2017

COLLEGE OF
PSYCHOLOGISTS OF BC
ANNUAL REPORT

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2017

COLLEGE OF PSYCHOLOGISTS MANDATE

The College's role is to regulate the practice of psychology in the public interest in accordance with the *Health Professions Act* by setting the standards for competent and ethical practice, promoting excellence, and taking action when standards are not met.

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WELCOME FROM THE CHAIR AND REGISTRAR

It is our pleasure to welcome readers to the 2017 College of Psychologists Annual Report. Readers of CPBC annual reports from past years will notice a change in this year's format. The primary purpose of the College is to regulate the profession of psychology in the public interest, and in keeping with that objective, we're hoping the design and content of this Annual Report and future reports enhance its relevance and readability to the public, with information about the profession and data presented in more interesting ways. This edition is a step in that direction, and we welcome constructive feedback for future issues.

Like other health profession regulators in British Columbia, the College of Psychologists has the privilege to regulate, governed by a legal model requiring both psychologists and public members of the board and its committees. Together, these representatives set the ethical and professional standards for the profession, make sure fully qualified psychologists are registered, investigate complaints and enforce standards of conduct, and ensure registrants are up-do-date with the highest standards of practice throughout their careers. This report provides insights into how the College has acted on those responsibilities, and further information is always available on the College website.

This new reporting format isn't the only way the College is changing with the times and responding to the evolving context of professional regulation. We are proud to have offered this year an online workshop which meets continuing competency requirements; "Lessons from the Past and Prepping for the New Reality". Early in the year, the Quality Assurance Committee finalized a checklist for registrants who are considering providing an assessment of an individual who has requested medical assistance in dying (MAiD), to help registrants ensure they are offering their services consistent with Code of Conduct requirements. The College has also joined with all BC Health Regulators (BCHR) in signing the Declaration of Commitment to the Cultural Safety and Humility in the Regulation of Health Professionals Serving First Nations and Aboriginal People in British Columbia, making a commitment to meaningful Reconciliation.

The College is an active supporter of the BCHR, and the registrar served as the Secretary of that organization through 2017. The BCHR is an excellent forum for advancing our common objective of protecting the public interest, and work there has helped to standardize policies such as how public notifications are treated, ensuring a more transparent, fair and objective service to the public across professions.

BC's health regulators continue to be concerned about unregulated practice, a concern which led the BCHR public information campaign, "Our Purpose, Your Safety", which encourages the public to make sure they receive service from a licensed professional. The College of Psychologists continued to support this work in 2017, and maintains its own enforcement efforts to prevent the illegal use of the title "psychologist". This is an important way to help protect the public from unqualified and risky services.

2017 saw implementation of the new Canadian Free Trade Agreement (CFTA) and the continuance of labour mobility rules which entitle a professional licensed in one Canadian jurisdiction to similar registration in any other Canadian jurisdiction when available. In this context, it is essential to public protection that regulators work to achieve consistent entry to practice standards across the country. CPBC has led this work with the Association of Canadian Psychology Regulating Organizations (ACPRO), including establishment of a National Standard for entry to practice based on the Canadian Psychological Association doctoral program accreditation. We were pleased to see that in 2017 New Brunswick passed legislation adopting the ACPRO National Standard for entry to practice psychology in that province.

2017 Board Members



This year the CPBC, staff and board, made substantial contributions to the development of a new competency assessment exam under the auspices of the Association of State and Provincial Psychology Boards (ASPPB). Scheduled for implementation in 2020, this exam will be a complement to the existing Examination for Professional Practice in Psychology (EPPP). It will help to ensure consistent standards for entry to practice across Canada and the US, and increase confidence in both the CFTA labour mobility program and mobility agreements which help appropriately qualified psychologists licensed in US jurisdictions efficiently enter into practice in BC. These efforts help to ensure there will be enough qualified psychologists practicing in BC to meet the public need.

We are proud of the work the College does to protect the public interest, and encourage registrants to keep informed about our work through our bi-annual newsletter, the Chronicle, and our frequent email notices and the website. This year College staff held evening information sessions in Vancouver, Victoria and Kelowna, and staff regularly attend hospital and training program information sessions.

Audited financial statements for the 2017 year are found at the back of this Annual Report. The table below provides a comparison of College expenses over the past 5 years. As displayed in the table, there has been an increase since the previous year in the percentage devoted to wages, reflective of the first full year with the Director of Policy & External Affairs, as well as the hiring of additional part-time staff to assist the College in its statutory obligations. The hiring of additional staff to assist in the workload of matters before the College is reflective in a decrease in the statutory and general operating expenses. Overall, the Board remains very satisfied with the College's ability to stay within budget while managing the increase in the volume and complexity of both application and complaints matters.

We encourage you to read this report, to learn about the profession of psychology and the work the psychologists and public members have done to ensure the profession is practiced at the highest possible standard in British Columbia, and that the public interest is foremost in minds of our registrants. Throughout this report you will find the names of the many registrants and public members who have contributed many hours toward that goal, and we wish to thank all of them for bringing their talents and passion to our collective task.

