part III, for first-time adopters of this financial reporting framework.

This section requires the presentation of corresponding information at the first date of transition being January 1, 2011, which would therefore include December 31, 2011. The corresponding information has been prepared and presented using the ASNPO framework retrospectively applied.

The adoption of this new financial reporting framework has impacted the previously reported financial position as at January 1, 2011 and December 31, 2011. Upon adoption of ASNPO unrealized gains and losses related to investments reported at fair value are reported in investment income in the statement of operations. Previously investments were recorded at cost and unrealized gains and losses were not recognized. The following reconciliations illustrate the impact of the change on previously reported operations and changes in fund balances and cash flows for the year ended December 31, 2011.

2. FIRST TIME ADOPTION OF CANADIAN ACCOUNTING STANDARDS FOR NOT-FOR-PROFIT ORGANIZATIONS – CONTINUED

Reconciliation of Statement of Financial Position as at January 1, 2011

	Reported under previous CGAAP January 1, 2011	Changes required on adoption of ASNPO	Reported under ASNPO January 1, 2011
ASSETS			
CURRENT ASSETS			
Cash and short term investments	$ 1,529,615	$ (32,838)	$ 1,496,777
Cash - restricted	600,000	38,000	638,000
Prepaid expenses	1,714	-	1,714
	2,131,329	5,162	2,136,491
CAPITAL ASSETS	58,068	-	58,068
	$ 2,189,397	$ 5,162	$ 2,194,559
LIABILITIES AND FUND BALANCES			
CURRENT LIABILITIES			
Accounts payable and accrued liabilities	$ 46,898	$ -	$ 46,898
Employee remittances payable	19,657	-	19,657
Deferred revenue	1,279,045	-	1,279,045
	1,345,600	-	1,345,600
NET ASSETS			
CAPITAL ASSET FUND	58,068	-	58,068
INTERNALLY RESTRICTED			
General Contingency Fund	600,000	38,000	638,000
UNRESTRICTED	185,729	(32,838)	152,891
	843,797	5,162	848,959
	$ 2,189,397	$ 5,162	$ 2,194,559

2. FIRST TIME ADOPTION OF CANADIAN ACCOUNTING STANDARDS FOR NOT-FOR-PROFIT ORGANIZATIONS – CONTINUED

Reconciliation of Statement of Financial Position as at December 31, 2011

	Reported under previous CGAAP December 31, 2011	Changes required on adoption of ASNPO	Reported under ASNPO December 31, 2011
ASSETS			
CURRENT ASSETS			
Cash and short term investments	$ 1,542,838	$ (20,138)	$ 1,522,700
Cash - restricted	625,043	32,990	658,033
Prepaid expenses	9,422	-	9,422
	2,177,303	12,852	2,190,155
CAPITAL ASSETS	70,774	-	70,774
	$ 2,248,077	$ 12,852	$ 2,260,929
LIABILITIES AND FUND BALANCES			
CURRENT LIABILITIES			
Accounts payable and accrued liabilities	$ 56,648	$ -	$ 56,648
Employee remittances payable	22,181	-	22,181
Deferred revenue	1,363,001	-	1,363,001
	1,441,830	-	1,441,830
NET ASSETS			
CAPITAL ASSET FUND	70,774	-	70,774
INTERNALLY RESTRICTED			
General Contingency Fund	625,043	32,990	658,033
UNRESTRICTED	110,430	(20,138)	90,292
	806,247	12,852	819,099
	$ 2,248,077	$ 12,852	$ 2,260,929

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO FINANCIAL STATEMENTS

DECEMBER 31, 2012

2. FIRST TIME ADOPTION OF CANADIAN ACCOUNTING STANDARDS FOR NOT-FOR-PROFIT ORGANIZATIONS – CONTINUED

Reconciliation of Statement of Changes in Fund Balances for the Year Ended December 31, 2011

	Statement of Changes in Fund Balances for the year ended December 31, 2011 as previously reported - Total	Changes required on adoption of ASNPO	Statement of Changes in Fund Balances for the year ended December 31, 2011 as adjusted for adoption of ASNPO - Total
FUND BALANCES, beginning of year	$ 843,797	$ 5,162	$ 848,959
EXCESS OF RECEIPTS OVER EXPENSES (EXPENSES OVER RECEIPTS)	(37,550)	7,690	(29,860)
BALANCE, end of year	$ 806,247	$ 12,852	$ 819,099

Reconciliation of Statement of Operations for the Year Ended December 31, 2011

	Statement of Operations for the year ended December 31, 2011 as previously reported - Total	Changes required on adoption of ASNPO	Statement of Operations for the year ended December 31, 2011 as adjusted for adoption of ASNPO - Total
RECEIPTS			
Registration fees	$ 1,317,648	-	$ 1,317,648
Application and exam fees	67,739	-	67,739
Investment	27,138	7,690	34,828
Supervision cost recovery	751	-	751
Other income, cost recovery and grants	6,455	-	6,455
	1,419,731	7,690	1,427,421
EXPENSES	1,457,281	-	1,457,281
EXCESS OF RECEIPTS OVER EXPENSES (EXPENSES OVER RECEIPTS)	$ (37,550)	7,690	$ (29,860)

2. FIRST TIME ADOPTION OF CANADIAN ACCOUNTING STANDARDS FOR NOT-FOR-PROFIT ORGANIZATIONS – CONTINUED

Reconciliation of Statement of Cash Flows for the Year Ended December 31, 2011

	Statement of Cash Flows for the year ended December 31, 2011 as previously reported - Total	Changes required on adoption of ASNPO	Statement of Cash Flows for the year ended December 31,2011 as adjusted for adoption of ASNPO - Total
CASH FLOWS FROM OPERATING ACTIVITIES			
Excess of receipts over expenses (expenses over receipts)	$ (37,550)	$ 7,690	$ (29,860)
Adjustments for:			
Amortization	26,442	-	26,442
Prepaid expenses	(7,708)	-	(7,708)
Accounts payable	9,750	-	9,750
Employee remittances payable	2,524	-	2,524
Deferred revenue	83,956	-	83,956
	77,414	7,690	85,104
CASH FLOWS FROM INVESTING ACTIVITIES			
Purchase of capital assets	(39,148)	-	(39,148)
NET INCREASE (DECREASE) IN CASH	38,266	7,690	45,956
CASH AND CASH EQUIVALENTS, beginning of year	2,129,615	5,162	2,134,777
CASH AND CASH EQUIVALENTS, end of year	$ 2,167,881	$ 7,690	$ 2,180,733

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO FINANCIAL STATEMENTS

DECEMBER 31, 2012

3. FINANCIAL INSTRUMENTS:

The College's financial instruments include cash and cash equivalents, term deposits, investments in mutual funds, 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.

4. PROPERTY AND EQUIPMENT:

	Cost	2012 Accumulated Amortization	2012 Net Book Value	2011 Net Book Value
Computer equipment	138,102	119,364	18,738	22,213
Leasehold improvements	90,063	74,618	15,445	25,838
Office furniture and equipment	$ 118,471	$ 100,293	$ 18,178	$ 22,723
	$ 346,636	$ 294,275	$ 52,361	$ 70,774

5. DEFERRED REVENUE:

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

These funds received represent deferred revenue and relate to membership fees for the 2013 calendar year received in advance. These deferred fees will be recorded as revenue in the statement of operations when the related expenses are incurred.

	2012	2011
Deferred contributions, beginning of year	$ 1,363,001	$ 1,279,045
Less: amount recognized as revenue in the year	(1,211,765)	(1,279,045)
Less: prior period adjustment (Note 11)	(151,236)	
Add amount received for future periods	1,238,759	1,363,001
Deferred contributions, end of year	$ 1,238,759	$ 1,363,001

6. GENERAL CONTINGENCY FUND:

The General Contingency Fund was established to provide for a reserve in case of law suits, hearings and other matters that may require significant expenditure. 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 $727,192 (2011 - $658,033).

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

7. 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 $52,361.

	2012	2011
Capital Asset Fund, beginning of year	$ 70,774	$ 58,068
Less: amount amortized	(29,091)	(26,442)
Add: asset purchases during the year	10,678	39,148
Capital Asset Fund, end of year	$ 52,361	$ 70,774

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

8. CONTINGENCIES:

The nature of the College's activities is such that there will be litigation pending or in progress at any time. With respect to claims at December 31, 2012, management is of the opinion that it has valid defenses and appropriate insurance coverage in place, or if there is unfunded risk, such claims are not expected to have a material effect on the College's financial position.

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

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO FINANCIAL STATEMENTS

DECEMBER 31, 2012

9. 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.

10. HRSDC PROJECT LIABILITY:

On February 1, 2010, the College entered into a Labour Market Partnerships Contribution Agreement ("the Agreement") with the Canada Employment Insurance Commission (division of Human Resources and Skills Development Canada – "HRSDC"). Pursuant to the Agreement, the College will administer funds for an HRSDC labour mobility project. The maximum contribution in respect of the eligible costs of the project is $99,539. During 2012, a total amount of $22,500 was received by the College. In addition, $10,100 was transferred from the College's general operating account and $52,037 was expended on project activities. The remainder of these funds, $36, is maintained in a special bank account designated for the project.

11. PRIOR PERIOD ADJUSTMENT

The adjustment is a result of a prior period error whereby registration fees paid by new registrants were deferred. The appropriate accounting treatment would have been to treat such registrations as revenue in the year in which they were received. The effect of the adjustment is to increase net assets with a corresponding reduction in the current year's revenue.

College of Psychologists of British Columbia

Annual Report 2013

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Vancouver, B.C. V6J 4S5
www.collegeofpsychologists.bc.ca

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INTRODUCTION TO THE COLLEGE OF PSYCHOLOGISTS OF BC 2013 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 2013 Annual Report provides a summary of the College's regulatory activities for the 2013 year, including reports on the processing of applications for registration from Canadian and international applicants, the investigation of complaints about psychological services provided by a registrant of the College, and activities to enhance the competency and level of practice of psychologists, and engagement with other Canadian psychology regulators across the country and with other health regulators within British Columbia.

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

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

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

2013 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.,
Henry Harder, Ed.D., R.Psych., Chair
Jenelle Hynes, Public Member
Russell King, Psy.D., R.Psych.
Leora Kuttner, Ph.D., R.Psych.
Lisa J. Seed, Public Member (04/13)
J. Dean Readman, Public Member, Vice-Chair
Hendre Viljoen, Ph.D., R.Psych.

DISCIPLINE COMMITTEE

Santa Aloi, Public Member
Daniel Fontaine, Public Member
John Carter, Ed.D., R.Psych., Chair
Brenda Kosaka, Ph.D., R.Psych.
Phillipa Lewington, Ph.D., R.Psych.
Jenelle Hynes, Public Member
Ingrid Söchting, Ph.D., R.Psych.
Janet Strayer, Ph.D., R.Psych.
Cheryl Washburn. Ph.D., R.Psych.

INQUIRY COMMITTEE

Kirk Beck, Ph.D., R.Psych.
Emily Chu, Public Member (from 09/12)
Anthony Dugbartey, Ph.D., R.Psych.
B. Lee Grimmer, Ph.D., R.Psych.
Lindsey Jack, Ph.D., R.Psych.
Sandy James, Public Member
Marlene Moretti, Ph.D., R.Psych. (to 11/13)
J. Dean Readman, Public Member
Hendre Viljoen, Ph.D., R.Psych., Chair

PATIENT RELATIONS COMMITTEE

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

QUALITY ASSURANCE COMMITTEE

Russell King, Psy.D., R.Psych., Chair
Kirk Beck, Ph.D., R.Psych.
Sandra Clark, Ph.D., R.Psych.
Henry Hightower, Public Member
Cathy Costigan, Ph.D., R.Psych. (from 12/13)
Donna Paproski , Ph.D., R.Psych.
Joan Perry, Public Member
Michel Regev, Ph.D., R.Psych. (to 11/13)
Lindsay Thomas, Ph.D., R.Psych. (from 5/13)
Lois Toms, Public Member (from 5/13)

REGISTRATION COMMITTEE

Michael Elterman, MBA, Ph.D., R.Psych. (Chair)
Kenneth Cole, Ph.D., R.Psych.
Darcy Cox, Psy.D., R.Psych.
Marion Ehrenberg , Ph.D., R.Psych.
Marguerite Ford, Public Member
Jenelle Hynes, Public Member
Marina Navin, Public Member
Cheryl Washburn, Ph.D., R.Psych.
Sheila Woody, Ph.D., R.Psych.

REGULATORY SUPERVISORS 2013

Sandra Clark, Ph.D., R. Psych.
Cheryl Bradley, Ph.D., R.Psych.
Cinny Bubber, Ph.D., R. Psych.
Jeff Carr, Ph.D., R.Psych.
Cathy Costigan, Ph.D., R.Psych.
Marion Ehrenberg, Ph.D., R.Psych.
Michael Joschko, Ph.D., R.Psych.
Bill Koch, Ph.D., R.Psych.
Mary Korpach, Ph.D., R.Psych.
Ann Pirolli, Ph.D., R.Psych.
Anneliese Robens, Ed.D., R. Psych.
Marsha Runtz, Ph.D., R.Psych.
Alan Smitton, Ph.D., R.Psych.
Cindy Weisbart, Psy.D., R. Psych.

ORAL EXAMINERS 2013

Victoria Alfonso, Ph.D., R.Psych.
Verna-Jean Amell, Ph.D., R.Psych.
Nicole Aubé, Ph.D., R.Psych.
Mark Bailey, Ph.D., R.Psych.
Jeffrey Ballou, M.Ed., R.Psych.
Deborah Bell, Ph.D., R.Psych.
Rishi Bhalla, Ph.D., R.Psych.
Lee Cohene, Ph.D., R.Psych.
Robert Colby, M.S., R.Psych.
Susan Cross, Ph.D., R.Psych.
Timothy Crowell, Psy.D., R.Psych.
Maureen Godfrey, Ph.D., R.Psych.
Grace Hopp, Ph.D., R.Psych.
Mel Kaushansky, Ph.D., R.Psych.
Margaret Kendrick, Ph.D., R.Psych.
Maureen Whittal, Ph.D., R.Psych.
Brenda Kosaka, Ph.D., R.Psych.
Ronald Laye, Ph.D., R.Psych.
Jane McEwan, Ph.D., R.Psych.
Martin Phillips-Hing, Ph.D., R.Psych.
Susanne Schibler, Ph.D., R.Psych.
Whitney Sedgwick, Ph.D., R.Psych.
Meagan Smith, Ph.D., R.Psych.
Ingrid Söchting, Ph.D., R.Psych.
Sujatha Srikameswaran, Ph.D., R.Psych.
Harry Stefanakis, Ph.D., R.Psych.
Anneliese Robens, Ed.D., R.Psych.
Barbara Rosen, Ph.D., R.Psych.
John Wagner, Ph.D., R.Psych.
Larry Waterman, Ph.D., R.Psych.
Rene Weideman, Ph.D., R.Psych.

NEW REGISTRANTS 2013

Paul Raymond Albert, M.A., R. Psych.
Shannon Eileen Barnsley , Ph.D., R. Psych.
Mollie Elisabeth Bates, Ph.D., R. Psych.
Dagmar Bernstein, Ph.D., R. Psych.
Jennifer Susanne Coelho, Ph.D., R. Psych.
Catherine Currell, Ph.D., R. Psych.
Loray Daws, Ph.D., R. Psych.
Deborah Ellen Deeter, M.Sc., R. Psych.
Eva Christine Buschmann DeHaas, Ph.D., R. Psych.
Amrit K. Dhariwal, Ph.D., R. Psych.
Brenda (Yaari) Dyer, Ph.D., R. Psych.
Vivian Joy Dzedzora, Ph.D., R. Psych.
Glen Murray Edwards, Ph.D., R. Psych.
Jill Etmanskie, Ph.D., R. Psych.
Alexander Murray Ferguson, D. Psych., R. Psych.
Alexander Murray Firer, Antanina, Psy.D., R. Psych.
Brenda Ruth Fitzner, M.A., R. Psych.
Kristen Liane Frampton, Ph.D., R. Psych.
Heather Grace Fulton, Ph.D., R. Psych.
Janine Virginia Giannelli, Ph.D., R. Psych.
Emilie Giguere, M.A., R. Psych.
Alanaise Goodwill, Ph.D., R. Psych.
Annie Yi-Cheng Hsieh, Ph.D., R. Psych.
Nalini Elizabeth D. Joneja, Clin. Psychol., R. Psych.
Anusha Kassan, Ph.D., R. Psych.
Kimberly Anne Lane, Ph.D., R. Psych.
Shawnda Christine Lanting, Ph.D., R. Psych.
Kim Fredrick Maertz, Ph.D., R. Psych.
Vaughan Marshall, Ph.D., R. Psych.
Lindsay Catherine Mathieson, Ph.D., R. Psych.
Kristen McFee, Ph.D., R. Psych.
Elisabeth Iris Melsom, Ph.D., R. Psych.
Erin Christina Moon, Ph.D., R. Psych.
Marci Dawn Moroz, M.A., R. Psych.
Monica Orendain, Ph.D., R. Psych.
Kristine Marie Pahl, Ph.D., R. Psych.
Jamie Sirish Patel, D.Psych., R. Psych.
Pamela F. Patterson, Ph.D., R. Psych.
Carey Grayson Penner, Ph.D., R. Psych.
Erika Kathleen Penner, Ph.D., R. Psych.
Daniel Joseph Reilly, M.Ed., R. Psych.
Lexcie Irene Richies, M.A., R. Psych.
Elisabeth Saxton, Psy.D., R. Psych.
Michael David Sheppard, Ph.D., R. Psych.
Colette M. Smart, Ph.D., R. Psych.
Linda Diane Smart, M.A., R. Psych.
Elisabeth Mary Stewart, M.Ed., R. Psych.
Tina Feng-Ting Su, Ph.D., R. Psych.
Kausar Suhail, Ph.D., R. Psych.
Jane Chang Sun, Ph.D., R. Psych.
Jing Ee Tan, Ph.D., R. Psych.
Iris Torchalla, Dr. rer. Nat., R. Psych.
Jodi Leanne Viljoen, Ph.D., R. Psych.
Delwynne David Windell, D Litt et Phil, R. Psych.
Kyla Marie Yaskowich, Ph.D., R. Psych.
Mandy Lynn York, M.Sc., R. Psych.
Susan Jennifer Young, M.Ed., R. Psych.

REPORT FROM THE CHAIR

I am honoured to have completed a second year as Chair of the Board of the College of Psychologists of British Columbia for the 2013 year and to be associated with the highly motivated and engaged individuals who comprise our Board, Staff and Committees in meeting the regulatory challenges of the past year.

Information Meetings Information meetings were held throughout the province during 2013. I again take this opportunity to remind registrants of the College's policy of providing an "information meeting by request" to any ten or more registrants, reflecting the Board's commitment to giving registrants the direct opportunity to be informed and to participate in discussions regarding the regulation of the profession in British Columbia. Key topics in all of the information meetings continued to be the College's proposed general and registration bylaws, revisions to the Code of Conduct, collaborative care and the integration of psychology into primary care, and other ongoing challenges in professional regulation including the Health Professions Review Board and the impact of trade agreements.

Annual General Meeting The Annual General Meeting for the 2012 year was held in Vancouver on May 23, 2013. A video link was provided to Victoria, and registrants were also able to participate and view the meeting via webcast. The continuing competency presentation was by the Honourable Dr. Moira Stilwell, Member of the Legislative Assembly on the topic of "Psychology and Primary Care: Perspectives from a politician and a physician". Dr. Stilwell has served as Minister of Advanced Education as well as Minister of Social Development. We were pleased again to note the high rate of participation in the AGM and continuing competency presentation, with approximately 25% of all registrants participating either in person or via webcast.

Health Professions Review Board (HPRB) There was a total of 25 Inquiry matters open before the HPRB at some point during 2013. There was one Registration matter before the HPRB in 2013. 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 also continues to provide registrants with information regarding the functioning of the HPRB and their responsibilities in dealing with this authority. Please see the full summary of HPRB matters in the Registrar's report.

College Workshops Work continues on development of the registrant workshop which is expected to be available to registrants in the 2014 and 2015 year. The workshop has three specific objectives: 1. Ensuring registrants are aware of regulatory documents and obligations; 2. Enhancing registrant understanding of changes in clinical practice in the context of collaborative care and the current healthcare climate, 3. Sharing the cumulative wisdom of the Inquiry Committee and translating that wisdom into best practice. Registrants are encouraged to read the Chronicle and other College announcements for more information on this important initiative.

Code of Conduct Changes

Proposed changes to the Code of Conduct were posted for registrant comment in January 2013. Changes were reviewed in the October 2013 issue of the Chronicle, including further proposed changes which will be posted in early 2014 for comment. Thank you to those registrants who chose to provide comment and feedback. The Board anticipates enactment of these changes along with the posted changes to the general and registration bylaws which have been posted since December 2012, pending government approval.

Report on the Family Violence Workshop

The College was pleased to host this important workshop on November 21, 2013. The workshop was designed to ensure registrants were aware of the new *Family Law Act*. The workshop was very well attended and positively experienced by the psychologists and social workers who were present. In addition to the excellent presentation lead by Dr. Peter Jaffe, a registered psychologist in Ontario and acknowledged expert in the field of family violence, we were delighted to have The Honourable Donna J. Martinson, Q.C., LL.M. and Retired Justice of the British Columbia Supreme Court, provide opening comments and a paper on the topic of the new *Family Law Act* and best practice issues in parenting assessments. The workshop was co-sponsored by the BC Psychological Association,

the BC College of Social Workers and the BC Association of Social Workers. The College appreciated the opportunity to collaborate with our colleagues in Social Work and looks forward to hosting future workshops that provide a similar opportunity for collaboration with related disciplines.

Strategic Planning The Board reviews the Strategic Plan and conducts strategic planning on an ongoing basis. A strategic planning meeting was scheduled for January 2014. 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 various regulatory organizations including the newly named Health Profession Regulators of British Columbia (HPRBC; formerly called the Health Regulatory Organizations (HRO). Our Registrar continued to serve as one of the four members of the Governance Group of the HPRBC, this year. The College plays a very active role in the Association of Canadian Psychology Regulatory Organizations (ACPRO) of which our Registrar is Vice-Chair. The College also continues to be an active member of the Association of State and Provincial Psychology Boards (ASPPB) and participated in ASPPB meetings in April in Halifax (attended by both our Registrar and Public Member Jenelle Hynes), and in Las Vegas (attended by our Deputy Registrar) in October. The College also remains connected with the Association of Executive Directors and Registrars of BC.

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. In particular, the College appreciates the wisdom and professionalism of Mr. Kensi Gounden, who regularly provides consultation to the College's Inquiry Committee, and to Mr. Jason Herbert, who provides the College with his special expertise in the areas of bylaw development and registration matters and also represents the College before the Health Profession Review Board.

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

Bylaw Development The proposed bylaws were posted on the website for the official required notification period in December 2012. Implementation dates will be announced to registrants when known. The proposed bylaws contain important initiatives and changes reflecting the College's active efforts to address government imperatives for mobility and collaborative health care.

Website The completely online renewal process was a notable success. Additional online initiatives remain under development. In particular, the Board decided that the Fall 2013 Chronicle would be the last paper version of the newsletter. An email and online version of the newsletter is under development.

In closing, it was a pleasure and privilege to serve as the Chair of the Board for 2013 and I give my best wishes to Dr. Russell King who will take over in this role in January 2013.

Respectfully submitted,
Henry Harder, Ed.D., R.Psych.,
Chair of the Board 2013

COMMITTEE REPORTS

DISCIPLINE COMMITTEE REPORT

There were no hearings of the Discipline Committee in 2013.

Respectfully submitted, John Carter, Ed.D., R.Psych., Chair,
Discipline Committee 2013

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 2013

INQUIRY COMMITTEE REPORT

The Inquiry Committee (IC) dealt with another year with a high number of complaints. A total of 87 complaint files were open for at least some part of 2013 and were at various stages of investigation at any given point in time during the year. This number includes the 51 new complaints received during 2013. As of December 31, 2013, 47 of the 87 open files had been closed. Files closed during 2013 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 2013 complaint investigations and resolutions.

Table 1: Files Closed During 2013 (N=47)

Closing Reason	Number	%
Letter of Undertaking or Resolution Agreement	22	47
Resolved	2	4
Insufficient Evidence	16	34
Decision Not to Proceed (no jurisdiction, withdrawn, vexatious or frivolous)	7	15
Total	47	100

It is an honour to work closely with the five other psychologists and three public members on this very dedicated and hardworking committee, along with our legal counsel, Mr. Gounden, and our staff.

Respectfully submitted,
Hendre Viljoen, Ph.D., R.Psych.,
Chair, Inquiry Committee 2013

REGISTRATION COMMITTEE REPORT

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

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. In December 2012, the Ministry of Health approved our official posting of these proposed revisions. Changes relate to both general bylaws which pertain to general College functioning and operations, and registration bylaws, which speak to the College's proposal on several new classes of registration. As discussed in the Chronicle, at AGMs and information meetings, these proposals retain the doctoral entry standard for registration as a registered psychologist and the creation of several specific classes designed to ensure work continuity for those individuals currently working as psychologists under existing exemptions.

Since the College's proposed bylaw amendments were originally posted for public comment in 2012, the College has been engaged in discussion with the Ministry of Health about when the amendments may be finally approved and brought into force. This timing has not yet been resolved, largely due to the election and competing priorities. Thus implementation of these bylaw amendments has been delayed significantly beyond the College's original expectations, and it remains unclear when the bylaw amendments will eventually be brought into force.

Proposed Changes to the *Psychologists Regulation* For over a decade, the College has been actively engaging with the provincial government with regard to the recommendation of the 2001 "*Safe Choices*" report for removal of the exemptions stipulated in the *Psychologist's Regulation.* These exemptions pertain to individuals working in schools, health authorities, universities and other government settings, exempting them from registration with the College yet granting entitlement to use of the title "psychologist". Discussions in 2012 led to a Ministry of Health proposal to remove particular sections of the existing exemptions. The remaining clause, pertaining to school psychologists, continues to be a subject of ongoing discussions with the Ministries of Health and Education.

Over the past several years the College has held meetings with various stakeholders potentially affected by the removal of the exemptions (e.g., academics, school psychologists, psychology practitioners in corrections) and encouraged these groups to share with the College and government, their questions and concerns regarding changes to the regulation. It is expected that any revisions to our regulation will be coordinated with the implementation of our new bylaws which were developed to ensure that currently exempt individuals can continue their current practice. In the interest of the College's public protection mandate, the College looks forward to bringing all currently exempt psychology practitioners in British Columbia under its regulatory authority.

Foreign Qualifications Recognition (FQR).

Substantial Equivalence The matter of substantial equivalence, the obligation to review whether other education, training and experience is substantially equivalent to a particular registration requirement, is particularly relevant to the assessment of foreign trained applicants as training models differ across countries. The assessment of substantial equivalence has been a subject of significant interest amongst the Canadian psychology regulators and the Association of Canadian Psychology Regulatory Organizations (ACPRO) obtained Human Resources and Skills Development Canada (HRSDC) funding in order to study provincial assessment practices in this regard. In February 2013, the members of ACPRO met to discuss the results of this national review and determined there was a need to work toward a national standard for registration/licensure for practicing the profession in Canada. The *ACPRO National Licensure Standard Development Task Force* was formed and met several times throughout the year. The task force will continue its work in 2014 with our College being an active participant in this work.

Competency Based Supervision In follow up to a previous provincially funded (Ministry of Jobs, Tourism and Skills Training) project on the topic of developing a competency based supervision framework, the College was grateful to receive additional funding to continue this work in 2013. The work resulted in the creation of a supervision manual, assessment tools and proposed pilot training modules for supervisors. The Committee looks forward to the continued development of these tools and their eventual implementation.

I would like to thank the members of the profession and public who served on this Committee in 2013. Thanks also to the oral examiners and regulatory supervisors for their vital service to the Committee.
Finally, on behalf of the Committee, I would like to acknowledge the College staff and their dedication and careful implementation of registration policies and decisions. I also wish to thank them for their competent management of the many details and important decisions related to applications for registration, renewal and other registrant matters.

