



# Chronicle

NEWS AND INFORMATION FROM THE COLLEGE OF PSYCHOLOGISTS

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## Report from the Chair

The College of Psychologists is a quasi-judicial body. Under the Health Professions Act, for example, the Board hears appeals from complainants "dissatisfied" with a decision of the Inquiry Committee not to take a matter forward to a hearing. As such the ability to communicate freely with registrants on ethical and procedural matters is limited in several important ways. The Board is limited in its ability to receive registrant's communications regarding the investigation of complaints which are currently under investigation by the Inquiry Committee. A restriction on individual board members to provide responses to specific questions and/or advice with regard to appropriate behaviours rests in the concern about the College's mandated role in the judicial process.

Much confusion surrounds the issue of the College's role in dispensing ethical advice. There has also been a significant misrepresentation and misunderstanding of the College's ability to provide individual advice to registrants facing a particular ethical dilemma. The College continues to receive and respond to a large number of inquiries from registrants and the public with regard to ethical matters. Each and every phone call is returned. When a registrant calls with a specific ethical dilemma they speak with either the Registrar or the Deputy Registrar-Inquiries. The registrant is directed to relevant ethical standards and resources. Registrants who call with questions are provided with a basic problem-solving framework within which they can make their decision. Many phonecalls are directed at helping the registrant differentiate between legal and ethical concerns. Where the concern is a legal one, registrants are encouraged to seek appropriate legal consultation. Registrants are always encouraged to write down and

document their decision-making process. Registrants are also encouraged to submit issues of general concerns for review by the Inquiry Committee. The College cannot however decide for a registrant how to handle a specific situation nor to give specific advice about what to do in a specific situation. In this instance, registrants are encouraged to seek consultation with senior colleagues and other resources. Restriction on the provision of ethical advice in specific situations is necessitated due to the College's primary function in terms of public protection and the issue of perceived immunity to the registrant based on their interpretation of such advice. This practice is consistent with that of most other psychology jurisdictions.

Registrants who are in the middle of a complaint investigation sometimes approach individual board members with questions related to their file. Awareness of matters before the Inquiry Committee compromise their ability to hear appeals objectively. Since only complainants unhappy with the Inquiry Committee decision not to take the matter to a hearing may appeal, it may not be in the registrant's interest to take any actions which may impede the Board members' ability to hear an appeal. Individual board members have no way of knowing if even a simple question is part of an ongoing complaint investigation. Unless all complaints are made public to all board members, there will be no way of preventing individual board members from inadvertently involving themselves in matters before the Inquiry Committee.

The College's commitment to a transparent, objective and fair process in addition to registrant feedback, may be summarized by the following processes now in place.

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### Also included in this mailout:

- Bylaws
- Code of Conduct
- Practice Advisory No. 2



## BOARD MEMBERS

Robert L. Colby, Chair  
 Michael Elterman  
 Emily Goetz  
 Henry Harder  
 Barbara Passmore  
 Derek Swain  
 Larry Waterman, Vice Chair





## From the Chair continued from page 1

1. The Registrar and Deputy Registrar-Inquiries will continue to respond to questions raised by registrants with regard to ethical issues. The focus of this interaction will continue to be on clarification of specific ethical standards and information on documentation of the decision-making process.
2. The development of the College of Psychologists of British Columbia Code of Conduct was a massive undertaking by College staff, in particular the Registrar. Registrants now can know the specific standard against which their behavior will be measured. The Code of Conduct is also a resource of ethical advice in conjunction with peer consultation. It is envisioned that practice advisories will be used to enhance the development of the code which will continue to evolve. Registrants are welcome to call the College with questions about the new Code and the College is involved with a number of individuals and organizations who have raised concerns and questions about particular standards in an attempt to make appropriate amendments and clarifications.
3. A new initiative is a mechanism for ensuring shared information among the various college committees vis a vis identified problem issues. All standing committees will get together at least once each year. In addition, all committees have been directed to ensure that problem areas are identified and circulated to other committees. In addition to being printed in the Chronicle, the Quality Assurance committee is also busy designing an interactive component to the college website.
4. The most recent change has been put in place to ensure the boards' ability to hear about and be potentially responsive to issues of concern to registrants with regard to process. All correspondence to board members is to be directed through the College office. Any correspondence received