Respectfully submitted, Dr. Philippa Lewington, R.Psych., Chair of the Board

Dr. Andrea Kowaz, R.Psych., Registrar

Table: Comparative Expenses

YEAR	WAGES AND BENEFITS				STATUTORY E	XPENSES	GENERAL OF EXPEN		TOTAL EXPENSES			
	Amount	%	Amount	Amount %		%	Amount	%				
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				
2017	942,443	56	263,580	16	475,374	28	1,681,397	100				

Registering Qualified Psychologists

The Registration Committee is established under the authority of and guided by the *Health Professions Act, Psychologist Regulation*, and CPBC *bylaws* in conducting its work in registering qualified professionals and overseeing the annual renewal process as well as work with various organizations on entry to practice standards and evaluation.

The standard for entry to practice as a Registered Psychologist in British Columbia is completion of a Canadian Psychological Association (CPA) or American Psychological Association (APA) accredited doctoral degree in psychology completed in residence and a CPA or APA accredited 12-month pre-doctoral internship, or the equivalent.

The College confirms whether an applicant for first time registration meets these standards through a careful review and validation of an applicant's education, training and practice experience as well as requiring completion of an oral exam and two written exams. All applicants are required to provide professional references as well as a criminal records and national police records check.



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Registration Committee Report

This year the College welcomed fifty-five new registrants and concluded 2017 with a total of thirteen hundred and thirty registrants. The College continues to track timelines of applications and in 2017 the average length of time for first time registrants, from receipt of application to placement on the Register, was approximately 14 months. As in previous years, an individual applicant's experience is dependent upon timeliness in studying for and completing examinations, success on examinations, and timeliness in obtaining the many documents required from different sources. Applicants applying under the terms of the Canadian Free Trade Agreement labour mobility provisions or the National Register/ASPPB CPQ labour mobility (USA) provisions obtained placement on the Register within an average of 7 months. A total of 5 foreign trained applicants seeking registration for the first time in North America (4 US and 1 UK) were accepted for registration in 2017.

Bylaw Amendments

In 2017 the College closed off two classes of registration which had been created in 2014 to accommodate the regulation of the practice of master's trained individuals

working exclusively in the correctional setting and individuals providing specific psychological services under the supervision of a College registrant. No further applications will be accepted for either the "associate psychologist (corrections)" or "psychology assistant" limited classes.

Applications Received	2016	2017
Registered Psychologist Registration	30	35
Psychology Assistant	0	7
AIT/CFTA	31	19
Already Licensed in USA	4	14
TOTAL	65	69

Connecting with Training Programs

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.

New Registrants by Type of Application

FIRST TIME APPLICANT (INCLUDING FOREIGN TRAINED)	27	7
ALREADY REGISTERED IN CANADA (AIT / CFTA LABOUR MOBILITY)	23)
ALREADY LICENSED IN USA (National Register / ASPPB CPQ)	4	1

Number of Examinations Written in 2017

	2012	2013	2014	2015	2016	2017
EPPP Examinations	29	46	30	38	29	37
Written Jurisprudence Examinations	61	52	59	73	61	54
Oral Examinations	26	43	31	39	35	26
Readiness for Practice Examination	-	-	-	4	2	-

Register as of December 31, 2017

Registered Psychologists - No Limitations or Conditions	1211					
Registered Psychologists - Limitations as per Inquiry Committee						
Limitations as per Class of Registration:						
Non-Practising (Out of Province)	33					
Non-Practising (Medical, Parental or Other Leave)	18					
Non-Practising (Retired)	46					
Grandparented Registration	4					
Associate Psychologist (Corrections)	3					
Temporary (Supervised)	3					
Psychology Assistant	2					
Limitations as per Inquiry Committee	2					
TOTAL	1330					

Information about various classes of registration is available at the College of Psychologists of British Columbia website

Where do Active Psychology Registrants Work?







Hospital



School



Public Community Practice



Other Public Practice

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 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, Charles T. Wormeli, Ed.D., R.Psych., Chair, Registration Committee 2017

2017 Registration Committee Members

Charles T. Wormeli, Ed.D., R.Psych. (Chair)
Jenelle Hynes, Public Member
Todd Kettner, Ph.D., R.Psych.
Sarah Macoun, Ph.D., R.Psych.
Marlene Moretti, Ph.D., R.Psych.
Marina Navin, Public Member
Donna Paproski, Ph.D., R.Psych.
Lindsey Thomas, Ph.D., R.Psych.

Oral Examiners

Alfonso, Victoria, Ph.D.
Amell, Verna-Jean, Ph.D.
Bailey, Mark Arnott William, Ph.D.
Ballou, Jeffrey Forbes, M.Ed.
Bell, Deborah Elisabeth, Ph.D.
Bhalla, Rishi Kant, Ph.D.

Cohene, Lee Stephan, Ph.D.
Colby, Robert Lester, M.S.
Cross, Susan E., Ph.D.
Crowell, Timothy Andrew, Psy.D.
Estrin, Terence David, Ph.D.
Godfrey, Maureen, Ph.D.
Hackett, Susan M., Ph.D.
Hopp, Grace Annette, Ph.D.