Respectfully submitted,
Michael Elterman, Ph.D., R.Psych., Chair, Registration Committee 2013

QUALITY ASSURANCE COMMITTEE REPORT

In addition to the annual review of the Continuing Competency Program, the Committee initiated a number of important projects. Below is a summary of the Committee's work in 2013.

Continuing Competency Program Review The audit for the 2012 year was completed by the Committee by April, 2013. In a number of cases the Committee sought additional information from registrants to clarify their activities. As a result of the audit, a small number of individuals were required to forward their logs again for the following year. Overall, the Committee was pleased with the quality of continuing competency activities reported by the registrants selected in the random audit. As some registrants had difficulty describing the relevance of certain continuing competency activities to the practice of psychology, the Committee contemplated the introduction of a continuing competency plan.

The Committee also reviewed the Continuing Competency programming of other Colleges regulated under the *HPA* in considering revisions to the current program. It was noted that, consistent with government expectation and public policy shifts, other Colleges are exploring or have already implemented direct assessments of registrant competence (e.g., examinations, office inspections, etc). The Committee reviewed and discussed several of these direct assessment programs, including the one presently in place at the *College of Psychologists of Ontario*.

Code of Conduct Proposed revisions to the *Code* were posted for public comment in early 2013. The original posting then underwent several additional edits as described in 2013 editions of the *Chronicle* and at various registrant information meetings. Registrants should check the website for the latest posted revision , and log onto the registrant portal to review and submit any feedback to the College.

Workshops

Family Violence: The Quality Assurance Committee was pleased to sponsor the College workshop on Family Violence which took place on November 21, 2013. The workshop was designed to ensure registrants were well informed about the new *Family Law Act*. The workshop was very well attended and feedback from attendees was very positive. Dr. Peter Jaffe, a registered psychologist in Ontario, led the workshop. As well, The Honourable Donna J. Martinson, Q.C., LL.M. and Retired Justice of the British Columbia Supreme Court, provided opening comments and a paper on the topic of the new *Family Law Act* and best practice issues in parenting assessments.

2014 Workshop: As set out in the Chair's report, work continued on the development of the registrant workshop which is expected to be available to registrants in the 2014 and 2015 year. The workshop has three specific objectives: 1. Ensuring registrants are aware of regulatory documents and obligations; 2. Enhancing registrant understanding of changes in clinical practice in the context of collaborative care and the current healthcare climate, 3. Sharing the cumulative wisdom of the Inquiry Committee and translating that wisdom into best practice.

Practice Support Service Since its inception in March of 2010, the Practice Support Service has received a very positive and active response from registrants, with a total of 715 queries through December 31, 2013. Please see the Registrar's Report for more information. The Committee wishes to thank the registrants who took the time to provide feedback to the Committee and the Board with regard to this service which continues to be a well utilized and helpful resource to registrants.

Respectfully Submitted,
Russell King, Psy.D., R.Psych., Chair, Quality Assurance Committee 2013

FINANCE COMMITTEE REPORT

Audited financial statements for the 2013 year are found at the back of this Annual Report. Table 2 provides a comparison of College expenses over the past 5 years.

Table 2: Comparative Expenses

YEAR	WAGES AND BENEFITS		ROUTINE STATUTORY EXPENSES (including any costs associated with citations for, preparation of or holding extraordinary hearings).		GENERAL OPERATING EXPENSES		TOTAL EXPENSES	
	Amount	%	Amount	%	Amount	%	Amount	%
2009	632,320	50	206,723	16	421,937	34	1,260,140	100
2010	660,870	52	204,277	17	415,859	32	1,281,006	100
2011	679,369	47	293,899	20	484,013	33	1,457,281	100
2012	637,044	41	392,154	25	519,148	34	1,548,346	100
2013	642,732	44	336,501	23	453,613	32	1,438,846	100

As documented in the table, there was a notable decrease in routine statutory expenses and general operating expenses for 2013, contributing to the lower overall expenses for the College for 2013. This decrease may represent a normalization of HPRB expenses which were particularly high in 2012, during which a disproportionately high number of HPRB matters were active as a result of some delays put in place by the HPRB, in addition to a higher than normal amount in 2012 spent on processing several FOI requests.

John Carter, Ed.D., R.Psych. , Chair,
Finance Committee 2013

REGISTRAR'S REPORT

Below is the Registrar's Report on the activities of the College for the year 2013. This report is divided into three main sections:

I. ***Registration/Application Matters*** *This section provides a description of the College Register for 2013, a summary of application activity, and a report on examinations.*

II. ***Complaint and Investigative Matters*** *The second section provides a descriptive and statistical analysis of complaint and HPRB matters.*

III. ***Administrative Matters*** *The third section summarizes activities of the Practice Support Service, administrative activities related to external relationships, and our obligations under the Ombudsperson and Freedom of Information and Protection of Privacy Acts.*

I. REGISTRATION/APPLICATION MATTERS

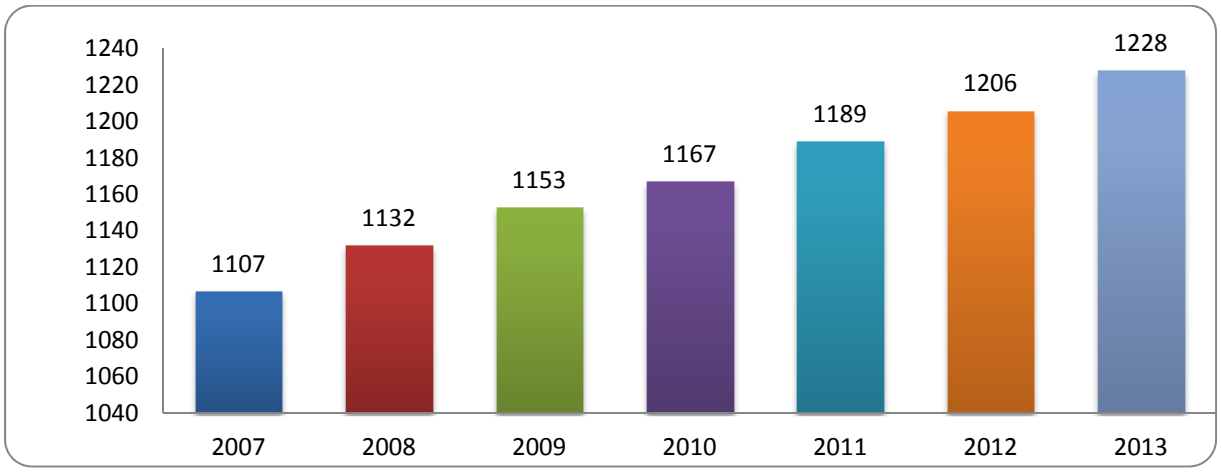
This section is divided into 3 sections as follows: 1) The College Register 2013, 2) Summary of Application Activity and 3) Examinations.

1. **The College Register 2013** As of December 31, 2013, the College Register listed a total of 1228 registrants. The College was officially notified of the death of one registrant during the year.

Table 3: The College Register as of December 31, 2013

Register Status on December 31, 2013	Total
Full Registration	1126
Limitations as per Inquiry Committee (IC)	11
Limitations as per Registration Committee (RC)	11
Limitations by Category - Out-of-Province	32
Limitations by Category - Non-Practicing	10
Limitations by Category – Retired	32
Limitations by Category – Retired and as per IC	3
Limitations as per Inquiry Committee and Registration Committee	1
Suspended as per Inquiry Committee	1
Other	1
Total	**1228**

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 2007-2013.



As shown in the table below, a total of 57 new registrants were added to the Register in 2013. 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

2012				2013			
Regular	**Reciprocal**	**Mobility**	**Total**	**Regular**	**Reciprocal**	**Mobility**	**Total**
24	21	8	**53**	34	22	1	**57**

2. Summary of Application Activity Table 5 below summarizes the application activities at the College during the 2013 year, along with comparison data from the previous year. As shown in the table, a total of 60 applications were received during the 2013 year. Of these, 57% (n=34) were Regular applications. 33% percent (n=20) were Reciprocal applications and 7% (n=4) were Mobility applications.

Table 5: Application Activity Summary 2012-2013

	2012					2013				
	Reg.	**Temp**	**Recip.**	**Mobil.**	**Total**	**Reg.**	**Temp**	**Recip.**	**Mobil.**	**Total**
# of applications rec'd	34	1	20	5	**60**	34	2	20	4	**60**

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 Written Jurisprudence Examination (WJE) and the Oral Examination (OE). Reciprocal and Mobility applicants are required to successfully complete the WJE.

Table 6: Number of Examinations Written

	2008	**2009**	**2010**	**2011**	**2012**	**2013**
Number of EPPP Examinations	32	24	26	31	29	46
Number of Written Jurisprudence Examinations	62	53	44	31	61	52
Number of Oral Examinations	41	32	25	52	26	43

The EPPP was taken 46 times in 2013. Of the applicants taking the exam for the first time (n=37), 33 (89%) passed. The minimum required passing score is 500/800 (scaled score). The average passing score for first-time test takers in 2013 was a scaled score of 624/800 (range 514-763). Nine (9) of the 46 exams were re-takes and all applicants sitting for re-takes obtained passing scores.

As in past years, the WJE was held at the College offices on a monthly basis. Fifty-one (51) applicants passed on their first attempt. One (1) applicant was taking the exam for the second time and successfully passed.

The College also conducts the Oral Examination on site. In 2013, 43 examinations took place. Of the applicants taking the exam for the first time (n=40), 33 (83%) fully passed and were added to the register without limitations. The other candidates (n=7) elected to either a) retake the examination or b) accept limitations on their practice for a short period of time in order for them to address the remediable areas of concern. Those who elected to re-take the examination fully passed on their second attempt.

II. COMPLAINT AND INVESTIGATIVE MATTERS

This section contains information about complaints received in the year 2013 as well as a report on all complaints closed during 2013. 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, 2013
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 2013 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 2013
9. Complaints per year and number of registrants with complaints
10. Summary of Final Decisions of the Health Professions Review Board

1. Complaint file status as of December 31, 2013

Since the College of Psychologists came under the *Health Professions Act (HPA)*, a total of 722 new complaints have been received, including 51 received during 2013.

Complaints received in 2013 (N=51): Fifteen (15) of the complaints received in 2013 were also closed in 2013, leaving a total of 36 complaints received in 2013 still open on December 31, 2013. Two (2) complaints opened by the Inquiry Committee on its own motion in 2012 also remained open as of December 31, 2013.

2. Descriptive Complaint Summary

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

a. Primary Allegation Table 7 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 2013 was Assessment Procedures (n=14). 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=248). General standards for competency was the next most frequent primary allegations in 2013 (n=12), which is also the second most common allegation overall (n=112). Many of the cases in which competency is the primary allegation involve an assessment situation of some kind.

Table 7: Primary Allegation in Complaints Received 2000-2013

Primary allegation	2000-2011		2012		2013		Total	
	#	%	#	%	#	%	#	%
General Standards for Competency (CC 3.0)	88	14%	12	21%	12	24%	112	16%
Informed Consent (CC 4.0)	26	4%	1	2%	3	6%	30	4%
Relationships-Clients (CC 5.0)	56	9%	2	3%	9	18%	67	9%
Relationships-Work (CC 5.0)	10	2%	1	2%	0	0%	11	2%
Relationships-Dual Roles (CC 5.0)	26	4%	1	2%	1	2%	28	4%
Confidentiality (CC 6.0)	26	4%	1	2%	4	8%	31	4%
Professionalism (CC 7.0)	92	15%	12	21%	5	10%	109	15%
Provision of Services (CC 8.0)	19	3%	0	0%	0	0%	19	3%
Rep. of Services/Credentials (CC 9.0)	3	0%	0	0%	0	0%	3	0%
Advertising/Public Statements (CC 10.0)	18	3%	2	3%	1	2%	21	3%
Assessment Procedures (CC 11.0)	218	36%	16	28%	14	27%	248	34%
Fees (CC 12.0)	10	2%	1	2%	0	0%	11	2%
Maintenance of Records (CC 13.0)	1	0%	0	0%	0	0%	1	0%
Security/Access to Record (CC 14.0)	7	1%	5	9%	0	0%	12	2%
Compliance with Law (CC 18.0)	4	1%	3	5%	0	0%	7	1%
Application (CC 2.0)	2	0%	0	0%	0	0%	2	0%
No Standard Applicable	7	1%	1	2%	2	4%	10	1%
Total	**613**	**100**	**58**	**100**	**51**	**100**	**722**	**100**

b. Complaint Context Table 8 reports on the context within which complaints occurred. As in the past, in 2013 a substantial proportion (n=22; 43%) of complaint concerns arose in the context of an assessment, such as a custody and access proceeding or a correctional assessment.

Table 8: Complaint Context for Complaints Received 2000-2013

Complaint Context	2000-2011		2012		2013		Total	
	#	%	#	%	#	%	#	%
Assessment	341	56%	26	45%	22	43%	389	54%
Consultation	8	1%	1	2%	3	6%	12	2%
Intervention	147	24%	12	21%	15	29%	174	24%
Regulatory Compliance	29	5%	2	3%	4	8%	35	5%
Other	88	14%	17	29%	7	14%	112	16%
Total	**613**	**100**	**58**	**100**	**51**	**100**	**722**	**100**

c. Area of Practice Table 9 below presents information on the area of practice within which complaints occurred. In 2013, 6% of the complaints received were in the custody and access sub-area within clinical psychology, and 45% were in the broader clinical psychology area.

Table 9: Complaint - Area of Practice in Complaints Received 2000-2013

Complaint: Area of Practice	2000-2011		2012		2013		Total	
	#	%	#	%	#	%	#	%
Clinical Psychology	253	41%	21	36%	23	45%	297	41%
Custody and Access	161	26%	6	10%	3	6%	170	24%
Counselling Psychology	58	9%	5	9%	5	10%	68	9%
Forensic /Corrections	53	9%	2	3%	8	16%	63	9%
Industrial /Organizational	2	0%	0	0%	0	0%	2	0%
Neuropsychology	26	4%	5	9%	1	2%	32	4%
Rehabilitation Psychology	14	2%	0	0%	5	10%	19	3%
Research /Academic	4	1%	0	0%	1	2%	5	1%
School Psychology	11	2%	2	3%	1	2%	14	2%
N/A	31	5%	17	29%	4	8%	52	7%
Total	**613**	**100**	**58**	**100**	**51**	**100**	**722**	**100**

d. Complainant Type As indicated in Table 10 below, 22 (43%) of the complaints received in 2013 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. Files were opened based upon concerns that were brought to the Committee's attention through a number of other means.

Table 10: Complainant Type in Complaints Received 2000-2013

	Complainant Type	2000-2011		2012		2013		Total	
		#	%	#	%	#	%	#	%
PUBLIC	Client - 3rd Party	146	24%	13	22%	3	6%	162	22%
	Client – Direct	182	30%	20	34%	22	43%	224	31%
	Client – Relative	80	13%	2	3%	7	14%	89	12%
	Colleague	90	15%	10	17%	10	20%	110	15%
	Other	43	7%	7	12%	4	8%	54	7%
IC	Inquiry Committee	72	12%	6	10%	5	10%	83	11%
	Total	**613**	**100**	**58**	**100**	**51**	**100**	**722**	**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, 5 complaint investigations were opened by the Inquiry Committee in 2013.

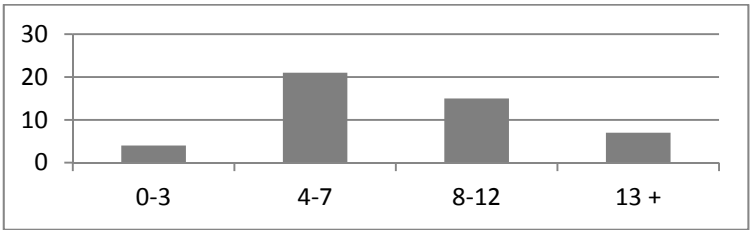
4. Length of Time to Close Files For complaints closed in 2013 (N=47), the number of months required to investigate and/or close a file ranged from 3 to 19 months. Table 11 below contains the average length of time to close complaint files for 2011, 2012, and 2013.

Table 11: Average Time (in months) to Close Files for Complaints Closed 2011-2013

Year Complaint Closed	2011	2012	2013
Mean Length of Time to Close File	6.76 months, N=42	6.90 months, N=66	8.32 months, N=47

As depicted in the Figure below, the majority of complaints closed in 2013 were closed between 4-12 months from receiving the initial complaint. Eighty-five percent of the complaints that were closed in 2013 were closed within 12 months (n=40) of receipt. This is an important achievement given the complexity and volume of typical complaint files.

Figure 2: Average Time (in months) to Close Files in 2013 (N=47)



5. Complaint File Closing Reasons Nearly half of the complaints closed in 2013 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 2013, 51% 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 12: Closing Reasons for Complaints Closed 2010-2013

		Year Complaint Received							
Closing Category	**Closing Reason**	**2011**		**2012**		**2013**		**Totals**	
		#	**%**	**#**	**%**	**#**	**%**	**#**	**%**
Dismissed - lack of evidence; not proceeded upon; withdrawn; admin. closure; no jurisdiction	Decision Not to Proceed	3	7%	16	24%	7	15%	26	17%
	Insufficient Evidence	24	57%	19	29%	16	34%	59	38%
	Subtotal	**27**	**64%**	**35**	**53%**	**23**	**49%**	**85**	**55%**
Voluntary Resolution	Letter of undertaking or Consent Agreement	15	36%	26	39%	22	47%	63	41%
	Resolved	0	0%	3	5%	2	4%	5	3%
	Subtotal	**15**	**36%**	**29**	**44%**	**24**	**51%**	**68**	**44%**
Resigned/ Cancelled	Resigned/Cancelled	0	0%	2	3%	0	0%	2	1%
Totals		**42**	**100%**	**66**	**100%**	**47**	**100%**	**155**	**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 effective means for resolving complaint matters.

b. Extraordinary Hearings Sometimes concerns arise which suggest that immediate action on the part of the Inquiry Committee 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. No extraordinary hearings were held in 2013.

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 2013.

7. Letters of Undertaking/Resolution Agreements. Table 13 provides a summary of Letters of Undertaking and Resolution Agreements signed with registrants during the year 2013 as a means of bringing a complaint file to a close. A total of 18 agreements were signed in 2013 in order to resolve 22 complaints. 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 13. Summary of Terms of Letters of Undertaking/Resolution Agreements in 2013 (N=18)

Respondent	# of Files	Primary Allegation by *Code* Section	Terms of Consent Agreement or Undertaking	Serious Matter*
1	1	11 – Assessment Procedures	Changes to practice	
2	1	04 – Consent	Consultation, practice review, change to practice	
3	1	11 – Assessment Procedures	Changes to practice	
4	1	03 – Competency	Consultation and change to practice	
5	4	03 – Competency	Practice review, changes to practice, full supervision	YES
6	1	03 – Competency	Changes to practice	
7	1	18 – Compliance with Law	Self-study, changes to practice	
8	1	14 – Records Security/Access	Practice review, consultation, changes to practice	
9	1	07 – Professionalism	Self-study, changes to practice	
10	1	03 – Competency	Consultation, practice review, change to practice	
11	1	05 – Relationships (client)	Letter of apology, consultation, practice review, changes to practice	
12	1	11 – Assessment Procedures	Changes to practice	
13	2	11 – Assessment Procedures / 05 – Relationships	Practice review, changes to practice, full supervision	YES
14	1	03 – Competency	Consultation, changes to practice	
15	1	11 – Assessment Procedures	Letter of apology, practice review, consultation, agreement to a reprimand	YES
16	1	11 – Assessment Procedures	Changes to practice	
17	1	11 – Assessment Procedures	Consultation, changes to practice	
18	1	11 – Assessment Procedures	Changes to practice	

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

8. Samples of Complaints Open During 2013

Below is a brief review of the main allegations raised in a sample of complaints received and closed during 2013, along with a description of the process and outcome of the complaint investigation.

One example is a complaint submitted to the College eight years after the Respondent conducted an assessment of the Complainant. The Complainant alleged a number of concerns about the report, including factual errors, procedural errors, insufficient informed consent, bias, and failure to provide continuity of care. The Respondent replied that he has no memory of the assessment and no longer has his clinical record for this file, which was destroyed in keeping with College guidelines for record retention. The Respondent described his typical assessment procedure at that time. The Inquiry Committee reviewed all of the available information and determined that there was no basis to proceed.

A second example occurred in the context of a respondent's assessment of the Complainant. The Complainant alleged that the Respondent's report contained false and inaccurate statements, the Respondent did not listen to the full range of the Complainant's symptoms, the Respondent had the Complainant complete a long questionnaire that had nothing to do with his medical issues, and that the Respondent was biased against the Complainant. In the course of reviewing the Respondent's report, the Inquiry Committee noted that the Respondent used a computer text-based search for key terms in conducting his record review rather than reviewing the record in its entirety. In resolving the complaint, the Respondent signed a Letter of Undertaking to request additional time to review voluminous files, and to consult with a senior psychologist who practices in this area to review best practices in conducting such assessments.

A third complaint occurred in the context of the Respondent providing therapy to Client A. Using the information provided to him by Client A, the Respondent wrote an opinion letter about the Complainant for Client A without having seen the Complainant. In his letter, he made a diagnosis and recommendations. The Complainant reported that she had never met the Respondent or had any contact with him prior to his submitting the opinion letter. The Inquiry Committee found that the Respondent did not meet appropriate standards when providing a diagnostic opinion. In the interest of public protection, the Respondent was required to undertake professional consultation.

A fourth complaint occurred in the context of the Respondent providing an assessment of an individual ("A") at the request of a third party. The Respondent conducted the assessment and submitted the report to the third party who then complained to the College. The Inquiry Committee had concerns that the assessment fell below minimum standards. Their concerns broadly related to competence, including concerns about informed consent, professionalism, record management, communication of opinions, limitations on opinions, working with third parties, and assessment procedures. The Respondent agreed to sign a Letter of Undertaking that included a review and supervision of various aspects of her practice.

9. Complaints per Year and Number of Registrants with Complaints

Table 14 below describes the number of registrants about whom complaints have been received since 2006. As shown in the Table, in 2013, 51 complaints were received. These 51 complaints were with regard to 47 different registrants and former registrants. Thus, some respondents were named in more than one complaint file.

Table 14: # of Complaints per year from 2006 - 2013 and # of Registrants with Complaints

Year	# Complaints (with named registrant)	# Respondents
2006	50	42
2007	50	37
2008	41	31
2009	42	32
2010	41	38
2011	69	51
2012	58	47
2013	51	47

10. Summary of Matters before the Health Professions Review Board

Table 15 below summarizes final decisions of the Health Professions Review Board to December 31, 2013.

The Review Board has the jurisdiction to evaluate whether the dispositions of the Inquiry Committee are reasonable and the investigations adequate. It is the College's experience to date that expectations on the part of complainants in bringing their concerns forward to the College are often outside the range of permissible and appropriate complaint investigation outcomes. This may also relate to the likelihood of complainants making application to the Health Professions Review Board after a completed complaint investigation, even when action was taken and the respondent psychologist made changes to their practice or other undertakings. The College continues to review means of communicating with complainants early in the complaint investigation process about the College's mandate and the range of allowable outcomes. The College also continues to make significant efforts to explain the nature of typical College complaints and the particular challenges faced by the College, in its communications with the Review Board.

The table below summarizes final decisions of the review board on 17 CPBC matters, 16 of which were with regard to complaints and one was a registration matter. Of the 16 complaint matters, as documented in the table, the disposition of the Inquiry Committee was confirmed for 14 files. For the other two files, one was sent back to the IC with directions for additional investigation consisting of an interview of the registrant. Upon completion of this interview, the IC confirmed its original decision. The complainant took the matter to the HPRB again, and the IC disposition was confirmed. For the second matter, representing one of four files that were grouped by the HPRB for administrative ease, the IC was directed to conduct an interview of a third party.

For the one registration matter, the HPRB determined that they had no jurisdiction in the matter.

Please note that the table which follows summarizes final HPRB decisions. Matters that remain open (N=4 at the end of 2013), or which were directed to mediation (N=1), or were withdrawn by the Complainant (N=2) are not included in this table.

Table 15. Summary of Final Decisions of the Health Professions Review Board on College Matters since 2009 to December 31, 2013.

	Complaint Rec'd Date	Date Closed	No. Files	Date App. for Review	Date HPRB Decision	HPRB file Status as of Dec. 31, 2013	Nature of Allegations	Rel. of HPRB Applicant to Psych. Services
COMPLAINT MATTERS								
1	June 2009	Oct 2009	1	Jan 2010	June 2012	IC DISPOSITION CONFIRMED	Assessment Procedures, Competency	Client - direct
2	June 2009	Nov. 2009	1	Jan. 2010	Dec 2013	IC DISPOSITION CONFIRMED	Assessment Procedures	Client – relative
3	Aug. 2009	Jan. 2010	1	Mar.2010	Aug2012/ Nov 2013	Back to IC with direction; direction followed; new application to HPRB; IC DISPOSITION CONFIRMED	Confidentiality; relationships – client	Client - direct
4	Apr. 2010	July 2010	1	Aug. 2010	Feb 2012	IC DISPOSITION CONFIRMED	Competency	Client - direct
5	Oct. 2010	Mar. 2011	1	Apr. 2011	Mar 2013	IC DISPOSITION CONFIRMED	Assessment procedures	Client – direct
6	Oct. 2010	Apr. 2011	4	June 2011	Apr 2013	IC DISPOSITION CONFIRMED ON THREE FILES; INTERVIEW WITH THIRD PARTY DIRECTED ON ONE FILE.	Professionalism; assess. Procedures Professionalism	Colleague
7	Mar. 2011	Sept. 2011		Oct. 2011				
8	June 2011	Sept. 2011		Oct. 2011				
9	Nov. 2011	Feb. 2012		Apr. 2012				
10	Dec. 2010	Mar. 2012	1	May 2012	May 2013	IC DISPOSITION CONFIRMED	Assessment procedures	Client – direct
11	Dec. 2010	July 2011	1	Sept. 2011	Sept 2013	IC DISPOSITION CONFIRMED	Competency; assessment procedures	Client – direct
12	Jan. 2011	Sept. 2011	1	Oct. 2011	July 2013	IC DISPOSITION CONFIRMED	Confidentiality; professionalism	Client - direct
13	Mar. 2011	Aug. 2011	1	Oct. 2011	Jan 2012	IC DISPOSITION CONFIRMED	Professionalism; confidentiality	Other
14	May 2011	Oct. 2011	1	Dec. 2011	Dec 2013	IC DISPOSTION CONFIRMED	Assessment procedures	Client - direct
15	July 2011	Mar. 2012	1	May 2012	June 2012	IC DISPOSITION CONFIRMED.	Assessment procedures; competence	Client – direct
16	Aug. 2012	Oct. 2012	1	Dec. 2012	June 2013	IC DISPOSITION CONFIRMED	Public statements	Other
REGISTRATION MATTERS								
17	n/a	n/a	1	Oct.2012	Jan 2013	No Jurisdiction	Application for Reinstatement	Former Registrant

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III. ADMINISTRATIVE MATTERS

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

There were no requests received under the Ombudsperson Act during the 2013 year. Nine requests were received under the Freedom of Information and Protection of Privacy Act. All matters were responded to promptly and within established timelines. Of these nine requests, five were made by the same person. Four of these nine requests remained ongoing at the end of 2013.

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 Executive Directors and Regulators of the Health Professions (BC – provincial), and the Association of State and Provincial Psychology Boards (ASPPB) (US and Canada). Of note is the work that took place during 2013 to develop the structure, objectives and societal status of the new Health Profession Regulators of BC (HPRBC, formerly the HRO). The creation of this new societal body represents an unprecedented level of effective collaboration among the health colleges.

