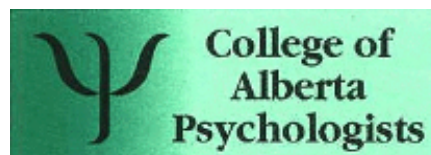


COLLEGE OF ALBERTA PSYCHOLOGISTS ANNUAL REPORT 2001 - 2002



College of Alberta Psychologists

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COUNCIL

The Council, which is the governing board of the College, consisted of 11 voting members: 10 chartered psychologists elected by the membership and one public member appointed by the provincial government. Five *ex officio* committee members also sat on Council, along with two officials and one recording secretary (all non-voting).

The Council held five meetings in the 2001-02 fiscal year. Meetings were open to the public, and dates and locations were advertised on the CAP website and in *The CAP Monitor*, the College's newsletter.

Key accomplishments in the 2001-02 fiscal year

Activities focused on three major areas: improving communications with members, providing guidance to the profession and committee activity.

1. Improving communications with members

Meetings were held with psychologists at:

- Calgary Public Schools
- Elk Island Schools
- Edmonton Catholic Schools
- Centre for Health and Wellness

Two meetings were held with the supervisors of provisional psychologists, one in Edmonton and one in Calgary. Four public meetings were held for those interested in becoming provisional psychologists, two in Edmonton and two in Calgary.

The College website underwent many changes during the year. The new features include:

- frequently asked questions
- on-line forms for registration
- change of address form
- guideline and brochure order forms
- lead articles from *The CAP Monitor*
- Annual Report
- payment of fees on-line
- practice bulletins
- consultation documents

The website continues to be a source of information to CAP members and the public, as it includes updates to the guidelines and bylaws, meeting dates, access to the governing

legislation, a member's registry and links to other useful websites.

The College published three issues of its newsletter, *The CAP Monitor*.

2. Providing guidance to the profession

Guidance to the profession was assisted by the work of the Practice Review Committee. Details of the work done are outlined in the report of the Practice Review Committee.

3. Committee activity

Details of the extensive work done by numerous College committees are provided in the individual committee reports.

Key objectives for the 2002-03 fiscal year

- *To guide the profession.* The Council plans to place continued emphasis on providing guidance to the profession primarily through the work of the Practice Review Committee.
- *To continue communicating with College members.* The College will continue discussing regulatory matters with psychologists across the province.
- *To implement the new Health Professions Act.* The College has established a transitions committee to address and report to the Council on preparations for the transition to the new act upon its proclamation.

REGISTRATION COMMITTEE

The Registration Committee is responsible for:

- reviewing applications for registration from provisional chartered psychologists and other categories of registrants
- reviewing supervision practice plans and the previous practice experience of applicants for registration

The Registration Committee approves or denies registration, or defers approval until the applicant has met the established criteria.

The Registration Committee held 13 meetings in 2001-02 and it reviewed 547 files. As of March 31, 2002, the College had registered 1,925 chartered psychologists, 143 psychological assistants and 274 new applicants and provisional chartered psychologists.

Applicants/new registrants, 2001-02

New chartered psychologists.....	86
New psychological assistants	26
New provisionally chartered psychologists	126
Courtesy registrants	5
New applications for provisional and psychological assistants.....	175

Results of the Examination for Professional Practice in Psychology (EPPP), 2001-02 Fiscal Year

The EPPP was computerized in April 2001, and the Alberta candidates began taking the exam in May. The pass mark on the computerized exam is a scale score of 500 (equivalent to 70%).

Pass	80 (72%)
Fail.....	31 (28%)
Total No. of Candidates.....	111
Average Scale Score, Alberta.....	536.62
Average Scale Score, ALL Candidates	553.22

PRACTICE REVIEW COMMITTEE

The Practice Review Committee is a legislative committee established under the *Psychology Profession Act*. Its mandate is to advise the Council on codes of ethics, codes of conduct, practice guidelines and standards of competence for psychologists.

