



Chronicle

College of Psychologists of British Columbia

NEWS AND INFORMATION FROM THE COLLEGE OF PSYCHOLOGISTS

Volume 11 • Number 1 • Spring 2010

Letter from the Chair

Welcome to the Spring 2010 issue of the *Chronicle*. This issue is devoted to two very important and complementary aspects of the College's mandate to "promote and ensure high standards of professional conduct" of registrants.

The first topic is on the quality assurance activities of the College. The College's mandate of public protection includes determining the requirements for entry into the profession, responding to complaints regarding registrant conduct, and promoting a high level of professional conduct by registrants. Previous issues of the *Chronicle* have provided registrants with information related to registration and pertaining to the complaint inquiry process. This issue aims to provide registrants with a full understanding of the role of the College in promoting and ensuring high standards of practice, and the range of College activities which focus on this objective.

The second and related focus of this *Chronicle* edition is the College's introduction of a practice support service available for registrants. Details of this new service are presented in this issue. In addition, we invite you to read the enclosed Practice Support Brochure and keep it at your desk for your reference. The devotion of this edition of the *Chronicle* to these important

topics reflects the Board's vision for, and commitment to, meeting its legal mandate. The Board is very proud to support the further development of College activities designed to enhance professional practice.

The Quality Assurance Committee has just completed the randomized review of registrant compliance with the 2009 year Continuing Competency Program requirements (see article inside on details of the 2009 Continuing Competency Program Review). This is the sixth review since the Continuing Competency Program was introduced. The first review took place in early 2005 for a review of continuing competency activities in the 2004 year.

The College continues to deal with significant challenges introduced by recent legislation changes. The last issue of the *Chronicle* noted the impact of the introduction of the Health Professions Review Board (HPRB), which is the new avenue of appeal for applicants for registration dissatisfied with decisions of the registration committee, and for complainants who are dissatisfied with the outcome of complaints they have made about registrants. The College currently has 6 matters before the HPRB, requiring a significant proportion of College resources and Board attention. The College has developed a number of policies for responding to HPRB requests, and has

been able to remain responsive as the HPRB continues to develop its own policies and procedures for handling review applications. The College is also continuing to process the implications and requirements of the *Labour Mobility Act*.

Another important announcement is that the College is currently preparing to launch its new website. The new website will offer an improved organization of information and a number of new features, including new options for communication with, and form submission to, the College. The new website reflects technological changes, and College responsiveness to registrant feedback. Look for the new website soon.

I am also pleased to take this opportunity to welcome a new public member to our Board. Ms. Jenelle Hynes is the Airport Communications Director of the Kelowna International Airport. In addition, elected to the Board along with my own re-election is Hendre Vlljoen, Ph.D., R.Psych. I am also pleased to welcome Henry Harder, Ed.D., R.Psych. back to the Board of the College. Dr. Harder was appointed by the Board to fill the vacancy left by the resignation of Valerie Whiffen, Ph.D., R.Psych.

Enjoy this issue of the *Chronicle*. We encourage you to read materials issued by the College and to attend information meetings and the AGM to ensure you are up to date and informed about the changing world of psychology in British Columbia. Hope to see you all at the Chan Centre for the AGM on May 28th, 2010 (see the AGM announcement in this issue of the *Chronicle*).

Michael F. Elterman, MBA, Ph.D., R.Psych.

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Listing of New Registrants

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Included with the *Chronicle*:

- Brochure on the New CPBC Practice Support Service

Be sure to use your R.Psych. or R.Psych. Assoc. designation in all professional materials and advertisements.

Update from the Quality Assurance Committee

The Quality Assurance Committee is nearing completion of the 2009 review process for the Continuing Competency Program. Overall it appeared that registrants are involved in a broad range of interesting activities that serve to keep them abreast of developments in their areas of interest. Registrants typically had well more than the required number of hours in all of the required modalities. The Committee was pleased with the quality of submissions they reviewed this year, and noted the general decrease in the extent of confusion between categories. The Committee was also very pleased with the high level of cooperation from the 80 registrants who were randomly chosen for the 2009 audit. With the exception of two registrants who were absent from their offices and alerted the College to that fact, all registrants who were randomly selected provided their log sheets by the deadline requested. The majority of these included enough information in their log sheets to satisfy the Committee that they had met the requirements of the Continuing Competency Program. In a small number of cases, further information has been requested and the Committee is awaiting responses to their questions. Two registrants who were inadvertently not in compliance with program requirements have been directed to take remedial action in 2010.