3. **Practice Support Service**. The Practice Support Service was developed to assist registrants in considering how best to handle ethical dilemmas and practice decisions and to enhance clinical practice, consistent with the College's public protection mandate. Since its inception in March of 2010, the Practice Support Service has received a very positive and active response from registrants, with a total of 715 queries through December 31, 2013. Of these, 173 were received in 2013, the majority of which came via telephone, with a small number using the email account established for this purpose. This is a small decrease from the 2012 year in which 184 requests were received. Registrants are also able to submit inquiries via regular post or fax, although these have only occasionally been utilized. The Practice Support Service policy has continued to be refined as the service has developed. Currently, efforts are made to handle all inquiries by telephone, regardless of the modality in which the inquiry was received. The most frequent topic areas in 2013, in descending order, were: release of information, practice issues, dual relationships/roles, record keeping, concern regarding another registrant/applicant, advertising, supervision, and telepsychology. In order better to delineate the various complex issues related to release of information requests, this category has been further refined into subcategories, including: consent issues, deceased clients, in legal contexts, other, report writing in legal contexts, tests/test results, and releases to the client. Of these subcategories, releasing information in legal contexts and consent issues generated the most inquires to the Service in 2013.

4. Acknowledgments. I appreciate this opportunity to express my gratitude to the College Board and Committees for their high level of engagement, thoughtful participation and generosity of time. I also wish to thank registrants serving the College as oral examiners and regulatory supervisors. The statutory work of the College during the 2013 year was informed by the wise legal guidance of Mr. Kensi Gounden, Mr. Jason Herbert and Ms. Fran Doyle. I especially want to thank my staff for their extremely competent management of a high volume of work which they complete with professionalism and dedication.

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

MINUTES OF THE 2012 ANNUAL GENERAL MEETING - MAY 23, 2013

Agenda and Minutes The Table of Contents in the 2012 Annual Report was approved as the agenda for the May 23, 2013 meeting. The Minutes of the 2011 Annual General Meeting held on May 24, 2012 were approved.

Chair's Report - Dr. Harder welcomed everyone, thanked Dr. Lee Grimmer for chairing the Victoria site, and introduced the members of the 2012 Board. He noted his appreciation for the clear vision of these individuals of the manner by which College should regulate our profession and their hard work to achieve it. The Table of Contents for the 2012 Annual Report was approved as the agenda for the meeting. In addition, minutes from the 2011 Annual General Meeting were approved. As part of his report, noted that given the intersection of public policy challenges and the empirical research support for the effectiveness of psychological interventions with chronic disease and other significant areas of healthcare costs, the profession is facing a critical window of opportunity, an opportunity consistent with the College's mandate of regulating the profession in the public interest. He also highlighted that the Health Professions Act requires, as a specific duty and object of a College, to promote and enhance collaborative relations with other Colleges established under the Act and interprofessional collaborative practice between its registrants and other health professionals and that Psychologists are uniquely qualified to play a pivotal role in collaborative care. The College has been approached by government about collaborative care initiatives and the integration of psychological services in primary healthcare. He then referred registrants to his written report for an update on specific issues and then the Committee chairs gave their reports.

Patient Relation's Committee Report- Ms. Hynes acknowledged her fellow committee members and reminded registrants of the objectives of the Patient Relations Committee which 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.

Inquiry Committee Report - Dr. Viljoen introduced the members of the 2012 Inquiry Committee and summarized the complaint statistics reported in the Annual Report for 2012. He noted that the volume of work of the IC continues to be high, as many of the complaint files, especially those related to assessments, are comprised of hundreds of pages. He thanked Committee members for consistently demonstrating high integrity and utmost dedication to their investigation of complaints as well as to the ongoing development of procedures for this task. He thanked both our professional and public members for their contributions. He also expressed appreciation for Mr. Wayne Morson, a long-serving public member involved with the College, who passed away in 2012.

Registration Committee Report - Dr. Elterman introduced the members of the 2012 Registration Committee and highlighted several aspects of his written report including Mobility and Access to the Profession, Proposed Changes to Bylaws, Proposed Changes to the Psychologists Regulation, and Foreign Qualifications Recognition (FQR). He made mention of two provincially funded projects relating to FQR which were obtained through the Ministry of Jobs, Tourism and Skills Training. The first was launched and concluded in 2012 on a competency based supervision framework. He reported that the College was successful in obtaining funding for a follow up to this project to begin in 2013. He thanked the professional and public members on the Committee and noted the loss of public member Michael Fellman. He thanked College staff and acknowledged the Deputy Registrar, Dr. Amy Janeck, R.Psych., in particular. He also expressed his thanks to the oral examiners and supervisors for their services to the College. Dr. Janeck then gave a brief explanation of the role of oral examiners and regulatory supervisors. She also gave an award to Barbara Rosen, who joined the "20 Plus Club" for having provided more than 20 oral examinations.

Quality Assurance Committee Report- Dr. Russell King introduced the members of the 2012 Committee. He also acknowledged the six year service of Kathy Montgomery, Ph.D., R.Psych. Dr. King then reported on completion of the 2011 year audit, the Professional executor requirement, and work of the Committee on revisions to the Code of Conduct which included incorporation of the eighteen Draft Practice Advisories which were previously posted for registrant review and feedback into the Code, and a number of other changes designed to clarify ethical and

professional requirements and to be responsive to issues of concern identified by the Inquiry Committee. He noted that two versions of the Draft Code were posted during 2012 for registrant review and feedback. He also commented on the important work of the Practice Support Service and noted that 184 queries were received in 2012 on the following topics (in descending order): release of information, continuing competency, practice issues, record keeping, concern regarding another registrant/applicant, supervision, and telepsychology.

Discipline Committee Report. Dr. John Carter reported that there were no hearings of the Discipline Committee in 2012 and that while there were a number of matters for which a citation for a discipline hearing were contemplated, these matters were successfully resolved before a citation was issued.

Finance Committee Report. Dr. Carter referred registrants to the audited financial statements for 2012 and noted that the increases reflected therein were due to an increase in applications for information under the *Freedom of Information and Protection of Privacy Act*, and the number of applications to the Health Professions Review Board. He also commented on the stability of fees for more than a decade.

Registrar's Report: The Registrar gave her acknowledgments 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. She also noted the erudite and thoughtful legal guidance of Mr. Kensi Gounden, Ms. Fran Doyle and Mr. Jason Herbert. She especially noted the professionalism and integrity of her staff. She highlighted the work of the Quality Assurance Committee in developing a customized workshop for registrants with three specific objectives, 1. Ensuring registrants are aware of regulatory documents and obligations; 2. Enhancing registrant understanding of changes in clinical practice in the context of collaborative care and the current healthcare climate; 3. Sharing the cumulative wisdom of the Inquiry Committee and translating that wisdom into best practice. In terms of developments regarding other regulators, the registrar spoke of changes in role of colleges and work underway with other colleges to manage common issues. She noted trends in regulation in other jurisdictions, especially in the UK where significant changes have been made and government may be interested in following some of these changes.

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA

AUDITED FINANCIAL STATEMENTS

DECEMBER 31, 2013

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
CONTENTS

DECEMBER 31, 2013

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
Chartered Accountants

INDEPENDENT AUDITORS' REPORT

To the Members of COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA:

We have audited the accompanying financial statements of COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA, which comprise the statement of financial position as at December 31, 2013 the statements of operations, changes in net assets, and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

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

Auditors' Responsibility

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

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

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

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A partnership of professional corporations

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA as at December 31, 2013 and the results of its operations and its cash flows for the year then ended in accordance with Canadian Accounting Standards for Not-for-Profit Organizations.

Raber Mattuck

CHARTERED ACCOUNTANTS

Vancouver, British Columbia

March 31, 2014

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF FINANCIAL POSITION

AS AT DECEMBER 31, 2013

	2013	2012
ASSETS		
CURRENT ASSETS		
Cash and short term investments (Notes 1(b), 2, 3)	$ 1,504,708	$ 1,444,431
Cash and short term investments- restricted (Notes 1(b), 2, 3, 6)	850,386	727,192
Accounts receivable (Notes 1(b), 3)	12,142	-
Prepaid expenses	2,637	2,098
	2,369,873	2,173,721
PROPERTY AND EQUIPMENT (Notes 1(e), 4)	40,995	52,361
	$ 2,410,868	$ 2,226,082
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities (Notes 1(b), 3)	$ 51,315	$ 44,242
Employee remittances payable	11,002	8,844
Deferred revenue (Note 5)	1,327,800	1,238,759
	1,390,117	1,291,845
NET ASSETS		
INTERNALLY RESTRICTED		
General Contingency Fund (Note 6)	850,386	727,192
CAPITAL ASSET FUND (Note 7)	40,995	52,361
GENERAL FUND (Note 1(c))	129,370	154,684
	1,020,751	934,237
	$ 2,410,868	$ 2,226,082

Approved by the Board
"signed", Director
"signed", Director

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

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CHANGES IN NET ASSETS

FOR THE YEAR ENDED DECEMBER 31, 2013

	General Contingency Fund 2013 (Note 6)	Capital Asset Fund 2013 (Note 7)	General Fund 2013	Total 2013	Total 2012
NET ASSETS, beginning of year	$ 727,192	$ 52,361	$ 154,684	$ 934,237	$ 819,099
Excess of revenue over expenses (expenses over revenue)	-	-	86,514	86,514	(36,098)
Inter-fund transfers	123,194		(123,194)	-	-
Prior period adjustment (Note 13)	-	-	-	-	151,236
Capital asset acquisitions, net of amortization		(11,366)	11,366	-	-
NET ASSETS, end of year	$ 850,386	$ 40,995	$ 129,370	$ 1,020,751	$ 934,237

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, 2013

	2013	2012
REVENUE		
Registration fees	$ 1,392,546	$ 1,365,861
Application and exam fees	68,720	63,744
Investment	38,007	34,367
Other income, cost recovery, and grants	26,087	6,565
	1,525,360	1,470,537
EXPENSES		
Administration (Note 14)	125,078	133,338
Audit	5,759	6,438
Board	65,047	79,122
Committees (meetings, travel and honoraria)	68,584	84,794
Extraordinary hearings	-	1,446
Operations	144,583	163,813
Registrant / Applicant services	44,349	19,231
Statutory functions (FOI, investigations, routine legal consultation)	336,601	393,032
Supervision expense	6,213	5,666
Wages and compensation (Note 14)	642,732	619,955
	1,438,846	1,506,635
EXCESS OF REVENUE OVER EXPENSES (EXPENSES OVER REVENUE)	$ 86,514	$ (36,098)

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED DECEMBER 31, 2013

	2013	2012
OPERATING ACTIVITIES		
Excess of revenue over expenses (expenses over revenue)	$ 86,514	$ (36,098)
Adjustments for:		
Amortization	21,361	29,091
Accounts receivable	(12,142)	-
Prepaid expenses	(539)	7,324
Accounts payable	7,073	(12,406)
Employee remittances payable	2,158	(13,337)
Deferred revenue	89,041	26,994
CASH PROVIDED BY OPERATING ACTIVITIES	193,456	1,568
INVESTING ACTIVITIES		
Purchase of capital assets	(9,985)	(10,678)
CASH USED IN INVESTING ACTIVITIES	(9,985)	(10,678)
NET INCREASE (DECREASE) IN CASH	183,471	(9,110)
CASH, beginning of year	2,171,623	2,180,733
CASH, end of year	$ 2,355,094	$ 2,171,623

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

The Raber Mattuck Group

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

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

1. SIGNIFICANT ACCOUNTING POLICIES

a) Basis of presentation

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

b) Financial instruments

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

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

Investments in externally managed funds and restricted cash are recorded at fair values determined on the last business day of the fiscal period. Changes in fair value are recognized in the statement of operations.

c) Revenue recognition

The College accounts for revenues using the restricted fund method.

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 expenses for general activities and administration are reported in the General Fund. The General Fund was established in 2006.

1. SIGNIFICANT ACCOUNTING POLICIES (continued)

d) Measurement uncertainty

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

e) Property and equipment

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

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

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

Amortization expense is reported in the Capital Asset Fund.

2. CASH AND SHORT TERM INVESTMENTS

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

	2013	2012
Unrestricted	$ 1,504,708	$ 1,444,431
Restricted – General Contingency Fund	850,386	727,192
	$ 2,355,094	$ 2,171,623

3. FINANCIAL INSTRUMENTS

The College's financial instruments include cash and cash equivalents, term deposits, investments in mutual funds, accounts receivable, 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.

4. PROPERTY AND EQUIPMENT

	Cost	2013 Accumulated Amortization	Net Book Value	2012 Net Book Value
Computer equipment	$ 148,087	$ 126,483	$ 21,604	$ 18,738
Leasehold improvements	90,063	85,215	4,848	15,445
Office furniture and equipment	118,471	103,928	14,543	18,178
	$ 356,621	$ 315,626	$ 40,995	$ 52,361

5. DEFERRED REVENUE

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

These funds represent deferred revenue and relate to membership fees for the 2014 calendar year received in advance. These deferred fees will be recorded as revenue in the statement of operations when the related expenses are incurred.

	2013	2012
Deferred revenue, beginning of year	$ 1,238,759	$ 1,363,001
Less: amount recognized as revenue in the year	(1,238,759)	(1,211,765)
Less: prior period adjustment (Note 13)	-	(151,236)
Add: amount received for future periods	1,327,800	1,238,759
Deferred revenue, end of year	$ 1,327,800	$ 1,238,759

6. GENERAL CONTINGENCY FUND

The General Contingency Fund was established to provide for a reserve in case of law suits, hearings and other matters that may require significant expenditure. Based on financial guidelines and fiscal management, the Board of Directors resolved to endorse the equivalence of a one year operating amount for the General Contingency Fund. In the current year the fund has been maintained at $850,386 (2012 - $727,192).

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

7. CAPITAL ASSET FUND

The Capital Asset Fund was established to provide a reserve for furniture and equipment purchases. It is the intention of the College to maintain this fund at the current year carrying value of the capital assets. In the current year the fund has been maintained at $40,995 (2012 - $52,361).

	2013	2012
Capital Asset Fund, beginning of year	$ 52,361	$ 70,774
Less: amount amortized	(21,351)	(29,091)
Add: asset purchases during the year	9,985	10,678
Capital Asset Fund, end of year	$ 40,995	$ 52,361

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

8. CONTINGENCIES

The nature of the College's activities is such that there may be litigation pending or in progress at any time. With respect to claims at December 31, 2013, management is of the opinion that it has valid defenses and appropriate insurance coverage in place, or if there is unfunded risk, such claims are not expected to have a material effect on the College's financial position.

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

9. COMMITMENTS

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

Year	Amount
2014	$ 125,907
2015	125,907
2016	125,907
2017	15,484
2018	-

10. 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.

11. ASSESSING GOING CONCERN

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

12. 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 2013, a total amount of $14,400 was received by the College. $14,000 was expended on project activities. The remainder of these funds, $436, is maintained in a separate bank account designated for the project.

13. PRIOR PERIOD ADJUSTMENT

The adjustment for $151,236 was made in 2012 as a result of a prior period error whereby registration fees paid by new registrants were deferred. The appropriate accounting treatment would have been to treat such registrations as revenue in the year in which they were received. The effect of the adjustment was to increase net assets with a corresponding reduction in that year's revenue.

14. COMPARATIVE FIGURES

Certain of the comparative figures for the year ended December 31, 2012 have been reclassified to conform to the account classification used in the current year; there have been no changes in the accounting principles or the reported operating results for 2013 or 2012.

College of Psychologists of British Columbia

Annual Report 2014

404 - 1755 West Broadway
Vancouver, B.C. V6J 4S5
www.collegeofpsychologists.bc.ca

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MANDATE

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

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

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

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

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

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

BOARD

Michael Elterman, M.B.A., Ph.D., R.Psych.
Henry Harder, Ed.D., R.Psych.
Jenelle Hynes, Public Member, Vice-Chair
Russell King, Psy.D., R.Psych., Chair
Leora Kuttner, Ph.D., R.Psych.
Marlene Moretti, Ph.D., R.Psych.
Lisa J. Seed, Public Member
J. Dean Readman, Public Member
Hendre Viljoen, Ph.D., R.Psych.

DISCIPLINE COMMITTEE

Santa Aloi, Public Member
John Carter, Ed.D., R.Psych., Chair
Brenda Kosaka, Ph.D., R.Psych.
Phillipa Lewington, Ph.D., R.Psych.
Jenelle Hynes, Public Member
J. Dean Readman, Public Member, Chair (from 3/14)
Ingrid Söchting, Ph.D., R.Psych.
Janet Strayer, Ph.D., R.Psych.

INQUIRY COMMITTEE

Emily Chu, Public Member
Kenneth Cole, Ph.D., R.Psych.
Timothy Crowell, Ph.D., R.Psych. (from 9/14)
Anthony Dugbartey, Ph.D., R.Psych.
Christopher Gibbins, Ph.D., R.Psych.
B. Lee Grimmer, Ph.D., R.Psych.
Lindsey Jack, Ph.D., R.Psych. (to 9/14)
Sandy James, Public Member
J. Dean Readman, Public Member (to 3/14)
Lisa Seed, Public Member (from 3/14)
Hendre Viljoen, Ph.D., R.Psych., Chair

PATIENT RELATIONS COMMITTEE

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

QUALITY ASSURANCE COMMITTEE

Kirk Beck, Ph.D., R.Psych.
Sandra Clark, Ph.D., R.Psych.
Cathy Costigan, Ph.D., R.Psych.
Henry Harder, Ph.D., R.Psych., Chair
Henry Hightower, Public Member
Donna Paproski , Ph.D., R.Psych.
Joan Perry, Public Member
Lois Toms, Public Member
Cindy Weisbart, Psy.D., R.Psych.

REGISTRATION COMMITTEE

Michael Elterman, M.B.A., Ph.D., R.Psych., Chair
Darcy Cox, Psy.D., R.Psych.
Marguerite Ford, Public Member
Jenelle Hynes, Public Member
Marina Navin, Public Member
Lindsay Thomas, Ph.D., R.Psych.
Cheryl Washburn, Ph.D., R.Psych.
Sheila Woody, Ph.D., R.Psych.
Charles T. Wormeli, Ph.D., R.Psych.

REGULATORY SUPERVISORS 2014

Victoria Alfonso, Ph.D., R.Psych.
Cheryl Bradley, Ph.D., R. Psych.
Cinny Bubber, Ph.D., R. Psych.
Sandra Clark, Ph.D., R. Psych.
Paul Eirikson, Ph.D., R. Psych.
David Erickson, Ph.D., R. Psych.
David Fairweather, Ph.D., R. Psych.
Maureen Godfrey, Ph.D., R.Psych.
Heather Gretton, Ph.D., R. Psych.
Michael Joschko, Ph.D., R. Psych.
Rita Knodle, Ph.D., R. Psych.
William Koch, Ph.D., R. Psych.
Mary Korpach, Ph.D., R. Psych.
Mark Lau, Ph.D., R. Psych.
Robert Ley, Ph.D., R. Psych.
Lyne Piché, Ph.D., R. Psych.
Ann Pirolli, Ph.D., R. Psych.
Marsha Runtz, Ph.D., R. Psych.
Susan Turnbull, Ph.D., R. Psych.
Cindy Weisbart, Psy.D., R. Psych.
Colleen Wilkie, Ph.D., R.Psych.

ORAL EXAMINERS 2014

Victoria Alfonso, Ph.D., R.Psych.
Mark Bailey, Ph.D., R.Psych.
Jeffrey Ballou, M.Ed., R.Psych.
Barbara Beach, Ph.D., R.Psych.
Deborah Bell, Ph.D., R.Psych.
Rishi Bhalla, Ph.D., R.Psych.
John Carter, Ed.D., R.Psych.
Lee Cohene, Ph.D., R.Psych.
Robert Colby, M.S., R.Psych.
Susan Cross, Ph.D., R.Psych.
Timothy Crowell, Psy.D., R.Psych.
Maureen Godfrey, Ph.D., R.Psych.
Susan Hackett, Ph.D., R.Psych.
Mel Kaushansky, Ph.D., R.Psych.
Margaret Kendrick, Ph.D., R.Psych.
Brenda Kosaka, Ph.D., R.Psych.
Larry Krywaniuk, Ph.D., R.Psych.
Ronald Laye, Ph.D., R.Psych.
Anne MacGregor, Ed.D., R.Psych.
Jane McEwan, Ph.D., R.Psych.
Susanne Schibler, Ph.D., R.Psych.
Whitney Sedgwick, Ph.D., R.Psych.
Anneliese Robens, Ed.D., R.Psych.
John Wagner, Ph.D., R.Psych.
Rene Weideman, Ph.D., R.Psych.
Maureen Whittal, Ph.D., R.Psych.
Arianna Yakirov, Ph.D., R.Psych.

NEW REGISTRANTS 2014

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

REPORT FROM THE CHAIR

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

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

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

College Workshops Work continues on development of the registrant workshop which is expected to be available to registrants in 2015 year. The workshop has three specific objectives:
1. Ensuring registrants are aware of regulatory documents and obligations; 2. Enhancing registrant understanding of changes in clinical practice in the context of collaborative care and the current healthcare climate; 3. Sharing the cumulative wisdom of the Inquiry Committee and translating that wisdom into best practice. Registrants are encouraged to read the *Chronicle* and other College announcements for more information on this important initiative.

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

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

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

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

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

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

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

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

Legislation and Rule Changes

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

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

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

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

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

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

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

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

COMMITTEE REPORTS

DISCIPLINE COMMITTEE REPORT

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

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

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

PATIENT RELATIONS COMMITTEE REPORT

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

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

INQUIRY COMMITTEE REPORT

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

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

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

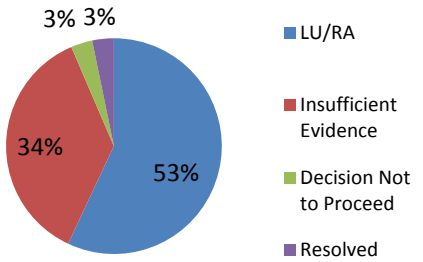


Figure 1: Closing Reason by Percentage

Respectfully submitted,

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

REGISTRATION COMMITTEE REPORT

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

Mobility and Access to the Profession

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

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

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

Respectfully submitted,

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

QUALITY ASSURANCE COMMITTEE REPORT

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

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

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

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

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

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

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

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

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

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

Respectfully Submitted,

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

FINANCE COMMITTEE REPORT

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

Table 2: Comparative Expenses

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

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

REGISTRAR'S REPORT

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

I. **Registration/Application Matters** This section provides a description of the College Register for 2014, a summary of application activity, and a report on examinations.

II. **Complaint and Investigative Matters** The second section provides a descriptive and statistical analysis of complaint and HPRB matters.

III. **Administrative Matters** The third section summarizes activities of the Practice Support Service, administrative activities related to external relationships, and our obligations under the Ombudsperson and Freedom of Information and Protection of Privacy Acts.

I. REGISTRATION/APPLICATION MATTERS

This section is divided into 2 sections as follows:

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

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

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

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

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

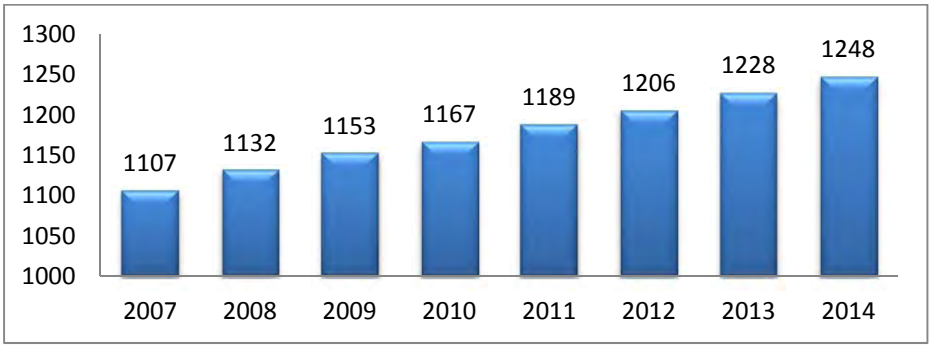
Table 3: The College Register as of December 31, 2014

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

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

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

Figure 2: Total Number of Registrants 2007 – 2014



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

Table 4: New Registered Psychologists by Application Category

2013				2014			
First Time Applicants	**AIT**	**Mobility**	**Total**	**First Time Applicants**	**AIT**	**Mobility**	**Total**
34	22	1	**57**	30	18	4	**52**

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

Foreign Trained Applications Received in 2014

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

Table 5: Application Activity Summary 2013-2014

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

Examinations

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

Table 6: Number of Examinations Written in 2014

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

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

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

Application Outcomes and Timelines

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

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

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

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

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

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

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

Registration Matters before the Health Professions Review Board.

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

2009-2013:

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

2014:

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

II. COMPLAINT AND INVESTIGATIVE MATTERS

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

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

1. Complaint file status as of December 31, 2014

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

2. Descriptive Complaint Summary

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

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

Table 7: Primary Allegation in Complaints Received 2000-2014

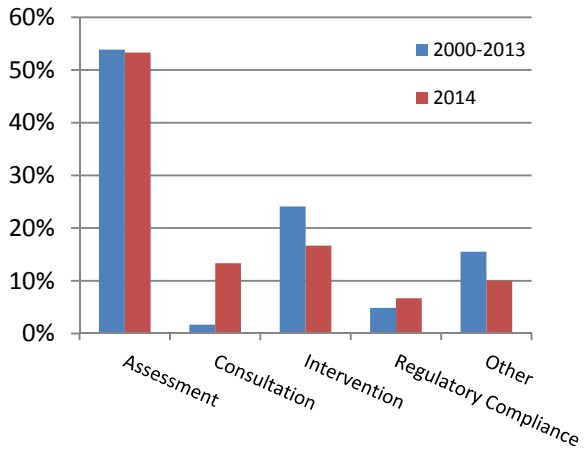
Primary allegation	2000-2013		2014		Total	
	#	%	#	%	#	%
General Standards for Competency (CC 3.0)	112	16%	6	20%	118	16%
Informed Consent (CC 4.0)	30	4%	2	7%	32	4%
Relationships-Clients (CC 5.0)	67	9%	7	23%	74	10%
Relationships-Work (CC 5.0)	11	2%	0	0%	11	1%
Relationships-Dual Roles (CC 5.0)	28	4%	0	0%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

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

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

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

Figure 3: Complaint Context by Percentage

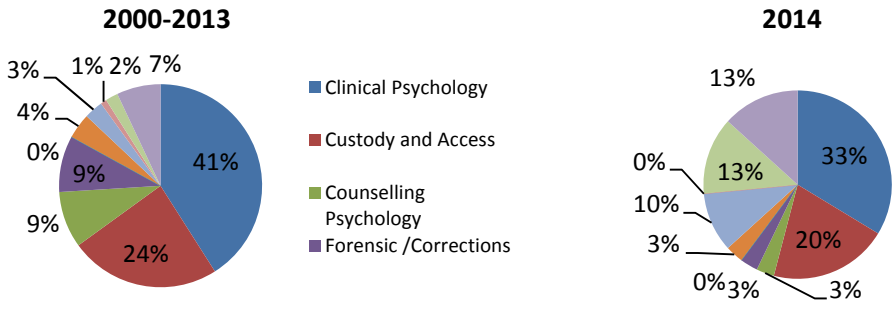


c. Area of Practice Table 9 shows the area of practice in which the 2014 complaints occurred. Similar to historical trends, 20% of complaints received were in the sub-area of custody and access and 41% were within the broader area of clinical psychology.