Kaushansky, Mel, Ph.D.
Kendrick, Margaret Joan, Ph.D.
Kosaka, Brenda Dale, Ph.D.
Laye, Ronald Curtis, Ph.D.
MacGregor, Anne, Ed.D.
McGee, Brandy Jennifer, Ph.D.
McLarnon, Megan, Ph.D.
Phillips-Hing, Martin Alvin, Ph.D.

Price, Kelly John, Ph.D.
Rosen, Barbara, Ph.D.
Schibler, Susanne R., Ph.D.
Sedgwick, Whitney Ann, Ph.D.
Stefanakis, Harilaos, Ph.D.
Whittal, Maureen L., Ph.D.
Yakirov, Arianna, Ph.D.

Our New Registrants

Megan Elizabeth Ames, Ph.D. Kimberly Ann Armstrong, Ph.D.

Heather Baitz, Ph.D.

Blackwell, Ekin, Ph.D.

Carter, John Dale, Ed.D.

Heather Victorian Baker, Ph.D.

Shannon Batten, Ph.D.

Leslie Nadine Blake, Ph.D.

Econe Madirie Blake, 1 11.5.

Jonathan Blasberg, Ph.D

Ainsley Boudreau, Ph.D.

Paul Brennan, Master of Counselling

Paul Brewster, Ph.D.

Amy Minh Nhat Burns, Ph.D.

Jerimier Clark, D.Clin.r.sy.

Allulag (Alexalluel) D

Michael Andrew Fearing, Ph.D

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Cynthia (Cindy) Friesen-Ford Ashurst M Ed

Sherri Frohlick, Ph.D.

Chantelle Giesbrecht, Ph.D.

Stephanie Griffiths, Ph.D.

Janice Helle, M.A.

Nora Hope Ph D

Megan Hughes, M.A.

Aaron Robert Jacobson, Psy.D.

Patrice Keats Dh.D.

Carin Viotaibl Master of Councelling

Erin King-Brown, Ph.D.

Katie Rose Kryski, Ph.D

Charmaine Lee Macon, Ph.D.

Christian Maile, Ph.D.

Jordan Maile, Ph.D

Robert James McClelland, Ph.D.

Amy McKendrick Master of Counselling

Natalie Mikic, Psy.D

Dylan Duran Payne M A

Carla Jane Petker, Ph.D.

Debra Rapske, M.A.

Allican Regues Ph D

Stanhan Pochafort Ph D

Janani Sankar, Ph.D

Pohort P Colleg Ph (

Sarah Sinclair Dh D

Janine Julia Slavec, Ph.D.

Janine Julia Slavec, 1 11.0.

Michael Robert Sobocinski, Ph.I

Julia Somody, M.A

Valery Sramko, Ph.D.

Gerthein Pieter Swanepoel, M.A.

Irina Tarasenco, Master's Degree Diploma

Sandra Nadine Thompson, Ph.D.

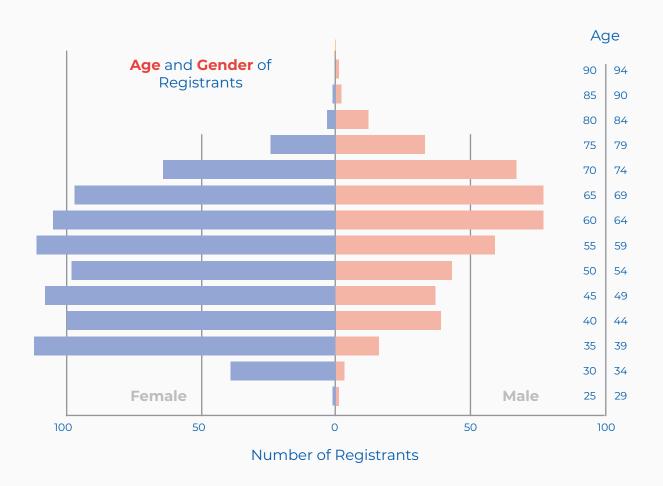
Gillian Kerry Watson, Ph.D

Claire Winson-Jones, Ph.D

Sarah Worobetz, Ph.D.

Keith Edward Zukiwski Ph D

Registrant Profile



Active Registrants are practising in many areas:

Clinical Psychology

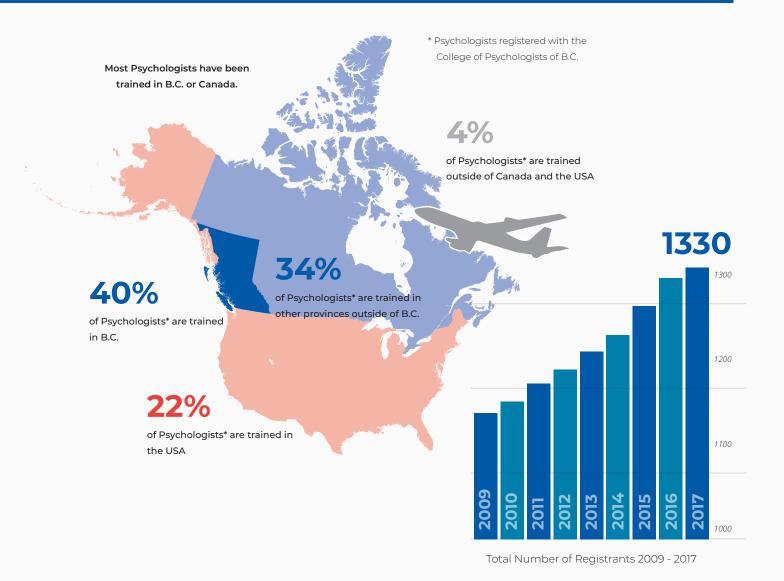
The application of psychological knowledge to the assessment, diagnosis, prevention, and/ or treatment of individuals with disorders of behaviour, emotions and/or thought, to counselling and consultation with couples, families, and groups, and to the enhancement of psychological and physical well-being.

Counselling Psychology

The application of psychological knowledge to the evaluation and counselling of reasonably well adjusted individuals, couples, families, and groups in order to help people adjust to problematic events and accomplish life tasks within the major spheres of work, education, relationships, and family during the lifespan developmental process.

School Psychology

The application of psychological knowledge about human behaviour and development to the understanding and assessment of the developmental, social, emotional and learning needs of children, adolescents, and adults; to the protection, promotion, and creation of learning environments that facilitate learning and mental health.



Clinical Neuropsychology

The application of psychological knowledge about brain-behaviour relationships to the assessment, diagnosis, treatment and rehabilitation of individuals with known or suspected central nervous system dysfunction, neurological disorders, traumatic brain injury, and learning difficulties.

Forensic Psychology

The application of psychological knowledge about human behaviour to the understanding, assessment, diagnosis and/or treatment of individuals within the context of criminal and/or legal matters.

Other

Including industrial/organizational psychology, rehabilitation psychology, bahaviour analysis, health psychology and academic psychology. Definitions of these terms are available in the CPBC bylaws, Schedule H.1.

Ensuring Professional Competancy

Ongoing Commitment to Safer Health System for Indigenous People

On March 1st Dr. Andrea Kowaz, on behalf of the College of Psychologists of British Columbia, joined with registrars of the other 23 BC health professions regulatory bodies in signing the Declaration of Commitment to the Cultural Safety and Humility in the Regulation of Health Professionals Serving First Nations and Aboriginal People in British Columbia.

The Declaration reflects the high priority placed on advancing cultural safety and humility for Indigenous people among regulated health professionals by committing to actions and processes which will ultimately embed culturally safe

practices within all levels of health professional regulation. All 23 regulatory bodies have committed to report on their progress via annual reports outlining strategic activities which demonstrate how they are meeting their commitment to cultural safety.

Established by the Board in 2016, the CPBC Indigenous Cultural Competency Task Force worked in 2017 to develop a draft Indigenous Cultural Safety Checklist, which was circulated in November and will be finalized in early 2018.



CPBC Indigenous Cultural Competency Task Force

Henry Harder, Ed.D., R.Psych. (Chair)
Yaya De Andrade, Ph.D., R.Psych.
Jeffrey Ansloos, Ph.D., R.Psych.
Alanaise Goodwill, Ph.D., R.Psych.
Brenda Knight, M.A., R.Psych.
Sarina Kot, Ph.D., R.Psych.
Jo-Ann Majcher, Ph.D., R.Psych.
Marlene Moretti, Ph.D., R.Psych.
Donna Paproski, Ph.D., R.Psych.
Kamaliit Sidhu, Ph.D., R.Psych.



Report of the Quality Assurance Committee

The *Health Professions Act* states that a key objective of a college is to establish, monitor and enforce standards of practice to enhance the quality of practice, and to establish and maintain a continuing competency program to promote high practice standards amongst registrants.

The CPBC undertakes to achieve these objectives through the work of the Quality Assurance Committee, which in 2017 was active on several fronts.

Continuing Competency Program

This program promotes high practice standards among registrants by ensuring they continue to engage in the acquisition of new knowledge relevant to their practice. Registrants are required to complete annually minimum hours of activity in formal development programs, self-study, structured consultations with other licensed professionals and ethics.

In 2017 the Committee sought input on and implemented several continuing competency program policy changes, including creating a fifth program category requiring self-care and self-monitoring. This category is intended to ensure registrants are aware of factors which may impact on their competence and ability to meet professional obligations.

The Committee also established the requirement that non-practicing registrants seeking reinstatement to active practice must have fulfilled their continuing competency activities for the period of inactive practice prior to the date on which they wish to return to work.

Every year, the Committee conducts an audit of a random sample of registrants, and in 2017 a total of seventy registrants were audited. Registrants continue to be highly compliant with the program and the auditing process.