The Committee wishes to remind registrants that log sheets should include sufficient information for the Committee to determine whether the requirements of the Continuing Competency Program have been met. This means ensuring that you specify:

- the title of any workshops or conferences attended, and the sponsoring agency;
- whether on-line courses taken are CPA/APA approved;
- titles of books and journals read; and
- the composition of consultation groups.

The Committee will be issuing an updated log sheet later this year that will be included on the new College website. While this form will not ask for specific names in the section for Category C, registrants are required to provide the professional designations of participants (e.g., A case consultation with 2 psychologists, 1 psychiatrist, and 1 social worker), and must be able to provide the names of participants in the event that the Quality Assurance Committee requests this information.

The Committee also wishes to remind registrants that:

- Non-CPA/APA approved on-line courses may not be included in Category A (with the exception that on-line courses approved by

an alternate professional accrediting body in the registrant's area of specialization may be a satisfactory substitute in place of CPA/APA approval), but may be included towards Category B requirements. This requirement is in place because the modal activity for Category A is an in-person learning activity. The intent of permitting on-line courses for Category A is to accommodate the needs of rural practitioners, while at the same time being able to ensure the quality of the activities undertaken without requiring undue Committee time to evaluate unknown courses.

- Involvement with the College by serving as a Board or committee member, or as an oral examiner or regulatory supervisor, may be counted towards continuing competency requirements and those registrants devoting their time to such involvement are encouraged to include these activities on their logs.
- Presentations or workshops given by the registrant, where the intent is to provide information or guidance to others, cannot be used to fulfill requirements in any category of the Continuing Competency Program. The preparation time for those activities may be included in Category B if the registrant learned something new and practice-enhancing, but the presentation time itself may not be included.
- Listserve activities may not be included towards Continuing Competency Program requirements in any category.
- Only Category A hours are bankable, with up to 12 hours accrued in one year over the 12-hour minimum requirement available to be claimed in the immediately following year only.

Quality Assurance is one of the means by which the College meets its mandate of public protection, by promoting and ensuring a high level of quality of registrant activities. The Committee expresses its appreciation for the participation of registrants in the audit process. It appears that registrants have become increasingly aware of the importance of maintaining continuing competency and documenting these activities for review in the event that they are chosen as part of the random audit process.

Be Informed

Registrants are reminded to check the website frequently and regularly to ensure awareness of current issues relevant to the professional practice of psychology in British Columbia.

The College's Quality Assurance Committee

Section 16 of the *Health Professions Act* (the "Act") details the duties and objects of colleges regulating the health professions. The general duty of colleges is to serve and protect the public. Various objects of the colleges are specific, including to establish, monitor, and enforce standards of practice to enhance the quality of practice and reduce incompetent, impaired, or unethical practice by registrants, and to establish, monitor, and enforce standards of professional ethics. A number of other objects are also laid out in this section, including:

16 (2)(e) to establish and maintain a continuing competency quality assurance program to promote high practice standards amongst registrants.

The College *Bylaws* establish the Quality Assurance Committee, and set out the duties of the Quality Assurance Committee and its ability to monitor compliance with continuing competency requirements it has established. Paragraphs 3 and 4 of Part 17 of the College *Bylaws* state that:

(3) The quality assurance committee must

(a) review periodically, as appropriate, any standards of practice or codes of conduct set out in these bylaws to enhance the quality of practice, and to prevent incompetent, impaired or unethical practice among registrants,

(b) recommend to the Board for approval a continuing competency program to promote high standards of practice among registrants, and

(c) recommend to the Board for approval any continuing education courses required by these bylaws.

(4) The Quality Assurance Committee may monitor compliance of continuing competency requirements for registrants by conducting random audits of registrants by mail or by using any other method approved by the Board.

In summary, the *Health Professions Act* has specified that one of the ways in which the health professions colleges are expected to protect the public and serve the public interest is by establishing a continuing competency quality assurance program, and the College *Bylaws* specify the establishment of a committee to fulfill that objective. The Quality Assurance Committee is obliged under the College *Bylaws* to establish a continuing competency program and to monitor registrant compliance with that program via a random audit of registrants. The results of the review of the 2009 year are provided to the left.