by individual board members will be redirected to the office. The issue raised by the registrant can be identified and brought forward to the board for their consideration without identification of the individual or the individual's status vis a vis complaints or registration matters. All matters will be brought forward to the board at least for a determination of whether or not the matter can be reviewed. The board's feedback can then be directed back to the registrant and nothing has been compromised in the process. Each issue dealt with in this manner will be documented in college minutes by issue.

The College's primary mandate is public protection. It is the commitment of this Board to fulfil that mandate while being sensitive and responsive to the needs of registrants and the shared goal of increasing standards of practice.

*Robert Colby, R.Psych.  
Chair*

## Report from the Registrar

The College has responded to the opportunity for change provided by recent legislative changes.

This response includes: A new code of conduct, new bylaws, new processes related to application for registration and registration renewal. Many registrants have provided positive feedback about these changes. Numerous registrants have been instrumental in making the changes come about through involvement on various College committees and as oral examiners.

The magnitude and number of changes faced by the College is matched by an increasing obligation on the College to provide accurate, timely and accessible information. This, in turn, translates into an increasing responsibility of registrants to keep up to date and to read the materials provided. It is a good idea to

check out the College's website on a regular basis. We use the home page (click on home from the front page) for current announcements. Registrants who checked the site a few weeks ago knew about the approval of the bylaws on the same day the College was informed of the approval of the bylaws.

Registrants should now have received the Annual Certificate of Registration. As a cost saving measure, this is the first time that these Certificates were produced "in-house" as a cost-saving measure.

Two sections which follow reflect the College's commitment to providing useful and clear information to registrants. The first is a special article entitled [Improving Clinical Practice](#). This section is based on an amalgamation of the most common problem areas identified by the complaint tracking process since its inception in

January 2000. Rafael Richman, Deputy Registrar-Inquiries deserves credit for his thoughtful input in this regard. The next section is devoted to summarizing questions related to the renewal and registration process. Many thanks to Colleen Wilkie for her valuable input. These documents will be integrated on the College website under a special "FAQ" section and other titles under development, through the efforts of the Quality Assurance Committee. This committee is hard at work developing an interactive program designed to enhance the practice of psychology. Our intent is to provide this information in the question/answer format to increase readability and hopefully, reduce the large volume of phone calls on these very issues to the College and increase the accessibility of information to registrants.

*Andrea Kowaz, R. Psych.  
Registrar*





# Improving Clinical Practice (and ways, we think, some complaints could be avoided)

The College is dealing with an ever-increasing number of complaints. These complaints also appear to be increasing in complexity. The new Code of Conduct will make the process of evaluating complaints to determine if there appears to be an ethical violation more straightforward. It is also hoped that the Code will be useful to registrants in problem-solving and working through challenging situations.

This article is intended to provide registrants with the benefits of having reviewed and investigated over 200 complaints. It is not intended as ethical advice. The purpose, here, is to supplement the registrants knowledge of the Code of Conduct and other College documents.

## 1. Inform yourself

Be familiar, thoroughly, with the Code of Conduct, Practice Advisories, the *Health Professions Act* and the Bylaws, along with other documents important to your specific area of practice. If you do not have a copy of these materials, they are easily accessible on the internet, on the College website ([www.collegeofpsychologists.bc.ca](http://www.collegeofpsychologists.bc.ca)). Books and articles are additional sources of information and guidance. Those we have found particularly useful include: *Ethics in Psychology: Professional Standards and Cases* (1998) by Gerald P. Koocher and Patricia Keith Spiegel, 2<sup>nd</sup> edition, New York: Oxford University Press, and *A Legal Handbook for the Helping Professional*, Edited by David Turner and Max R. Uhlemann. Published by the Law Foundation of British Columbia.

