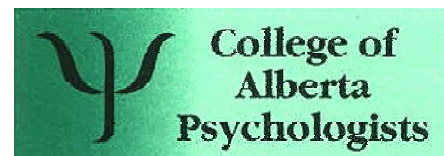


College of Alberta Psychologists

ANNUAL REPORT

2005-06



College of Alberta Psychologists

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INTRODUCTION

The College of Alberta Psychologists regulates the profession of psychology in the province of Alberta. The profession of psychology has been organized in Alberta since the 1960s as the Psychologists' Association of Alberta. In 1987 the *Psychology Profession Act* was passed, and in 1996 the association was separated into regulatory and societal bodies, with the College of Alberta Psychologists taking over the regulation of the profession. The College was proclaimed under the *Health Professions Act* on January 15, 2006.

The College regulates the practice of psychologists and provisional psychologists. Psychological assistants, who were governed by the College under previous legislation, are no longer regulated.

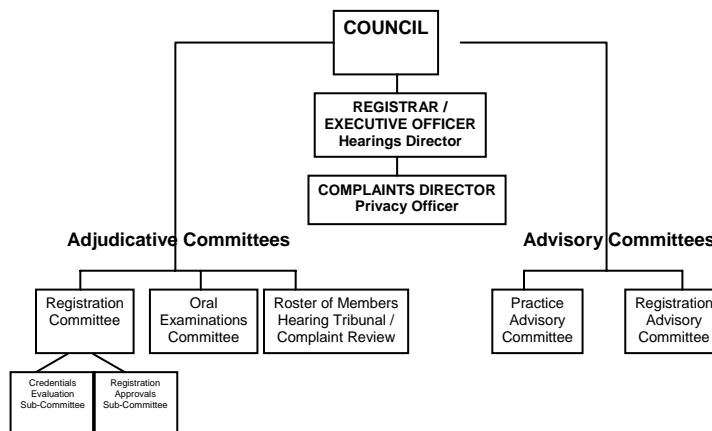
The scope of practice for the profession is set out in Schedule 22 of the *Health Professions Act*, which states:

- Sec 3 In their practice, psychologists do one or more of the following:
- (a) assess, diagnose, treat, guide and support persons or groups of persons in order to enhance development, effective living and quality of life or to prevent, remedy or ameliorate mental, emotional, cognitive, behavioural and interpersonal difficulties;
 - (b) teach, supervise or consult in the practice of psychology;
 - (c) provide restricted activities authorized by the regulations.

The College has two regulated members' registers under the *Health Professions Act*—registered psychologists and registered provisional psychologists. Regulated members of the College may perform the restricted activity of a "psychosocial intervention." The titles "psychologist" and "provisional psychologist" are protected under this legislation. Further, there are restrictions on the use of the title "Doctor" or the abbreviation "Dr.," "Ph.D.," "Ed.D." or "Psy.D." The College also has a courtesy register for temporary registration for a period up to one year for psychologists registered elsewhere. The College has created a non-regulated members' register for retired members through its bylaws under the *Health Professions Act*.

The College is governed by a council comprised of elected members, public members appointed by the provincial government and officials of the College. Adjudicative and advisory functions of the college are clearly separated in keeping with the principles of administrative fairness. The Council has appointed two committees, a Registration Advisory Committee and a Practice Advisory Committee, to provide advice and assist the Council in performing its duties. The regulatory structure of the college is illustrated in Figure 1.

Figure 1
College of Alberta Psychologists Functional Committee Structure



In addition to the Registrar and the Complaints Director shown in Figure 1, the College has six other staff members who are organized by regulatory and administrative functions. Staff responsible for regulatory functions are the Executive Assistant, Registration Coordinator, Credentials Evaluation and Examinations Coordinator, and Assistant to the Complaints Director. Staff responsible for administrative functions are the Coordinator of Finance and Administration, and a Receptionist/Office Assistant. All staff members report directly to the Registrar in the performance of their duties.