Announcing the Launch of the CPBC Practice Support Service

The College is pleased to introduce a Practice support service to registrants, responding to registrant's questions regarding practice issues and ethical dilemmas.

What's New About the CPBC Practice Support Service?

While registrants have always received written responses to written inquiries sent to the College, the new practice support service involves direct contact with a Deputy Registrar whose responsibilities include responding to practice support requests in various modalities. Registrants will have the option of writing to the College via regular post or facsimile, submitting an email inquiry, or telephoning the College. This practice support service is not intended to replace clinical consultation with peers, which should be a routine component of clinical practice, or to provide legal advice.

What is the Purpose of Practice Support?

Practice Support is intended to provide assistance to a registrant facing a new or unfamiliar ethical dilemma, or a practice situation with unfamiliar characteristics or demands. Registrants may find it beneficial to discuss such matters with someone who is familiar with general psychology practice issues, the College's regulatory documents and requirements, and the legislation governing the practice of psychology. Registrants accessing the service will be referred to applicable governing legislation, including relevant aspects of the *Code of Conduct*, to assist them in contemplating the issue before them. They will be provided with a discussion of relevant ethical considerations, and assisted to consider the options and possible outcomes. Practice support is intended to assist registrants to identify and clarify relevant practice and ethical issues being considered, to identify options, to implement strategies to address the issues at hand, to resolve problems, and to improve practice consistent with the College's mandate of public protection. Registrants will not be told what to do or be provided with directive advice – the final decision regarding the course of action to be taken will be made by the registrant.

Parameters of Practice Support

Queries to Practice Support are confidential within the limits of the *Code of Conduct* and legislation. Users of the service will be required to identify themselves in order to confirm their status as a registrant of the College. The College is required to take action on issues involving professional misconduct, incompetence, or impaired practice of any identifiable registrant. The College will also collect questions received and general

responses provided, for the purpose of making this information available to all registrants in other ways, such as through FAQs on the College website or in some other format. No identifying information will be included. The College will also collect data on the types of inquiries handled by Practice Support, including both the modality of the inquiry and the type of practice issue under consideration.

Practice Support will be provided by a senior psychologist on staff at the College who has an exclusive focus on Practice Support to ensure the separation of the Practice Support service from the College's legal obligations to investigate complaints, fitness to practice concerns, and competency issues. Practice Support cannot respond to questions related to any matter currently under investigation or discipline. Efforts will be made to respond to all inquiries in a timely fashion. Registrants should take note that the service is not an "on-demand" service given the limits to College staff and resources. Where appropriate and feasible, practice support services may be provided to a group via an in-person consultation or presentation/workshop.

The College hopes that registrants will make use of this new service. As with the introduction of any new College program, the College welcomes feedback and comments from registrants, as well as their understanding as the new program gets underway.

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.

What Practice Support Is:

- A free service available to registrants of the College
- An opportunity for registrants to discuss practice concerns and ethical issues with a senior psychologist on staff at the College who is familiar with general psychology practice issues and the legislation governing the practice of psychology in B.C.
- Available by letter, fax, email, or telephone
- Confidential within certain limits

What Practice Support Is Not:

- The College does not provide legal advice or consultation
- Practice Support is unable to respond to questions regarding any matters currently under investigation or discipline
- The service is not intended to replace clinical consultation
- The service is not an "on demand" or emergency service
- Practice Support does not usurp the decision-making authority and responsibility of registrants in conducting their professional activities

Accessing Practice Support

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 at (604) 736-6164 and pushing option "4" (Practice Support).

5. Who should I call if I have an emergency in my clinical practice?

The CPBC Practice Support service is intended as a resource for registrants to help avoid crisis situations and to talk through tricky or challenging clinical situations with reference to the relevant standards of the *Code of Conduct* and governing legislation. It is not an emergency service. Registrants should continue to consult with senior colleagues, and use 911 and other resources as appropriate in an emergency situation.

THE LEGAL CORNER:

Information for Registrants about the Health Professions Review Board

Complainants dissatisfied with the disposition of their complaint by the Inquiry Committee, and applicants dissatisfied with a decision of the Registration Committee are now entitled under the *Health Professions Act* to request a review of the decision by the Health Professions Review Board (HPRB).