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

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

Figure 4: Percentages of Complaints by Practice Area



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

Table 10: Complainant Type in Complaints Received 2000-2014

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

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

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

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

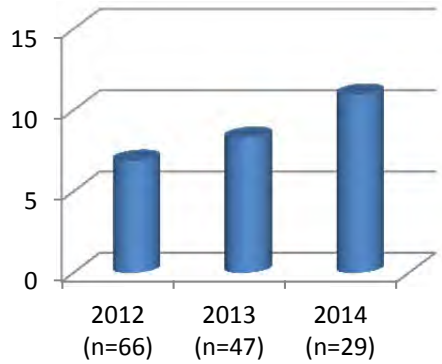
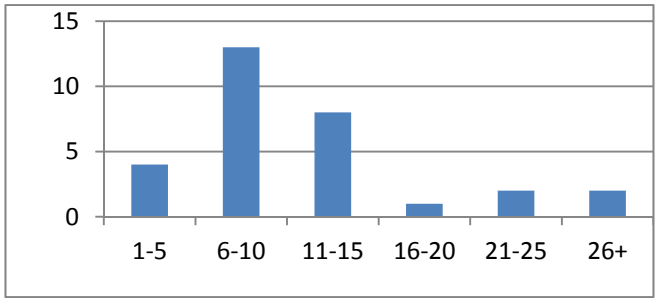


Figure 6: Average Time (in months) to Close Complaint Files in 2014 (n=30)



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

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

Table 11: Closing Reasons for Complaints Closed 2010-2014

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

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

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

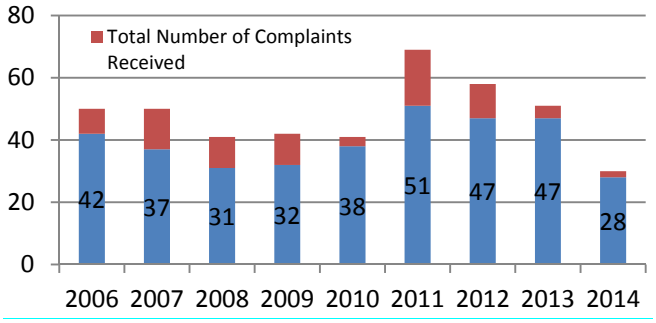
Respondent	# of Files	Primary Allegation by *Code* Section	Terms of Consent Agreement or Undertaking	Serious Matter*
1	2	Competency	Resignation	YES
2	1	Relationships	Full supervision	YES
3	1	Assessment Procedures	Full supervision	YES
4	1	Research	Supervision	
5	1	Competency	Supervision	YES
6	1	Assessment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

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

8. Complaints per Year and Number of Registrants with Complaints

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

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



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

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

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

Figure 8: HPRB Complaint Matters N=37

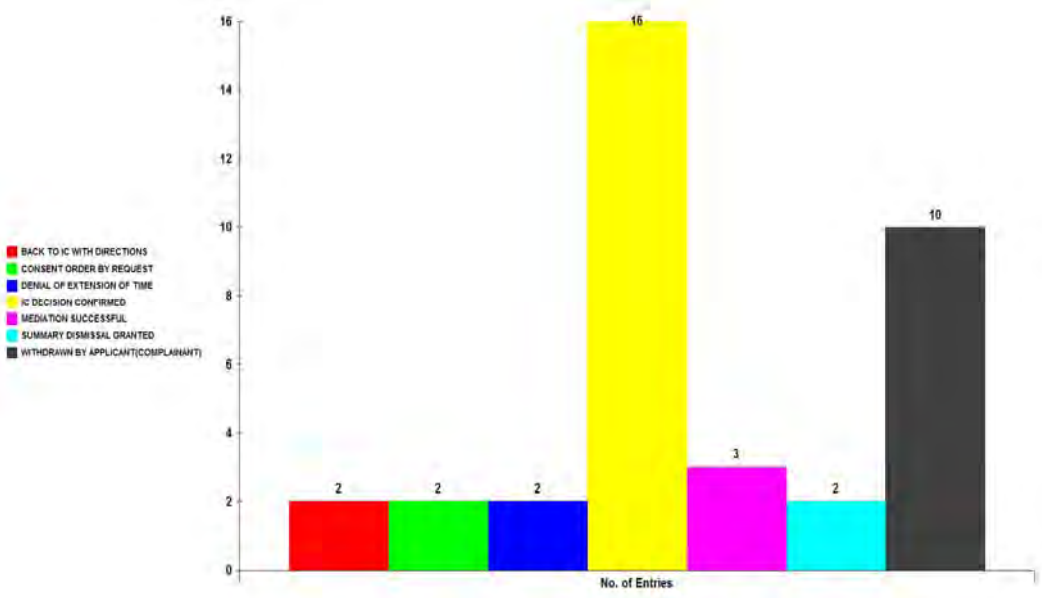


Figure 8 depicts a total of 37 complaint matters that were previously before the HPRB and were closed prior to December 31, 2014. Of these, two matters were sent back to the Inquiry Committee with specific

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

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

III. ADMINISTRATIVE MATTERS

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

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

2. Relationships with Other Regulatory Bodies

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

3. Practice Support Service

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

4. Acknowledgments.

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

Respectfully submitted,

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

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

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

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

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

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

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

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

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

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

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

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA

AUDITED FINANCIAL STATEMENTS

DECEMBER 31, 2014

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
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DECEMBER 31, 2014

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- 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*
Chartered Accountants

INDEPENDENT AUDITORS' REPORT

To the Members of COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA:

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

Management's Responsibility for the Financial Statements

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

Auditors' Responsibility

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

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

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

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* A partnership of professional corporations

Opinion

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

Raber Mattuck

CHARTERED ACCOUNTANTS

Vancouver, British Columbia
April 13, 2015

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF FINANCIAL POSITION

AS AT DECEMBER 31, 2014

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

Approved by the Board

"SIGNED", Board Member

"SIGNED", Board Member

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CHANGES IN NET ASSETS

FOR THE YEAR ENDED DECEMBER 31, 2014

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

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF OPERATIONS

FOR THE YEAR ENDED DECEMBER 31, 2014

	2014	2013
REVENUE		
Registration fees	$ 1,418,600	$ 1,392,546
Application and exam fees	78,678	68,720
Investment	83,301	38,007
Other income, cost recovery, and grants	7,935	26,087
Supervision revenue	85,750	18,678
	1,674,264	1,544,038
EXPENSES		
Administration	138,403	125,078
Audit	5,286	5,759
Bad debts (Note 3)	24,620	-
Board	64,428	65,047
Committees (meetings, travel and honoraria)	64,025	68,584
Hearings (Extraordinary or Discipline Committee)	19,925	-
Operations	149,598	144,583
Registrant / Applicant services	19,938	44,349
Statutory functions (FOI, investigations, routine legal consultation)	322,331	336,501
Supervision expense	70,499	24,891
Wages and compensation	717,825	642,732
	1,596,878	1,457,524
EXCESS OF REVENUE OVER EXPENSES	$ 77,386	$ 86,514

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, 2014

	2014	2013
OPERATING ACTIVITIES		
Excess of revenue over expenses	$ 77,386	$ 86,514
Adjustments for:		
Amortization	20,941	21,351
Accounts receivable	1,594	(12,142)
Prepaid expenses	(5,622)	(539)
Accounts payable	(22,643)	7,073
Employee remittances payable	1,965	2,158
Deferred revenue	(14,005)	89,041
CASH PROVIDED BY OPERATING ACTIVITIES	59,616	193,456
INVESTING ACTIVITIES		
Purchase of capital assets	(11,202)	(9,985)
CASH USED IN INVESTING ACTIVITIES	(11,202)	(9,985)
NET INCREASE IN CASH	48,414	183,471
CASH, beginning of year	2,355,094	2,171,623
CASH, end of year	$ 2,403,508	$ 2,355,094
CASH AND SHORT TERM INVESTMENTS CONSIST OF (Note 2):		
Unrestricted cash	1,393,397	1,419,495
Unrestricted short term investments	-	85,213
Internally restricted short term investments	1,010,111	850,386
	$ 2,403,508	$ 2,355,094

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

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

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

1. SIGNIFICANT ACCOUNTING POLICIES

a) Basis of presentation

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

b) Financial instruments

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

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

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

c) Revenue recognition

The College accounts for revenues using the deferral method.

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

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

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO FINANCIAL STATEMENTS

DECEMBER 31, 2014

1. SIGNIFICANT ACCOUNTING POLICIES (continued)

c) Revenue recognition (continued)

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

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

Revenues and expenses for general activities and administration are reported in the General Fund. The General Fund was established in 2006.

d) Property and equipment

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

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

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

Amortization expense is reported in the Capital Asset Fund.

e) Measurement uncertainty

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

2. CASH AND SHORT TERM INVESTMENTS

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

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

3. ACCOUNTS RECEIVABLE

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

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

4. PROPERTY AND EQUIPMENT

	Cost	2014 Accumulated Amortization	2014 Net Book Value	2013 Net Book Value
Computer equipment	$ 159,289	$ 134,644	$ 24,645	$ 21,604
Leasehold improvements	90,063	78,078	11,985	4,848
Office furniture and equipment	118,471	106,837	11,634	14,543
	$ 367,823	$ 319,559	$ 48,264	$ 40,995

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO FINANCIAL STATEMENTS

DECEMBER 31, 2014

5. DEFERRED REVENUE

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

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

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

6. GENERAL CONTINGENCY FUND

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

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

The Raber Mattuck Group

7. CAPITAL ASSET FUND

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

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

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

8. CONTINGENCIES

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

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

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO FINANCIAL STATEMENTS

DECEMBER 31, 2014

9. COMMITMENTS

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

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

10. HRSDC PROJECT LIABILITY

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

11. FINANCIAL RISKS AND CONCENTRATION OF RISK

(a) Credit risk

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

(b) Liquidity risk

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

The Raber Mattuck Group

11. FINANCIAL RISKS AND CONCENTRATION OF RISK (continued)

(c) Other price risk

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

12. PRIOR PERIOD ADJUSTMENT

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

13. COMPARATIVE FIGURES

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

College of Psychologists of British Columbia

Annual Report 2015

404 - 1755 West Broadway
Vancouver, B.C. V6J 4S5
www.collegeofpsychologists.bc.ca

2015

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2015 BOARD, COMMITTEE MEMBERS, REGULATORY SUPERVISORS, ORAL EXAMINERS, AND NEW REGISTRANTS

BOARD

Kenneth Cole, Ph.D., R.Psych.
Michael Elterman, M.B.A., Ph.D., R.Psych.
Henry Harder, Ed.D., R.Psych.
Jenelle Hynes, Public Member, (Vice-Chair)
Pippa Lewington, Ph.D., R.Psych.
Marlene Moretti, Ph.D., R.Psych., (Chair)
Lisa J. Seed, Public Member
J. Dean Readman, Public Member
Hendre Viljoen, Ph.D., R.Psych.

DISCIPLINE COMMITTEE

Santa Aloi, Public Member
John Carter, Ed.D., R.Psych.,
Jenelle Hynes, Public Member
Brenda Kosaka, Ph.D., R.Psych.
Michael Joschko, Ph.D., R.Psych.
Pippa Lewington, Ph.D., R.Psych.
J. Dean Readman, Public Member, (Chair)
Ingrid Söchting, Ph.D., R.Psych.
Janet Strayer, Ph.D., R.Psych.

INQUIRY COMMITTEE

Emily Chu, Public Member (to 9/15)
Kenneth Cole, Ph.D., R.Psych.
Timothy Crowell, Ph.D., R.Psych.
Christopher Gibbins, Ph.D., R.Psych.
B. Lee Grimmer, Ph.D., R.Psych.
Sandy James, Public Member
Sarina Kot, Ph.D., R.Psych.
Mary Beth Rondeau, Public Member (from 9/15)
Lisa Seed, Public Member
Hendre Viljoen, Ph.D., R.Psych., (Chair)

PATIENT RELATIONS COMMITTEE

Michael Elterman, M.B.A., Ph.D., R.Psych.
Lisa J. Seed, Public Member, (Chair)
Jenelle Hynes, Public Member

QUALITY ASSURANCE COMMITTEE

Kirk Beck, Ph.D., R.Psych.
Sandra Clark, Ph.D., R.Psych.
Cathy Costigan, Ph.D., R.Psych.
Henry Harder, Ed.D., R.Psych., (Chair)
Henry Hightower, Public Member
Joan Perry, Public Member
Lois Toms, Public Member
Spencer Wade, Ph.D., R.Psych.
Cindy Weisbart, Psy.D., R.Psych.

REGISTRATION COMMITTEE

Michael Elterman, M.B.A., Ph.D., R.Psych. (Chair)
Darcy Cox, Psy.D., R.Psych.
Marguerite Ford, Public Member
Jenelle Hynes, Public Member
Marina Navin, Public Member
Donna Paproski, Ph.D., R.Psych.
Lindsey Thomas, Ph.D., R.Psych.
Sheila Woody, Ph.D., R.Psych.
Charles T. Wormeli, Ed.D., R.Psych.

REGULATORY SUPERVISORS 2015

Victoria Alfonso, Ph.D., R.Psych.
Cheryl Bradley, Ph.D., R.Psych.
Sandra Clark, Ph.D., R. Psych.
Catherine Costigan, Ph.D., R.Psych.
David Erickson, Ph.D., R.Psych.
David Fairweather, Ph.D., R.Psych.
Heather Gretton, Ph.D., R.Psych.
Rita Knodel, Ph.D., R.Psych.
William Koch, Ph.D., R.Psych.
Mary Korpach, Ph.D., R.Psych.
Mark Lau, Ph.D., R.Psych.
Robert Ley, Ph.D., R.Psych.
Kamaljit Sidhu, Ph.D., R.Psych.
James Schmidt, Ph.D., R.Psych.
Karen Tallman, Ph.D., R.Psych.
Susan Turnbull, Ph.D., R.Psych.

ORAL EXAMINERS 2015

Victoria Alfonso, Ph.D., R.Psych.
Nicole Aubé, Ph.D., R.Psych.
Mark Bailey, Ph.D., R.Psych.
Jeffrey Ballou, M.Ed., R.Psych.
Barbara Beach, Ph.D., R.Psych.
Deborah Bell, Ph.D., R.Psych.
Rishi Bhalla, Ph.D., R.Psych.
John Carter, Ph.D., R.Psych.
Lee Cohene, Ph.D., R.Psych.
Robert Colby, M.S., R.Psych.
Susan Cross, Ph.D., R.Psych.
Timothy Crowell, Psy.D., R.Psych.
Maureen Godfrey, Ph.D., R.Psych.
Susan Hackett, Ph.D., R.Psych.
Grace Hopp, Ph.D., R.Psych.
Mel Kaushansky, Ph.D., R.Psych.
Margaret Kendrick, Ph.D., R.Psych.
Brenda Kosaka, Ph.D., R.Psych.
Ronald Laye, Ph.D., R.Psych.
Anne MacGregor, Ph.D., R.Psych.
Jane McEwan, Ph.D., R.Psych.
Martin Phillips-Hing, Ph.D., R.Psych.
Kelly Price, Ph.D., R.Psych.
Anneliese Robens, Ed.D., R.Psych.
Barbara Rosen, Ph.D., R.Psych.
Whitney Sedgwick, Ph.D., R.Psych.
Meagan Smith, Ph.D., R.Psych.
Harry Stefanakis, Ph.D., R.Psych.
Maureen Whittal, Ph.D., R.Psych.
Ariana Yakirov, Ph.D., R.Psych.

NEW REGISTRANTS 2015

Kate Aubrey, Ph.D., R.Psych.
Kirk Owen Béasse, Master of Counselling, R.Psych.
Kallista Bell, Ph.D., R.Psych.
Isabelle Boisclair, Psy.D., R.Psych.
Jane E. Brindley Ph.D., R.Psych.
Susan Robin Brock, Ph.D., R.Psych.
Carolyn M. Burns, Ph.D., R.Psych.
Theodore Arthur Burrows, Ph.D., R.Psych.
Jacqueline Elaine Bush, Ph.D., R.Psych.
Megan Caines, Ph.D., R.Psych.
Valerie Caldeira, Ph.D., R.Psych.
Kim Ceurstemont, Ph.D., R.Psych.
Alana Nicole Cook, Ph.D., R.Psych.
Kiersten Ellen Côté, M.Ed., R.Psych.
Melina Anne Dayne, M.Sc., R.Psych.
Loise C.P. Fennell, Ph.D., R.Psych.
Megan Ferronato, Ph.D., R.Psych.
Karen J. Francis, Ph.D., R.Psych.
Mauricio Alejandro Garcia-Barrera, Ph.D., R.Psych.
Kathleen Gingras, M.Sc., R.Psych.
Jessica Vita Ginting, Ph.D., R.Psych.
Lucy Gofton, Ph.D., R.Psych.
Jennifer Grace, M.Sc.,
Associate Psychologist (Corrections)
Sarah Greer, D.Clin.Psy., R.Psych.
Laura S. Guy, Ph.D., R.Psych.
Jillian Haydicky, Ph.D., R.Psych.
Katrina Hodgson, Psy.D., R.Psych.
Timothy Compton Johnston, Ph.D.,
Registered Supervised Psychologist
Tara Elise Jukes, Ph.D., R.Psych.
Gelareh Karimiha, Ph.D., R.Psych.
Kathy Eileen Keating, Psy.D., R.Psych.
Barbara S. Kennedy, Ph.D., R.Psych.
Sofia Khouw, Master of Health Psych., R.Psych.
Laura M. Klubben, Ph.D., R.Psych.
Emily Koert, Ph.D., R.Psych.
Maya Libben, Ph.D., R.Psych.
Lesley D. Lutes, Ph.D., R.Psych.
Terri-Lynn MacKay, Ph.D, R.Psych.
Georgina Elizabeth Maltby, Ph.D., R.Psych.
Brooke Mandseth, M.Ed., R.Psych.
Stephanie L. Martin, Ph.D., R.Psych.
Lindsay McBride, Ph.D., R.Psych.
Megan McLarnon, Ph.D., R.Psych.
Sarah Mordell, Ph.D., R.Psych.
Lisa Marion Muhler, M.Sc., R.Psych.
Shaun David Murphy, M.A., R.Psych.
Rami Nijjar, Ph.D., R.Psych.
Brooke Elizabeth Owen, M.A., R.Psych.
Douglas Philip Ozier, Ph.D., R.Psych.
Sonia Packwood, Ph.D., R.Psych.
Laurel Paterson, Ph.D., R.Psych.
Patrick William Poyner-Del Vento, Ph.D., R.Psych.
Nicole Pugh, Ph.D., R.Psych.
Nicole Giovanna Ricci-Stiles, Ph.D., R.Psych.
Angela Roth-Peters, M.Ed., R.Psych.
Lesley A. Ruttan, Ph.D., R.Psych.
Donald R. Scott, M.A., R.Psych.
Joanne Seitz, Ph.D., R.Psych.
Garrett Wilson Stetson, Psy.D., R.Psych.
Suretha Swart, Ph.D., R.Psych.
Jennifer L. Trew, Ph.D., R.Psych.
Rachel Vella-Zarb, Ph.D., R.Psych.
Kathleen Carol Walls, M.Ed., R.Psych.
Meris Williams, Ph.D., R.Psych.
Tamara Lynn Williams, Ph.D., R.Psych.
Jane Woo, Ph.D., R.Psych

INTRODUCTION TO THE COLLEGE OF PSYCHOLOGISTS OF BC 2015 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 2015 Annual Report provides a summary of the College's regulatory activities for the 2015 year, including reports on the processing of applications for registration from Canadian and international applicants, the investigation of complaints about psychological services provided by a registrant of the College, and activities to enhance the competency and level of practice of psychologists, and engagement with other Canadian psychology regulators across the country and with other health regulators within British Columbia.

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

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

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

REPORT FROM THE CHAIR

I was pleased to serve as Chair of the Board of the College of Psychologists of British Columbia for the 2015 year. It was an honour to be associated with the members of our Board, Staff and Committees who bring integrity and engagement to meeting the regulatory challenges of the College.

Information Meetings There were several Information Meetings held in 2015 by request. The College's policy of providing an "information meeting by request" to ten or more registrants continues and reflects the Board's commitment to providing registrants a direct opportunity to be informed and to participate in discussions regarding the regulation of the profession in British Columbia. The College did not hold large general information meetings in 2015 as there were four registrant workshops provided during the year (three in Vancouver and one in Victoria) allowing for significant engagement with a large number of registrants.

Annual General Meeting The Annual General Meeting for the 2014 year was held in Vancouver on May 28, 2015 at SFU Downtown. The continuing competency presentation was on Collaborative Care and was provided by Registrants Drs. Theo DeGagne and Joachim Sehrbrock, in addition to family physician Dr. Angela Nguan of Vancouver Coastal Health Authority. Drs. DeGagne and Sehrbrock spoke about their involvement in collaborative care initiatives and projects at Vancouver Coastal and Dr. Nguan gave her perspectives on the important role of psychologists in collaborative care, particularly, primary care.

College Workshops The College offered the 2015 Continuing Competency workshop, "Lessons from the Past and Prepping for the New Reality", four times in 2015 to a total of 284 registrants. This represents approximately 25% of all registrants actively practicing in BC. Almost all of the attendees have taken and passed the post workshop quiz. Feedback from registrants who attended the workshop has been overwhelmingly positive and many noted it exceeded their expectations. Helpful comments were reviewed and integrated into later workshops. Successful completion of the post-workshop quiz fulfils the regular continuing competency requirements for 2015 or for 2016 if they chose to bank it. [Note: The Quality Assurance Committee randomly audited 6% of eligible registrants for the 2015 audit. Of the randomly selected registrants, 30% had completed the 2015 Workshop in which case they were deemed to have met the continuing competency requirements for the year]. An online version of the workshop is under preparation.

Strategic Planning The five practice issues highlighted as either high or medium risk for the College at the 2014 Strategic Planning meeting of the Board continued to be the primary focus of the Board during 2015: litigation and legal processes, collaborative care and overlapping scopes of practice, unregulated healthcare services, foreign trained applicants and AIT issues, and financial challenges.

Participation with Local, National, and International Organizations The College is an active participant in various regulatory organizations including the newly re-named BC Health Regulators (BCHR) (formerly called the Health Profession Regulators of British Columbia (HPRBC) and formerly called the Health Regulatory Organizations (HRO). The Registrar continued to serve on the Executive Committee of BCHR, and the Deputy Registrar continues as the Co-Chair of the subcommittee on Quality Assurance. The College also plays a very active role in the Association of Canadian Psychology Regulatory Organizations (ACPRO) with the Registrar as Vice-Chair. The College also continues to be an active member of the Association of State and Provincial Psychology Boards (ASPPB) and participated in ASPPB meetings in April in Montreal and in October in Phoenix. The College also remains affiliated with the Association of Executive Directors and Registrars of BC.

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

Government Relations The College had active engagement with government in 2015, continuing important discussions related to the Safe Choices (2001) recommendation of removal of all exemptions. These discussions have been ongoing for many years and the College appreciates the Ministry of Health's confirmation of prioritizing the implementation of discussed changes in the near future. In particular, discussions continue with the long-discussed regulation of school psychology practitioners in addition to discussion of the proposed new class of Behaviour Analyst. The Ministry of Health also circulated several key policy documents during 2015, links to which were provided to registrants as well as being posted on the College's website.

In closing, 2015 was a very busy and productive year, and it was my pleasure and privilege to serve as the 2015 Board Chair.

Respectfully submitted,
Marlene Moretti, Ph.D., R.Psych.,
Chair of the Board 2015

COMMITTEE REPORTS

DISCIPLINE COMMITTEE REPORT

There were no hearings of the Discipline Committee and no citations issued for hearings in 2015.
Respectfully submitted,
J. Dean Readman, Chair,
Discipline Committee 2015

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.
The Committee acknowledges the work of the BCHR during 2015 on working towards enhancing common understandings and shared objectives among the health Colleges with regard to Patient Relations.
Respectfully submitted,
Lisa Seed, Chair, Patient Relations Committee 2015

INQUIRY COMMITTEE REPORT

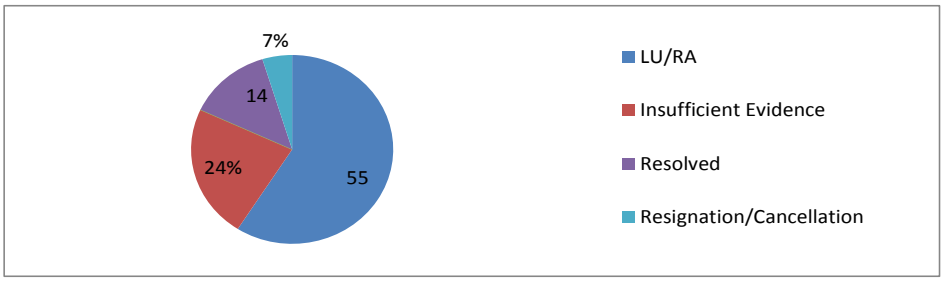
The Inquiry Committee (IC) received 36 new complaints in 2015. In addition to the new complaints, the Committee disposed of 29 complaints from previous years, and had 70 complaints open at some point during the 2015 year. The number of complaints received was marginally higher than last year (32), but generally lower than the preceding years. Although the number of complaints last year and this year are lower than previous years, the Committee noted the increase in complexity of the complaints before them. Among the complex issues noted were those relating to implied undertakings and third parties making complaints about services received by others. In addition, several of the complaint files contained extensive material to consider and review before deciding what action to take in their investigation or how to dispose of a complaint. Of the files closed under "Resigned/Cancelled", please note that if a registrant resigns during a complaint investigation, the investigation continues as appropriate, a decision report is finalized and, if determined to be in the public interest, a public notice is directed by the Board under s. 53 of the *Health Professions Act.*

The closing reasons for the 29 files closed in 2015 are summarized in Table 1 below.

Table 1: Files Closed During 2015 (N=29)

Closing Reason	Number
Letter of Undertaking or Resolution Agreement (LU/RA)	16
Resolved	4
Insufficient Evidence	7
Decision Not to Proceed (no jurisdiction, withdrawn, vexatious or frivolous)	0
Resigned/Cancelled*	2
Administrative Closure	0
Total	**29**

Figure 1: Closing Reason by Percentage



Respectfully submitted,
Hendre Viljoen, Ph.D., R.Psych.,
Chair, Inquiry Committee 2015

REGISTRATION COMMITTEE REPORT

New Classes of Registration: Behaviour Analysts and School Psychologists

On September 1, 2014, by Order of the Minister of Health, the College's new bylaws were brought into force. The amendments updated and modernized the College's bylaws. In particular, the amendments to Part 4 clarified the requirements for registration as a registered psychologist in British Columbia, and introduced new classes of associate psychologist (corrections) registration (for those working in the prison correctional system) and psychology assistant registration.

In 2015, the College continued discussions with regard to other possible limited classes including classes specifically designed for school psychologists and behaviour analysts. In Spring 2015, the College released a draft proposal (circulated to all registrants) on the regulation of behaviour analysts representing the result of consultations between the College, the BC Association of Behaviour Analysis, Autism Community Training and the Ministries of Children and Families and Health. A series of information meetings have been held for potential registrants in this new class and it is expected that draft bylaws and regulation changes, which will establish this class, will be publically posted in 2016.

Discussions also continued with the Ministry of Education and the BC Association of School Psychologists regarding the regulation of school psychologists by the College and this is expected to move forward. As registrants, school psychologists will be entitled to the continued use of the title "school psychologist". The revised regulation, as drafted, includes this new title. The new class of registration has been developed with the specific and important objective of ensuring continuity of school psychology services for BC students in the context of government's plans to remove the title exemption for this group in the *Psychologists Regulation*. The scope of their practice, as it is now, will remain supporting students in the school setting, and assessing issues related to school performance by virtue of employment or contract with a school or school district. The requirements for full scope practice remain meeting the requirements for registered psychologist registration.

Mobility and Access to the Profession

Agreement on Internal Trade (AIT) As in previous years, and in accordance with the *Labor Mobility Act,* AIT applications from psychologists registered elsewhere in Canada were received and processed. Approximately a third of all applications are from AIT applicants. This percentage has remained stable over the last three years. The Registration Committee remains committed to processing these applications in a timely fashion and is pleased to report that it is typical for reciprocal applicants who have submitted a complete application file to be reviewed and ready to take the Written Jurisprudence Examination (WJE) within 3 months of applying. Consideration is being given to an online delivery of the WJE in an effort to further expedite these and other applications for registration. Greater detail regarding this particular subset of applicants and timelines is provided in later sections of this Report.