Many advisory and adjudicative functions are performed by members who volunteer to assist the College. This assistance is invaluable. In fact, without the members' support and commitment to College committees and processes, self-regulation would not be possible.

More than 100 volunteers contributed hundreds of hours to the College in 2005–06, including:

- members of the committees described in this report, who carry out vital functions
- members of standing and legislated committees, task forces and ad hoc committees formed to address specific, timely issues
- members who offer their professional expertise to the College

REPORT OF THE COUNCIL

The Council, which is the governing board of the College, consisted of nine voting members: seven registered psychologists elected by the membership and two public members appointed by the provincial government. Two College officials and one recording secretary also attend Council meetings. The President-Elect and Treasurer are elected from among Council members each September.

A third public member was appointed by government in late spring 2006 to meet the requirements of the *Health Professions Act*.

The Council held six meetings in 2005–06. Dates were advertised on the CAP website and in *The CAP Monitor*, the newsletter published by the College.

The highlight of this reporting period was the proclamation of the *Health Professions Act* (HPA) and the resulting significant changes in all functions of the College. The College remains in transition as processes initiated under the *Psychology Profession Act* are still ongoing and will be concluded under that legislation, and new processes are in progress under the HPA.

Implementation of the *Health Professions Act* is a complex task that is requiring the organization to expend a significant amount of human and financial resources. Since this voluminous piece of legislation is open to interpretation in all areas, legal input is required in all processes. Ultimately, some of the ambiguity in the Act will be resolved through applications to the courts, at great cost to regulatory bodies.

REPORT OF THE PUBLIC MEMBERS

– Wayne Wright and Barry Ashton

We were pleased to welcome a third public member, Dora Lam, to the Council this past spring. Ms. Lam's appointment followed the proclamation of the *Health Professions Act* for psychologists.

Much of the work of the Council and its committees over the past several years has been focused on this proclamation, and we join the profession in celebrating the event. With this important milestone behind us, we look forward to a more normal workload and a particular focus on setting a strategic direction for the College (scheduled for Fall 2006).

As Public Members we take very seriously our mandate of ensuring that the public's interest is well served. Since the College staff and members share our concern about public interest, our role continues to be meaningful, challenging and rewarding. We look forward to our continued association with the College and its members over the coming year.

The Council's work is focused and extremely thorough, thanks to the leadership of Horst Mueller and the diligence of Council members. We intend to continue to be active members of Council, serving not only the public interest, but, where appropriate, the profession of psychology.

We look forward to the challenges that lie ahead, confident that the public and the profession will continue to be well served by the Council and staff of the College.

Note: Wayne Wright has assumed the role of Treasurer, succeeding Bonnie Rude-Wiseman, who has held the position for several years and moved on to become President-Elect. Barry Ashton continues in his role as Chair of the Finance Committee.

KEY ACCOMPLISHMENTS IN 2005-06

1. Implementing the Health Professions Act

The College was proclaimed under the *Health Professions Act* on January 15, 2006. This new legislation required the College to revise all its governing documents, processes, forms and information, and to provide its members with a Health Professions Act Information Package containing the new Standards of Practice, Regulation and Schedule. The College also restructured its committees in accordance with the new legislation and distributed new committee manuals. Training sessions are being scheduled for all committees.

The College conducted an annual fee collection process as required by the *Health Professions Act*, and members received their practice permits. The *Psychology Profession Regulation* requires members to provide evidence that they maintain professional liability insurance coverage of at least \$1 million.

2. Communicating with members

The College regularly communicates with its members through *The CAP Monitor*, targeted mail-outs and the College website. The contents of the website, which was restructured this past year to accommodate changes under the *Health Professions Act*, includes regulatory documents (such as the Standards of Practice), application forms, meeting dates, access to governing legislation, a registry of members and links to other useful websites. The Registrar, Complaints Director and College staff continued to assist members and the public with regulatory matters.