The Practice Review Committee held seven meetings during the 2001-02 fiscal year. The committee's main focus was on the model of continuing competence, as required under the Health Professions Act. In addition, the committee completed a number of other tasks, including:

- developing new guidelines:
 - Service Fees for Provision of Copies of Client Files
 - Psychological Evaluations for Child Protection Decisions
 - Limits to Confidentiality and Consent for Services: Special Issues in Working with Minors and Dependant Adults
- revising existing guidelines:
 - Advertising and Other Public Communication
 - Release of Confidential Information: Special Issues in Third Party Requests
 - Child Custody Assessment

- reviewing the revised Canadian Code of Ethics for Psychologists (Third Edition) for adoption by Council
- revising the "Status of Codes of Ethics, Codes of Conduct & Guidelines in Regulation of the Psychology Profession in Alberta"
- consulting on proposed revisions to the Code of Conduct
- publishing a brochure on receiving services from a chartered psychologist
- publishing an article in *The CAP Monitor* on providing psychological services on the Internet
- publishing a practice bulletin on psychologists co-signing reports for third party billing purposes

Key objectives for the 2002-03 fiscal year

1. To implement the continuing competence model through a pilot project
2. To obtain final approval to revisions to the Code of Conduct
3. To obtain approval of guidelines on dual roles
4. To revise guidelines on:
 - advertising and other public communications
 - child custody assessment
 - release of confidential information
5. To develop a practice bulletin on the Court of Queen's Bench of Alberta Family Law Practice Note #7 related to psychologists' involvement with child custody decisions

DISCIPLINE COMMITTEE

The 18-member Discipline Committee works to ensure that hearings and appeals are handled promptly. In 2001-02 several new members were added to the committee, including two new panel chairs, and training sessions for the panel chairs were held in Edmonton and Calgary. Procedure manuals for conducting discipline hearings and appeals of the Registrar's decision to dismiss a complaint were developed and distributed.

During this fiscal year, three member panels of the Discipline Committee dealt with seven appeals of the Registrar's decision to dismiss. The Registrar's decision was upheld in all seven cases. There were no disciplinary hearings.

CREDENTIALS EVALUATION COMMITTEE

The Credentials Evaluation Committee is responsible for reviewing applications for evaluation of academic credentials from candidates for registration as chartered psychologists and psychological assistants. The Committee is also responsible for reviewing doctoral and Ph.D credentials of applicants. Several new members were appointed in the fiscal year.

The Committee met six times and reviewed 228 applicants for credentials evaluations:

Chartered psychologists applicants	208
Psychological assistant applicants.....	12
Ph.D. credentials applicants.....	8

ORAL EXAMINATIONS COMMITTEE

Oral Examinations were held four times in the fiscal year. Consultation/orientation sessions were held with the oral examiners in both Edmonton and Calgary in the fall.

Results: Oral Examinations, 2001-02 Fiscal Year

Pass	80(90%)
Fail	8 (10%)
Total No. of Candidates	88 (100%)

LEGISLATIVE COMMITTEE

The mandate of the ad hoc Legislative Committee is:

- to keep the College's policy manual current
- to keep the College's bylaws current
- to identify motions by Council that have an impact on policy and bylaws, and to propose corresponding written policies and bylaws
- to respond to the Council's requests to develop new policies and/or bylaws

The Legislative Committee continued to review and recommend changes to bylaws and policies as required. Significant bylaw changes were reported to the members through the College's website and newsletters.

CHARTERING COMMITTEE

The Chartering Committee is a standing committee that acts in an advisory capacity to the Council. It continually reviews all aspects of the chartering process and makes

recommendations on the criteria and procedures required to become chartered to practice psychology in Alberta. Such review has become urgent in view of the new Health Professions Act and the increasing emphasis on legally defensible practices.

Activities during the past year have included:

- recommending bylaw changes required to implement the Mutual Recognition Agreement (June 24, 2001) under the Agreement on Internal Trade
- revising Standards for Supervision: defining areas of competence and revising reporting forms
- developing Guidelines for Supervisors: Addressing Unacceptable Performance of Provisional Chartered Psychologists
- recommending supervision consultants for provisional psychologists and supervisors (to support and assist in conflict resolution)
- issuing a practice bulletin to provisional psychologists and their supervisors on the need to remain under supervision at all times including post-1600 hours of supervised practice
- meeting with supervisors in Edmonton and Calgary

In the future, the committee expects to recommend:

- mandatory registration requirements
- standards for the supervision of persons who provide the restricted activity of psychosocial intervention

COMPLAINTS, INQUIRIES AND DISCIPLINE PROCESSES

"Complaints" are defined as concerns about the practice or conduct of a psychologist, provisional psychologist or psychological assistant and/or about possible violations of the code of conduct, standards or ethics with respect to professional services provided. Complaints processes are handled by the Registrar. Throughout the investigation of a complaint, the College endeavours to provide factual information to all parties concerned. The goal of the College is to ensure that complaints and discipline processes meet the requirements of natural justice, i.e., processes are transparent and open to the public, and due process is afforded to the psychologist.

In 2001-02, the College received 72 new complaints; 98 complaints were handled in total. (This number includes new complaints and those

carried over from the previous fiscal year). The number of complaints has remained fairly stable over the last few years.

Disposition of formal complaints

Sixty-eight complaints were dealt with formally, in accordance with section 30 of the *Psychology Profession Act*.

Forty-five of the 68 formal complaint files were closed (66%):

- 9 were rejected according to Council custody policy or other legal reasons (20%)
- 15 were dismissed after formal investigation (33%)
- 21 were closed (47%) for various other reasons

Of the 15 complaints that were dismissed after formal investigation, seven complainants exercised their right to appeal the Registrar's decision (47%). The Appeal Panel of the Discipline Committee upheld the Registrar's decision in all seven cases.

Of the 21 files that were closed for "other reasons":

- 2 were unclear and/or there was no further communication from the complainant
- 6 were resolved outside of the formal investigative process
- 6 had a voluntary undertaking completed
- 2 were withdrawn
- 2 were resolved via undertakings and voluntary resignation of registration
- 1 completed orders of the Discipline Committee (from a hearing in August 2000)
- 2 were appealed to Alberta Court of Appeal and the appeals were allowed (Discipline Committee's judgement overturned)

Twenty-three complaint files remain active:

- 16 are under preliminary investigation (70%)
- 3 are in the 30-day appeal period following dismissal by Registrar
- 4 are completing voluntary undertakings

Alternative complaint resolution

There were no disciplinary hearings during this fiscal year. Ten cases that would have been

forwarded for a formal hearing were resolved through voluntary undertakings. All of these undertakings have involved some form of apology/retraction by the psychologist as well as remediation tailored to address the areas of practice in which sufficient evidence was found which might have resulted in a finding of unskilled practice or professional misconduct. The majority of complaints were related to section 6 of the Code of Conduct (1999).

Senior psychologists from the specific area of practice are appointed to conduct the remediation within a mandated timeframe. Such remediation may include, for example, an individual ethics review, a review of psychological practice or supervision of practice. The undertaking is considered fulfilled when each component is successfully completed. If the psychologist breaches or does not satisfactorily fulfill the undertaking, the matter is forwarded to a discipline hearing. Undertakings have also included the recovery of the College's costs.

Six undertakings were successfully completed. Follow-up procedures indicate that the psychologists who have undergone the process were generally positive about the outcome and found the remediation helpful. Also, through this process the College fulfills its mandate to protect the public in a timely fashion and the complainants are generally satisfied with the resolution. This process allows for more flexibility and it is less time consuming and more cost effective than contested disciplinary hearings.

Disposition of informal complaints

The College has a process that allows for some concerns to be resolved informally between the complainant and the member. The College contacts the member and informs him or her of the client's concerns, but conducts no formal investigation and makes no judgement as to what happened. The member is given the opportunity to try to work out a resolution with the complainant, with the assistance of the Registrar. Resolution may include the psychologist refunding fees, completing overdue reports, issuing apologies and correcting factual inaccuracies, and/or undertaking practice remediation.

Of the 30 informal complaints handled in 2001-02, 26 (87%) were resolved informally and four (13%) were referred to the formal process.