Foreign Qualifications Recognition (FQR) Since the approval of the National Standard for Entry to Practice, the Association of Canadian Psychology Regulatory Organizations' (ACPRO) attention has turned to working with Human Resources Skills Development Canada (HRSDC)/Foreign Qualifications Recognition (FQR) officials on a Draft Action Plan for Internationally Trained Professionals (ITPS). ACPRO approval of the plan will clear the way for a discussion with HRSDC about a partnership in achieving the objectives of the plan, including the potential for funding provided the objectives will substantially

improve timeliness, transparency and other access issues for ITPs considering licensure in Canada. In addition, HRSDC requested approval in principle of a "commitment to the expectation of providing applicants with a decision on their application eligibility within one year of receipt of all documentation: Our goal is that, within one year, an individual will know whether their qualifications will be recognized, or be informed of the additional requirements necessary for registration, or be directed toward related occupations that commensurate with their skills and experience." This is consistent with current practice at the College. More information regarding this group of applicants can be found in later sections of this Annual Report.

I would like to thank the psychologists and public members who kindly volunteer their time in order to serve on the Committee. Thanks also goes to oral examiners and regulatory supervisors who play an indispensible role in the registration of first time applicants. Finally, I would like to acknowledge the College staff whom I thank on behalf of the Committee for their hard work and careful attention to the many details involved in the thorough review and processing of applications for registration.

Respectfully submitted,
Michael Elterman, M.B.A., Ph.D., R.Psych.,
Chair, Registration Committee 2015

QUALITY ASSURANCE COMMITTEE REPORT

Continuing Competency Program Audit As in previous years, the audit for the 2014 year was initiated in February 2015 and was completed by Spring. Overall, the Committee was pleased to see the high level of compliance with the program and audit itself.

Professional Executor Requirement Per bylaw section 51 (2)(d), beginning with renewal for the 2015 year, registrants were required to provide a declaration that they had appointed and so informed the College of the name of a professional executor for practice records under their primary control and/or the name of an institutional contact for practice records located in an institution. As the College had been highlighting the topic to registrants and collecting this information from registrants for years, the transition to this new renewal requirement was smooth.

Competency Based Assessment of Practice
Quality assurance programming amongst health regulators is changing to meet public and government expectations about competence of health professionals and the quality of the services they provide. Continuing education (or "competence maintenance") is recognized as a necessary ongoing process to maintain and/or enhance competence but is no longer viewed as sufficient as a quality assurance measure. Government expects that regulators will move beyond quality assurance models that rely mainly on CE requirements and shift to programming that incorporates competency based assessment, such as examinations. See CPBC Bylaw 55.5 "Practice Assessments". In April 2015, the Quality Assurance Committee requested registrant feedback regarding competency-based assessment of practice. Registrants were provided an opportunity to share their thoughts anonymously and a small percentage elected to complete an online survey. Those who responded appeared to appreciate the challenges of competency based assessment in the context of wide variation in practice areas and validity of potential measures. Relevance to practice was a common theme in many responses as was administrative burden, including costs. The Committee will continue to inform registrants of contemplated changes to the program and thanks those who took the time to respond to the survey.

Workshops The College offered the 2015 Continuing Competency workshop, "Lessons from the Past and Prepping for the New Reality", four times in 2015 to a total of 284 registrants. This represents approximately 25% of all registrants actively practicing in BC. Key objectives of the workshop were: (1) Ensuring registrants are aware of regulatory documents and obligations. (2) Enhancing registrant understanding of changes in clinical practice in the context of collaborative care and the current healthcare climate. (3) Sharing the cumulative wisdom of the Inquiry Committee and translating that wisdom into best practice. Given the positive reception the workshop received, the College is working on packaging the workshop for an online delivery format.

Practice Support Service The Practice Support Service has been in place since March of 2010 and has been well utilized by registrants. In 2015, a total of 151 contacts were made with the Service, bringing the grand total of queries received and responded to since its inception, to 1035. The Registrar's report contains additional data with regard to utilization and kinds of practice issues addressed through the Service during the year.

Use of Social Media The Quality Assurance Committee has endorsed drafts of a number of checklists, intended to support the practice of registrants. The checklists have been developed in order to: address common practice issues seen through Practice Support service and/or the Inquiry Committee; assist registrants in dealing with evolving areas or new aspects to practice (e.g., telepsychology); function as a guide for thoughtful practical application of the *Code* and/or other legislation relevant to the practice of psychology; and to reflect what would be generally accepted as normative practice by the majority of the profession. In light of the heavy use of social media in both personal and professional contexts, the Committee initiated a review of existing guidelines and publications pertaining to the use of social media and online networking forums by health professionals. This work began in 2015 and a draft checklist will be circulated to registrants for feedback in 2016.

I'd like to take the opportunity to thank the professional and public members of the Committee for their excellent work and thoughtful contributions. I'd also like to acknowledge the College staff and thank them for ensuring the Committee is always well informed and kept current especially with regard to public policy and Quality Assurance (QA) practices in professional regulation.

Respectfully Submitted,
Henry Harder, Ed.D., R.Psych.,
Chair, Quality Assurance Committee 2015

FINANCE REPORT FROM THE BOARD

As noted in last year's Annual Report, with the implementation of the 2014 Bylaws, the Board is now the Finance Committee, as it was the decision of the 2014 Board to formalize the process of having the entire Board involved in College finances. Audited financial statements for the 2015 year are found at the back of this Annual Report. Table 2 provides a comparison of College expenses over the past 5 years.

Table 2: Comparative Expenses

YEAR	WAGES AND BENEFITS		STATUTORY EXPENSES		GENERAL OPERATING EXPENSES		TOTAL EXPENSES	
	Amount	%	Amount	%	Amount	%	Amount	%
2011	679,369	47	293,899	20	484,013	33	1,457,281	100
2012	637,044	41	392,154	25	519,148	34	1,548,346	100
2013	642,732	44	336,501	23	453,613	32	1,438,846	100
2014	717,825	45	322,331	20	556,241	35	1,596,878	100
2015	738,543	49	264,940	17	520,356	34	1,523,839	100

The Board notes a moderate decrease in total expenses for 2015.
Respectfully Submitted,
Marlene Moretti. Ph.D., R.Psych. ,
Board Chair, 2015

REGISTRAR'S REPORT

Below is the Registrar's Report on the activities of the College for the year 2015. This report is divided into three main sections:

I. **Registration/Application Matters** This section provides a description of the College Register for 2015, a summary of application activity, and a report on examinations.
II. **Complaint and Investigative Matters** The second section provides a descriptive and statistical analysis of complaint and HPRB matters.
III. **Administrative Matters** The third section summarizes activities of the Practice Support Service, administrative activities related to external relationships, and our obligations under the *Ombudsperson* and *Freedom of Information and Protection of Privacy Acts*.

I. REGISTRATION/APPLICATION MATTERS

This section is divided into 2 sections as follows:
1) The College Register 2015 and
2) Summary of Application Activity

1. The College Register 2015 As of December 31, 2015, the College Register listed a total of 1283 registrants in the various classes of registration, some with limitations per their class of registration and/or limitations as per the College's Inquiry Committee.

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

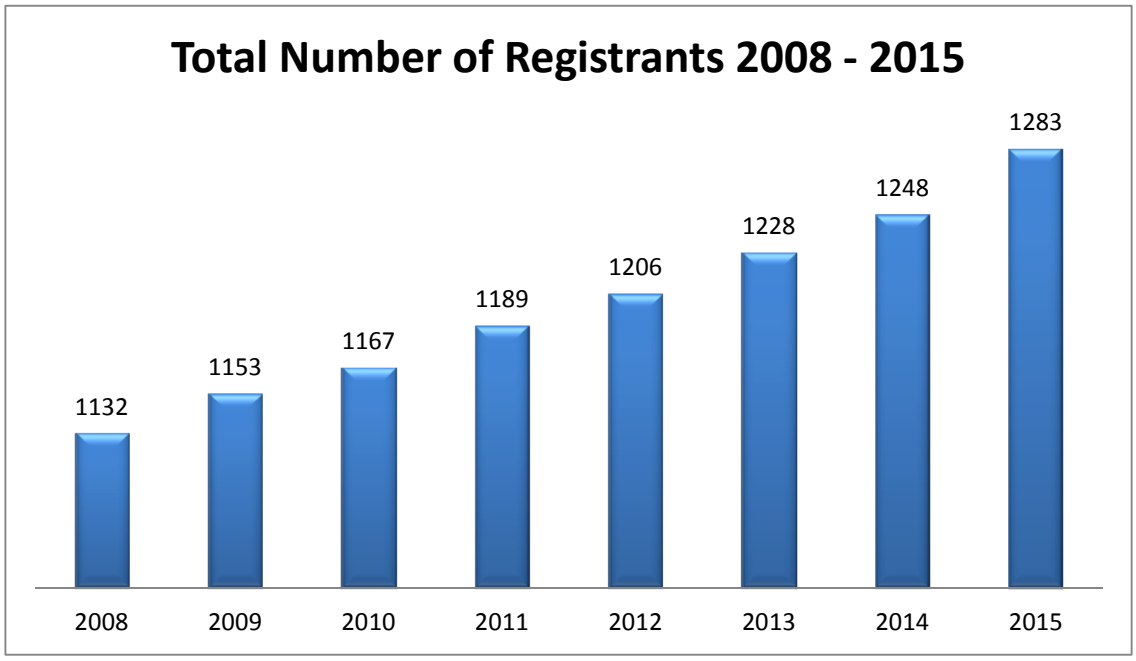
In addition to these small additional classes, there are two classes related to "temporary" registration. The first, called "temporary (supervised)", is for individuals granted registration by a decision of the Registration Committee who meet the criteria for Registered Psychologist registration but have not completed the required registration examinations or other required continuing competency and quality assurance requirements necessary for reinstatement. These registrants provide services under the supervision of an approved registrant of the College. The second temporary class, "temporary (visitor)", is for individuals fully registered for the practice of psychology in another jurisdiction who come to British Columbia to provide psychological services for a very short (typically two weeks or less) period and for a specific purpose (such as providing expert witness testimony). A final class established in the new bylaws is "non-practising" which is for individuals currently not practicing in British Columbia as they are: on medical or parental leave, live out of province and are registered elsewhere for active practice, or are completely retired from psychology practice.

Table 3: The College Register as of December 31, 2015

Register Status on December 31, 2015	**Total**
Registered Psychologists – No Limitations or Conditions	1170
Registered Psychologists -- Limitations as per Inquiry Committee	9
Limitations as per Class of Registration:	
Non-Practising (Out of Province)	30
Non-Practising (Medical, Parental or Other Leave)	22
Non-Practising (Retired)	37
Grandparented Registration	6
Associate Psychologist (Corrections)	3
Temporary (Supervised)	1
Temporary (Visitor)	2
Limitations as per Inquiry Committee (IC) and per Class of Registration	3
Total	**1283**

The College has maintained a relatively stable number of registrants with a steady, but modest, increase over the years. This increase is illustrated in Figure 2, depicting the total number of registrants over the years 2008-2015.

Figure 2: Total Number of Registrants 2008 – 2015



As shown in Table 4 below, a total of 66 new registrants were added to the Register in 2015, most of whom were seeking registration as first time registrants in the class of Registered Psychologist. AIT (Agreement on Internal Trade) applicants are those applicants holding full registration as a psychologist in another Canadian jurisdiction and Mobility applicants hold a license to practice psychology in a US jurisdiction.

Table 4: New Registrants by Application Category

2014				**2015**			
First Time Applicants	**AIT**	**Mobility**	**Total**	**First Time Applicants**	**AIT**	**Mobility**	**Total**
30	18	4	**52**	32 R.Psych. 1 Associate Psychologist (Corrections)	28	5	**66**

2. Summary of Application Activity Table 5 below summarizes the application activities at the College during the 2015 year, along with comparison data from the previous year. As shown in the table, a total of 83 applications were received during the 2015 year. Of these, 59% (n=49) were seeking registration for the first time, 32% percent (n=27) were AIT applications and 6% (n=5) were Mobility applications.

Foreign Trained Applications Received in 2015

Twenty four (n=24) applications were received from foreign trained individuals. The majority of the applicants were trained in the United States (n=18) and most were seeking registration for the first time in North America. Six (6) applicants were trained outside of North America (UK = 4, Netherlands = 1 and Mexico = 1). The United States trained applicants were most typically graduates of APA accredited programs and internships which provides for a streamlined and efficient pathway to registration.

Table 5: Application Activity Summary 2013-2015

Applications Received	2014	2015
Registered Psychologist Registration	45	44
Associate Psychologist (Corrections)	1	2
Psychology Assistant	1	3
Temporary (Visitor) Registration	3	2
AIT	26	27
Mobility	3	5
TOTAL	**79**	**83**

Examinations

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

Table 6: Number of Examinations Written in 2015

	2010	2011	2012	2013	2014	2015
EPPP Examinations	26	31	29	46	30	38
Written Jurisprudence Examinations	44	31	61	52	59	73
Oral Examinations	25	52	26	43	31	39
Readiness for Practice Examination	-	-	-	-	-	4

The EPPP was taken 38 times in 2015. Thirty-two applicants of the 35 applicants taking the exam for the first time (91%) passed the exam. The minimum required passing score is 500/800 (scaled score). The average passing score for first-time test takers in 2015 was a scaled score of 619/800 (range 500-735). Three (3) were re-takes of the EPPP, two of which resulted in a passing score. As in past years, the WJE was held at the College offices on a monthly basis. Seventy-one (71) applicants passed on their first attempt. One (1) applicant took the exam for a second time and successfully passed while another is awaiting a retake.

In 2015, 39 oral examinations were held. Of the applicants taking the exam for the first time (n=29), 29 (80%) fully passed and were added to the register without limitations. Of the other candidates (n=7), three (3) failed the examination and four (4) individuals elected to accept a short period of supervision to address the areas identified in the examination as needing remediation prior to being added to the

register. Owing to the small number of Associate Psychologist (Corrections) and Psychology Assistant candidates, for privacy reasons, detailed RFP results are not reported. However, as noted above, one Associate Psychologist (Corrections) candidate successfully completed the RFP within the year and was added to the register in 2015.

Application Outcomes and Timelines

Outcomes: Of the 66 individuals added to the Register in 2015, 32 were first time registrants applying for Registered Psychologist registration and one (1) was an Associate Psychologist (Corrections) registrant; 28 were individuals registered elsewhere in Canada, and five (5) were applicants licensed as psychologists in the US.

A total of 16 foreign trained applicants were accepted for registration and added to the Register in 2015. Approximately half were seeking registration for the first time. Seven individuals came through the AIT/Mobility application streams and were already registered either in the US or Canada. Nearly all of the foreign trained applicants were trained in the United States. Only four were trained outside of North America (UK (2), Australia (1) and New Zealand (1)). This is consistent with previous years.

As outlined in previous sections, the vast majority of applicants for registration are granted registration. The North American standard of accredited training and clarity of registration requirements likely assists in ensuring that applicants self-select prior to submitting an application. Over the past five years (2011 – 2015), only eight applicants have been refused registration. All were seeking first time registration in the Registered Psychologist class.

Two of these individuals did not pass the EPPP within the three attempts allowed. One reapplied and is now fully registered as a psychologist while the other has not yet reapplied, but expressed their intention to do so. Another was found not to meet the education, training and experience requirements for registration, undertook additional training in order to meet the requirements and is now fully registered as a psychologist.

With regard to the other five applicants, the Registration Committee determined that their education, training and experience did not meet the registration requirements, and they were not able to successfully demonstrate that their knowledge, skills and abilities were substantially equivalent to the requirements. All five of these individuals met the criteria to either apply for registration in a different registration class or the proposed class for school psychology which is in progress. Two (2) of these individuals made application to the Health Professions Review Board (HPRB) for a review of the College's decision. Both matters were settled through mediation with the applicants electing to pursue the class for which the Committee determined they were most appropriate.

Timelines: Most applicants have their applications reviewed and are moved to the examination phase within three months from date of receipt of application. This includes AIT, Mobility and those applicants from APA/CPA accredited programs who've also completed APA/CPA accredited internships.

For first-time registrants with applications not needing additional information or clarification, the average length of time from receipt of the application to placement on the Register was approximately 15 months. Length of time is significantly impacted by any leave or extension on the part of the applicant, timeliness in studying for and taking examinations, success on examinations, and the accreditation status of the applicant's graduate program, and applicants from APA and CPA programs typically experience a significantly shorter time through to registration. For applicants coming from

accredited programs, who pass all exams in a timely fashion, the process can be completed in 12 months or less. Approximately a third of those registered in 2015 were able to do so within one year.

AIT applicants were registered within 6.5 months of application, on average. The five Mobility applicants averaged 5 months from date of application to registration. Length of time for the AIT/Mobility application streams is often determined by when applicants move to BC as most decide to sit for the WJE exam in BC rather than have it proctored in their home Canadian jurisdiction.

The College continues to actively track these time periods and will report on timeframe for applications on an ongoing basis. Most significant time delays for any category of registration are due to identified deficiencies in the applicant's training as well as deferrals, parental leaves and other applicant-generated delays.

Registration Matters before the Health Professions Review Board in 2015.
One applicant for registration was denied registration in the Registered Psychologist class of registration, appealed the decision in 2014and this matter was successfully resolved in 2015 through the HPRB's mediation stream. The applicant subsequently applied for registration in another class of registration in the 2015 year.

II. COMPLAINT AND INVESTIGATIVE MATTERS

This section contains information about complaints that the IC received or closed in 2015. This section is divided into the following topic areas:

1. Complaint file status as of December 31, 2015;
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 2015 and comparison with previous years;
6. Components of the complaint investigation process;
7. Letters of Undertaking/Resolution Agreements;
8. Complaints per year and number of registrants with complaints.
9. Summary of Complaint Matters before the Health Professions Review Board

1. Complaint file status as of December 31, 2015 - Since the College came under the *Health Professions Act (HPA)*, a total of 788 complaints have been received, including 36 complaints received during 2015. Of the new complaints received in 2015, six were also closed in 2015, leaving a total of 30 new complaints received in 2015 still open at year end.
2. Descriptive Complaint Summary - Below are four descriptive variables (primary allegation, complaint context, and complainant type) on which all complaints are tracked:

a. Primary Allegation Table 7 shows the primary allegations for complaints received in 2015 as categorized by *Code of Conduct* standards. The most frequent primary allegations related to General Competence (16). Within this domain, many of the allegations involved an assessment (see Table 8).

Table 7: Primary Allegation in Complaints Received 2000-2015

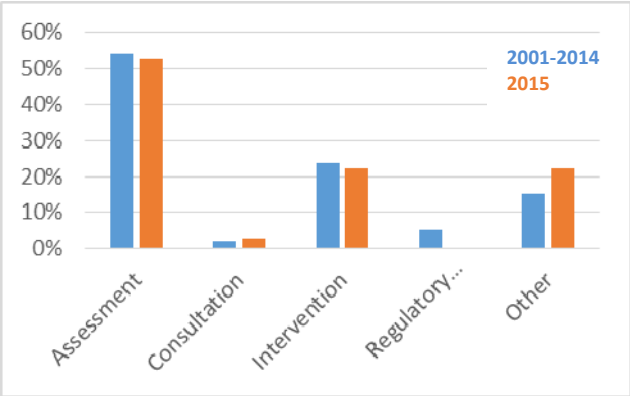
Primary allegation	2000-2014		2015		Total	
	#	%	#	%	#	%
General Standards for Competency (CC 3.0)	118	16%	16	44%	134	17%
Informed Consent (CC 4.0)	32	4%	0	0%	32	4%
Relationships (CC 5.0)	113	15%	6	17%	119	16%
Confidentiality (CC 6.0)	35	5%	4	11%	39	5%
Professionalism (CC 7.0)	112	15%	5	14%	117	15%
Provision of Services (CC 8.0)	19	3%	0	0%	19	2%
Rep. of Services/Credentials (CC 9.0)	3	0%	0	0%	3	0%
Advertising/Public Statements (CC 10.0)	21	3%	0	0%	21	3%
Assessment Procedures (CC 11.0)	255	34%	5	14%	260	33%
Fees (CC 12.0)	11	1%	0	0%	11	1%
Maintenance of Records (CC 13.0)	1	0%	0	0%	1	0%
Security/Access to Record (CC 14.0)	12	2%	0	0%	12	2%
Compliance with Law (CC 18.0)	7	1%	0	0%	7	1%
Application (CC 2.0)	2	0%	0	0%	2	0%
No Standard Applicable	11	1%	0	0%	11	1%
Total	752	100%	36	100%	788	100%

b. Complaint Context Table 8 and Figure 3 show the context of the complaints received in 2015. Consistent with trends from previous years, the majority of complaints (53%) occurred in the context of an assessment, such as a custody and access or return to work assessment.

Table 8: Number of Complaints by Context for Complaints Received 2000-2015

Complaint Context	2000-2014	2015	Total
Assessment	405	19	424
Consultation	16	1	17
Intervention	179	8	187
Regulatory Compliance	37	0	37
Other	115	8	123
Total	**752**	**36**	**788**

Figure 3: Complaint Context by Percentage



c. Complainant Type Table 9 shows that in 2015, the majority of complaints came directly from clients (n=17) and colleagues (n=9). It is important to remind Registrants of obligations under the *Health Professions Act* to bring their concerns about a regulated health professional's conduct or competence to the professional's respective College.

Table 9: Complainant Type in Complaints Received 2000-2015

	Complainant Type	2000-2014		2015		Total	
		#	%	#	%	#	%
Public	Client - 3rd Party	162	22%	2	6%	164	21%
	Client – Direct	233	31%	17	47%	250	32%
	Client – Relative	94	13%	3	8%	97	12%
	Colleague	116	15%	9	25%	125	16%
	Other	58	8%	4	11%	62	8%
Inquiry Committee		89	12%	1	3%	90	11%
	Total	**752**	**100%**	**36**	**100%**	**788**	**100%**

3. Investigations Opened by the Inquiry Committee Under the *Health Professions Act*, the Inquiry Committee can open an investigation when there are public protection concerns or when the Committee becomes aware of a new area of concern in the context of investigating another complaint. As noted above, the Inquiry Committee opened 1 investigation under its own motion in 2015.

4. Length of Time to Close Files For complaints closed in 2015 (N=29), the number of months required to investigate and/or close a file ranged from 4 to 21 months. Figure 4 below contains the comparative length of time to close complaint files for 2013, 2014, and 2015. Figure 5 shows the average time to close complaint files in 2015. Figure 5 shows that the majority of complaints closed in 2015 were closed within 6-10 months from the date they were received. Fifty-nine percent of the complaints that were closed in 2015 were closed within 12 months (n=17) of receipt, and 93% were closed within 18 months. This is an impressive achievement by the Inquiry Committee given the complexity of the complaints and the thoroughness with which the Committee members review the often extensive complaint material.

Figure 4: Average Time (in months) to Close Complaint Files by year

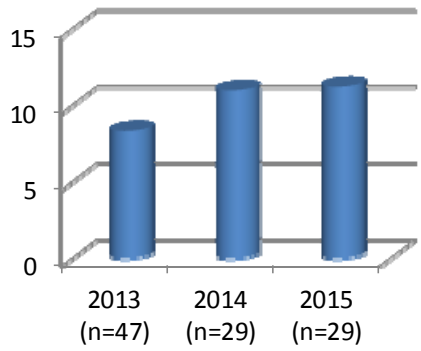
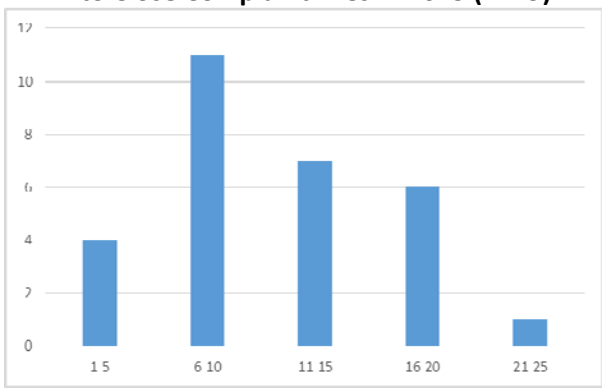


Figure 5: Average Time (in months) to Close Complaint Files in 2015 (n=29)



5. Complaint File Closing Reasons Twenty-four percent of complaints closed in 2015 were dismissed because of insufficient evidence of a breach of the *Code of Conduct* or because they were withdrawn by the Complainant (and did not present public protection concerns). Approximately 49% of the complaints closed in 2015 were resolved by way of an Undertaking or Agreement with the respondent. A detailed breakdown of the closing reasons is provided in Table 10 below.

Table 10: Closing Reasons for Complaints Closed 2013-2015

Closing Category	Closing Reason	2013		2014		2015		Totals	
		#	%	#	%	#	%	#	%
Dismissed due to lack of evidence; withdrawn; admin. closure; no jurisdiction	Insufficient Evidence	7	15%	1	3%	7	24%	15	15%
	Decision to not proceed	16	34%	11	37%	0	0%	27	25%
Voluntary Resolution	Undertaking or Consent Agreement	22	47%	15	50%	16	55%	52	49%
	Resolved	2	4%	1	3%	4	14%	7	7%
Resigned/ Cancelled*		0	0%	2	7%	2	7%	5	5%
	Totals	**47**		**30**		**29**		**106**	

*In the event a Respondent resigns in the context of an ongoing complaint investigation, as was the case for 2 files involving one registrant in 2015, the complaint investigation proceeds through to conclusion and a public notice is placed on the College website in those instances where the Board has determined, as per s. 53 of the *Health Professions Act*, that it is in the public interest to do so.

6. Letters of Undertaking/Resolution Agreements. Table 11 provides a summary of primary allegations and general terms Agreements signed by Respondents during the 2015 year as a means of bringing a complaint file to a close. A total of 16 agreements were signed in 2015. The terms of such agreements are determined on a case by case basis. In a number of the more serious complaints below, a hearing of the Discipline Committee would have been held had such a resolution not been achieved.

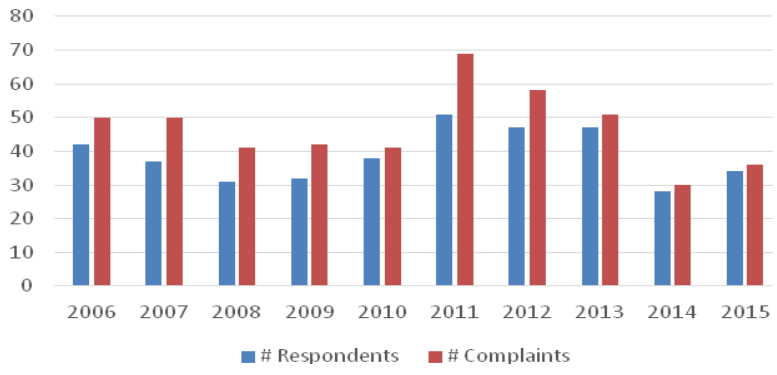
Table 11: Summary of Terms of Letters of Undertaking/Resolution Agreements in 2015 (N=16)

Respondent	# of Files	Primary Allegation by *Code* Section	Terms of Consent Agreement or Undertaking
1	1	Assessment Procedures	Refrain from assessment unless under supervision
2	1	Competency	Refrain from active practice until treatment team confirms adequate health
3	1	Compliance with Law	Resigned from practice, terms for re-application *
4	1	Competency	Full supervision
5	1	Relationships	Implement system for determining conflict before accepting referral
6	1	Advertising/Statements	Meet with supervisor to make statements on website compliant with code
7	1	Professionalism	Meet with supervisor to review issues related to complaint
8	1	Assessment Procedures	Agree not to repeat testing error
9	1	Confidentiality	Meet with supervisor to review issues related to complaint
10	1	Assessment Procedures	Supervision regarding assessment
11	1	Assessment Procedures	Self-study of assessment issues related to complaint
12	1	Competency	Meet with supervisor to review issues related to complaint
13	1	Competency	Meet with supervisor to review issues related to complaint
14	1	Relationships	Review of professional obligations and letter of regret
15	1	Competency	Full supervision
16	1	Competency	Meet with supervisor to review issues related to complaint

8. Complaints per Year and Number of Registrants with Complaints

Figure 6 shows the number of complaints and the number of registrants who have been the Respondents to these complaints. As in previous years, there were some registrants in 2015 named as Respondents in more than one complaint.