In 2005-06, the Registrar and Complaints Director met with members in Edmonton, Lethbridge and Calgary. The purpose of these meetings was to:

- Provide updates on College activities and initiatives
- Discuss current jurisprudence issues and the *Health Professions Act*
- Talk about the members' perceptions of CAP in the performance of its role
- Identify situations where members may experience conflicts between their responsibilities to CAP and their employer
- Recruit member volunteers

Members generally provided positive feedback about the College's publications and formal communications. They did not express any major concerns about the functions of the College.

The College's Annual Meeting with members was held in September 2005 in Edmonton. Several information sessions were provided, on the following topics:

- Hot Issues in Discipline
- Standards of Practice
- Ethical Issues in Working with Pre/Post-Divorce Families
- Panel Discussion on Informed Consent in Multi-Disciplinary Settings
- Developments in Professional Regulation
- Privacy Legislation

The information sessions were well received and generated interesting discussions. A wine and cheese reception was also held in honour of the College's many volunteers.

3. *Providing guidance to the profession*

The Council considered a number of issues related to the guidance of the profession. The Council approved a new guideline for supervisors and provisional psychologists, as well as revised Standards of Practice for retainer fees. These documents were published and reported through College publications and the website. The Practice Advisory Committee (appointed by Council) provided guidance to members on specific practice issues as necessary.

The Council has appointed Supervision Consultants to assist provisional psychologists and their supervisors with ethical and practical issues.

4. *Long-term planning*

The Council established a Finance Committee to undertake long-range financial strategic planning for the College. A comprehensive strategic planning session for the whole Council is planned for the fall of 2006.

5. *Participation in national and international associations*

The College is actively involved in several Alberta, national and international organizations geared specifically to the profession of psychology and the self-regulation of professions. The President and/or Registrar of the College regularly attend meetings of these organizations.

The College is a member of the following groups.

Association of State and Provincial Psychology Boards (ASPPB). Initially formed to develop and administer the Examination for Professional Practice of Psychology, the ASPPB is an organization of psychology regulators across North America that assists regulators in areas such as:

- Credentialing, examinations and assessment
- Ethics and discipline
- Regulatory, professional and legislative issues
- Mutual recognition of standards (mobility)
- Professional relations

The ASPPB meets twice yearly and provides opportunity for regulators of psychology across North America to remain abreast of trends in regulation and the development of the practice of the profession through continuing education seminars geared to regulators. The ASPPB also provides a mechanism for mobility of psychologists through the Certificate of Professional Qualification in Psychology program.

Council of Provincial Associations of Psychology (CPAP). Comprised of associations and regulatory bodies of psychology across Canada, the CPAP enables provincial regulatory bodies to discuss and collaborate on issues affecting the practice of psychology nationally. After successfully implementing the Mutual Recognition Agreement under the Agreement on International Trade in 2002, the regulatory bodies continue to address emerging interpretive issues to ensure the agreement is transparent and applied consistently and to avoid conflicts between jurisdictions. The structure and mandate of CPAP is currently under review.

Canadian Register of Health Service Providers in Psychology (CRHSPP). This national credentialing body for health service providers of psychology in Canada has representatives from each province on its Board of Directors. Accreditation by the CRHSPP serves as one of the mechanisms for mobility identified through the Mutual Recognition Agreement. The CRHSPP's governance structure is currently being reviewed.

Federation of Regulated Health Professions. This Alberta association provides a forum for the health professions to discuss issues of mutual interest specific to the *Health Professions Act*.

KEY OBJECTIVES FOR 2006–07

1. **Operationalizing the Health Professions Act.** The College will continue to fine tune administrative functions, procedures, forms and processes as more is learned about the Act and practical ways of implementing it.
2. **Continuing Competence Program.** The College will continue to place a priority on developing the mandatory Continuing Competence model.
3. **Strategic planning.** The Council will focus on long-range strategic planning and on developing a new critical task list to guide the future operations of the College. The Finance Committee will continue to develop long-range strategies to ensure that resources are available to fulfill the College's mandate.