Nature of complaints

Types of Complaints Received, April 1, 2001 – March 31, 2002

Psychologist's impairment	1%
General conduct*	58%
Boundary issue	18%
Breach of confidentiality	10%
Billing practice	1%
Incompetence	4%
Failure to produce report	3%
Sexual misconduct	4%

*General conduct refers to concerns such as:

- lack of informed consent
- allegation of intimidation/threat by the psychologist
- allegation of bias
- psychologist not providing proper interpretation of assessment
- misunderstanding of purpose and outcomes

Distribution of Complaints by Area of Practice

Area of Practice	% of Complaints Received
Treatment	45%
Assessment*	55%
Custody	(58%)
Vocational/Disability	(35%)
Educational	(7%)

*Almost all the complaints in the assessment area involved concerns about assessment outcomes that may affect the client's legal rights or access to resources or remuneration.

Complaints are increasingly more sophisticated, i.e, complainants appear to be much more knowledgeable about the College's Code of Conduct and are referring to specific breaches by psychologists. Of particular concern is the large number of complaints about breaches of section 6 of the Code of Conduct, "Sufficient Professional Information."

Inquiries from the public and CAP members

The Registrar's office received an increased number of inquiries from the public and members regarding a variety of ethical, regulatory and legal matters.

The questions asked were about a wide variety of topics – ranging from specific regulatory information to very complex and involved ethical dilemmas and hypothetical scenarios. By providing answers, clarification, direction and

referral to appropriate sources of information, the College helped people to resolve many issues that otherwise might have come to the College's attention in the form of a complaint. The Registrar and Deputy Registrar met with a number of groups of psychologists to discuss specific pitfalls of professional practice, often specific clauses of the Code of Conduct.

In each case, all efforts were made to provide accurate and timely information and assistance. Complex ethical/legal queries from members were referred to a variety of sources for further information, including:

- PAA Practice advisors
- various government agencies
- publications and/or legislation

All regulatory information and materials are available through the CAP website and the CAP office. Members are expected to keep abreast of the requirements related to their area of practice.

REPORT OF THE PUBLIC MEMBER

Arlene A. Chapman

It has been a very good year for the College of Alberta Psychologists. The committees were busy, and they accomplished much of the work that was set before them. The College remains in sound financial shape and plans to address a large agenda in the coming year.

I would like to thank the departing member of Council, Mr. Harvey Brink for his contributions, as well as Dr. Richard Spelliscy for the excellent job he did as President this year.

I look forward to the coming year and the tasks ahead.

FINANCIAL REPORT

The College's unaudited financial statements for the 2001-02 fiscal year are now available on request. Audited financial statements will be available upon request at the end of June 2002. The approved budget for 2002-03 is available upon request.

Committee Lists, 2001-02

Council

Dr. Richard Spelliscy, President
Mr. Eric Haffenden, President-Elect
Dr. Michael King, Past-President

Ms. Arlene Chapman, Treasurer
(Public Member)
Mr. Harvey Brink
Dr. Dennis Brown
Dr. Sandra Collins
Dr. Teresita Jose

Dr. Louise Million
Dr. Jean Pettifor
Ms. Bonnie Rude-Weisman

Ms. Eileen Baril (ex-officio)
Mr. Pierre Berube (ex-officio)
Dr. Alexandra Kinkaide (ex-officio)
Dr. Patrick Lynch (ex-officio)
Dr. John Pearce (ex-officio)

Dr. Terry Pezzot-Pearce (ex-officio)
Ms. Leanne Vanderhelm (ex-officio)
Psychological Assistant Member -
Vacant

Chartering Committee

Dr. Jean Pettifor, Chair
Ms. Eileen Baril
Mr. Pierre Berube (ex-officio)

Dr. Wendy Hawkins
Dr. Alexandra Kinkaide (ex-officio)
Ms. Diane Priebe

Dr. Derek Truscott

Credentials Evaluation Committee

Dr. John Pearce, Chair
Dr. Maxine Crooks Elliott, Panel
Chair
Mr. Walter Goos, Panel Chair
Dr. Lee Handy, Panel Chair
Ms. Ali Al-Asadi

Dr. Jeffrey Blanchard
Mr. Ken Gardner
Dr. Lisa Harpur
Ms. Kirstie Kneppers
Ms. Stasia Lucki

Dr. Andre Masson
Mr. Kelly Schwartz
Dr. Peter Wass
Dr. Alexandra Kinkaide (ex-officio)