Figure 6: # of Respondents Relative to the Number of Complaints Received Per Year from 2006 - 2015



9. Summary of complaint matters before the Health Professions Review Board

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

A total of 39 complaint files have now been before the HPRB and all of these were closed by the end of 2015. Two of these files were closed in the 2015 year and both had previously been before the HPRB. In one instance the matter was sent back to the Inquiry Committee with directions to obtain a response from the Respondent as the matter had been summarily dismissed by the Committee. This was done and the conclusions of the Committee remained unchanged. A second matter, involving multiple files, had been taken back to the Committee by consent and a further investigation ensued. On receiving notice of the decision on the further investigation, the Complainant made application again to the HPRB. The HPRB confirmed the decision of the Inquiry Committee. The decision of the HPRB on this matter is now under judicial review by request of the Complainant.

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 2015 year. Two requests were received under the *Freedom of Information and Protection of Privacy Act.* All matters were responded to promptly and within established timelines. Both requests remained ongoing at the end of 2015. One request from 2014 and one request from 2015 are before the Office of Information and Privacy Commissioner.

2. Relationships with Other Regulatory Bodies

The College continues to prioritize and value its relationships with the other health Colleges in British Columbia as well as with the other Canadian psychology regulatory bodies. The College of Psychologists is a proud participant in both of these organizations.

3. Practice Support Service

The Practice Support Service was developed to assist registrants in considering how best to handle ethical dilemmas and practice decisions and to enhance clinical practice, consistent with the College's public protection mandate. Since its inception in March of 2010, the Practice Support Service has received a very positive and active response from registrants, with a total of 1035 queries through December 31, 2015. Of these, 151 were received in 2015, the majority of which came via telephone, with a small number using the email account established for this purpose, facsimile, or regular post. This is a small decrease from the 2014 year, in which 169 requests were received. Efforts are made to handle all inquiries by telephone, regardless of the modality in which the inquiry was received, in order to facilitate discussion of the issues. The most frequent topic areas in 2015, in descending order, were: release of information, telepsychology, dual relationships/roles, informed consent, record keeping, supervision, concern regarding another registrant/applicant, practice issues, incorporation issues, and

reporting of client or other person. There are various complex issues related to release of information requests, including, in descending order of frequency for inquiries in 2015: release in legal contexts, release of tests/test results, consent issues, release to the client, other issues, release of information in the case of a deceased client, and report writing in a legal context. In addition to responding to inquiries from individual registrants, the Practice Support Service also posted a number of draft checklists on the College website for registrant review in 2015. These are being developed to assist registrants in considering challenging practice issues, including those frequently raised in calls to Practice Support.

4. Acknowledgments

It is a privilege to work with the registrants and public members who donate their time and expertise to the regulation of our profession. The College Board and Committee members exemplify professionalism and integrity. The College continues to be very well served by the wise legal guidance of Mr. Kensi Gounden and Mr. Jason Herbert. We also appreciate the specialized legal expertise of Mr. Michael Dew and Ms. Fran Doyle. The staff of the College can best be defined as exemplifying extreme competence and thoughtful management of a high volume of work. It is my privilege to continue to work with this community of dedicated individuals in the regulation of the profession of psychology.

Respectfully submitted,

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

MINUTES OF THE ANNUAL GENERAL MEETING FOR THE 2014 YEAR - MAY 28, 2015

AGM Chair Comments: Dr. Moretti, the current Board Chair, welcomed registrants in Vancouver, Victoria (with appreciation to Lee Grimmer for chairing the Victoria site) and attending via webcast. She announced that approximately 290 registrants were participating in the meeting. The Agenda for the meeting was presented and approved, as were the minutes of the last annual meeting.

Dr. Moretti then introduced the members of the 2014 College Board: Henry Harder, Russell King, Dean Readman, Lisa Seed, Jenelle Hynes, Hendre Viljoen, Michael Elterman and Leora Kuttner. She also took the opportunity to recognize three former board members, and to acknowledge their years of service to the College and to the Profession, and called up John Carter, Leora Kuttner and Russell King to receive a plaque of recognition. She noted John Carter's five years of service, including chairing the Finance and Discipline Committees, and his steadfast commitment to the College. In acknowledging Leora Kuttner, she noted her strong and steady presence during her six years on the Board, which followed a six year term on the Quality Assurance Committee. Russell King was also acknowledged for his six years on the Board, and his wisdom in steering the College through some interesting regulatory challenges.

The Chair noted the College's deliberate emphasis on the intersection of public policy challenges and the empirical support for psychological interventions as an important source of assistance to the Province in meeting healthcare resource challenges. The College continues to believe that constructive engagement with government decision-makers and policy developers is in line with the College's public protection mandate. The Chair noted that registrants, especially those working in publicly funded settings, have witnessed both intended and unintended consequences of collaborative care and asked registrants to contribute their expertise to the issues on the table.

The Chair thanked all registrants for their interest and attention and introduced Russell King, the Chair of the 2014 Board, for his report on the 2014 year.

2014 Board Chair Report: Dr. King reviewed highlights of his 2014 Chair's report.

Registration Committee, Inquiry Committee, Patient Relations Committee, Finance Committee, and Discipline Committee Reports were also provided, based on the written reports in the 2014 Annual Report and questions were entertained from the floor.

Registrar's Report: The Registrar thanked her devoted staff and shared some observations on changes observed over the 2014 year and challenges ahead.

Deputy Registrar's Report: The Deputy Registrar, Dr. Amy Janeck, discussed the implementation of new bylaws as of Sept. 1, 2014 as well as changes to the regulation, and proposed changes to the scope of practice. She also summarized our discussions regarding the two new proposed (and not yet implemented) classes of registration related to behaviour analysts and school psychology practitioners.

Awards and Recognition:
20 Plus Awards were given to three registrants who had each completed more than 20 oral examinations on behalf of the College: Rene Weideman, Deborah Bell and Susan Hackett. In addition the College's regulatory supervisors and oral examiners were recognized.

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA

AUDITED FINANCIAL STATEMENTS

DECEMBER 31, 2015

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
CONTENTS

DECEMBER 31, 2015

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*
Chartered Professional Accountants

INDEPENDENT AUDITORS' REPORT

To the Members of COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA:

We have audited the accompanying financial statements of COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA, which comprise the statement of financial position as at December 31, 2015 the statements of changes in net assets, operations, and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

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

Auditors' Responsibility

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

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

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

* A partnership of professional corporations

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Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA as at December 31, 2015 and the results of its operations and its cash flows for the year then ended in accordance with Canadian Accounting Standards for Not-for-Profit Organizations.

Raber Mattuck

CHARTERED PROFESSIONAL ACCOUNTANTS

Vancouver, British Columbia

April 16, 2016

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF FINANCIAL POSITION

AS AT DECEMBER 31, 2015

	2015	2014
ASSETS		
CURRENT ASSETS		
Cash (Note 1(b))	$ 1,653,417	$ 1,393,397
Short term investments- restricted (Notes 1(b), 1(c))	1,061,565	1,010,111
Accounts receivable (Notes 1(b), 2)	3,800	10,548
Prepaid expenses	11,168	8,259
	2,729,950	2,422,315
PROPERTY AND EQUIPMENT (Notes 1(e), 3)	37,014	48,264
	$ 2,766,964	$ 2,470,579
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities (Note 1(b))	$ 32,071	$ 28,672
Payroll liabilities payable	12,403	-
Government remittances payable	-	12,967
Deferred revenue (Note 4)	1,411,010	1,313,795
	1,455,484	1,355,434
NET ASSETS		
INTERNALLY RESTRICTED		
General Contingency Fund (Note 1(c))	1,061,565	1,010,111
CAPITAL ASSET FUND (Note 1(c))	37,014	48,264
GENERAL FUND (Note 1(c))	212,901	56,770
	1,311,480	1,115,145
	$ 2,766,964	$ 2,470,579

Approved by the Board

_____, Board Member

_____, Board Member

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CHANGES IN NET ASSETS

FOR THE YEAR ENDED DECEMBER 31, 2015

	General Contingency Fund 2015 (Note 1(c))	Capital Asset Fund 2015 (Note 1(c))	General Fund 2015 (Note 1(c))	Total 2015	Total 2014
NET ASSETS, beginning of year	$ 1,010,111	$ 48,264	$ 56,770	$ 1,115,145	$ 1,020,751
Excess of revenue over expenses	51,454	-	144,881	196,335	77,386
Prior period adjustment	-	-	-	-	17,008
Changes in capital assets (Note 1(c))	-	(11,250)	11,250	-	-
NET ASSETS, end of year	$ 1,061,565	$ 37,014	$ 212,901	$ 1,311,480	$ 1,115,145

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF OPERATIONS

FOR THE YEAR ENDED DECEMBER 31, 2015

	2015	2014
REVENUE (Note 1(d))		
Registration fees	$ 1,428,253	$ 1,418,600
Application and exam fees	97,850	78,678
Investment	78,368	83,301
Workshops / Special projects	78,175	-
Supervision revenue	26,961	85,750
Other income	10,567	7,935
	1,720,174	1,674,264
EXPENSES		
Administration	128,967	138,403
Audit	5,495	5,286
Bad debts (Note 2)	-	24,620
Board	62,302	64,428
Committees (meetings, travel and honoraria)	49,441	64,025
Hearings (Extraordinary or Discipline Committee)	-	19,925
Operations	146,413	149,598
Registrant / Applicant services	96,208	19,938
Statutory functions (FOI, investigations, routine legal consultation)	264,940	322,331
Supervision expense	31,530	70,499
Wages and compensation	738,543	717,825
	1,523,839	1,596,878
EXCESS OF REVENUE OVER EXPENSES	$ 196,335	$ 77,386

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

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED DECEMBER 31, 2015

	2015	2014
OPERATING ACTIVITIES		
Excess of revenue over expenses	$ 196,335	$ 77,386
Adjustments for:		
Amortization	18,430	20,941
Accounts receivable	6,748	1,594
Prepaid expenses	(2,909)	(5,622)
Accounts payable	3,399	(22,643)
Payroll liabilities payable	12,403	-
Government remittances payable	(12,967)	1,965
Deferred revenue	97,215	(14,005)
CASH PROVIDED BY OPERATING ACTIVITIES	318,654	59,616
INVESTING ACTIVITIES		
Purchase of capital assets	(7,180)	(11,202)
Increase in investments - internally restricted	(51,454)	(159,725)
CASH USED IN INVESTING ACTIVITIES	(58,634)	(170,927)
NET INCREASE (DECREASE) IN CASH	260,020	(111,311)
CASH, beginning of year	1,393,397	1,504,708
CASH, end of year	$ 1,653,417	$ 1,393,397

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

The Raber Mattuck Group

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

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

1. SIGNIFICANT ACCOUNTING POLICIES

a) *Basis of presentation*

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

b) *Financial instruments*

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

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

The College's investments portfolio consists entirely of mutual funds, which are traded on active markets and are recorded at fair value as determined on the last business day of the fiscal year. Annual distributions and changes in fair value are reported as investment income on the statement of operations.

c) *Fund accounting*

Revenues and expenses for general activities and administration are reported in the **General Fund**. The General Fund was established in 2006.

The **General Contingency Fund** was established to provide for a reserve in case of law suits, hearings and other matters that may require significant expenditure. Based on financial guidelines and fiscal management, the Board of Directors resolved to endorse the equivalence of a one year operating amount for the General Contingency Fund. In the current year the fund has been maintained at $1,075,579 (2014 - $1,010,111).

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 FINANCIAL STATEMENTS

DECEMBER 31, 2015

1. SIGNIFICANT ACCOUNTING POLICIES (continued)

c) *Fund accounting (continued)*

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

	2015	2014
Capital Asset Fund, beginning of year	$ 48,264	$ 40,995
Less: amortization of capital assets	(18,430)	(20,941)
Add: asset purchases during the year	7,180	11,202
Add: Prior period adjustment	-	17,008
Capital Asset Fund, end of year	$ 37,014	$ 48,264

Expenditures from the Capital Asset Fund, other than amortization of capital assets, are subject to approval by the College of Psychologists of British Columbia Board of Directors.

d) *Revenue recognition*

The College accounts for revenues using the deferral method.

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

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

1. SIGNIFICANT ACCOUNTING POLICIES (continued)

d) Revenue recognition (continued)

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

Supervision, workshop/special project and other revenues are recorded when received or receivable and when collection is reasonably assured.

e) Property and equipment

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

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

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

Amortization expense is reported in the Capital Asset Fund.

f) Measurement uncertainty

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

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO FINANCIAL STATEMENTS

DECEMBER 31, 2015

2. ACCOUNTS RECEIVABLE

	2015	2014
Trade	$ 3,800	$ 35,168
Allowance for doubtful accounts	-	(24,620)
	$ 3,800	$ 10,548

In the 2015 fiscal year, allowance for doubtful accounts of $Nil (2014 - $24,620) was recorded as a result of management's assessment of uncollectible receivables. In the 2015 fiscal year, $880 of these uncollectable receivables were subsequently collected.

3. PROPERTY AND EQUIPMENT

	Cost	2015 Accumulated Amortization	Net Book Value	2014 Net Book Value
Computer equipment	$ 163,775	$ 142,710	$ 21,065	$ 24,645
Leasehold improvements	90,063	85,846	4,217	11,985
Office furniture and equipment	121,165	109,433	11,732	11,634
	$ 375,003	$ 337,889	$ 37,014	$ 48,264

The Raber Mattuck Group

4. DEFERRED REVENUE

Under the deferral method of accounting for contributions, restricted contributions related to expenses of future periods are deferred and recognized as revenue in the period in which the related expenses are incurred.

The College has received funds in advance of their fiscal year-end which are designated for expenses with specific restrictions to be incurred during the forthcoming fiscal year, as follows:

	Total 2015	Total 2014
Membership fees received in advance for the following fiscal year	$1,308,160	$ 1,309,595
Written exam fees received in advance for the following fiscal year	1,650	-
Oral exam fees received in advance for the following fiscal year	1,200	4,200
Special project grant - ACT	100,000	-
Deferred contributions	$ 1,411,010	$ 1,313,795

The nature and amount of changes in deferred contributions balance for the year are as follows:

	2015	2014
Deferred revenue, beginning of year	1,313,795	1,327,800
Less: amount recognized as revenue in the year	(1,313,795)	(1,327,800)
Add: amount received for future periods	1,411,010	1,313,795
Deferred revenue, end of year	1,411,010	1,313,795

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO FINANCIAL STATEMENTS

DECEMBER 31, 2015

5. CONTINGENCIES

The nature of the College's activities is such that there may be litigation pending or in progress at any time. With respect to claims at December 31, 2015, management is of the opinion that it has valid defenses and appropriate insurance coverage in place, or if there is unfunded risk, such claims are not expected to have a material effect on the College's financial position.

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

6. COMMITMENTS

The College has entered into lease agreements for photocopying and postage equipment. Furthermore, the College leases its premises, with the current lease agreement expiring at the end of December 2016. The aggregate amounts of payments estimated to be required for these commitments over the next five years are as follows:

Year	Amount
2016	$ 130,010
2017	15,543
2018	2,011
2019	-
2020	-

7. 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 2015, a total amount of $Nil (2014 - $Nil) was received by the College. During 2015, $Nil (2014 - $Nil) was expended on project activities. The remainder of these funds, $436, is maintained in a separate bank account designated for the project.

8. FINANCIAL RISKS AND CONCENTRATION OF RISK

(a) Credit risk

Credit risk refers to the risk that a counterparty may default on its contractual obligations resulting in a financial loss. Financial instruments that potentially subject the College to significant concentrations of credit risk consist primarily of cash and accounts receivable. The College limits its exposure to credit risk by placing its cash in high credit quality instruments. The College extends credit to psychologists who are members, as well as to entities that are believed to be creditworthy.

(b) Liquidity risk

Liquidity risk is the risk that the College will be unable to fulfill its obligations on a timely basis or at a reasonable cost.

The College's exposure to credit risk is dependent on the collection of membership and other revenues and accounts receivable to sustain operations. Cash flow from operations provides the vast majority the College's cash requirements. Liquidity risk is mitigated by the contingency fund that has been established by the College.

(c) Other price risk

Other price risk is the risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in market prices, whether caused by factors specific to the financial instrument or its issuer, of factors affecting all similar financial instruments traded in the market.

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

College of Psychologists of British Columbia

Annual Report 2016

404 - 1755 West Broadway
Vancouver, B.C. V6J 4S5
www.collegeofpsychologists.bc.ca

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2016 BOARD, COMMITTEE MEMBERS, REGULATORY SUPERVISORS, ORAL EXAMINERS, AND NEW REGISTRANTS

BOARD

Kenneth Cole, Ph.D., R.Psych.
Catherine Costigan,Ph.D., R.Psych.
Henry Harder, Ed.D., R.Psych.
Jenelle Hynes, Public Member (until 1/16)
Sandra James, Public Member (from 1/16)
Philippa Lewington, Ph.D., R.Psych.
Marlene Moretti, Ph.D., R.Psych., (Chair)
Lisa J. Seed, Public Member (Vice Chair)
J. Dean Readman, Public Member
Charles T. Wormeli, Ed.D., R.Psych.

DISCIPLINE COMMITTEE

Santa Aloi, Public Member
John Carter, Ed.D., R.Psych.,
Marguerite Ford, Public Member
Henry Harder, Ed.D., R.Psych. (Chair)
Jenelle Hynes, Public Member
Michael Joschko, Ph.D., R.Psych.
Philippa Lewington, Ph.D., R.Psych.
J. Dean Readman, Public Member
Ingrid Söchting, Ph.D., R.Psych.
Hendre Viljoen, Ph.D., R.Psych.

INQUIRY COMMITTEE

Kenneth Cole, Ph.D., R.Psych. (Chair)
Timothy Crowell, Psy.D., R.Psych.
Christopher Gibbins, Ph.D., R.Psych.
B. Lee Grimmer, Ph.D., R.Psych.
Lindsey Jack, Ph.D., R.Psych.
Sandy James, Public Member
Sarina Kot, Ph.D., R.Psych.
Mary Beth Rondeau, Public Member
Lisa Seed, Public Member

PATIENT RELATIONS COMMITTEE

Michael Elterman, M.B.A., Ph.D., R. Psych.
Jenelle Hynes, Public Member
J. Dean Readman, Public Member (Chair)
Hendre Viljoen, Ph.D., R.Psych.

QUALITY ASSURANCE COMMITTEE

Kirk Beck, Ph.D., R.Psych.
Sandra Clark, Ph.D., R.Psych.
Cathy Costigan, Ph.D., R.Psych.
Henry Harder, Ed.D., R.Psych., (Chair)
Joan Perry, Public Member
Lois Toms, Public Member
Spencer Wade, Ph.D., R.Psych.
Cindy Weisbart, Psy.D., R.Psych.
Merren McCrae, Public Member (from 7/16)

REGISTRATION COMMITTEE

Darcy Cox, Psy.D., R.Psych. (until 3/16)
Jenelle Hynes, Public Member
Todd Kettner, Ph.D., R.Psych.
Philippa Lewington., Ph.D., R.Psych. (Chair)
Sarah Macoun, Ph.D., R. Psych. (from 3/16)
Marina Navin, Public Member
Donna Paproski, Ph.D., R.Psych.
Lindsey Thomas, Ph.D., R.Psych.
Richard White, Public Member
Charles T. Wormeli, Ed.D., R.Psych.

REGULATORY SUPERVISORS 2016

Victoria Alfonso, Ph.D., R.Psych.
Cheryl Bradley, Ph.D., R.Psych.
Sandra Clark, Ph.D., R.Psych.
Marion Ehrenberg, Ph.D., R.Psych.
Michael Elterman, M.B.A., Ph.D., R.Psych.
Mary Korpach, Ph.D., R.Psych.
Mark Lau, Ph.D., R.Psych.
Robert Ley, Ph.D., R.Psych.
Sarah Macoun, Ph.D., R.Psych.
James Schmidt, Ph.D., R.Psych.
Colleen Wilkie, Ph.D., R.Psych.

ORAL EXAMINERS 2016

Victoria Alfonso, Ph.D., R.Psych.
Mark Bailey, Ph.D., R.Psych.
Jeffrey Ballou, M.Ed., R.Psych.
Deborah Bell, Ph.D., R.Psych.
Rishi Bhalla, Ph.D., R.Psych.
John Carter, Ed.D., R.Psych.
Lee Cohene, Ph.D., R.Psych.
Robert Colby, M.S., R.Psych.
Susan Cross, Ph.D., R.Psych.
Maureen Godfrey, Ph.D., R.Psych.
Susan Hackett, Ph.D., R.Psych.
Grace Hopp, Ph.D., R.Psych.
Mel Kaushansky, Ph.D., R.Psych.
Margaret Kendrick, Ph.D., R.Psych.
Brenda Kosaka, Ph.D., R.Psych.
Ronald Laye, Ph.D., R.Psych.
Anne MacGregor, Ed.D., R.Psych.
Kelly Price, Ph.D., R.Psych.
Anneliese Robens, Ed.D., R.Psych.
Barbara Rosen, Ph.D., R.Psych.
Whitney Sedgwick, Ph.D., R.Psych.
Susanne Schibler, Ph.D., R.Psych.
Harry Stefanakis, Ph.D., R.Psych.
Larry Waterman, Ph.D., R.Psych.
Rene Weideman, Ph.D., R.Psych.
Maureen Whittal, Ph.D., R.Psych.
Arianna Yakirov, Ph.D., R.Psych.

NEW REGISTRANTS 2016

Julie Algra, Ph.D., R.Psych.
Jeffrey Ansloos, Ph.D. R.Psych.
Michael R. Anthony, Psy.D., R.Psych.
Anoosha Avni, Ph.D., R.Psych.
April Louise Beckmann, ForenPsyD., R.Psych.
Doris Elaine Born, Master of Counselling Psychology, R.Psych.
Francois Barend Botha, Ph.D., R.Psych.
Margaret Brennan, Ph.D., R.Psych.
Matthew Lee Burnett, Ph.D, R.Psych.
Alexandra Carter, Ph.D., R.Psych.
Kyle Cheveldayoff, M.A., R.Psych.
Carla R. Dassinger, Psy.D., R.Psych.
Mario Leonard Dollschnieder, Ph.D., R.Psych.
Rachelle Marie Dominelli, Ph.D., R.Psych.
Naeodi Downey, M.Ed., R.Psych.
Jessica Driscoll, Ph.D., R.Psych.
Carlton Thomas Duff, Ph.D., R.Psych.
Tatjana Elez, Ph.D., R.Psych.
Keri Flesaker, Ph.D., R.Psych.
Jodie Reanna Gawryluk, Ph.D., R.Psych.
Randall Gillis, Ph.D., R.Psych.
Michael Goldman, Ph.D., R.Psych.
Ashley Heiner, Ph.D., R.Psych.
Fjola Helgadottir, Ph.D., R.Psych.
James J. Henry, Ph.D., R.Psych.
Joanna Herba, Ph.D., R.Psych.
Megan Irene Hughes-Jones, Ph.D., R.Psych.
Heather Angela Kathryn Jacques, Ph.D., R.Psych.
Michelle Kozey-Hayes, Ph.D., R.Psych.
Jennifer Larush, M.A., Associate Psychologist (Corrections)
Debbie Leung, Ph.D., R.Psych.
Pauline Booling Low, Ph.D., Temporary (Supervised)
Amanada Lee McKerracher, Ph.D., R.Psych.
Thomas Charles Motl, Ph.D., R.Psych.
Sylvia Anna Nay, Ph.D., R.Psych.
Juliana Negreiros, Ph.D., R.Psych.
Carmen Lorraine Neufeld, M.A., Associate Psychologist (Corrections)
Rashmeen Nirmal, Ph.D., R.Psych.
Haley Oliver, Psy.D., R.Psych.
Allisha Patterson, Ph.D., R.Psych.
Marie Peiffer-Mitchell, M.Ed., R.Psych.
Rotem Regev, Ph.D., R.Psych.
Brett Samantha Robinson, Ph.D., R.Psych.
Adrienne Heather Rombough, Ph.D., R.Psych.
Hajera Rostam, Ph.D., R.Psych.
Reena P. Sandhu, Psy.D., R.Psych.
Sophia Sandhu, Psy.D., R.Psych.
Natsumi Sawada, Ph.D., R.Psych.
Don Seatter, M.A., R.Psych.
Manbeena Sekhon, Ph.D., R.Psych.
Neru Sidhu, Ph.D., R.Psych.
Kelly Brook Smith, Ph.D., R.Psych.
Alina Sotskova, Ph.D., R.Psych.
Irene Spelliscy, M.Ed., R.Psych.
Annie St.-Hilaire, M.A., R.Psych.
Laura-Lynn Stewart, Ph.D., R.Psych.
Noah Jon Susswein, Ph.D., R.Psych.
Alena Talbot Ellis, Ph.D., R.Psych.
Sally Sui Man Tan, M.A., Associate Psychologist (Corrections)
Ivan Trofimoff M.A., R.Psych.
Beverly Walpole, Ph.D., R.Psych.
Rachel Christiane Weber, Ph.D., R.Psych.
Kevin Whitfield, Ph.D., R.Psych.
Sandra Ellen Wiens, Ph.D., R.Psych.
Leah Joy Wilson, Ph.D., R.Psych.
Jason Paul Winters, Ph.D. R.Psych.
Rosa Wu, Ph.D., R.Psych.
Sandra Nicole Young, Ph.D. R.Psych.

INTRODUCTION TO THE COLLEGE OF PSYCHOLOGISTS OF BC 2016 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 2016 Annual Report provides a summary of the College's regulatory activities for the 2016 year, including reports on the processing of applications for registration from Canadian and international applicants, the investigation of complaints about psychological services provided by a registrant of the College, and activities to enhance the competency and level of practice of psychologists, and engagement with other Canadian psychology regulators across the country and with other health regulators within British Columbia.

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

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

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

REPORT FROM THE CHAIR

I was pleased to serve as Chair of the Board of the College of Psychologists of British Columbia for the 2016 year. It was an honour to be associated with the members of our Board, Staff and Committees who bring integrity and engagement to meeting the regulatory challenges of the College.

Information Meetings There were several Information Meetings held in 2016 by request. The College's policy of providing an "information meeting by request" to ten or more registrants continues and reflects the Board's commitment to providing registrants a direct opportunity to be informed and to participate in discussions regarding the regulation of the profession in British Columbia. Such meetings were held at Children and Women's Hospital and for SFU and UBC clinical students; VGH interns, and others. Meetings were also held with MCFD, and ACT with regard to the proposed new class of Registered Behaviour Analyst. In addition, another information meeting was held for members of BCABA, which is the professional association in BC for Certified Behaviour Analysts. The Registrar also made a formal presentation at the BC Association of School Psychologists AGM. Meetings were also held on an ongoing basis with BCPA, in addition to some ongoing consultations on various matters. General information meetings in 2016 were held in Vancouver, Victoria and Kelowna allowing for significant engagement with a large number of registrants

Annual General Meeting The Annual General Meeting for the 2015 year was held in Vancouver on May 26, 2016 at SFU Harbour Centre. The continuing competency presentation was on Cultural Competency and was provided by Dr. Nadine Caron. Dr. Caron provided an insightful and compelling presentation on issues related to service provision with indigenous populations from both a professional and personal perspective.

College Workshop Based on the very successful 2015 workshop "Lessons from the Past and Prepping for the New Reality", which was well received by the approximately 25% of registrants, the College is developing an online version which will be available for registrants in late Spring 2017.

Strategic Planning The five practice issues highlighted as either high or medium risk for the College at the 2014 Strategic Planning meeting of the Board continued to be the primary focus of the Board during 2016: litigation and legal processes, collaborative care and overlapping scopes of practice, unregulated healthcare services, foreign trained applicants and AIT issues, and financial challenges.

Participation with Local, National, and International Organizations The College remains an active participant in various regulatory organizations including the BC Health Regulators (BCHR). The Registrar continued to serve on the Executive Committee of BCHR, and the Deputy Registrar continues as the Co-Chair of the subcommittee on Quality Assurance. While each regulatory agency's priorities reflect differences in workload complexity, resources and practice issues, the advantage of presenting a single, organized voice to government on common issues has been proven. We can anticipate ongoing impact as BCHR expands its work on identifying common interests and realizing the benefits of collective engagement with government. A new issue under discussion is that of sharing space and other operational resources, with the possibility of a large number of Colleges seeking to move into a new facility. This is one of several topics under discussion that need our careful deliberations, as there are implications both for operational autonomy as well as the objective of reducing costs.