## 2. Clarify your professional service arrangement with clients (and third parties, as appropriate)

- (1) Allot time for description and questions

At the beginning of your professional services, typically at the first meeting, talk to the client(s) and discuss what you plan to do. Setting up a clear professional relationship is the best way to reduce the likelihood of later misunderstandings.

Some registrants provide written forms and contracts to all clients during the first meeting. Written forms are useful but not typically sufficient. Many complainants who have signed such forms mention that they did not understand what they signed and did not understand the implications. Take the time to review this material verbally with clients and supplement this with a written summary and consent form. The Code of Conduct places an obligation on the registrant to ensure that the information is conveyed in a manner that is understandable by clients. Time should be allotted for questions and to discuss any concerns, apprehensiveness or ambivalence about the clients.

- (2) Inform clients about benefits and possible adverse reactions

For example, with regard to providing therapy to clients, inform them that therapy may stir up strong feelings, that they may feel pained, angry, frustrated or overjoyed and happy. Clients have complained about such "adverse reactions" and about not having been told they were a possibility.

When evaluating or assessing clients, be clear at the onset that they may not agree with the opinions that you will write in your report. In custody and access evaluations, be explicit about the range of recommendations you typically make.

If possible, allow time for clients to review your report before a final version to reduce any factual inaccuracies and errors in your report. This is a very frequent complaint. The aggravation and effort to investigate and respond to such a complaint can be easily avoided by building in, where possible, a "checking and feedback" component into your assessment protocol and, at a minimum, ensuring the accuracy of the information in your report with the information provided to you in the assessment.

Sections 4 and 5A of the Code of Conduct are especially relevant to the two general issues discussed above.

- (3) Confidentiality and its limits

This information is a key component of an initial session. Include this information in written and verbal form to your client (and third parties, where appropriate). Review this information verbally and check whether the client understands the nature of confidentiality and the limits of confidentiality as part of the first session.

Section 6 of the Code of Conduct deals with confidentiality issues.

- (4) Clarify "who is the client?"

The answer to this question is often unclear to complainants and many of the complaints we have reviewed could have been avoided if this question were explored in detail with the recipient of psychological service who may or may not be the "client". Develop a set of working policies related to treating members of the same family or "friends" of clients to avoid dual roles or potential conflict of interest or refer to another professional. Make the issues clear to clients. A common problem is when the registrant has been the therapist for a parent who then asks the registrant to provide an opinion on a child. Following this path has drawn some registrants into very muddy waters and ended up jeopardizing or harming the therapeutic alliance with the initial client. Third party situations need to be clearly spelled out to the recipients of psychological services in settings such as WCB, ICBC, etc., including articulating the differences between a "client" or payor of services and a recipient of such services, who may not in fact be the "client".

Section 5A of the Code of Conduct deals with this issue. Also see Chapter 8 of Koocher & Keith-Spiegel (1998) cited above.

## 3. Provide options to the client

Informing clients about other realistic options (where appropriate) may be empowering and therapeutic. Many clients, especially children and teens (and the obvious third party situations) may believe that they have no choice but

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## Improving Clinical Practice continued from page 3

to receive services from you. Explaining to them that they have other options (including not receiving treatment or not being assessed) is respectful of their rights. The notion of “goodness-of-fit” is especially useful for helping clients make an informed decision at the onset of the relationship.

### 4. Know your limits and do a self-check

It is an ethical obligation that registrants limit their practice to areas of demonstrable competence. It takes an active process of self-evaluation and self-reflection to keep oneself up-to-date on areas of competence. Resisting the temptation to dust off a “collectors’ edition” of a WISC may seem like an appropriate initial response to a request but on reflection the pitfalls should become apparent. In any case a process of “checking in” with oneself to double check on the wisdom of entering into new

or “old” areas is a wise course as well as putting in place a decision checklist to help yourself work through making an informed decision regarding taking on a referral or employing a new technique or measure.

