

**2003 - 2004**

**College of Alberta Psychologists**

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## **COUNCIL**

The Council, which is the governing board of the College, consisted of 12 voting members: 10 chartered psychologists elected by the membership and two public members appointed by the provincial government. Six *ex officio* committee members also sat on Council, along with 2 officials and one recording secretary (all non-voting).

The Council held 6 meetings in the 2003-04 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 2003-04 fiscal year**

Activities focused on three major areas: implementation of the Health Professions Act (HPA), communications with members, providing guidance to the profession.

#### **1. Implementation of the Health Professions Act**

James Casey was engaged to assist the College in preparing for the proclamation of our profession under the Health Professions Act. Mr. Casey has identified the changes necessary to comply with the new legislation and is currently revising the college bylaws to be consistent with the HPA.

An operational review was conducted by Mr. Bill Page to ensure that adequate staffing and structures are in place to meet the increased demands of the HPA. All necessary staffing adjustments and training have been completed.

#### **2. Providing guidance to the profession**

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

### **Membership supports**

The College 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 registry of members and links to other useful websites.

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

Supervision consultants were appointed by Council to assist Provisional Chartered Psychologists and their supervisors with ethical and practical issues.

#### **3. Other Achievements**

##### **Mutual Recognition Agreement Implementation**

All necessary adjustments to registration processes and requirements have been completed in order to implement the Mutual Recognition Agreement signed by Canadian jurisdictions in July 2002.

## Privacy Legislation Project

Mr. James Casey was engaged to assist the College with meeting the requirements of the new private sector privacy legislation.

## Committee Work

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

## Key objectives for the 2004-05 fiscal year

- *To implement the new Health Professions Act.* The College has established a process to make preparations for the transition to the new act upon its proclamation.
- *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.
- *Privacy Legislation Compliance.* The Council plans to complete the project initiated by Mr. Casey and ensure that the CAP office is fully compliant with all applicable legislation.
- *Mutual Recognition Agreement.* The College will continue with implementation of necessary changes to registration requirements to ensure the requirements of the agreement are met. Communicating upcoming changes to applicants is ongoing.

## REGISTRATION COMMITTEE

The Registration Committee is responsible for reviewing applications for registration from provisional chartered psychologists and other categories of registrants and 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 currently has 12 members. Eleven meetings were held in 2003-04 and 443 files were reviewed in total. With the delegation of power to the Registrar for some aspects of the registration process, the number of files being reviewed has actually decreased (533 in 2002/03).

There are currently 332 provisional psychologists registered with the College. This is a slight increase from last year in which there were 317.

### New Registrants, 2003-04

Chartered psychologists .....	119
Psychological assistants .....	10
Provisionally chartered psychologists .....	180
Courtesy registrants .....	3

### New Registrants 1999 - 2003

Category	99/00	00/01	01/02	02/03
Chartered Psychologist	62	71	86	85
Provisional Chartered Psychologist	107	156	126	167
Psychological Assistant	18	19	26	39
Courtesy	4	4	5	2

## Results of the Examination for Professional Practice in Psychology (EPPP), 2003-04

The College assumed responsibility to administer the written examination from the Universities Coordinating Council in 1994. Since that time the number of candidates taking the examination has consistently increased. The EPPP was computerized in April 2001, and the Alberta candidates began taking the exam in May of 2001. The pass mark on the computerized exam is a scale score of 500 (equivalent to 70%)

### EPPP Results for the 2003/04 fiscal year:

Pass .....	102 (77.8%)
Fail.....	29 (22.2%)
Total No. of Candidates .....	131
Average Scale Score, Alberta .....	526

### EPPP Total Candidates 1994 - 2003

Year	# of Sitzings	Total Candidates
1994	2	49
1995	2	65
1996	2	66
1997	2	92
1998	2	110
1999	2	116
2000	2	145
2001	8	94
2002	12	110
2003	12	131

### Breakdown of Membership by Age/Category of Membership as of March 31, 2004

Age Group	Chartered Psychologist Practising	Chartered Psychologist Non-Practising	Psychological Assistant Practising	Psychological Assistant Non-Practising	Provisional Chartered Psychologist
Over 75	7	5	0	0	0
60 – 75	232	115	4	1	7
45 – 60	975	213	19	12	105
30 – 45	424	56	33	25	180
Under 30	19	0	13	3	38
<b>Totals</b>	<b>1657</b>	<b>389</b>	<b>69</b>	<b>41</b>	<b>330</b>

## 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 2003-04 fiscal year. The committee's main focus continued to be 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 on Dual Roles
- developing Ethical Guidelines for Supervisors and Supervisees in conjunction with the Chartering Committee

- revising existing guidelines on:
  - Control of Psychological Tests by Psychologists
- revisions to the Code of Conduct on:
  - monies held in trust

**Key objectives for the 2004-05 fiscal year**

1. Implement the continuing competence model through a pilot project
2. Develop a position on requirements for staying current with respect to continuing competence

**DISCIPLINE COMMITTEE**

The Discipline Committee consists of 12 chartered psychologists and one public member. The committee works to ensure that hearings and appeals are handled appropriately and promptly. Two panel chairs received training in *Administrative Justice*.