The College also plays a very active role in the Association of Canadian Psychology Regulatory Organizations (ACPRO) with the Registrar as Vice-Chair. The Registrar is lead on the task force on the differentiation of Master's vs. Doctoral level practice. Work is continuing with the document remaining under current review and well received at the ACPRO meeting in November. Challenges remain, as great variability exists across the jurisdictions with regard to legal obligations and legal implications of differentiating doctoral v. master's level training. Labour mobility provisions of the Agreement on

Internal Trade will continue to make regulating the practice of psychology, and in particular informing and protecting the public interest, difficult.

Work also continued on the Foreign Qualifications Recognition (FQR) project. The profession of psychology was identified by the Federal government committee on foreign trained professionals as one of the professions mandated to establish a coherent single point of entry for foreign trained psychologists seeking to immigrate and practice in Canada. The Registrar had multiple meetings and teleconferences with government representatives on this issue, in addition to spearheading the development of an action plan which will go before government funders for approval in 2017.

The College also continues to be an active member of the Association of State and Provincial Psychology Boards (ASPPB) and participated in October in Baltimore where the Registrar gave a keynote presentation on the topic of the AIT. The College also remains affiliated with the Association of Executive Directors and Registrars of BC.

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

Implementation of policies and procedures related to Sept 1, 2014 new bylaws.
We again completed renewal for the second year under the new bylaws, and by conducting renewal completely online were able to greatly streamline the process. Of note, the new bylaw requirement for naming a professional executor attracted several questions from registrants. A posted checklist and *Chronicle* article on the topic should better inform registrants going into the 2017 renewal period.

Planning related to College demographics.
The College continues to carefully track registrant demographics. As with last year, the number of active registrants has not shown a significant drop and does reflect a modest increase. Some of this increase is due to an increasing number of reciprocal applicants, mainly from Alberta. Nonetheless, it is very positive that we continue to have a robust number of registrants as this has direct implications for access to psychological services by the public.

Complaint investigation processes
The complaint investigation process continues to evolve with improvements in triage, front end engagement with complainants and acquired experience with the relatively new "Registrar Stream" complaints. Challenges exist with the increase in "reporting stream" complaints that are reported under the *HPA*. This new stream is attempting to balance the College's obligations under the *HPA* while maximizing privacy of registrants dealing with health and mental health issues. There were multiple matters dealt with under this stream in 2016 and we continue to observe a significant increase in the complexity of complaints and the increase in Complainant expectations.

Finances
Once again, we are on track to finish the year within budget, along with a small further contribution to our contingency fund. As noted last year, this "continues to be a notable achievement, given our ongoing challenges of serious complaints; the high likelihood of complainants taking us forward to the HPRB, the increasing complexity of complaints; the increase in registration-related HPRB applications; registrant demographics and our limited staff resources". The shifting amounts in the line items of IC

legal and HPRB legal is representative of the changes to the complaint investigation process in making a deliberate and well-informed risk assessment of those files likely to be resolved without achieving full "satisfaction" on the part of the Complainant.

HPRB
An IC decision on a matter that had been sent back to the Inquiry Committee by the Review Board for further investigation was confirmed. The Review Board's decision commented on its view about best practices regarding s. 33(5) and the requirements for Colleges to request responses from Registrants. One other matter having to do with a registrant leaving phone messages with a worker seeking worker's compensation was resolved through mediation with the Respondent and the Complainant, as the College felt that there were no matters for which the College could mediate. A number of other complaint matters are in the early stages of review at the HPRB. With regard to registration matters, an applicant withdrew her application for HPRB review after a series of meetings with the Registrar.

New Website
Many hours have been devoted in 2016 to the design and development of a new College website. While the website is very close to launch, the College will not move to the new platform until completion of the online renewal process for 2017.

Staffing
A new full time position, Director of Policy and External Affairs, was created after considerable planning to establish the role and job description, which is complementary to those of the Registrar and Deputy Registrar. The Deputy Registrar has had primary responsibility for the Quality Assurance Committee and Continuing Competency Program for several years and plays an expanded role in a variety of ongoing matters, showing an astute and growing appreciation for the risks and challenges we face.

Summary
The 2016 year was marked with considerable challenges but we are set to close the year in a solid financial position, and while we face a number of HPRB applications these were each anticipated and well-investigated. Our staff has an important new addition which will significantly increase our ability to identify and anticipate risks as a result of public policy shifts. I could not be more proud to be the Chair of the Board of this College, and of the professional, efficient and competent manner in which the College staff, committees and Board work together to meet our mandate of public protection in regulating the profession of psychology.

In closing, 2016 was a very busy and productive year, and it was my pleasure and privilege to serve as the 2016 Board Chair.

Respectfully submitted,
Marlene Moretti, Ph.D., R.Psych.,
Chair of the Board 2016

COMMITTEE REPORTS

DISCIPLINE COMMITTEE REPORT
There were no hearings of the Discipline Committee and no citations issued for hearings in 2016.

Respectfully submitted,
Henry Harder, Ed.D., R.Psych.,
Chair, Discipline Committee 2016

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.
The Committee acknowledges the work of the BCHR during 2016 on acceptance of a policy document and the endorsement of shared processes and values among the health Colleges with regard to Patient Relations.

Respectfully submitted,
J. Dean Readman
Chair, Patient Relations Committee 2016

INQUIRY COMMITTEE REPORT

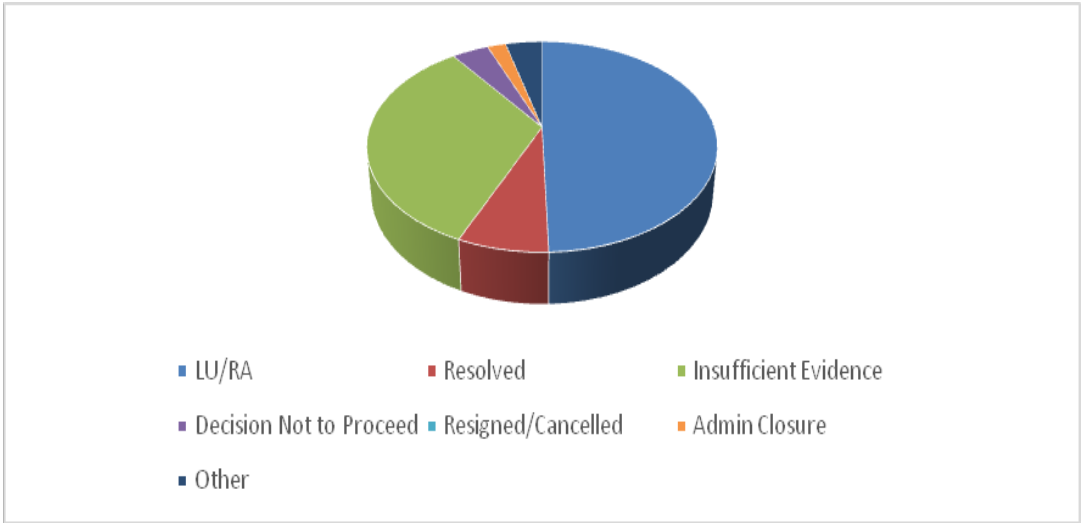
A total of 54 new complaints were received in 2016. Of these 54, 15 were closed during the 2016 year and 39 remained open as of December 31, 2016. A total of 45 files were closed in 2016, and closing reasons are summarized in Table 1 below. Please see the Complaint Section of the Registrar's report in this Annual Report for more summary data.

Table 1: Files Closed During 2016 (N=45)

Closing Reason	Number
Letter of Undertaking or Resolution Agreement (LU/RA)	22
Resolved	3
Insufficient Evidence	15
Decision Not to Proceed (no jurisdiction, withdrawn, vexatious or frivolous)	2
Resigned/Cancelled	0
Administrative Closure	1
Other*	2
Total	**45**

*In the current year, "other" refers to cases that were resolved by way of communicating the Inquiry Committee's expectations for future conduct, where the conduct was not viewed as serious as defined by the *HPA*.

Figure 1: Closing Reason by Percentage



The volume of work before the Inquiry Committee is extremely high, often involving the review of thousands of pages per month. I take this opportunity to convey deep appreciation for the generosity of time and wisdom of our professional and public committee members. The volunteer spirit meshed with the highest standards of integrity is a very powerful component to our ability to self-regulate.

Respectfully submitted,
Kenneth Cole, Ph.D., R.Psych.,
Chair, Inquiry Committee 2016

REGISTRATION COMMITTEE REPORT

Agreement on Internal Trade (AIT) As in previous years, and in accordance with the *Labour Mobility Act*, AIT applications from psychologists registered elsewhere in Canada were received and processed. Nearly half of all 2016 applications were from AIT applicants. This is a significant increase in the proportion of new applicants who are making application on the basis of registration in another Canadian jurisdiction. The Registration Committee continues to monitor the processing times of these and other applications. For reciprocal applicants who have submitted a complete application file it is typical for the file to be reviewed and the applicant granted permission to take the Written Jurisprudence Examination (WJE) within 3 months of applying. For those who have not yet moved to BC, applicants are able to take the exam in their home jurisdiction in order to expedite the registration process. Greater detail regarding this particular subset of applicants and timelines is provided in later sections of this Annual Report.

Foreign Qualifications Recognition (FQR) As part of its membership with the Association of Canadian Psychology Regulatory Organizations (ACPRO), the College continues to participate in drafting a plan for Internationally Trained Psychologists (ITPs) who wish to seek registration in a Canadian jurisdiction. ACPRO has prepared a submission to Employment and Social Development Canada (ESDC) as a first step in advancing a partnership with that organization and the Foreign Qualification Recognition Working Group (FQRWG). It is ACPRO's hope to partner with the ESDC on its shared objectives of accessible preparation and pre-arrival supports for ITPs as well as efficient and timely assessment and recognition of their credentials. More information regarding this group of applicants can be found in later sections of this Annual Report.

Accredited Training Programs and Internship Sites The College values the opportunity to connect with the students and faculty of the CPA accredited doctoral training programs and internships. At the direction of the Registration Committee, College staff has active and ongoing engagement with the training programs and internships so that these groups can stay informed of relevant regulatory issues and current registration requirements.

I sincerely wish to thank the professional and public members who generously give their time for service on the Committee. The Committee members, along with the oral examiners and regulatory supervisors are vital to the fair and efficient processing of the many number of applications the College receives each year. I would also like to acknowledge the College staff for their hard work and diligence in handling each application for registration.

Respectfully submitted,
Philippa (Pippa) Lewington., Ph.D., R.Psych.,
Chair, Registration Committee 2016

QUALITY ASSURANCE COMMITTEE REPORT

Continuing Competency Program Audit As in previous years, a random sample of registrants was selected as part of the audit of the Continuing Competency Program. The Committee was pleased to see that many of those audited had attended the 2015 registrant workshop and passed the quiz which

meant that they met requirements for the year. Registrants have and continue to be highly compliant with the program and the auditing process, for which the Committee and College staff are grateful.

Practice Support Checklists In the Fall of 2016, the College published ten practice support checklists for registrants. The checklists are intended to provide general guidance to assist registrants in identifying issues and options that should be considered, and implementing strategies to address issues, resolve problems and improve practice, with respect to various aspects of psychology practice. Topics include use of email and other electronic media, supervision services, informed consent, advertising, social media, release of information requests and others. A checklist along with FAQs on the topic of Medical Assistance in Dying (MAiD) is scheduled to be published in 2017.

Indigenous Cultural Competency Task Force The CPBC Indigenous Cultural Competency Task Force was established by the Board in September of 2016, with the mandate to maximize College Board, Committee and Staff training and knowledge of indigenous cultural competency issues, identify aspects of College functioning and structure where particular attention should be paid to ensuring inclusiveness and specialized training, and assessing the current level of registrant participation in indigenous cultural competency training to inform how to best maximize registrants' indigenous cultural competencies. The Task Force will also be reviewing the *Code of Conduct* to ensure appropriate coverage of indigenous cultural competency standards and to enhance registrants' awareness of indigenous cultural competency issues. Chaired by former Board Chair Henry Harder, the Task Force includes registrants Yaya De Andrade, Jeffrey Ansloos, Alanaise Goodwill, Brenda Knight, Sarina Kot, Jo-Ann Majcher, Marlene Moretti, Donna Paproski, Maureen Olley, and Kamaljit Sidhu. The College wishes to thank the registrants who've put their name forward to serve on this important Task Force.

Practice Support Service The Practice Support Service has been in place since 2010 and has been well utilized by registrants. In 2016, a total of 167 contacts were made with the Service, bringing the grand total of queries received and responded to since its inception, to 1202. The Registrar's report contains additional data with regard to utilization and kinds of practice issues addressed through the Service during the year.

I'd like to take the opportunity to thank the professional and public members of the Committee for their time, careful attention and thoughtful decision making on all matters that come before them. I wish to recognize the College staff and thank them for their hard work and commitment to the highest standards in professional regulation.

Respectfully Submitted,
Henry Harder, Ed.D., R.Psych.,
Chair, Quality Assurance Committee 2016

FINANCE REPORT FROM THE BOARD

Audited financial statements for the 2016 year are found at the back of this Annual Report. Table 2 provides a comparison of College expenses over the past 5 years.

As shown in the Table, there has been an increase over the past two years in the percentage devoted to wages, reflective of the increase in senior staff with the hiring of a Director of Policy and External Affairs (see my Chair's Report). The percentage devoted to statutory expenses remains in range and shows a decrease over past years and operating expenses also showed both an absolute and a percentage decrease. Overall, the Board remains very satisfied with the College's ability to stay within budget while managing an expanding workload and an increase in the complexity of both application and complaint matters.

Table 2: Comparative Expenses

YEAR	WAGES AND BENEFITS		STATUTORY EXPENSES		GENERAL OPERATING EXPENSES		TOTAL EXPENSES	
	Amount	%	Amount	%	Amount	%	Amount	%
2012	637,044	41	392,154	25	519,148	34	1,548,346	100
2013	642,732	44	336,501	23	453,613	32	1,438,846	100
2014	717,825	45	322,331	20	556,241	35	1,596,878	100
2015	738,543	49	264,940	17	520,356	34	1,523,839	100
2016	819,219	50	315,300	19	504,181	31	1,638,690	100

Respectfully Submitted,
Marlene Moretti. Ph.D., R.Psych.,
Chair of the Board, 2016

REGISTRAR'S REPORT

Below is the Registrar's Report on the activities of the College for the year 2016. This report is divided into three main sections:

I. **Registration/Application Matters** This section provides a description of the College Register for 2016, a summary of application activity, and a report on examinations.
II. **Complaint and Investigative Matters** The second section provides a descriptive and statistical analysis of complaint and HPRB matters.
III. **Administrative Matters** The third section summarizes activities of the Practice Support Service, administrative activities related to external relationships, and our obligations under the *Ombudsperson* and *Freedom of Information and Protection of Privacy Acts*.

I. REGISTRATION/APPLICATION MATTERS

This section is divided into 2 sections as follows:
1) The College Register 2016 and
2) Summary of Application Activity

1. The College Register 2016 As of December 31, 2016, the College Register listed a total of 1317 registrants in the various classes of registration, some with limitations per their class of registration and/or limitations as per the College's Inquiry Committee.

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

In addition to these small additional classes, there are two classes related to "temporary" registration. The first, called "temporary (supervised)", is for individuals granted registration by a decision of the Registration Committee who meet the criteria for Registered Psychologist registration but have not completed the required registration examinations or other required continuing competency and quality assurance requirements necessary for reinstatement. These registrants provide services under the supervision of an approved registrant of the College. The second temporary class, "temporary (visitor)",

is for individuals fully registered for the practice of psychology in another jurisdiction who come to British Columbia to provide psychological services for a very short (typically two weeks or less) period and for a specific purpose (such as providing expert witness testimony). A final class established in the new bylaws is "non-practising" which is for individuals currently not practicing in British Columbia as they are: on medical, parental or other leave, live out of province and are registered elsewhere for active practice, or are completely retired from psychology practice.

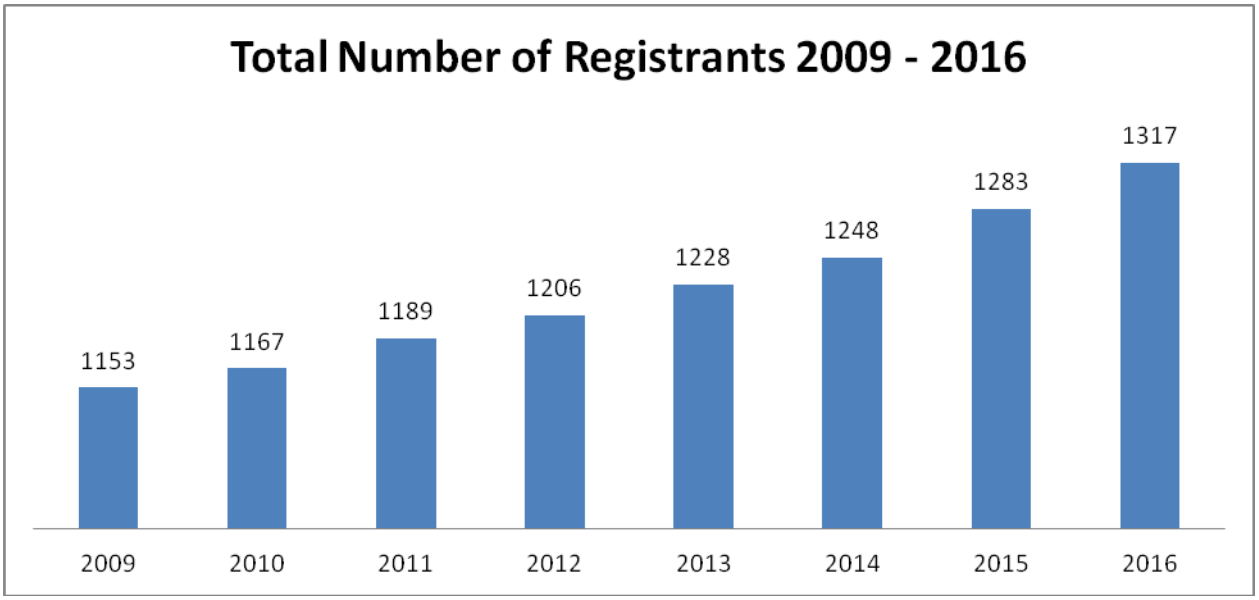
Table 3: The College Register as of December 31, 2016

Register as of December 31, 2016	Total
Registered Psychologists – No Limitations or Conditions	1207
Registered Psychologists -- Limitations as per Inquiry Committee	7
Limitations as per Class of Registration:	
Non-Practising (Out of Province)	32
Non-Practising (Medical, Parental or Other Leave)	16
Non-Practising (Retired)	41
Grandparented Registration	6
Associate Psychologist (Corrections)	5
Temporary (Supervised)	1
Limitations as per Inquiry Committee (IC) and per Class of Registration	2
Total	**1317**

Additionally, 13 Temporary (Visitor) registrants were registered at various points throughout 2016.

The College has maintained a relatively stable number of registrants with a steady, but modest, increase over the years. This increase is illustrated in Figure 2, depicting the total number of registrants over the years 2009-2016.

Figure 2: Total Number of Registrants 2009 – 2016



As shown in Table 4 below, a total of 68 new registrants were added to the Register in 2016, most of whom were seeking registration as first time registrants in the class of Registered Psychologist. AIT (Agreement on Internal Trade) applicants are those applicants holding full registration as a psychologist

in another Canadian jurisdiction and Mobility applicants hold a license to practice psychology in a US jurisdiction.

Table 4: New Registrants by Application Category

2015				2016			
First Time Applicants	**AIT**	**Mobility**	**Total**	**First Time Applicants**	**AIT**	**Mobility**	**Total**
32 R.Psych. 1 Associate Psychologist (Corrections)	28	5	**66**	38 R.Psych. 3 Associate Psychologist (Corrections)	23	4	**68**

2. Summary of Application Activity Table 5 below summarizes the application activities at the College during the 2016 year, along with comparison data from the previous year. As shown in the table below, a total of 65 applications for registration were received. Of these, 46% (n=30) were seeking registration for the first time, 48% (n=31) were AIT applications and 6% (n=4) were Mobility applications.

Foreign Trained Applications Received in 2016

Of the 30 applications received from individuals seeking registration for the first time in North America, 10 were foreign-trained. The majority of the applicants were trained in the United States (n=8). Two (2) applicants were trained outside of North America (Germany and India). The United States trained applicants were most typically graduates of APA accredited doctoral programs and internships which provides for a streamlined and efficient pathway to registration.

Table 5: Application Activity Summary 2015-2016

Applications Received*	2015	2016
Registered Psychologist Registration	44	30
Associate Psychologist (Corrections)	2	0
Psychology Assistant	3	0
AIT	27	31
Mobility	5	4
TOTAL	**81**	**65**

*Additionally, 11 applications for Temporary (Visitor) registration were received throughout the 2016 year.

Examinations

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

Table 6: Number of Examinations Written in 2016

	2011	2012	2013	2014	2015	2016
EPPP Examinations	31	29	46	30	38	29
Written Jurisprudence Examinations	31	61	52	59	73	61
Oral Examinations	52	26	43	31	39	35
Readiness for Practice Examination	-	-	-	-	4	2

The EPPP was taken 29 times in 2016. Twenty – eight (28) of the 29 applicants were taking the exam for the first time and passed. The minimum required passing score is 500/800 (scaled score). The average passing score for first-time test takers in 2016 was a scaled score of 621/800 (range 509-722). One (1) was a re-take of the EPPP which resulted in a passing score. As in past years, the WJE was held at the College offices on a monthly basis. Fifty-eight (58) applicants passed on their first attempt. Two (2) applicants took the exam for a second time and successfully passed while another is awaiting a retake.

In 2016, 35 oral examinations were held. Of the applicants taking the exam for the first time (n=34), 32 (91%) fully passed and were added to the register. The other candidates (n=2) elected to accept a short period of supervision to address the areas identified in the examination as needing remediation prior to being added to the register. Owing to the small number of Associate Psychologist (Corrections) and Psychology Assistant candidates, for privacy reasons, detailed RFP results are not reported.

Application Outcomes and Timelines

Outcomes: Of the 68 individuals added to the Register in 2016, 38 were first time Registered Psychologist applicants and 3 were first time Associate Psychologist (Corrections) applicants; 23 were psychologists registered elsewhere in Canada and 4 were already licensed as psychologists in the US.

A total of 11 foreign trained applicants seeking registration for the first time in North America, were accepted for registration and added to the Register in 2016. Nine (9) were trained in the United States, the other two (2) were trained in the UK and Australia. This is consistent with previous years.

As outlined in previous sections, the vast majority of applicants for registration are granted registration. The North American standard of accredited training and clarity of registration requirements likely assists in ensuring that applicants self-select prior to submitting an application. Over the past five years (2012 – 2016), only 11 applicants have been refused registration. All were seeking first time registration in the Registered Psychologist class.

Two of these individuals did not pass the EPPP within the three attempts allowed. One reapplied and is now fully registered as a psychologist while the other has reapplied and is still going through the registration process. One was found not to meet the education, training and experience requirements for registration as a psychologist, undertook additional training in order to meet the requirements and is now fully registered as a psychologist.

With regard to the other 8 applicants, the Registration Committee determined that their education, training and experience did not meet the registration requirements, and they were not able to successfully demonstrate that their knowledge, skills and abilities were substantially equivalent to the requirements. Several of these individuals met the criteria to either apply for registration in a different registration class or the proposed class for school psychology which is in progress. Three (3) of these individuals made application to the Health Professions Review Board (HPRB) for a review of the College's decision. Two matters were settled through the HPRB mediation process and one was withdrawn with all applicants electing to pursue the class for which the Committee determined they were most appropriate.

Timelines: Most applicants have their applications reviewed and are moved to the examination phase within three months from date of receipt of application. This includes AIT, Mobility and those applicants from APA/CPA accredited programs who've also completed APA/CPA accredited internships.

For first-time registrants with applications not needing additional information or clarification, in 2016 the average length of time from receipt of the application to placement on the Register was approximately 12 months. Length of time is significantly impacted by any leave or extension on the part

of the applicant, timeliness in studying for and taking examinations, success on examinations, and the accreditation status of the applicant's graduate program, and applicants from APA and CPA programs typically experience a significantly shorter time through to registration. For applicants coming from accredited programs, who pass all exams in a timely fashion, the process can be completed in less than 12 months. Of these types of applicants registered in 2016, approximately a third were able to do so within one year.

AIT applicants were registered within 6 months of application, on average. The four Mobility applicants averaged 5 months from date of application to registration. Length of time for the AIT/Mobility application streams is often determined by when applicants move to BC as most decide to sit for the WJE exam in BC rather than have it proctored in their home Canadian jurisdiction.

The College continues to actively track these time periods and will report on timeframe for applications on an ongoing basis. Most significant time delays for any category of registration are due to identified deficiencies in the applicant's training as well as deferrals, parental leaves and other applicant-generated delays.

Registration Matters before the Health Professions Review Board in 2016.
One applicant who was denied registration in the Registered Psychologist class of registration, appealed the decision in 2016. The appeal was subsequently withdrawn.

II. COMPLAINT AND INVESTIGATIVE MATTERS

This section contains information about complaints that the IC received or closed in 2016. This section is divided into the following topic areas:

1. Complaint file status as of December 31, 2016;
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 2016 and comparison with previous years;
6. Components of the complaint investigation process;
7. Letters of Undertaking/Resolution Agreements;
8. Complaints per year and number of registrants with complaints.
9. Summary of Complaint Matters before the Health Professions Review Board

1. Complaint file status as of December 31, 2016 – In 2016, the College received 54 complaints, which brings the total number of complaints received since the *Health Professions Act (HPA)* came into effect to 842. Of the new complaints received in 2016, 15 were also closed in 2016, leaving a total of 39 new complaints received in 2016 that were still open at the end of the year.

2. Descriptive Complaint Summary – The College tracks complaints according to a number of key variables, including primary allegation, complaint context, and complainant type. A descriptive summary of complaints received in 2016 and a comparison to previous years is below.

a. Primary Allegation Table 7 shows the primary allegations for complaints received in 2016 as categorized by *Code of Conduct* standards. The most frequent primary allegations related to General Competence (Section 3 of the *Code*), Relationships (Section 5), and Assessment Procedures (Section 11). This is consistent with previous years, in that General Competence and Assessment Procedures were frequent areas of complaints. Within General Competence, many of the concerns related to opinions contained in assessments. There was a slight increase in the number of complaints related to Relationships. Several of the complaints within this category alleged that the registrant did not

Preserve Client Welfare (5.1 of the *Code*) and/or did not take steps to Avoid Harming (5.26 of the *Code*) any individual with whom he or she works (see Table 8).