### 5. Be clear

Some complaints are the result of a registrant trying to be “nice” rather than putting that effort into being clear. Specify your availability to clients (evening calls, emergency calls, typical response time, nature of response). Saying no or clearly defining the limits may, in the end, be nicer than trying to accommodate beyond your comfort level or common sense and is likely to reduce the likelihood of a complaint in this regard.

### 6. Consult your peers

Many people who call the College for ethical consultation end up deciding what

they think is the best course of action simply from the process of explaining the situation. Once the Registrar or Deputy Registrar-Inquiry has a chance to refer them to specific resources, articulating a strategy for thinking the problem through, or to explain to them that the College cannot provide specific ethical advice, the registrant has already figured out what they think is best. This suggests that for many ethical situations, the process of “talking it through” may be useful.

### 7. Document your ethical decision-making

A previous edition of the *Chronicle* outlined a recommended decision-making process when working through an ethical decision. Document the process you followed in working through any problematic or challenging situations. The process of writing it down may be useful in and of itself.

## FAQs Registration

### What does it mean to be on the Limited Register?

The new bylaws differentiate between the Register and the Limited Register of the College. Individuals on the Register are those registrants working in psychology without any restrictions on their practice. Registrants are placed on the Limited Register for a variety of reasons. One reason is that an individual has a restriction on their practice based on a decision of either the Registration or Inquiry Committee. Examples include registrants who have voluntarily agreed not to practice in a certain area, or new registrants who require additional supervision prior to being placed on the full register. Another main reason is that the registrants may place themselves on the Limited Register because they are on sabbatical, maternity leave or temporarily out of the province.

### If I am on the Limited Register, how do I sign my name?

If you are on the Limited Register, this should be communicated to the public. It will be indicated on the Annual Certificate of Registration issued by the College. In addition, this status needs to be indicated when you sign your name with the R.Psych. or R.Psych. Associate designation. For retired registrants, the required signature is R.Psych. (Retired). For all others on the Limited Register, the generic reference R.Psych. (Limited Register) is required.

### What is my status with the College if I am not working in psychology?

There are some registrants of the College who describe themselves as not working in the field of psychology. The bylaws pertain to registrants of the College. They pertain to all registrants of the College, regardless of the specific activities engaged in and whether or not these activities are traditionally defined as psychological services. The bylaws and the *Health Professions Act*, on which they are

based, presumes that registrants of the College are practitioners in our field. The College has engaged in dialogue with a large number of registrants working in the area of marketing, industrial/organizational psychology and teaching/administration. Many of these registrants have previously been in the former “non-practicing” category. This component of the Limited Register will no longer be an option for working registrants, as of March 1, 2002.

### If I work outside B.C., do I still need to follow the CPBC Code of Conduct?

The College has jurisdiction over registrants. That means the College is responsible to monitor the behaviour of all registrants. Registrants are expected to conduct themselves in accordance with the *Health Professions Act*, the Bylaws, the Code of Conduct, Practice Advisories and practice guidelines, issued by the College, regardless of where they practice.

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## Registration FAQs continued from page 4

### What is the CPQ?

The CPQ is the Certificate of Professional Qualifications. You have it if you have applied for it and were approved to receive it. The CPQ is issued by the Association of State and Provincial Psychology Boards (ASPPB).

### What is going to change on July 1, 2003?

The signing of the Mutual Recognition Agreement by all psychology jurisdictions in Canada has a number of important implications. All signatories have agreed to assess all new applicants for registration on the core competencies (available on the website) by July 1, 2003. This means that the standards for registration will become more consistent across jurisdictions by that date. Much of the Agreement deals with how to process applications from individuals registered before that date and the complications arising because of the wide discrepancies that used to exist across the different jurisdictions in Canada.