REGISTRATION ADVISORY COMMITTEE

The seven-member Registration Advisory Committee is a standing committee that acts in an advisory capacity to the Council. The committee's mandate is to review all aspects of the registration process and make recommendations to Council. The Committee met four times in 2005–06.

The Committee's activities during the past year have included:

- Developing an online survey of provisional psychologists and their supervisors regarding the supervision experience
- Creating a video to provide applicants with an overview of the oral examination process
- Establishing a process and criteria for mandatory registration under the *Health Professions Act*
- Reviewing and amending the registration categories under the *Health Professions Act* (creating the non-regulated retired category)
- Recommending various registration policies and Standards for Supervision in relation to the transition to the *Health Professions Act*

In 2006–07, the Committee expects to:

- Continue to review and improve credential and registration policies as necessary to meet the requirements of the *Health Professions Act*
- Advise Council on operational policies regarding substantial equivalencies as per the *Health Professions Act*
- Review the status of provisional supervision
- Address emerging issues

PRACTICE ADVISORY COMMITTEE

The Practice Advisory Committee is a standing committee established by the Council. Its mandate is to advise the Council on codes of ethics, standards of practice and professional guidelines for psychologists. The Committee also responds to members and the public regarding emerging issues related to the practice of psychology. These responses may take the form of letters, practice bulletins or guidelines. The six-member Practice Advisory Committee held four meetings in 2005–06.

One of the Committee's main tasks has been to develop and implement the Continuing Competence Program as required under the *Health Professions Act* (HPA). This program must be in place within five years from the date of the proclamation of the Act. An ad hoc committee has been formed specifically to develop the program.

The Committee's activities during the past year have included:

- Drafting a guideline for supervisors and registered provisional psychologists
- Proposing revisions to the Code of Conduct/Standards of Practice relating to retainer fees
- Providing input to the Court of Queen's Bench regarding the revision of Practice Note #7
- Providing input to the departments of Government Services and Human Resources and Employment regarding the development of a Privacy and Security Practice Guide for Alberta Psychologists to help members identify and manage privacy and security issues related to their clients' confidential information
- Assisting members with practice issues such as providing therapy electronically, managing client files in a multidisciplinary setting and retention of client files.

In 2006–07, the Committee expects to:

- Continue developing the Continuing Competence Program
- Complete a guideline on informed consent
- Consider the development of a guideline related to retirement of practice
- Review:
 - practice guidelines to respond to current changes within the profession and/or legislation
 - the Standards of Practice relating to formal assessments and dual relationships
 - the practice of conducting assessments without consent in a forensic setting

REPORT OF THE REGISTRAR

REGISTRATION AND MEMBERSHIP

Number of members

Table 1 shows the membership of the College of Alberta Psychologists as of March 31, 2006.

Table 1
Number of Members, 2005–06
College of Alberta Psychologists

Category	2005–06
Registered Psychologists	1887
Registered Provisional Psychologists	319
Courtesy Registrants	12
Non-Regulated Retired Members	185

Registration for membership

The process of registration for membership has two parts:

1. Approval of academic credentials
2. Completing supervised practice, passing the professional examinations (written and oral) and providing documentation as required by the *Health Professions Act* and the *Psychologists Profession Regulation*

Upon receiving approval of academic credentials, applicants apply to the College to become registered provisional psychologists. Then they complete the remaining registration requirements, which include:

- 1600 hours of evaluated supervised practice under the supervision of a Registered Psychologist approved by the Registration Approvals Sub-Committee
- Documentation indicating that they are of good character and reputation (three professional references, a declaration of their fitness to practice, a criminal record check and a registration verification form)

As well, each year regulated members of the College must provide the following information with their practice permit renewal application:

- Evidence that they maintain professional liability insurance coverage in an amount of no less than \$1 million
- A declaration that their criminal record remains clear

Under the *Health Professions Act*, the Registration Committee is mandated to consider applications for registration. The Registration Committee has two sub-committees:

- The Credentials Evaluation Sub-Committee, responsible for approving the academic credentials of applicants
- The Registration Approvals Sub-Committee, responsible for approving supervision plans, evaluating the documentation related to good character and reputation, and issuing final approval of applicants who have completed the registration process

Several changes to the registration process were introduced with the proclamation of the *Health Professions Act*.

