

FAQs about CPBC Practice Support

1. Who can use this service?

CPBC Practice Support is available to CPBC registrants.

2. Do I have to give my name?

The service is confidential within the limits of the *Code of Conduct* and legislation. It is necessary to determine the caller's status as a registrant of the College.

3. How quickly will I get a response?

An effort will be made to respond to inquiries in a timely fashion. However, the service is not an "on demand" service given obvious limits to College staff and resources.

4. Who provides practice support?

Practice support is provided by a senior psychologist on staff at the College. This psychologist has no involvement with the College's inquiry or discipline processes to ensure the separation of practice support from the College's legal obligations to investigate complaints and fitness and competency to practice issues.



Regulating 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.

Further information about Practice Support is available on the College website at:
www.collegeofpsychologists.bc.ca

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CPBC PRACTICE SUPPORT



An information brochure for registrants about the College of Psychologists of British Columbia's Practice Support service.



The College of Psychologists of British Columbia is pleased to introduce a practice support service to registrants.

What Is Practice Support?

The intent of this service is 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.

The service is intended to supplement peer consultation, which should be a routine component of clinical practice.

What's New About Practice Support?

Registrants have always received written responses to written inquiries sent to the College. The new practice support service has a part-time senior psychologist dedicated to responding in various modalities to inquiries regarding practice issues and ethical dilemmas. Registrants have the option of writing to the College, submitting an email inquiry to practicesupport@collegeofpsychologists.bc.ca, sending a fax to (604) 736-6133 or phoning the College (604) 736-6164 and pushing option "4" (practice support).

What Can I Expect When I Call?

A registrant facing an unfamiliar or new ethical dilemma, or a practice situation with unfamiliar characteristics or demands, may find it beneficial to be able to discuss the matter with someone familiar with governing legislation, the *Code of Conduct*, and general psychology practice issues. The practice support service is designed to provide this opportunity. Please note that the practice support service cannot respond to questions regarding any matter currently under investigation or discipline.



Parameters of Practice Support

- ψ Practice support is available to registrants of the College of Psychologists of B.C.
- ψ Service users will be referred to existing documentation for guidance (e.g. the *Health Professions Act*, *Code of Conduct*, *Bylaws*, *Practice Advisories*, etc.).
- ψ Advice will be provided through a discussion of options and possible outcomes, with the final decision on the course of action to be taken being made by the registrant.
- ψ Practice support services are intended to assist registrants to identify and clarify the issues being considered, to identify options, to implement strategies to address the issues, to resolve problems, and to improve practice.
- ψ The College will collect questions posed and general responses provided for the purpose of making this information available to registrants in other ways, such as through FAQs on the website.
- ψ The College does not provide legal advice.
- ψ Queries to the practice support service are confidential within the limits of the *Code of Conduct* and legislation. The College is required to take action on issues involving professional misconduct, incompetence, or impaired practice with respect to an identifiable registrant.
- ψ Efforts will be made to respond in a timely fashion. It is expected that most inquiries will receive an initial response within 3 working days.
- ψ For data collection purposes, each call will be identified as involving one or more practice issues (e.g., scope of practice, informed consent, confidentiality, duty to report, etc.).
- ψ If appropriate, practice support can be provided to a group via an in-person consultation or presentation/workshop.

Parameters continued...

Access to CPBC Practice Support Services for Registrants:

Questions for Practice Support may be submitted via the College to regular mail, by fax to (604) 736-6133, or by e-mail to practicesupport@collegeofpsychologists.bc.ca.

Registrants are also encouraged to avail themselves of the other resources provided on the College's website at: www.collegeofpsychologists.bc.ca