Table 7: Primary Allegation in Complaints Received 2000-2016

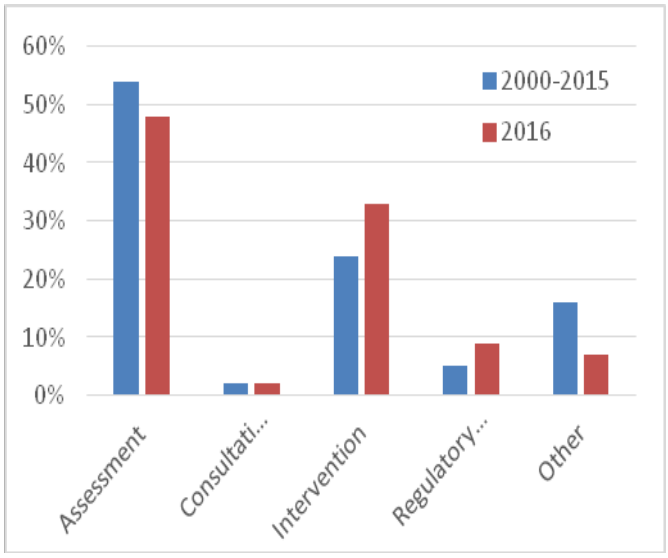
Primary Allegation	2000-2015		2016		Total	
	#	%	#	%	#	%
General Standards for Competency (CC 3.0)	134	17%	11	20%	145	17%
Informed Consent (CC 4.0)	32	4%	5	9%	37	4%
Relationships (CC 5.0)	119	15%	12	22%	131	16%
Confidentiality (CC 6.0)	39	5%	8	15%	47	6%
Professionalism (CC 7.0)	117	15%	6	11%	123	15%
Provision of Services (CC 8.0)	19	2%	1	2%	20	2%
Rep. of Services/Credentials (CC 9.0)	3	0%	0	0%	3	0%
Advertising/Public Statements (CC 10.0)	21	3%	1	2%	22	3%
Assessment Procedures (CC 11.0)	260	33%	10	19%	270	32%
Fees (CC 12.0)	11	1%	0	0%	11	1%
Maintenance of Records (CC 13.0)	1	0%	0	0%	1	0%
Security/Access to Record (CC 14.0)	12	2%	0	0%	12	1%
Compliance with Law (CC 18.0)	7	1%	0	0%	7	1%
Application (CC 2.0)	2	0%	0	0%	2	0%
No Standard Applicable	11	1%	0	0%	11	1%
Total	788	100%	54	100%	842	100%

b. Complaint Context Table 8 and Figure 3 show the context of the complaints received in 2016. Consistent with trends from previous years, the majority of complaints (48%) occurred in the context of an assessment, such as a custody and access or return to work assessment.

Table 8: Number of Complaints by Context for Complaints Received 2000-2016

Complaint Context	2000-2015	2016	Total
Assessment	424	26	450
Consultation	17	1	18
Intervention	187	18	205
Regulatory Compliance	37	5	42
Other	123	4	127
Total	**788**	**54**	**842**

Figure 3: Complaint Context by Percentage



c. Complainant Type Table 9 shows that in 2016, the majority of complaints came directly from clients (n = 33), which is a higher proportion than in previous years. It is the College's preference to receive complaints directly from clients as it allows the College to have direct communications with the Client without having to unnecessarily involve third parties or to be limited in what information can be shared in conducting an investigation or informing Complainants about the outcome of investigations. The College, however, will accept any complaint that is received in writing and reminds Registrants of their obligations under Section 32.3 of the *Health Professions Act* to bring their concerns about any regulated health professional's conduct or competence to the professional's respective College.

Table 9: Complainant Type in Complaints Received 2000-2016

	Complainant Type	2000 - 2015		2016		Total	
		#	%	#	%	#	%
Public	Client – 3rd Party	164	22%	3	6%	167	20%
	Client – Direct	250	31%	33	61%	283	34%
	Client – Relative	97	13%	5	9%	102	12%
	Colleague	125	15%	4	7%	129	15%
	Other	62	8%	3	6%	65	8%
Inquiry Committee		90	12%	6	11%	96	11%
	Total	**788**	**100%**	**54**	**100%**	**842**	**100%**

3. Investigations Opened by the Inquiry Committee Under the *Health Professions Act*, the Inquiry Committee can open an investigation when there are public protection concerns or when the Committee becomes aware of a new area of concern in the context of investigating another complaint. As noted above, the Inquiry Committee opened 6 investigations under its own motion in 2016.

4. Length of Time to Close Files The Inquiry Committee closed 45 complaints in 2016. Of these complaints, the number of months to investigate and/or close a file ranged from 1 to 34 months. Figure 4 below contains the comparative length of time to close complaint files for 2014, 2015, and 2016. Figure 5 shows the average time to close complaint files in 2016.

Figure 4: Average Time (in months) to Close Complaint Files by year

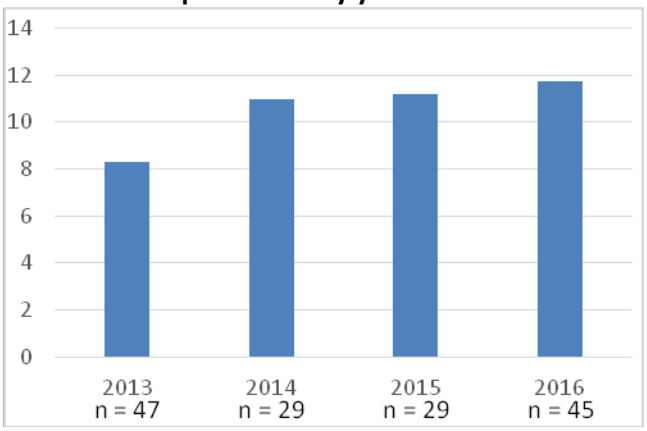
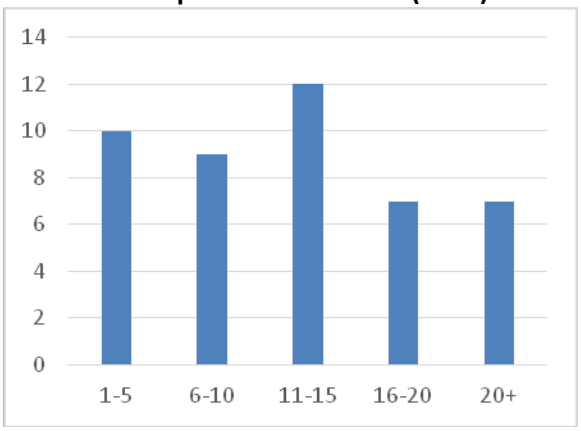


Figure 5: Average Time (in months) to Close Complaint Files in 2016 (n=45)



In 2016, the Inquiry Committee closed a limited number of complaints expeditiously as they fell within the category of reports from registrants under section 32.2 of the *HPA*, or were dealt with within the Registrar stream. Eighty-four percent of complaints were closed within 18 months of receipt and 7 complaints were closed in 22-34 months due to their complexity, volume of material, additional allegations that were added to the complaint in the course of the investigation, and investigative steps that were necessary before the Committee could dispose of them. During 2016, the Inquiry Committee

had 84 different complaints before them, including ongoing complaints from previous years and complaints received in 2016. In addition, the Inquiry Committee reopened one complaint that was before the HPRB in response to new information that was submitted in another complaint. Each complaint was carefully reviewed and the Committee devoted considerable time ensuring that their investigations were thorough and that they reached reasonable dispositions. The Committee remained diligent in reviewing all of the complaints that were before them, which was impressive in light of the greater than average number of complaints, large volume of complaint material, complex investigations, and serious nature of concerns that were raised.

5. Complaint File Closing Reasons Forty percent of complaints closed in 2016 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. Fifty-three percent of the complaints were closed by the Respondent signing a voluntary Agreement, or the Committee communicating their expectations to the Respondent for their future conduct. The latter means of resolution was used when the alleged breach of the Code was minor and did not raise public protection concerns. In 7% of the complaints, the Respondent addressed the Complainant's concerns (e.g. making corrections to a report) and there was no need to take the complaint further as there were no public protection concerns. A detailed breakdown of the closing reasons is provided in Table 10 below.

Table 10: Closing Reasons for Complaints Closed 2014-2016

Closing Category	Closing Reason	2014		2015		2016		Totals	
		#	%	#	%	#	%	#	%
Dismissed due to lack of evidence; withdrawn; admin. closure; no jurisdiction	Insufficient Evidence	1	3%	7	24%	15	33%	23	22%
	Decision to not proceed	11	37%	0	0%	3	7%	14	13%
Voluntary Resolution	Undertaking or Consent Agreement	15	50%	16	55%	24*	53%	55	53%
	Resolved	1	3%	4	14%	3	7%	8	8%
Resigned/ Cancelled**		2	7%	2	7%	0	0%	4	4%
Totals		**30**		**29**		**45**		**104**	

* Two of these cases were resolved by the IC communicating their expectations for future conduct.
**In the event a Respondent resigns in the context of an ongoing complaint investigation, as was the case for 2 files involving one registrant in 2015, the complaint investigation proceeds through to conclusion and a public notice is placed on the College website in those instances where the Board has determined, as per s. 53 of the *Health Professions Act*, that it is in the public interest to do so.

6. Letters of Undertaking/Resolution Agreements. A total of 22 Resolution or Undertaking Agreements were signed by Respondents to close complaints in 2016. There were additional Interim Agreements that were signed while the Inquiry Committee was conducting their investigation. In these cases, Interim Agreements were deemed necessary as the alleged conduct was serious and steps needed to be taken to protect the public. In most cases, Interim Agreements were used to avoid having an extraordinary hearing under section 35 of the *HPA*.

The terms that are included in Resolution and Undertaking Agreements are determined on a case by case basis. In a number of the more serious complaints below, a hearing of the Discipline Committee would have been held if a mutual agreement had not been achieved. Table 11 provides a summary of primary allegations and general terms for Agreements signed by Respondents during the 2016 year as a means of bringing a complaint file to a close. Of the Agreements that were signed, two complaints warranted the issuance of a public notification on the College website as they were serious,

as defined by the *HPA*.

Table 11: Summary of Terms of Letters of Undertaking/Resolution Agreements in 2016 (N=22)

# of Files	Primary Allegation by *Code* Section	Examples of Terms Included in Consent or Undertaking Agreements
6	Competency	• Full supervision of all aspects of the registrant's practice; • Supervision regarding specific issues, such as boundary issues, dual roles, recognition and management of personal issues that may interfere with clinical practice, providing information to third parties, assessment procedures, treatment planning, record keeping requirements; • Limiting the types of clients a registrant can treat or assess; • Writing a letter of apology/regret; • Issuing corrections or an addenda to a report; • Reviewing issues/decision-making that led to the complaint and making any necessary changes to practice; • Creating or revising consent forms; • Revising billing practices; • Agreeing to an audit of one's practice; • Agreeing not to repeat conduct that led to complaint; • Agreeing to enter non-practicing class of registration; • Completing specific education/training;
3	Relationships	
2	Confidentiality	
5	Professionalism	
6	Assessment procedures	

7. Complaints per Year and Number of Registrants with Complaints

Figure 6 shows the number of complaints and the number of registrants who have been the Respondents to these complaints. As in previous years, there were some registrants in 2016 who were the Respondents in more than one complaint. To interpret the figure below, consider that an equal number of complaints and Respondents would indicate that each complaint was regarding a unique Respondent. The greater the difference between the number of complaints and Respondents indicates that there were multiple complaints against fewer Respondents.

Figure 6: Number of Respondents Relative to the Number of Complaints Received Per Year from 2006 - 2016

8. Summary of complaint matters before the Health Professions Review Board

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

A total of 42 applications related to College registration and complaint matters have been filed with the HPRB since its inception in 2009. Three new matters were brought before the HPRB in 2016 and two of these files remain ongoing. The formal decision of one of the 42 matters was posted during the 2016 year, but was reported in last year's annual report (a matter sent back to the Inquiry Committee with directions to obtain a response from the Respondent as the matter had been summarily dismissed by the Committee which was completed with the conclusions of the Committee remaining unchanged). The three new matters are as follows: One file pertains to a complaint about comments made by a registrant in a public setting with regard to the Complainant's health status and a second one had to do with a complainant's experience of confidentiality with her therapist and his office. Of note, the registrants in both of these files signed a Resolution Agreement with the College which, in the view of the Inquiry Committee, appropriately addressed the matters raised in the investigation of the complaint. In the second of these two files however, a decision was made by the Inquiry Committee to re-open its investigation in light of new evidence brought forward. The third file, having to do with telephone messages, was resolved through a mediated discussion of the Review Board between the Complainant and the Respondent.

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 2016 year. Two requests were received in 2016 under the *Freedom of Information and Protection of Privacy Act*. All matters were responded to promptly and within established timelines. One request from 2014 and two requests from 2015 before the Office of Information and Privacy Commissioner were closed in 2016. No requests remained ongoing at the end of 2016.

2. **Relationships with Other Regulatory Bodies -** The College continues its active engagement with the other health Colleges in British Columbia as well as with the other Canadian psychology regulatory bodies. The College of Psychologists is a proud participant in both BCHR and ACPRO.

3. **Practice Support Service -** The Practice Support Service was developed to assist registrants in considering how best to handle ethical dilemmas and practice decisions and to enhance clinical practice, consistent with the College's public protection mandate. Since its inception in March of 2010, the Practice Support Service has received a very positive and active response from registrants, with a total of 1202 queries through December 31, 2016. Of these, 167 were received in 2016, the majority of which came via telephone, with a small number using the email account established for this purpose, or facsimile. This is a small increase from the 2015 total, in which 151 requests were received. Efforts are made to handle all inquiries by telephone, regardless of the modality in which the inquiry was received, in order to facilitate discussion of the issues. The most frequent topic areas in 2016, in descending order, were: release of information; practice issues; record keeping; telepsychology; concern regarding another registrant/applicant; competency issues, including scope of and adding to; dual relationships/roles; informed consent; reporting of a client or other person; retirement issues; professional executor/will; supervision; and incorporation issues. There are various complex issues related to release of information requests. The most common inquiries in 2016 related to release issues were, in descending order of frequency: consent issues; release in legal contexts; and release of tests/test results. An equal number of

release-related inquiries were received relating to a deceased client, other issues, report writing in a legal context, and release to the client. In addition to responding to inquiries from individual registrants, the Practice Support Service also posted final versions of a number of checklists on the College website in 2016. These checklists were developed to assist registrants in considering challenging practice issues, including those frequently raised in calls to Practice Support.

4. **Acknowledgments -**It is a privilege to serve the College as its Registrar. The College Board and Committee members exemplify the heights of professionalism and integrity. The College continues to be very well served by the wise legal guidance of Mr. Kensi Gounden and Mr. Jason Herbert. The staff of the College continues to manage a high volume of work matched with exemplary professionalism and competence. The hiring of Mr. David Perry as Director of Policy and External Affairs is a very timely and important addition. I am honoured to work with this community of dedicated individuals as Registrar.

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

MINUTES OF THE ANNUAL GENERAL MEETING FOR THE 2015 YEAR - MAY 26, 2016

Welcoming Remarks and Election of a Meeting Chair Henry Harder chaired the AGM on behalf of the board chair, Marlene Moretti, who was out of town. As per the bylaws, Dr. Harder informed the registered psychologist registrants in good standing in attendance, which includes those in Vancouver and Victoria and all those registrants throughout the province via webcast, that they must elect a chair of this meeting in the absence of the board chair and vice-chair. He entertained a motion to be nominated for appointment as the chair of this meeting, and welcomed any other nominations of the other board members in attendance. As no further nominations were received, Dr. Harder entertained the motion for his nomination to Chair the meeting which was confirmed by vote. Dr. Harder welcomed everyone to the Vancouver site, thanked Dr. Lee Grimmer for coordinating things in Victoria, and welcomed everyone participating via webcast. He noted that about 23% of active registrants were participating in the AGM.

Agenda and Minutes: The Agenda of the meeting, which was the Table of Contents of the 2015 Annual Report, was approved. The Minutes of the previous AGM, on page 23 of the 2015 Annual Report, were also approved.

Introductions: Dr. Harder introduced the members of the current College Board in attendance. He also recognized members of the 2014 Board in attendance. In particular, he acknowledged the six years of service of Michael Elterman and Hendre Viljoen who both completed six years on the Board in December 2015 and reviewed their respective contributions through chairing committees and board participation during a time of significant change and challenge for the College. Also recognized for six years on the Board was public member Ms. Jenelle Hynes. Ms. Marguerite Ford, a former 6 year public Board member, was also recognized for serving an additional 6 years on the Registration Committee. Ms. Hynes was appreciated also for her willingness to continue to serve as a public member on the Registration Committee.

Dr. Harder gave his appreciation to all Board and Committee members, past and present, who, combined with the College staff, allow the College to meet its significant regulatory responsibilities with high integrity and efficiency.

2015 Board Chair Report: Dr. Harder reviewed highlights of the 2015 Chair's report and shared some general comments about the uniqueness of the profession of psychology and its current challenges. He noted the role of psychological research and psychologists in the sustainability of the healthcare system and the challenges faced by registrants in a variety of settings.

Registration, Quality Assurance, Inquiry, Patient Relations, and Discipline Committee Reports were provided based on the written reports in the 2015 Annual Report and questions were entertained from the floor. Each Committee chair recognized the members of their respective committees (see full listing in the 2015 Annual Report) and acknowledged their contributions. Highlights of the reports included an update from the Registration Committee on new bylaws pertaining to the work on adding new classes of registration; an update from the Inquiry Committee on increases in the complexity of complaint matters and the role of the HPRB; and the Quality Assurance report included information on the following: the four continuing competency workshops offered in 2015 and the work of the College on preparing the workshop for online viewing given the popularity of the workshops, summary and acknowledgement of the practice support service, the work of the committee on important checklists such as on the use of social media.

Finance Report: Dr. Harder provided a review of the Board's Finance Report based on the written report in the 2015 Annual Report and referred registrants to the audited financial statements included in the Report as well.

Registrar's Report: The Registrar thanked her devoted staff and shared some observations on changes observed over the 2015 year and challenges ahead. In particular she commented on some observed changes and challenges in professional practice with an emphasis on electronic records, and the importance of keeping up to date with regulatory knowledge.

Deputy Registrar's Report: The Deputy Registrar reviewed the requirements for the naming of a professional executor and reminded registrants of the support available to them through the College's Practice Support Service as well as the checklist on the topic developed specifically to assist. Noting registrant demographics, with the majority of registrants age 55 or older (56%) and a little less than a third are 65 or older, she urged registrants to ensure compliance and availability of assistance. She also highlighted issues pertaining to the supervision and hiring of students, applicants and other non-registrants. She then read out the names of registrants who served as regulatory supervisors during the 2015 year were read out and acknowledged (a full list is available in the 2015 Annual Report).

Oral Examiners

Ms. Didi Korcheva, the Registration Coordinator, read out the name of registrants who served as oral examiners during the 2015 (a full list is available in the 2015 Annual Report) year and made special acknowledgement of Dr. Mark Bailey who has now joined the "20 PLUS CLUB", having provided more than 20 oral examinations.

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA

AUDITED FINANCIAL STATEMENTS

DECEMBER 31, 2016

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
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DECEMBER 31, 2016

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*
Chartered Professional Accountants

INDEPENDENT AUDITORS' REPORT

To the Members of COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA:

We have audited the accompanying financial statements of COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA, which comprise the statement of financial position as at December 31, 2016 the statements of changes in net assets, operations, and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

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

Auditors' Responsibility

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

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

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

* A partnership of professional corporations

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Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA as at December 31, 2016 and the results of its operations and its cash flows for the year then ended in accordance with Canadian Accounting Standards for Not-for-Profit Organizations.

Raber Mattuck

CHARTERED PROFESSIONAL ACCOUNTANTS

Vancouver, British Columbia

March 17, 2017

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF FINANCIAL POSITION

AS AT DECEMBER 31, 2016

	2016	2015
ASSETS		
CURRENT ASSETS		
Cash (Note 1(b))	$ 1,116,668	$ 1,653,417
Short term investments- restricted (Notes 1(c), 1(d))	1,661,299	1,061,565
Accounts receivable	360	3,800
Prepaid expenses	11,620	11,168
	2,789,947	2,729,950
PROPERTY AND EQUIPMENT (Notes 1(f), 2)	54,935	37,014
	$ 2,844,882	$ 2,766,964
LIABILITIES		
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	$ 23,624	$ 32,071
Payroll liabilities payable	12,202	12,403
Deferred revenue (Note 3)	1,332,553	1,411,010
	1,368,379	1,455,484
NET ASSETS		
INTERNALLY RESTRICTED		
General Contingency Fund (Note 1(d))	1,661,299	1,061,565
CAPITAL ASSET FUND (Note 1(d))	54,935	37,014
GENERAL FUND (Note 1(d))	(239,731)	212,901
	1,476,503	1,311,480
	$ 2,844,882	$ 2,766,964

Approved by the Board

_____, Board Member

_____, Board Member

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

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
STATEMENT OF CHANGES IN NET ASSETS

FOR THE YEAR ENDED DECEMBER 31, 2016

	General Contingency Fund 2016 (Note 1(d))	Capital Asset Fund 2016 (Note 1(d))	General Fund 2016 (Note 1(d))	Total 2016	Total 2015
NET ASSETS, beginning of year	$ 1,061,565	$ 37,014	$ 212,901	$ 1,311,480	$ 1,115,145
Excess of revenue over expenses	116,220	-	48,803	165,023	196,335
Interfund transfers	483,514	-	(483,514)	-	
Changes in capital assets (Note 1(d))	-	17,921	(17,921)	-	-
NET ASSETS, end of year	$ 1,661,299	$ 54,935	$ (239,731)	$ 1,476,503	$ 1,311,480

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, 2016

	2016	2015
REVENUE (Note 1(e))		
Registration fees	$ 1,478,590	$ 1,428,253
Application and exam fees	81,894	97,850
Investment (Note 1(b))	109,822	78,368
Workshops / Special projects	-	78,175
Supervision revenue	68,525	26,961
Other	64,882	10,567
	1,803,713	1,720,174
EXPENSES		
Administration	154,086	128,967
Audit	6,594	5,495
Board (Note 7)	43,295	62,302
Committees (meetings, travel and honoraria) (Note 7)	57,177	49,441
Operations	152,475	146,413
Registrant / Applicant services	28,748	96,208
Statutory functions (FOI, investigations, routine legal consultation)	315,300	264,940
Supervision expense	61,796	31,530
Wages and compensation	819,219	738,543
	1,638,690	1,523,839
EXCESS OF REVENUE OVER EXPENSES	$ 165,023	$ 196,335

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, 2016

	2016	2015
OPERATING ACTIVITIES		
Excess of revenue over expenses	$ 165,023	$ 196,335
Amortization	15,835	18,430
Adjustments for changes in:		
Accounts receivable	3,440	6,748
Prepaid expenses	(452)	(2,909)
Accounts payable and accrued liabilities	(8,447)	3,399
Payroll liabilities payable	(201)	12,403
Government remittances payable	-	(12,967)
Deferred revenue	(78,457)	97,215
CASH PROVIDED BY OPERATING ACTIVITIES	96,741	318,654
INVESTING ACTIVITIES		
Purchase of capital assets	(33,756)	(7,180)
Increase in investments - internally restricted	(599,734)	(51,454)
CASH USED IN INVESTING ACTIVITIES	(633,490)	(58,634)
NET INCREASE (DECREASE) IN CASH	(536,749)	260,020
CASH, beginning of year	1,653,417	1,393,397
CASH, end of year	$ 1,116,668	$ 1,653,417

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

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

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

1. SIGNIFICANT ACCOUNTING POLICIES

a) Basis of presentation

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

b) Cash

The College's policy is to present under cash unrestricted bank account balances.

c) Short term investments

The College's investments portfolio consists of fixed income and equity market securities, which are traded on active markets and are recorded at fair value as determined on the last business day of the fiscal year. Annual distributions, as well as changes in fair value (2016 - $33,552; 2015 – $4,928) are reported as investment income on the statement of operations.

d) Fund accounting

Revenues and expenses for general activities and administration are reported in the **General Fund**. The General Fund was established in 2006.

The **General Contingency Fund** was established to provide for a reserve in case of law suits, hearings and other matters that may require significant expenditure. Based on financial guidelines and fiscal management, the Board of Directors resolved to endorse the equivalence of a one year operating amount for the General Contingency Fund. As at December 31, 2016 the fund has been maintained at $1,661,299 (December 31, 2015 - $1,061,565).

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 FINANCIAL STATEMENTS

DECEMBER 31, 2016

1. SIGNIFICANT ACCOUNTING POLICIES (continued)

d) Fund accounting (continued)

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

	2016	2015
Capital Asset Fund, beginning of year	$ 37,014	$ 48,264
Less: amortization of capital assets	(15,835)	(18,430)
Add: asset purchases during the year	33,756	7,180
Capital Asset Fund, end of year	$ 54,935	$ 37,014

Major asset purchases are subject to approval by the College's Board of Directors.

e) Revenue recognition

The College accounts for revenues using the deferral method.

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

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

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1. SIGNIFICANT ACCOUNTING POLICIES (continued)

e) Revenue recognition (continued)

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

Supervision, workshop/special project and other revenues are recorded when received or receivable and when collection is reasonably assured.

f) Property and equipment

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

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

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

Amortization expense is reported in the Capital Asset Fund.

g) Use of estimates

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

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO FINANCIAL STATEMENTS

DECEMBER 31, 2016

2. PROPERTY AND EQUIPMENT

	Cost	2016 Accumulated Amortization	Net Book Value	2015 Net Book Value
Computer equipment	$ 169,140	$ 149,835	$ 19,305	$ 21,065
Leasehold improvements	90,063	89,371	692	4,217
Office furniture and equipment	149,556	114,618	34,938	11,732
	$ 408,759	$ 353,824	$ 54,935	$ 37,014

3. DEFERRED REVENUE

Under the deferral method of accounting for contributions, restricted contributions related to expenses of future periods are deferred and recognized as revenue in the period in which the related expenses are incurred.

The College has received funds in advance of their fiscal year-end which are designated for expenses with specific restrictions to be incurred during the forthcoming fiscal year, as follows:

	2016	2015
Membership fees received in advance for the following fiscal year	$ 1,288,000	$1,308,160
Written exam fees received in advance for the following fiscal year	1,125	1,650
Oral exam fees received in advance for the following fiscal year	-	1,200
Special project grant - ACT	43,428	100,000
Deferred contributions	$ 1,332,553	$ 1,411,010

The nature and amount of changes in deferred contributions balance for the year are as follows:

	2016	2015
Deferred revenue, beginning of year	1,411,010	1,313,795
Less: amount recognized as revenue in the year	(1,411,010)	(1,313,795)
Add: amount received for future periods	1,332,553	1,411,010
Deferred revenue, end of year	1,332,553	1,411,010

4. CONTINGENCIES

The nature of the College's activities is such that there may be litigation pending or in progress at any time. With respect to claims at December 31, 2016, management is of the opinion that it has valid defenses and appropriate insurance coverage in place, or if there is unfunded risk, such claims are not expected to have a material effect on the College's financial position.

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

5. COMMITMENTS

The College has entered into lease agreements for photocopying and postage equipment. Furthermore, the College leases its premises, with the current lease agreement having been renewed during the year, expiring at the end of March 2021. The aggregate amounts of payments estimated to be required for these commitments over the next five years are as follows:

Year	Amount
2017	$ 138,517
2018	124,985
2019	122,974
2020	122,974
2021	30,743

6. 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 administered funds for an HRSDC labour mobility project. During the year, the remainder of these funds, $436, was transferred into the operating account.

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA
NOTES TO FINANCIAL STATEMENTS

DECEMBER 31, 2016

7. RELATED PARTY TRANSACTIONS

The College paid honoraria in the total amount of $4,900 (2015 - $2,900) to its Board of Directors members. Honoraria are paid to government-appointed Board members and to all Board members who participate in the Inquiry Committee. All these transactions were carried out in the normal course of operations and are recorded at the exchange value. This value corresponds to the consideration agreed upon by the parties and is determined based on the costs incurred. At year end, no amounts were due to or from related parties.

8. FINANCIAL RISKS AND CONCENTRATION OF RISK

(a) Credit risk

Credit risk refers to the risk that a counterparty may default on its contractual obligations resulting in a financial loss. Financial instruments that potentially subject the College to significant concentrations of credit risk consist primarily of cash and accounts receivable. The College limits its exposure to credit risk by placing its cash in high credit quality instruments. The College extends credit to psychologists who are members, as well as to entities that are believed to be creditworthy.

(b) Liquidity risk

Liquidity risk is the risk that the College will be unable to fulfill its obligations on a timely basis or at a reasonable cost.

The College's exposure to credit risk is dependent on the collection of membership and other revenues and accounts receivable to sustain operations. Cash flow from operations provides the vast majority the College's cash requirements. Liquidity risk is mitigated by the contingency fund that has been established by the College.

(c) Other price risk

Other price risk is the risk that the fair value of future cash flows of a financial instrument will fluctuate because of changes in market prices, whether caused by factors specific to the financial instrument or its issuer, of factors affecting all similar financial instruments traded in the market.

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

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