This article focuses on Inquiry Committee decisions. In the event that a matter in which you have been named is put before the HPRB, both you and the College will become parties to the Complainant's review. This article provides information about where to find more information (www.hprb.gov.bc.ca), the College's role in this process, and considerations for retaining legal counsel. The College, while not able to provide you with legal advice, is interested in ensuring that registrants are properly informed about the HPRB process.

The HPRB is an administrative tribunal created under the *Health Professions Act* to provide an independent review of certain decisions made by colleges of self-governing health professions, including those made by this College.

If you are not already represented by a lawyer, you may wish to retain one for this review process. The College's role in a review is limited to addressing the decision made on the record by the Inquiry Committee, and any issues of procedural unfairness. The College's role is not to represent the registrant's interests.

In deciding whether to retain a lawyer, you may wish to consider the following:

- The review process can be complicated. The HPRB has Rules of Practice and Procedure that govern the review process. These

Rules are available on the HPRB website at www.hprb.gov.bc.ca. The Rules address important aspects of the review process, including how you can apply for summary dismissal of the review, how to apply for the HPRB to consider evidence that was not before the College, and the procedural steps necessary to your participation in a hearing of the HPRB.

- The review process can raise privacy concerns. For example, the contents of documents considered by the College, which may include patient records, communications between you and the College, and any personal information you have provided to the College, will ordinarily be disclosed to the Complainant. You may wish to apply to have certain documents (such as medical records or portions thereof, or sensitive information about third parties or yourself) excluded from production to other parties in the review. A lawyer can help you identify and address these issues.

- The review process may generate potentially serious consequences for you. These consequences may include the HPRB setting aside the disposition of the Inquiry Committee with a new disposition.

As a registrant, your insurance may cover retaining legal counsel. For information, you will need to contact your insurer. If you decide to hire a lawyer, you may benefit from hiring a lawyer earlier in the process, rather than later. As you review the Review Board Rules of Practice and Procedure, you will see that some legal steps – for example, disclosure, mediation or preliminary application – may start very early in the process.

College Board

John Carter, Ed.D., R. Psych.
*Professional Member, Chair,
Registration Committee*

Michael F. Elterman, Ph.D., R. Psych.
Professional Member, Chair of the Board

Daniel Fontaine
*Public Member, Chair,
Patient Relations Committee,
Chair, Discipline Committee*

Henry Harder, Ed.D, R. Psych.
Professional Member

Jenelle Hynes
Public Member

Russell King, Psy.D., R. Psych.
*Professional Member, Chair,
Inquiry Committee*

Leora Kuttner, Ph.D., R. Psych.
*Professional Member, Chair,
Quality Assurance Committee*

Wayne Morson
*Public Member, Vice-Chair, Board;
Chair, Finance Committee*

Hendre Viljoen, Ph.D., R. Psych.
*Professional Member,
Quality Assurance Committee*

College Staff

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

Amy Janeck, Ph.D., R. Psych.
Deputy Registrar

Susan Turnbull, Ph.D., R. Psych.
Deputy Registrar

Lucas Cupps
Director of Investigations

Susan Wynn
Registrar's Assistant

Lysandra Bumstead, M.A.
Registration and Records Coordinator

Stay tuned for the launch of the new College Website:

The College is very pleased to announce that work is currently underway to revise and update the College website. The new website will contain a number of improvements over the current website, including a reorganization of the information currently available to facilitate easier location of documents and other information, special sections for submitting certain forms such as address changes directly to the College through the website, the ability to submit questions directly to Practice Support, and easier access to FAQs. Users of the new website should find that the new navigation tabs make searches simpler, and they will be able to go directly to areas of specific interest. Please look for the new website to be launched later this spring. The website address will remain the same. As with all College activities and initiatives, feedback regarding the new website is welcomed.