Three member panels of the Discipline Committee dealt with 7 appeals of the Registrar’s decision to dismiss a complaint. The Registrar’s decision was upheld in all 7 cases. There were no disciplinary hearings held this past year.

**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. The College assumed this responsibility from the Universities Coordinating Council in 1998.

The Committee met 8 times this fiscal period and reviewed 179 applicants for credentials evaluations.

**Breakdown of Applications**

Chartered psychologists applicants..... 140  
 Psychological assistant applicants .....20  
 Ph.D. credentials applicants ..... 19

**New Applications Overview 1998 - 2003**

Year	Chartered Psych Apps	Psychological Assistant Apps	Ph.D./Doctoral Reviews
98/99	140	n/a	n/a
99/00	138	5	1
00/01	152	33	36
01/02	152	45	30
02/03	161	27	39
03/04	140	20	19

**ORAL EXAMINATIONS COMMITTEE**

The College assumed responsibility for the oral examination from the Universities Coordinating Council in 1994. The number of candidates undertaking the examination has consistently grown. In 2003-04, Oral Examinations were held four times.

**Results: Oral Examinations, 2003-04**  
 Pass ..... 109(98%)  
 Fail ..... 2 (2%)  
 Total No. of Candidates ..... 111

**Candidates for the Oral Examination  
 1995 - 2003**

Year	# Sittings	Total Candidates
1995	2	61
1996	2	55
1997	2	58
1998	3	106
1999	3	36
2000	4	89
2001	4	111
2002	4	97
2003	4	111

## **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 under the Agreement on Internal Trade
- revising Standards for Supervision
- developing ethical guidelines for supervisors in conjunction with the Practice Review Committee
- revising the criteria for credentials evaluation

In the future, the committee expects to address:

- mandatory registration requirements
- bylaws and policies for the HPA

## **COMPLAINTS AND DISCIPLINE PROCESSES**

“Complaints” are defined as concerns about the practice or conduct of a psychologist, provisional psychologist or psychological assistant about possible violations of the code of conduct, standards or ethics with respect to professional services provided. Complaints processes are under the authority of the Registrar as delineated by the Psychology Profession Act. In March 2004, a Complaints Director was hired by the College in anticipation of the proclamation of the Health Professions Act for psychology in the near future. Until such time as the HPA is proclaimed, the Complaints Director will perform her duties under a delegation of power from 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.

Two processes are available to handle complaints—formal and informal. Formal complaints are written complaints advanced under section 30(1) of the Psychology Profession Act. The process for handling these complaints is delineated by the Act.

The College also has an informal resolution process. Some concerns can be resolved informally between the complainant and the member. The College contacts the member and informs him/her of the client's concerns. The member is given the opportunity to try to work out a resolution with the complainant with the assistance of the Complaints Director. Resolution may include the psychologist refunding fees, completing overdue reports, issuing apologies, and correcting factual inaccuracies, and/or undertaking practice remediation. With the introduction of new technologies, e.g. the internet, consumers of psychological services have access to all regulatory information and are becoming more educated on the ethical obligations of members. Most complainants now identify where the psychologist has breached the Code of Conduct, Code of Ethics and Guidelines of the College within the body of their written complaint.

It has again been a very busy time in Discipline. Although the number of complaints has decreased slightly, the complexity and merit of complaints has significantly changed. As can be seen in the statistical breakdown of complaints following, no discipline hearings were held this past year. Nineteen complaints, in which specific breaches of the Code of Conduct and / or Code of Ethics were identified, were settled through voluntary undertakings with the College by the psychologist. These undertakings are negotiated to fulfill the College's mandate to protect the public by whatever means is necessary in each case—e.g. successful completion of ethics review, supervision of practice, restriction on areas of practice, etc. The undertakings are entered into as an alternative to discipline hearings. If not successfully completed, the matter would proceed to a formal discipline hearing. Feedback from psychologists and remediators alike regarding this resolution process has been very positive. This type of resolution process is cost effective.