### Are mobility applications now being accepted by the College?

Yes. Now that the new bylaws are in effect (as of February 19, 2002) the College is now able to accept applications for reciprocal registration. This means that applications from individuals registered in other jurisdictions at the Master's or Ph.D. level as Psychological Associates or Psychologists, respectively.

### Why does the College require a legal address for the Register?

The *Health Professions Act* presumes that mail has been received seven days from the date it was sent by the College. It is in your interest to ensure that the address you select as the Register address is an address where you regularly receive mail and that it is reliable and secure.

### If I don't see clients, why do I need insurance?

The Bylaws state that all registrants are required to carry sufficient liability

insurance. The requirement is based on registrant status with the College, not on activity or job description of the registrant.

### If my EPPP score is less than 70% and I want to move somewhere else, do I have to take the exam again?

Check with the jurisdiction to which you wish to move.

### I am going on maternity leave next week. Can I get a refund?

There is a tremendous variation among registrants in terms of amount of time worked, days per week worked, kind of work, etc. All registrants practicing during a part of the year are required to pay full fees. The Board has repeatedly decided that prorating fees in terms of how many hours/days worked is not the desired route.

## Legislative Committee Report

The Committee is pleased to report that the provincial cabinet has recently approved new bylaws for the College, along with standards and guidelines for the practice of psychology which are included in the appendices. The Committee would like to thank all those people who have worked on or contributed to this long and tedious process. Although future amendments to the bylaws may involve a cumbersome process to obtain cabinet approval, we need to ensure that they stay current with societal and professional circumstances. The standards and guidelines can be more readily adapted as new ideas and information become available. Registrants are encouraged to become familiar with this document and to provide feedback to the College for future revisions.

Recent discussions at meetings of Canadian regulators have clarified the provision of the Mutual Recognition Agreement that recognizes as eligible for fast tracking an individual who has five continuous years in a signatory jurisdiction and that this provision is not time limited. Therefore the College will be making this change in the bylaws [by deleting 45(4)].

*Derek Swain, R. Psych.*  
Chair

#### Please Note:

*An official copy of the bylaws of the College is enclosed. These are the bylaws which govern the College and registrants.*

## Quality Assurance Committee Report

The Quality Assurance Committee has received feedback about the Self-Assessment Guide and would like to thank those who responded so positively. We are now considering other components for the Quality Assurance program as prescribed by the *Health Professions Act*.

The committee is pleased to welcome the following appointments to the committee—Leigh Bowie, Leora Kuttner, Joan Pinkus and Karen Tee. They join continuing members Ron LaTorre and Emily Goetz. The committee also wishes to thank retiring members Angela Gedye and Julian Gray for their many years of service.

*Emily Goetz, R. Psych.*  
Chair





## The Registration Committee

I am pleased to provide a summary of activities for the Registration Committee since the last *Chronicle*. A second group of candidates completed the new oral examination process. The staff have developed a new database which carefully tracks the applicants progression through the registration process. We currently have more than 100 applicants at various stages of the application process. With the approval of the bylaws, we now have applicants applying under the new provisions of reciprocal registration (mobility).

The registration renewal process was a challenge for the College. Under the direction of the Registration Committee, new forms and requirements for renewal were developed. It was made clear that complete forms were necessary for renewal and that the deadline was a firm January 15<sup>th</sup>, 2002. More than 100 registrants had their registration

cancelled, as required by the *Health Professions Act*, for nonpayment of fees. Of these, only 40% have requested (and were consequently granted) reinstatement. Registrants are reminded that the College is no longer providing the option of payment plans, given the requirements of the new legislation and the difficulties such arrangements create for college bookkeeping. It was granted this year in a few exceptional cases for individuals meeting the deadline for these requests. In addition it is necessary to repeat that the deadline for receipt of renewal forms is a fixed date. Registrants returning forms and payment after that date are required, by College bylaw, to pay the reinstatement fee and complete the reinstatement process.