<http://www.collegeofpsychologists.bc.ca>



Change of Status on the Register

New Registrants from September 9, 2009 to March 15, 2010

Kristin Elaine Marie BUHR	Cheryl Darlene GUEST	Andrew Kenneth Koji MIKI
Carmen Frances CAELIAN	Pamela Elizabeth HIRAKATA	Luis Enrique OLIVER
Colleen Kathleen CANNON	Azula A. HOUGHTON	Karla Gabriela SARUK
Ai-Lan CHIA	Neta HOWARD	Barry Daniel SPRIGGS
Susan Anne CONNELLY	Roy Mitchell JOSEPHSON	Kathleen TING
Kimberley St. Anne DA SILVA	Jennifer Leah MAZUR	Jennifer Louise TURNER
Nicole Michelle DORFAN	Jonathan (John) MCVICAR	

New Registrants with initial status of Non-Practicing

Susan SIKLOS

New Registrants with initial status of Out of Province

Annemarie GOCKEL

Registrants with status change to limitations as per the Registration Committee since September 9, 2009

Melis ALKIN

Registrants with status change to limitations as per the Inquiry Committee since September 9, 2009

Anne Marie DIETRICH

Melady PREECE

Registrants with status change to Non-Practicing since September 9, 2009

Anthony Sai-Cheung CHAN	Susan Arlene MESHWORK	Karen Eileen WHITEMORE
Anne Eve FEDOROWICZ	Elizabeth Ann STANFORD	Quincy-Robyn YOUNG
Harvey Richard GRIFFIN	Peggy L. TALLY	

Registrants who resigned from the College since September 9, 2009 and are now off the Register

Bryan Arnold ANSLEY	Adele HERN	Helen STOLTE
Georgina BATCHELOR	Sharon E KAHN	Mary Gwen STRUTHERS
Allan BESNER	Gladys LOEWEN	Joyce Lynn TERNES
William Cecil BROWN	Rhona ROSEN	W. Douglas UHL
Michael John CATCHPOLE	Maribeth RUCKMAN	Patrick Dennis WALLS
Linda Faye HARRISON	Barbara Ann SMITH	Lorette Kathleen WOOLSEY

Registrants who have had their registration cancelled since September 9, 2009

William GLACKMAN	Faye Ann PARIS	Candace Better TATE
Clair HAWES	Sharon Elaine RAE-POWELL	Sarah Louise WIENS
Trula Diane O'HAIRE	Carolyn Pearl SCOTT	

Registrants with status change to Out of Province since September 9, 2009

Doris Shirley VINCENT	Stephen Francis MAUNULA	David KATZ
Daniel Raymond DALTON		

Registrants with status change to Retired since September 9, 2009

Kathryn Louise CASS	Stephen J HARRIS	Frank Jared SPELLACY
Margaret May DELASALLE	Martha Freese KELLER	Janet STRAYER
Maria Laura DREW	Barbara Ann PENDERGAST	Max Reinhold UHLEMANN
Wayne Sidney FULLERTON	Barbara Ann Markus PERKS	Malcolm Samuel WEINSTEIN
Leonard Robert GEORGE		

Registrants who have had a Public Notification issued from September 9, 2009 (see CPBC website for details)

Abdelaziz BOUZRARA	Kamie Joy MCCONNELL	Jeanne NADEAU
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COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA

ANNUAL GENERAL MEETING

Friday, May 28, 2010

4:00 pm to 7:00 pm

Annual General Meeting and Continuing Competency Presentation

“THE CHANGING WORLD OF PSYCHOLOGY PRACTICE IN BRITISH COLUMBIA”

The AGM will include reports on the 2009 year.

Emphasis will be given to discussion of the changing face of psychology practice in the province, including a presentation from an expert in government relations.

Please come to the AGM and be informed.

VANCOUVER SITE:

Chan Centre for Family Health Education, Children and Women's Health Centre
4480 Oak Street, Vancouver, B.C.

VICTORIA SITE:

Royal Roads University at Hatley Park National Historic Site
2005 Sooke Road, Victoria

Further details will be provided to registrants prior to the meeting and will also be available on the College's website.

The presentation to accompany the AGM will be eligible for continuing competency credits.

Registrants in other areas will be able to view the AGM via webcast and submit questions via email.
Details to follow.

A light dinner will be available.

- RSVP -

Please RSVP your attendance and location by May 14, 2010:

*Phone (604) 736-6164 or (800) 665-0979 (push 307 as soon as the auto-attendant picks up)
or fax (604) 736-6133.*

Please also leave us a message if you are interested in participating via webcast.

 **College of Psychologists of British Columbia**

Suite 404, 1755 West Broadway, Vancouver, BC V6J 4S5

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