1. The time limit afforded provisional psychologists to complete the registration process was extended from two years to five.
2. Mandatory registration was introduced. This change affects psychology educators, who were previously not required to be regulated members in order to use a protected title. The College has instituted a "transitional" registration process for one year to allow psychology educators to register.
3. The College made changes to the categories of registrants. It created a register of non-regulated members for retired members and discontinued the "non-practicing" category of registration.

Applications for registration

As shown in Table 2, the College received 169 applications for registration, 145 under the *Psychology Profession Act* and 24 under the *Health Professions Act*.

Table 2
Applications for Registration
College of Alberta Psychologists, 2005–06

# of Applications for Registration	Psychology Profession Act	Health Professions Act
Provisional Psychologists	123	16
Fast-Tracking Mechanisms	10	4
Reinstatements / Re-Applications	2	0
Courtesy Registrations	10	4
Total	145	24

During 2005–06, 104 new registered psychologists were added to the regulated members register:

- 92 were provisional psychologists who completed the registration process
- 9 were added through the Mutual Recognition Agreement
- 3 were added through other fast-tracking registration mechanisms (2 registered in other jurisdictions; 1 member of CHRSP)

Under the *Psychology Profession Act*, provisional psychologists had to complete the process of registration within two years, with a provision for requesting a one-time extension of one year in extenuating circumstances. The process of registration for provisional psychologists took an average of 2.3 years. The shortest time that a provisional psychologist took to complete the process was 0.5 years (supervised hours were waived) and the longest time was 6 years (re-application was required). Of the 92 applicants who completed the registration process this year, 41 (44%) required extensions and 13 were required to reapply (14%).

In 2005–06, the College issued courtesy registration (for a period of up to one year) to 14 applicants.

Table 3 shows that significantly more females than males are entering the profession, and that the majority of applicants are entering at the Master's level.

Table 3
Gender and Education of New Applicants for Provisional Psychologist Status
College of Alberta Psychologists, 2005–06

Year	Gender		Education		
2004–05 (151 applicants)	Male	38	Ph.D.	8	
			Master's	30	
2005–06 (139 applicants)	Female	113	Ph.D.	8	
			Master's	105	
	Male	39	Ph.D.	1	
		Female	100	Master's	38
				Ph.D.	11
				Master's	89

In 2005–06, 61% of psychologists entering the profession were between age 30 and 44, and 22% were over 45 (see Table 4). The statistics for the previous year were similar.

Table 4
Age of New Applicants for Provisional Psychologist Status
College of Alberta Psychologists, 2005–06

Age Group	2004–05		2005–06	
	Male	Female	Male	Female
Over 75	0	0	0	0
60–75	1	1	1	1
45–59	13	28	9	19
30–44	23	60	29	56
Under 30	1	24	0	24
Total	38	113	39	100

Credentials Evaluation Sub-Committee

The 15-member Credentials Evaluation Sub-Committee is responsible for reviewing applications for evaluation of the academic credentials of candidates for registration as registered psychologists as well as applications for evaluation of the doctoral and Ph.D. credentials of registered members (authority for this second task has been delegated to the Registrar).

Panels of the sub-committee met six times in 2005–06 to review the academic credentials of 114 new candidates for registration as psychologists. The Registrar reviewed and approved 38 applications for evaluation of Doctoral and Ph.D. credentials. As shown in Table 5, the College received 190 applications and approved 121.