Practice Support Services

Since 2010, the College has provided a Practice Support Service to assist registrants in considering how best to handle ethical dilemmas and practice decisions and to enhance clinical practice. Over 1350 enquiries have been responded to, a vast majority by telephone in order to facilitate discussion of the issues. Often times, the data obtained through this program has led the Quality Assurance Committee to develop practice support checklists or to provide other appropriate resources to registrants.

In 2017 one hundred and fourteen enquiries were made of the Practice Support Service. The data on those enquiries are provided in the accompanying chart (see page 17). The most common topics were related to release of information (including tests and test results, consent issues, and legal contexts) and practice issues (including competencies, personal safety, dealing with institutional settings).

Practice Support Checklists

The Committee has developed Practice Support checklists, 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 registrants' psychology practice. There are 11 finalized checklists, all of which are available on the College website.

This year, in addition to the work done by the Indigenous Cultural Competency Taskforce on the Indigenous Cultural Safety Checklist, the Committee finalized a checklist titled "Providing an Assessment Requested for MAiD Checklist" (with FAQS) and a draft "Establishing or Working Within a Group Practice".

Issues Raised with Practice Support

19 % - Practice Issues	9 % - Informed Consent					
	9 % - Concern about Registrant or Other Professional					
19 % - Release of Information	8 % - Record Keeping					
	8 % - Dual Relationship / Roles					
	7 % - Telepsychology					
7 % - Retirement / Professional Executor						
	6 % - Other					
5 % - Billing / Fees	3 % - Supervision					

Online Workshops

In 2017 the College established an online workshop for registrants. Collaborative care and expectations for registrants to engage routinely and productively with other health professionals was highlighted as part of this workshop. Participant comments praised the clear presentation of the accumulated wisdom of the Quality Assurance Committee, and the Inquiry Committee and the translation of that wisdom into practice. Areas of strength included lessons learned from complaints and top tips for best practices and understanding the College's obligation to investigate complaints.

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.

Respectfully Submitted Catherine Costigan, Ph.D., R.Psych. Chair, Quality Assurance Committee

2017 Quality Assurance Committee Members

Addressing Client Concerns

The Complaints Process

Clients who receive services from CPBC registrants are entitled to competent and ethical services. Usually, that is exactly what they receive, but when those standards are not met it is a core responsibility of the College to investigate and take action that is in the public interest.

The College investigates every complaint submitted in writing, which may include a review of written statements, records and interviews where required. Each investigation will reflect the unique characteristics of the specific complaint, but common investigative steps will include:

- The College confirms receipt of the complaint by letter to the complainant and notifies the registrant that a complaint has been received.
- The College reviews the complaint and requests any clarification or further information from the complainant.
- The College sends a letter to the registrant along with a copy of the letter of complaint, and requests a response to the allegations.
- If the complaint is a "serious matter" (defined in the *Health Professions Act* as a matter that, if proven, would result in limitations or conditions on the registrant's practice, or a suspension or cancellation of registration), the complaint will be taken to the Inquiry Committee.
- If the allegations, even if admitted or proven, would result in no more than a reprimand, it will still be completely reviewed by the Registrar.
- Once the investigation is concluded and a decision has been made about the complaint, the complainant and the registrant will receive a decision report. The report typically includes a summary of the allegations, the registrant's response to the allegations, a description of the information and documentation considered in the investigation, and



the Inquiry Committee or Registrar's review and opinion in response to the complaint. If corrective action is required of the registrant, the College may:

- require the registrant to undertake remedial action, including the requirement to have consultation, supervision or take educational courses;
- · reprimand the registrant about the conduct;
- order a review of the registrant's practice; and/or
- issue a citation for a hearing by the Discipline Committee if remediation is not appropriate or sufficient to address the concerns.

The College posts public notifications on its website of investigation outcomes which impose limits or conditions on the practice of a registrant or where a registrant has agreed via consent or undertaking to terms when in relation to a serious matter.

Complainants may apply to the Health Professions Review Board for a review of any decisions made by the CPBC about their complaint.

Report of the Inquiry Committee

In 2017, the College received 69 complaints involving 58 registrants. The College also closed 51 complaints, including 18 complaints which had been received in 2017.

A majority of the complaints in 2017 originated from clients (31) and third parties or relatives (16). Another primary source of complaints came from colleagues (15). As in previous years, many complaints occurred in the context of assessments, such as custody and access or return to work assessment. A larger proportion of complaints arose in the context of interventions than is typical.

Context of Complaints Received

	200	0-2016	2	2017
	#	%	#	%
Assessment	450	53%	30	43%
Consultation	18	2%	0	0%
Intervention	205	24%	29	42%
Regulatory Compliance	42	5%	0	0%
Other	127	15%	10	14%
Total	842	100%	69	100%

Differences from previous years also included a larger number of primary allegations related to Section 5 of the Code of Conduct, and which most often involved contraventions of Sections 5.1 (preserving client welfare) and 5.26 (avoiding harm), though several complaints against one registrant involved matters of power differentials and sexual harassment, Sections 5.10 (prohibited dual relationships) and 5.14 (no harassment, sexual harassment, exploitation or discrimination).

The Inquiry Committee has authority under the *Health Professions Act* to 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 an investigating another complaint. The Committee opened three investigations under its own motion in 2017.