Discipline Committee

Dr. Patrick Lynch, Chair
Dr. Robert Acton, Panel Chair
Mr. Theodore Cadman, Panel Chair
Dr. Joanna Dabrowski, Panel Chair
Dr. Roger Gervais, Panel Chair
Mr. John Law, Public Member
Mr. Ali Al-Asadi

Dr. Patrick Baillie
Dr. Sally Barros
Dr. Kerry Bernes
Dr. Lorraine Breault
Dr. Michael Enman
Dr. Irene Estay
Dr. Nancy Fisher

Dr. Beatrice Norrie
Dr. Marilyn Phelan
Mr. John Roshak
Dr. Howard Saslove

Investigators

Dr. Jon Amundson
Ms. Colleen Eggertson

Dr. Terry Karpman
Dr. Barbara Schmalz

Ms. Olive Yonge
Mr. Walter Goos

Oral Examination Committee

Panel Chairs

Dr. Terry Pezzot-Pearce, Chair
Dr. Judith Breach
Dr. Gerald Cossitt
Mr. Paul Gronnerud
Dr. Lee Handy

Dr. Teresita Jose
Dr. Sonia Masciuch
Dr. William McElheran
Dr. Marianne Miles
Dr. Gloria Rodberg

Dr. Marilyn Samuels
Dr. Len Stewin

Oral Examiners

Dr. Patrick Baillie
Ms. Sherrie Banks
Dr. Kerry Bernes
Mr. Leslie Block
Dr. Sharon Cairns
Mr. Theodore Cadman
Dr. Peter Calder
Dr. Stephen Carter
Ms. Carol Chandler
Dr. Adriana Celser
Dr. Judy Chew
Dr. Dorothy Constable
Dr. Thomas Dalby
Dr. Debbie Dobson
Dr. Phillip Eaton

Dr. Michael Enman
Dr. Carol Ganam
Ms. Debra Goethe
Dr. Susan Graham
Dr. Victor Grossi
Mr. Robert Hall
Dr. Michael Handman
Dr. David Hodgins
Dr. Andrew Howell
Dr. Richard Huddleston
Dr. Gregor Jason
Dr. Ronna Jevne
Dr. Candace Konnert
Dr. Stewart Longman

Dr. Sheila Mansell
Dr. Janis Martin
Dr. Donald Massey
Dr. Valerie Massey
Dr. Rosalyn Mendelson
Dr. Kerry Mothersill
Dr. Beatrice Norrie
Dr. Sharon Robertson
Dr. Barbara Schmalz
Dr. Simon Sheh
Dr. Rosa Spricer
Dr. Jim Vargo
Dr. Emily Wang
Ms. Daphne Wing

Practice Review Committee

Dr. Derek Truscott, Chair
Dr. Lorraine Breault
Mr. Stephen Dooley

Ms. Jana Hyer-Davies
Dr. Horst Mueller
Dr. Monty Nelson

Mr. Terrance Wilton
Dr. Alexandra Kinkaide (ex-officio)
Mr. Pierre Berube (ex-officio)

Publications Committee

Mr. Harvey Brink

Dr. James Canniff

Mr. Eric Haffenden

Registration Committee

Ms. Eileen Baril, Chair
Dr. Roy Frenzel, Panel Chair
Ms. Melody Hopchin, Panel Chair
Mr. James Bateman
Ms. Tula Bouchard, Psychological
Assistant Member

Ms. Anne Marie Dewhurst
Dr. Sonya Flessati
Dr. Lori Harper
Dr. Christine Orosz

Dr. Garth Stewart
Dr. Lorraine Stewart
Ms. Merrilyn Sweeney (ex-officio)
Dr. Alexandra Kinkaide (ex-officio)

Task Forces**Dual Roles**

Dr. Derek Truscott, Chair
Ms. Eileen Baril
Mr. Pierre Berube
Ms. Debby Boddington

Dr. Joanna Dabrowski
Dr. Alexandra Kinkaide
Dr. Uwe Neumann
Dr. David Piercey

Mr. Terrance Wilton
Dr. Adrienne Witol
Dr. Suey Yee

Supportable and Insupportable Therapies

Dr. Derek Truscott, Chair
Dr. Jon Amundson

Mr. Pierre Berube
Dr. Keith Dobson