Table 5
Applicants for Review of Academic Credentials
College of Alberta Psychologists, 2005–06

Source	Approved	Deferred	Denied	Total
Alberta Institutions	41	13	5	59
Canadian Institutions	31	11	7	49
Foreign Institutions	49	21	12	82
Total	121	45	24	190

In 2005–06 nine applicants appealed the results of their academic evaluation. Six appeals were upheld and three appeals were granted, that is, the applicant's credentials were approved.

Registration Approvals Sub-Committee

The Registration Approvals Sub-Committee is responsible for approving supervision plans, evaluating the documentation related to good character and reputation, and issuing final approval of applicants who have completed the registration process. The sub-committee currently has 14 members who sit in panels of three.

The sub-committee met 10 times in 2005–06, and 425 files were reviewed in total. (448 were reviewed in the previous year). The Committee also reviewed applications for registration under the following fast-tracking mechanisms:

- Mutual Recognition Agreement
- Applicants registered with another regulatory body of psychology
- Applicants possessing the Certificate for Professional Practice of Psychology
- Applicants registered with the National Register of Health Service Providers in Psychology (NRHSPP) or the Canadian Register of Health Service Providers in Psychology (CRHSPP)

Since the Mutual Recognition Agreement was signed in July 2003, 33 applicants have applied under this registration mechanism. Other fast-tracking mechanisms have been used infrequently—the most common one involves applicants registered with another regulatory body of psychology.

There were 319 registered provisional psychologists registered with the College at the end of the 2005–06 fiscal year, as compared to 317 at the end of the previous year. Currently, 178 psychologist members are providing supervision to registered provisional psychologists.

Examination for Professional Practice in Psychology (EPPP)

Applicants take the Examination for Professional Practice in Psychology (EPPP) while they are registered as provisional psychologists with the College and obtain a scale score of 500 or higher. The EPPP, which is administered throughout North America, is a multiple-choice computerized examination designed to establish the applicant's familiarity with the core body of knowledge in psychology. In 2005–06, 152 provisional psychologists took the examination and 103 passed. Fewer applicants passed the examination this year than last year.

Oral Examination

The Oral Examination is an interview format, face-to-face examination designed to assess whether candidates demonstrate a minimum standard of competence for independent practice, and a minimum standard of knowledge and judgment in matters of jurisprudence and ethics. Examiners conduct oral exams in three-member panels.

Oral examinations were held four times in 2005–06, with 94% of the candidates passing. One candidate appealed a failure on procedural grounds, and the appeal was upheld. The number of candidates who passed the oral exam in 2005–06 has increased in comparison to the number for the last fiscal year (when 91% of the candidates passed).

COMPLAINTS PROCESSES

The Complaints Director is the College official mandated by the *Health Professions Act* (HPA) to conduct complaints processes. Complaints initiated before the College's proclamation under the HPA are being concluded under the *Psychology Profession Act* (PPA). The Complaints Director conducts the complaints processes under the PPA through delegated authority from the Registrar.

"Complaints" are defined as concerns expressed by individuals to the Complaints Director about the practice or conduct of a psychologist or provisional psychologist. Concerns may relate to possible violations of the Standards of Practice, Code of Conduct and/or Code of Ethics. They may also relate to standards for providing professional services, or to acting in the capacity of a registered psychologist or registrant of the College of Alberta Psychologists.

The goal of the College is to ensure that complaints processes are transparent and that due process is afforded to both the complainant and psychologist/registrant. This is consistent with administrative law and the principles of natural justice that apply to all professions in Alberta. The evolution of administrative law has influenced the methods of resolving complaints used by all self-regulating professions, including the College of Alberta Psychologists. Increasingly, the focus appears to be on remediation. When an investigation reveals sufficient factual evidence of unprofessional conduct, the College is committed to protecting the public interest in ways other than through formal hearings. This approach is further supported by the expanded alternatives for resolving complaints under the *Health Professions Act*. The Court of Appeal appears to be reticent to remove an individual's livelihood by revoking licensure.