The average amount of time required to resolve complaints in 2017 remained in line with previous years, despite the increased number of total complaints and the increasing complexity and volume of materials/records associated with most complaints.

A total of 16 Undertaking Agreements were signed by respondents to close complaints in 2017, and the Committee issued public notices for five of those undertakings as they were found to be serious as defined by the *Health Professions Act*.

In 2017 a total of five complainants made application to the Health Professions Review Board for a review of College decisions. One of those applications was dismissed and the Review Board upheld the decision of the Inquiry Committee in another. Three of those applications are currently under review. The HPRB also upheld a decision of the Inquiry Committee carried over from 2016.

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 2017

Discipline Committee Report

There were no hearings of the Discipline Committee and no citations issued for hearings in 2017.

Respectfully submitted, Marlene Moretti, Ph.D., R.Psych., Chair, Discipline Committee 2017

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

Closing Reasons for Complaints Closed 2014 - 2017

Closing Reason	2	2014		2015		2016		2017	Totals	
	#	%	#	%	#	%	#	%	#	%
Insufficient Evidence	7	3%	7	24%	15	33%	23	45%	46	30%
Decision not to Proceed	77	37%	0	0%	3	7%	6	12%	20	13%
Resolved*	7	3%	4	14%	3	7%	5	10%	13	8%
Undertaking or Consent Agreement	15	50%	16	55%	24	53%	16	31%	71	46%
Resigned/Cancelled **	2	7%	2	7%	0	0%	7	2%	5	3%
Totals	30		29		45		51		155	

^{*} In these cases the respondent has addressed the complainant's concern (e.g. making corrections to a report) and there is no need to take the complaint further as there were no public protection concerns.

^{**} In the event a respondent resigns in the context of an ongoing complaint investigation, 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.

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 Code of Conduct establishes explicit standards prohibiting sexual harassment, exploitation and dual relationships. Discussions at the Board level in 2017 have included identifying ways and means of further promoting public awareness of these standards and how the public should expect they are followed by all registrants.

Respectfully submitted,
J. Dean Readman
Chair, Patient Relations Committee 2017



2017 Inquiry Committee Members

Kenneth Cole, Ph.D., R.Psych. (Chair)
Timothy Crowell, Psy.D., R.Psych.
Christopher Gibbons, Ph.D., R.Psych.
Lindsey Jack, Ph.D., R.Psych.
Sandra James, Public Member
Sarina Kot, Ph.D., R.Psych.
Mary Beth Rondeau, Public Member
Lisa Seed, Public Member
Amy Zwicker, Ph.D., R.Psych.

2017 Discipline Committee Members

Marlene Moretti, Ph.D., R.Psych. (Chair)
Santa Aloi, Public Member
John Carter, Ed.D., R.Psych.
Jenelle Hynes, Public Member
Michael Joschko, Ph.D., R.Psych.
Philippa Lewington, Ph.D., R.Psych.
J. Dean Readman, Public Member
Ingrid Sochting, Ph.D., R.Psych.
Hendre Viljoen, Ph.D., R.Psych.
Charles T. Wormeli, Ed.D., R.Psych.

2017 Patient Relations Committee Members

J. Dean Readman, Public Member (Chair) Michael Elterman, Ph.D., R.Psych. Jenelle Hynes, Public Member Hendre Vilioen, Ph.D., R.Psych.

Number of Months to Close Complaints 2017

15 files

9 files
7 files
7 files
1-5 Months
6-10 Months
11-15 Months
16-20 Months
23+ Months

Primary Allegation in Complaints Received 2000-2017

Primary Allegation *	2000	2000 - 2016		
	#	%	#	%
General Standards for Competency (CC 3.0)	145	17%	19	28%
Informed Consent (CC 4.0)	37	4%	2	3%
Relationships (CC 5.0)	131	16%	23	33%
Confidentiality (CC 6.0)	47	6%	3	4%
Professionalism (CC 7.0)	123	15%	8	12%
Provision of Services (CC 8.0)	20	2%	0	0%
Rep. of Services/Credentials (CC 9.0)	3	0%	0	0%
Advertising/Public Statements (CC 10.0)	22	3%	1	1%
Assessment Procedures (CC 11.0)	270	32%	8	12%
Fees (CC 12.0)	77	1%	2	3%
Maintenance of Records (CC 13.0)	1	0%	7	1%
Security/Access to Record (CC 14.0)	12	1%	0	0%
Compliance with Law (CC 18.0)	7	1%	2	3%
Application (CC 2.0)	2	0%	0	0%
No Standard Applicable	17	1%	0	0%
Total	842	100%	69	100%

^{*} Primary Allegation categories correspond to sections of the Code of Conduct. The most frequent primary allegations in 2017 related to General Competence (Section 3 of the Code) and Relationships (Section 5). This year, within General Competence, many concerns related to opinions contained in assessments. A majority of complaints within the Relationships catagory alleged that the registrant did not preserve client welfare (Section 5.1) or did not take steps to avoid harming an individual with whom he or she works (Section 5.26)

Average Time to Close Complaint Files



MINUTES OF THE ANNUAL GENERAL MEETING FOR THE 2016 YEAR - MAY 25, 2017

Welcoming Remarks Dr. Philippa Lewington welcomed everyone to the Vancouver site and welcomed everyone participating via webcast. She noted that about 23% of active registrants were participating in the AGM either in person or in groups or on their own in various locations across the province.