**Complaints Overview 1999 - 2003**

	Formal Complaints	Informal Complaints	Hearings	Settlements
99/00	48	35	1	n/a
00/01	55	52	2	2
01/02	68	30	0	11
02/03	76	26	0	10
03/04	49	29	1 pending	19

\*The number of informal complaints decreased in 1998 and more complaints are being advanced as formal written matters due to the serious and complex nature of their concerns.

**Main Areas of Complaint – 2003-04**

*Section 6 (sufficient professional information)	12%
**Competence / Unskilled Practice	31%
Prohibited Dual Relationships (non-sexual)	16%
Prohibited Dual Relationships (sexual)	6%
Consent Issues	5%
General Conduct Concerns	30%

Section 6 of the Code of Conduct (Sufficient Professional Information) and Section 11 (Prohibited Dual Relationships) continue to generate a number of complaints. Complaints about specific competence issues were also frequent.

## ***Disposition of Complaints 2003-04***

### **Formal Complaints**

A total of forty-nine (49) new complaints were received this fiscal year. Eighty-eight (88) complaints were dealt with in total.

Thirty-six (36) complaints were **closed** over the course of the year:

- 7 Dismissed, no appeal filed
- 7 Dismissed, appealed and upheld by the Discipline Committee
- 8 Psychologist completed voluntary undertakings
- 3 Withdrawn
- 5 Investigations suspended due to non-participation of complainant
- 4 Resolved informally
- 2 Rejected according to Council custody policy

Fifty-two (52) complaints **remained open** at year end:

- 25 Under investigation
- 2 in 30-day appeal period following dismissal
- 15 Psychologist completing voluntary undertaking
- 6 Negotiating informal resolution
- 1 Forwarded to discipline hearing
- 3 awaiting review by the Appeal Panel of the Discipline Committee

### ***Informal Complaints***

Twenty-nine (29) informal complaints were received this past year.

- 17 were resolved
- 4 awaiting further information from complainants  
8 not under the jurisdiction of the College of Alberta Psychologists

## **REPORT FROM THE PUBLIC MEMBERS**

*By Wayne Wright and Barry Ashton*

As we move into our second year as the two public members of Council, we note with satisfaction the ongoing progress being made toward the implementation of the Health Professions Act, work done on privacy, the ongoing financial health of the College, and recent management and systems changes enacted that will strengthen and streamline the running of the College. The College and the Council are very well served by the staff and by recent additions to the staff, notably in the establishment of a position for the Complaints Officer.

The Council's work is focused and extremely thorough thanks to the leadership of Sandra Collins and the diligence of Council members. We intend to continue to be active members of Council, serving not only the public interest, but, hopefully, where it is appropriate the profession of psychology as well. It appears to us that the profession continues to be well served by its Council, the Registrar, and the Staff of the College.

We look forward to the coming year, the many tasks ahead, and to the implementation of the HPA for the Psychology profession and all that entails

## **FINANCIAL REPORT**

The College's un-audited financial statements for the 2003-04 fiscal year are now available on request. Audited financial statements will be available upon request at the end of June 2004. The approved budget for 2004-05 is available upon request

## COMMITTEE LISTS 2004-05

### **COUNCIL**

Dr. Sandra Collins, President  
Dr. Horst Mueller, President Elect  
Mr. Eric Haffenden, Past President  
Ms. Bonnie Rude-Weisman, Treasurer  
Mr. Barry Ashton, Public Member  
Mr. Wayne Wright, Public Member  
Dr. Michael King  
Dr. Dennis Brown  
Dr. Wendy Hawkins  
Dr. Teresita Jose  
Dr. Terrence Wilton  
Dr. Patrick Baillie, ex-officio  
Dr. Roy Frenzel, ex-officio  
Mr. Walter Goos, ex-officio  
Dr. Lee Handy, ex-officio  
Mr. Paul Jerry, ex-officio  
Dr. Jean Pettifor, ex-officio  
Dr. Alexandra Kinkaide  
Ms. Eileen Baril  
Ms. Wendy El-Issa

### **ADVISORY COMMITTEES**

#### **Chartering Committee**

Dr. Jean Pettifor, Chair  
Mr. Walter Goos  
Dr. Wendy Hawkins  
Ms. Rowena Robinson  
Dr. Derek Truscott  
Dr. Alexandra Kinkaide, ex-officio  
Ms. Leanne Vanderhelm, ex-officio