As soon as a complainant contacts the College, the staff provide factual information about complaint processes, including alternative processes that are available for resolving the expressed concerns.

Complaints under the Psychology Profession Act

Formal and informal processes are available to handle complaints under the *Psychology Profession Act*.

Informal resolution can take various forms but does not involve a formal investigation. For example, the College may contact the member and inform him/her of the client's concerns. Alternatively, the College may encourage the

complainant to contact the psychologist/registrant directly to try to resolve the issue. The member and complainant are given the opportunity to try to work out a resolution with or without the assistance of the Complaints Director.

A formal process involves an investigation into the complaint. If, in the investigation, there is sufficient factual evidence of unprofessional conduct, the issue may be referred to a hearing before the Discipline Committee, or it may be resolved by undertaking to address the areas of concern.

In 2005–06, 29 new complaints were initiated under the *Psychology Profession Act*. At the end of the fiscal year, 31 complaints remain in progress under this legislation. One discipline hearing was held. The College appealed one of the findings of the Discipline Committee to the Council. The appeal was granted, and the decision of the Discipline Committee was overturned.

Specific breaches of the Standards of Practice, Code of Conduct and/or Code of Ethics were identified in 15 cases. Consistent with its practice over the past few years, in most cases the College was able to achieve settlements with the psychologists/registrants rather than proceeding to a hearing. That is, the psychologist/registrant agreed to undertake the same type of remedial action that might have been imposed after a formal hearing before a Discipline Committee, had the psychologist been found guilty of unprofessional conduct. Settlements are negotiated to fulfill the College's mandate to protect the public.

Resolution of a complaint through a voluntary undertaking may involve:

- The psychologist/registrant agreeing to an ethics and/or practice review
- Supervision of practice
- Restriction on areas of practice
- Some form of study and remediation

If the psychologist/registrant does not successfully complete the agreed-upon undertaking, the College proceeds to a formal hearing. Members of the public have responded positively to this type of resolution of their complaint, as have psychologists fulfilling undertakings to the College and those involved in providing remediation.

Tables 6, 7 and 8 provide information about progress on complaints files being processed under the *Psychology Profession Act*.

Under investigation	18
Appealed - awaiting review	0
Dismissed - in 30-day appeal period	0
Completing voluntary undertakings	10
In 30-day appeal period following Council judgment	1
Forwarding to discipline hearing	0
Awaiting further information	0
Negotiating informal resolutions	2
Total	31

Dismissed (no appeal advanced)	8
Dismissed (appealed and upheld by Discipline Committee)	8
Voluntary undertaking successfully completed (see note below)	25*
Withdrawn	1
Resolved informally	26
Investigation terminated – lack of cooperation	3
Rejected pending court proceedings	1
Total	72

*Of the 25 voluntary undertakings, three were related to complaints arising in the current fiscal year, and 22 were carried over from previous fiscal years: 3 from 2001-02; 7 from 2002-03; 7 from 2003-04; 5 from 2004-05

Table 8
Identified Breaches Addressed Through Negotiated Settlements
College of Alberta Psychologists, 2005–06

	# of Occurrences
Boundaries (dual roles/dual relationships)	3
Assessment	7
Section 6 (sufficient professional information)	1
Competence	2
Breach of confidentiality	1
Sexual relationships	1
Total	15

Complaints under the Health Professions Act

Ten complaints were received under the *Health Professions Act*, and eight remain open at the end of the reporting period.

The *Health Professions Act* authorizes several options that the Complaints Director may utilize upon receiving a written, signed complaint. These include:

- Encourage the parties to resolve the matter between themselves
- With the consent of the complainant and the investigated psychologist, attempt to resolve the complaint
- Refer the matter to an alternative complaint process
- Request an expert to assess the matter
- Refer the matter for investigation
- Dismiss the complaint
- Direct an incapacity assessment

Regardless of how a complaint is handled under the *Health Professions Act* (HPA), the Complaints Director must provide written reasons for her decisions.