Agenda and Minutes: The Agenda of the meeting, which was the Table of Contents of the 2016 Annual Report, was approved. The Minutes of the previous AGM, on page 23 of the 2016 Annual Report, were also approved.

Introductions: Dr. Lewington introduced the members of the current College Board in attendance. She gave her 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.

2016 Board Chair Report: On behalf of Dr. Marlene Moretti, Chair of the Board 2016, who was unable to attend the meeting, Dr. Lewington reviewed highlights of the 2016 Chair's report. These included the ongoing efforts to ensure registrants have access to College information, including the several information meetings held in different communities and the work underway for the new website. She also spoke to the ongoing work of the College with local, national and international organizations on matters of importance to professional regulation and protecting the public interest, include labour mobility and common entry to practice and professional standards.

Registration, Quality Assurance, Inquiry, Patient Relations, and Discipline Committee Reports were provided based on the written reports in the 2016 Annual Report and questions were entertained from the floor. Each Committee chair recognized the members of their respective committees (see full listing in the 2016 Annual Report) and acknowledged their contributions. Highlights of the reports included an update from the Registration Committee on the timelines for completing applications, test administration and the number of labour-mobility applications received; 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 Indigenous Cultural Competency Task Force and Practice Support Checklists.

Finance Report: Dr. Lewington provided a review of the Board's Finance Report based on the written report in the 2016 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 2016 year and challenges ahead. She commented on the commitment registrants demonstrated in maintaining currency with the regulatory context and recommended ongoing efforts, including foreshadowing the Deputy Registrars comments on continuing competency.

Deputy Registrar's Report: The Deputy Registrar reviewed the continuing competency requirements and reminded Registrants of the availability of the CPBC online workshop. Completion of the workshop, including successful completion of the post-workshop quiz, will meet regular continuing competency requirements for 2017. She then read out and acknowledged the names of registrants who served as regulatory supervisors during the 2016 year (a full list is available in the 2016 Annual Report).

Oral Examiners

Ms. Didi Korcheva, the Registration Coordinator, read out the name of registrants who served as oral examiners during the 2016 (a full list is available in the 2016 Annual Report) year and made special acknowledgement of Dr. Margaret Joan Kendrick, Mr. Jeffrey Forbes Ballou and Dr. Victoria Alfonso who has now joined the "20 PLUS CLUB", having provided more than 20 oral examinations.

DECEMBER 31, 2017

AUDITORS' REPORT

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA

AUDITED FINANCIAL STATEMENTS

DECEMBER 31, 2017

FINANCIAL STATEMENTS

Statement of Changes in Net Assets Statement of Financial Position

Statement of Operations

Statement of Cash Flows

Notes to Financial Statements



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, 2017 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.

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, 2017 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.

The Raber Mattuck Group

CHARTERED PROFESSIONAL ACCOUNTANTS

Raber Mattuck

Vancouver, British Columbia

April 17, 2018

Suite 318, North Tower • Oakridge Centre

STATEMENT OF FINANCIAL POSITION

AS AT DECEMBER 31, 2017

\$ 1,188,456 1,553,666 4,703 12,630 2,759,455 47,676 2,807,131	\$	1,116,668 1,661,299 360 11,620 2,789,947 54,935
1,553,666 4,703 12,630 2,759,455 47,676	\$	1,661,299 360 11,620 2,789,947
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\$		54,935
\$ 2,807,131		,,500
	\$	2,844,882
\$	\$	23,624
		12,202
1,212,670	_	1,332,553
1,260,329		1,368,379
1,553,666		1,661,299
47,676		54,935
(54,540)		(239,731
1,546,802		1,476,503
\$ 2,807,131	\$	2,844,882
	14,519 1,212,670 1,260,329 1,553,666 47,676 (54,540) 1,546,802	14,519 1,212,670 1,260,329 1,553,666 47,676 (54,540) 1,546,802

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, 2017

8	General Contingency Fund 2017 (Note 1(d))		Capital Asset Fund 2017 (Note 1(d))		General Fund 2017 (Note 1(d))		Total 2017		Total 2016
NET ASSETS, beginning of year	\$ 1,661,299	\$	54,935	\$	(239,731)	\$	1,476,503	\$	1,311,480
Excess of revenue over expenses	92,367		(14,459)		(7,609)		70,299		165,023
Interfund transfers	(200,000)		-		200,000		-		-
Purchase of capital assets			7,200		(7,200)				
NET ASSETS, end of year	\$ 1,553,666	\$	47,676	\$	(54,540)	\$	1,546,802	\$	1,476,503