The requirements of the new legislation and bylaws in the area of registration, have meant an increased burden on an already overworked

staff. Requirements for legal name and provision of a Register address, provision of proof of liability insurance and other requirements of the bylaws and *Act* mean that previously clerical tasks are now part of the College's regulatory responsibility requiring followup by staff. The majority of registrants submitted the renewal forms on time and without missing information. Several hundred did not.

The Registration Committee would like to express appreciation to the staff for maintaining calm in the midst of helping registrants deal with these necessary transitions. We hope that next years renewal process will proceed with great expediency as we apply what we have all learned from this years experience.

*Henry Harder, R.Psych.*  
*Chair*



## News from the Board

The Board regrets to announce the resignation of Justin O'Mahony. We are most appreciative of the time and energy he committed to the College and wish him well in his future endeavours. Dr. Michael Elterman has been appointed to fill Dr. O'Mahony's position until December 31, 2002.

Under Section 9 of the new Bylaws, registrants and the public are welcome to attend Board meetings, except as defined in subsections 4 and 9. The next Board meeting is scheduled for Friday, April 19, at 9:00 a.m. Subsequent meetings will be held on the third Friday of each month. If you wish to attend, please call the College to confirm that there has been no change in the date or time of meetings.





## Inquiry Committee Report

I would like to share some comments about the work of the Inquiry Committee which has taken place since the last report in the *Chronicle*.

The total number of complaints for the past year was 60. This is comparable to the year before that, although from the perspective of the workload of the Inquiry Committee, and new requirements for complaint investigation and review, the amount of work for committee and staff increased and will likely continue

to do so. Complaints appear to be increasing in complexity and in terms of the interweaving of complaint issues with a growing number of institutional and social issues. Since January 2002 we have received 16 complaints.

It is an appropriate time to review the tremendous accomplishments of the Inquiry Committee and the staff in working through the backlog of complaints that existed in January 2000. All 97 files have either been closed or are

in the process of closure.

I would like to thank Dr. Mary Ann Carter for her hard work and dedication during her tenure on the Committee. We are currently in the process of recruiting new members both from the registrants and the public and have had some success. More on this later.

*Larry Waterman, R.Psych.  
Chair, Inquiry Committee*

## ASPPB Conference in Florida

I recently attended the ASPPB Conference in Orlando, Florida, along with the Registrar. The conference was interesting for a variety of reasons, not the least of which was having an opportunity to talk to psychologists from both the United States and Canada. What was surprising to me was the similarities in terms of what most jurisdictions are struggling with at this time. I am very pleased to report that B.C. is, in some ways, well ahead of most other jurisdictions in both countries in terms of a regulatory foundation. Having recently had our Bylaws and Code of Conduct approved by government, we are now one of the most, if not the most, up to date jurisdictions in North America. Similarly, the settling of the MRA in Canada was recognized as being a major achievement at the conference.

The differences between American and most Canadian jurisdictions was also striking. That we currently retain the "privilege" of self-regulation is quite an understatement in contrast to the extensive government involvement in psychology regulation in the U.S. This privilege is not one to be taken for granted and reinforces the wisdom of the direction of the B.C. Board in terms of establishing a transparent, consistent and well-founded regulatory regime. Better that we are tough on ourselves in reaching and maintaining this standard than having standards imposed upon us from non-psychologists.

Not surprisingly, there was a lot of discussion around the primary functions of Regulatory Boards, including the need to make "rules" and "adjudicate" difficult situations. There was discussion about confidentiality and how the changes in technology are impacting on that concept. For example, in the United States, all Board meetings are conducted under the "Open Meeting Law" which requires that all meetings be open to registrants. (I am unsure if this is federal or state by state.) However, when meetings are conducted using technological means, this can be difficult.