Tables 9 and 10 show activity during 2005–06 on complaints being processed under the HPA.

Table 9 Complaints Remaining Open at End of Fiscal Year (being processed under the HPA) College of Alberta Psychologists, 2005–06	
Under investigation	7
Appealed - awaiting review	0
Dismissed - in 30-day appeal period	0
Completing voluntary undertakings	0
Discipline hearing in progress	0
Forwarding to discipline hearing	0
Awaiting further information	0
Negotiating informal resolutions	1
Total	8

Table 10 Outcomes of Complaints Processed under the HPA College of Alberta Psychologists, 2005–06	
Dismissed (no appeal advanced)	0
Dismissed (appealed and upheld by Discipline Committee)	0
Voluntary undertaking successfully completed	0
Withdrawn	1
Resolved informally	1
Investigation terminated – lack of cooperation	0
Rejected pending court proceedings	0
Total	2

Areas of Complaint

The College continued to educate and inform its members about areas of practice and ethical matters that may result in complaints. Communication through the *CAP Monitor*, the College website and information sessions appears to have achieved positive results. Although a large number of the complaints received by the College are related to assessments, particularly forensic assessments, there has been a noticeable decrease from previous years. Complaints about boundary violations have also slightly decreased from previous years. The number of complaints involving provisional psychologists and their supervisors has increased.

Table 11 shows the main types of complaints against psychologists:

Table 11
Practice Areas with the Greatest
Numbers of Complaints
College of Alberta Psychologists, 2005–06

	# of Complaints
Forensic assessment	25
School assessment	6
Neuropsychological assessment	4
Supervision	6
Sexual relationships	5
Public behaviour	4
Providing opinion without sufficient professional knowledge	8
Competence	13
Boundaries (dual roles/dual relationships)	8
Breach of confidentiality	3
Fitness to practice	1
Consent	3
Total	86

FINANCIAL REPORT

Audited financial reports for the College of Alberta Psychologists for the fiscal year ending March 31, 2006 are appended.

COUNCIL, COMMITTEE AND STAFF MEMBERS, 2005–06

COUNCIL

Dr. Horst Mueller, President
Ms. Bonnie Rude-Weisman, President-Elect
VACANT, Past President
Mr. Wayne Wright, Treasurer, Public Member
Mr. Barry Ashton, Public Member
Ms. Dora Lam, Public Member
Dr. Dennis Brown
Dr. Wendy Hawkins
Dr. Teresita Jose
Dr. Michael King
Dr. Terrance Wilton
Dr. Alexandra Kinkaide, ex-officio
Ms. Eileen Baril, ex-officio
Ms. Wendy El-Issa, ex-officio

ADVISORY COMMITTEES

Registration Advisory Committee

Dr. Jean Pettifor, Chair
Dr. Roy Frenzel
Mr. Walter Goos
Dr. Wendy Hawkins
Dr. Derek Truscott
Dr. Alexandra Kinkaide, ex-officio
Ms. Eileen Baril, ex-officio
Ms. Leanne Vanderhelm, ex-officio

Practice Advisory Committee

Mr. Paul Jerry, Chair
Ms. Ann Marie Dewhurst
Ms. Jana 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

Publications Committee

Mr. Harvey Brink
Dr. James Canniff
Dr. Horst Mueller

REGULATORY COMMITTEES

Credentials Evaluation Sub-Committee

Mr. Walter Goos, Chair
Mr. Ali Al-Asadi, Panel Chair
Dr. Lee Handy, Panel Chair
Ms. Angela Bardick
Dr. Jeffrey Blanchard
Dr. Sonya Flessati
Dr. Indira Gajraj
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Dr. Arlin Pacht
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