#### **Publications Committee**

Mr. Harvey Brink  
Dr. James Canniff  
Mr. Eric Haffenden

#### **Practice Review Committee**

Mr. Paul Jerry, Chair  
Dr. Lorraine Breault  
Ms. Jana Hyer Davies  
Dr. James Evans  
Dr. Monty Nelson  
Dr. Tom Strong  
Dr. Alexandra Kinkaide, ex-officio  
Ms. Eileen Baril, ex-officio  
Ms. Kathy Semchuk, ex-officio

### **REGULATORY COMMITTEES**

#### **Credentials Evaluation Committee**

Mr. Walter Goos, Chair  
Dr. Lee Handy, Panel Chair  
Mr. Ali Al-Asadi, Panel Chair  
Dr. Jeffrey Blanchard  
Dr. Indira Gajraj  
Mr. Ken Gardner  
Dr. Lisa Harpur  
Dr. Kirstie Kneppers  
Ms. Stasia Lucki  
Dr. Arlin Pachet  
Mr. Kelly Schwartz  
Dr. Tom Strong  
Dr. Peter Wass  
Dr. Alexandra Kinkaide, ex-officio  
Ms. Karen Crosswell, ex-officio

#### **Registration Committee**

Dr. Roy Frenzel, Chair  
Ms. Ann Marie Dewhurst, Panel Chair  
Ms. Melody Hopchin, Panel Chair  
Ms. Patricia Schuster, Panel Chair  
Mr. James Bateman  
Dr. Sonya Flessati  
Dr. Lori Harper  
Ms. Jacqueline Pei  
Dr. Christina Rinaldi  
Dr. Michaela Kadambi  
Dr. Linda Rose  
Dr. Greg Schoepp  
Dr. Lorraine Stewart  
Dr. Jill Turner  
Dr. Alexandra Kinkaide, ex-officio  
Ms. Leanne Vanderhelm, ex-officio

#### **Oral Examinations Committee**

Dr. Lee Handy, Chair  
**Panel Chairs:**  
Mr. Les Block  
Mr. Theodore Cadman  
Dr. Stephen Carter  
Dr. Judy Chew  
Dr. Dorothy Constable  
Dr. Gerald Cossitt  
Dr. Philip Eaton  
Mr. Paul Gronnerud  
Dr. Gregor Jason

Dr. Teresita Jose  
Dr. Marianne Miles  
Dr. Terry Pezzot-Pearce  
Dr. Gloria Rodberg  
Dr. Marilyn Samuels  
Dr. Simon Sheh  
Dr. Rami Sela

**Examiners:**

Dr. Susan Baerg  
Ms. Sherrie Banks  
Dr. Patrick Baillie  
Dr. Tanya Beran  
Dr. Kerry Bernes  
Dr. Sharon Cairns  
Dr. Peter Calder  
Dr. Adriana Celser  
Ms. Carol Chandler  
Dr. Thomas Dalby  
Dr. Debbie Dobson  
Dr. Nancy Fisher  
Dr. Caroll Ganam  
Ms. Debra Goethe  
Dr. Susan Graham  
Dr. Victor Grossi  
Dr. Tanja Haley  
Mr. Robert Hall  
Dr. Michael Handman  
Dr. David Hodgins  
Dr. Richard Huddleston  
Dr. Gloria Jacobucci  
Dr. Ronna Jevne  
Dr. Candace Konnert  
Ms. Sophia Lang

Ms. Mary Lee  
Dr. Stewart Longman  
Dr. Brenda Mann  
Dr. Sheila Mansell  
Dr. Don Massey  
Dr. Valerie Massey  
Dr. Andre Masson  
Dr. Rosalyn Mendelson  
Dr. Kerry Mothersill  
Dr. Rosemary Moulden  
Dr. Neil Mulholland  
Dr. Sharon Robertson  
Dr. Barbara Schmalz  
Dr. Emily Wang  
Dr. Erik Wikman  
Ms. Daphne Wing

**Discipline Committee**

Dr. Patrick Baillie, Chair  
Mr. Theodore Cadman, Panel Chair  
Dr. Joanna Dabrowski, Panel Chair  
Dr. Michael Enman, Panel Chair  
Dr. Irene Estay, Panel Chair  
Dr. Roger Gervais, Panel Chair  
Mr. John Law, Public Member  
Mr. Ali Al-Asadi  
Dr. Kerry Bernes  
Dr. Lorraine Breault  
Dr. Marilyn Phelan  
Mr. John Roshak  
Mr. Howard Saslove

**Supervision Consultants**

Dr. Jon Amundson  
Mr. Walter Goos