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

The Raber Mattuck Group

STATEMENT OF OPERATIONS

FOR THE YEAR ENDED DECEMBER 31, 2017

	2017	2016
REVENUE (Note 1(e))		
Registration fees	\$ 1,477,555	\$ 1,478,590
Application and exam fees	83,020	81,894
Investment (Note 1(c))	99,400	109,822
Special projects	5,400	
Supervision revenue	29,206	68,525
Other	57,115	64,882
	1,751,696	1,803,713
EXPENSES		
Administration	161,216	154,086
Audit	7,738	6,594
Board (Note 6)	9,400	43,295
Committees (meetings, travel and honoraria) (Note 6)	82,214	57,177
Operations	154,777	152,475
Registrant / Applicant services	24,146	28,748
Statutory functions (FOI, investigations, routine legal consultation)	263,580	315,300
Supervision expense	35,883	61,796
Wages and compensation	942,443	819,219
	1,681,397	1,638,690
EXCESS OF REVENUE OVER EXPENSES	\$ 70,299	\$ 165,023

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, 2017

	2017		2016
OPERATING ACTIVITIES			
Excess of revenue over expenses	\$ 70,299	\$	165,023
Amortization	14,459		15,835
Adjustments for changes in:			
Accounts receivable	(4,343)		3,440
Prepaid expenses	(1,010)		(452)
Accounts payable and accrued liabilities	9,516		(8,447)
Payroll liabilities payable	2,317		(201)
Deferred revenue	(119,883)		(78,457)
CASH PROVIDED BY (USED IN) OPERATING ACTIVITIES	(28,645)		96,741
INVESTING ACTIVITIES			
Purchase of capital assets	(7,200)		(33,756)
Increase in investments - internally restricted	107,633	_	(599,734)
CASH PROVIDED BY (USED IN) INVESTING ACTIVITIES	100,433		(633,490)
NET INCREASE (DECREASE) IN CASH	71,788		(536,749)
CASH, beginning of year	1,116,668		1,653,417
CASH, end of year	\$ 1,188,456	\$	1,116,668

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

The Raber Mattuck Group

NOTES TO FINANCIAL STATEMENTS

DECEMBER 31, 2017

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).

) 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 (2017 – \$24,741; 2016 - \$26,496) 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 lawsuits, 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, 2017 the fund has been maintained at \$1,553,666 (December 31, 2016 - \$1,661,299).

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, 2017

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.

	2017	2016
Capital Asset Fund, beginning of year	\$ 54,935	\$ 37,014
Less: amortization of capital assets	(14,459)	(15,835)
Add: asset purchases during the year	7,200	33,756
Capital Asset Fund, end of year	\$ 47,676	\$ 54,935

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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NOTES TO FINANCIAL STATEMENTS

DECEMBER 31, 2017

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. No government grants were received in 2017 (2016-\$NIL).

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 Leasehold improvements Office furniture and equipment 30% declining balance 5 years straight line 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.

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COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA

NOTES TO FINANCIAL STATEMENTS

DECEMBER 31, 2017

2. PROPERTY AND EQUIPMENT

	Cost	2017 Accumulated Amortization	Net Book Value	2016 Net Book Value
Computer equipment	\$ 174,486	\$ 156,428	\$ 18,058	\$ 19,305
Leasehold improvements	91,216	90,178	1,038	692
Office furniture and equipment	150,256	121,676	28,580	34,938
	\$ 415,958	\$ 368,282	\$ 47,676	\$ 54,935

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:

	2017	2016
Membership fees received in advance for the following fiscal year	\$ 1,209,995	\$1,288,000
Written exam fees received in advance for the following fiscal year	2,675	1,125
Special project grant – ACT		43,428
Deferred contributions	\$ 1,212,670	\$ 1,332,553

The nature and amount of changes in deferred contributions balance for the year are as follows:

	2017	2016
Deferred revenue, beginning of year	1,332,553	1,411,010
Less: amount recognized as revenue in the year	(1,332,553)	(1,411,010)
Add: amount received for future periods	1,212,670	1,332,553
Deferred revenue, end of year	1,212,670	1,332,553

The Raber Mattuck Group

NOTES TO FINANCIAL STATEMENTS

DECEMBER 31, 2017

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, 2017, 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.

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 March 2021. The aggregate amounts of payments estimated to be required for these commitments over the next five years are as follows:

Year	Amount
2018	\$ 124,985
2019	122,974
2020	122,974
2021	30,743
2022	_

6. RELATED PARTY TRANSACTIONS

The College paid honoraria in the total amount of \$5,000 (2017 - \$4,900) 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.

The Raber Mattuck Group

COLLEGE OF PSYCHOLOGISTS OF BRITISH COLUMBIA

NOTES TO FINANCIAL STATEMENTS

DECEMBER 31, 2017

7. 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.

The College has determined that there is no requirement for Allowance for doubtful accounts as at December 31, 2017 (December 31, 2016 – NIL).

(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 liquidity 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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COLLEGE OF PSYCHOLOGISTS OF BC ANNUAL REPORT

ADDRESS 1755 – 404 West Broadway Vancouver, BC V6J 4S5