There was also discussion around the use of structured interviews and vignettes as part of the registration process. Since we have recently implemented very carefully constructed procedures, it was interesting to be part of that discussion. The point was made that any vignettes that are used must be very tightly constructed and every effort should be made to ensure that the examples are appropriate. In some states, candidates are given the vignettes a half hour before they are evaluated so they can review them before being asked a set of structured questions.

There was considerable discussion around the role of Licensed Professional Counsellors, which correspond to our Clinical Counsellors in B.C. It would appear that in most states and provinces, counsellors are trying to

gain the authority to do a variety of things they cannot currently do, such as administer psychological tests, use projective techniques and even conduct neuropsychological assessments. There is also a National Board of Certified Counsellors who have established a group entitled "Fair Access Coalition on Testing" which is pushing for increased jurisdiction.

Finally, let me summarize some of the other things that were of interest from the conference. Ontario which, as you know, has approximately 3,000 registrants, if you count both Ph.D. and Masters level registrants, has a similar number of complaints per year as does British Columbia. This may help to explain why the cost per registrant in B.C. is as high as it is despite the Board doing everything it can to keep costs down. Current costs in B.C. are also driven to a large extent by past mistakes, rather than current volume. The CPQ has now been accepted in 22 states and several other jurisdictions were in the process of accepting it as the conference met. It was noted that there have been a marked increase in complaints involving breaches of confidentiality. There was also discussion around the use of standardized processes to respond to disciplinary matters. The point was made that in some cases, such standardization can stop people from being creative and thinking "outside the box". At the same time, the need for standardization was clearly supported.

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## Yellow Pages

**Please note: Section 10.6 Registration Number in the College Code of Conduct:**

***“A registrant must include their registration number on all advertisements of their practice”.***

The College receives numerous calls from registrants each year advising that people are advertising under the Psychologists section in the Yellow Pages of the telephone book, who are not registered with the College. In order to protect the public, and to help ensure that only registered psychologists' names appear in the Yellow Pages, under *Psychologists*, all registrants are required to include their registration number in their ad. We will ensure that the Yellow Pages are aware that it is necessary to include the registration number of all psychologists taking out ads.

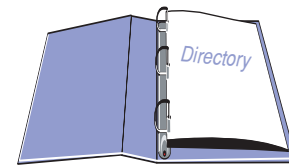
## ASPPB Conference continued from page 4

Overall, it appears that the issues that B.C. has been struggling with are fairly universal across North America. As I noted above, it was clear that B.C. is well ahead of most other jurisdictions. I would also like to note that Dr. Kowaz made an excellent presentation at the end of the conference inviting other states and provinces to not “reinvent the wheel” in their respective jurisdictions, but rather build on the work that we have already done.

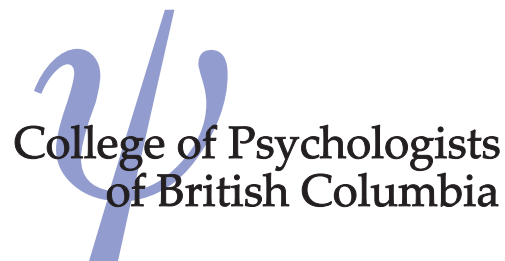
In closing, I would like to share the “quote of the day” at the conference which was: “No Good Deed Goes Unpunished”. This quote was made

during a discussion about whether regulatory bodies should try to be more understanding or whether they should follow the rules and regulations that had been adopted in a clear and uncompromising manner. Generally, the conclusion was from all participants that whenever Boards or Committees try to be “nice”, it creates more problems than it solves. However, it was also clear that the use of alternative dispute mechanisms should be used where possible. Once again, we increasingly do this in B.C.

*Larry Waterman, R. Psych.  
Chair  
Inquiry Committee*



*If you provided  
an e-mail address for the  
Directory,  
we will be writing to you  
via e-mail to double check  
that you wish  
it to be published in the  
College Directory, in addition to  
using it for communications  
from the College.*



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