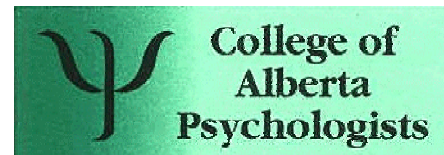


**College of Alberta Psychologists**

**ANNUAL REPORT**  
**2006-07**



**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.

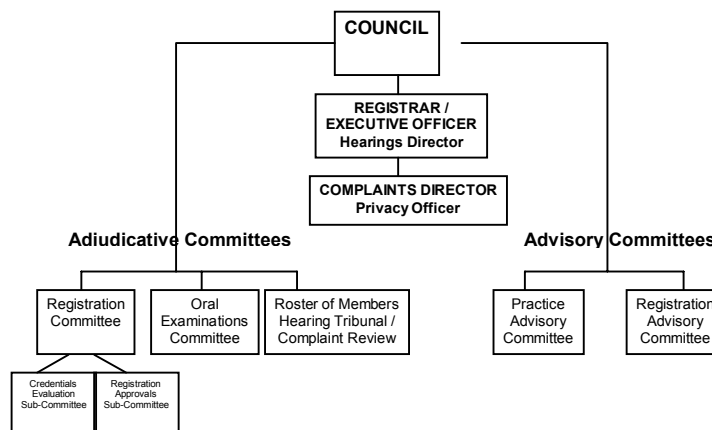
The College regulates the practice of psychologists and provisional psychologists. The scope of practice for the profession is set out in Schedule 22 of the *Health Professions Act*, which states:

- 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. CAP has to approve the use of the title “Doctor” or the abbreviations “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. A non-regulated members' register for retired members is established in 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 members responsible for regulatory functions are the Executive Assistant, Registration Coordinator, Credentials Evaluation and Examinations Coordinator, and the Administrative Assistant, Complaints & Privacy. Staff responsible for administrative functions are the Coordinator, 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 member volunteers appointed by the Council. Their service 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 2006–07, including:

- 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, consists of ten voting members: seven registered psychologists elected by the membership and three 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. The Council held four meetings in 2006–07.

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. A fee increase of \$150 for Registered Psychologists and \$75 for Registered Provisional Psychologists was implemented for the 2007-08 fiscal year in response to the increased cost of regulating the profession.

### KEY ACCOMPLISHMENTS IN 2006–07

#### **1. Health Professions Act**

The College has been operating under the *Health Professions Act* since January 15, 2006. As the College has developed more experience and familiarity with the application of the Act, policies and procedures have been adjusted as necessary.

#### **2. Communicating with members**

The College regularly communicates with its members through *The CAP Monitor*, targeted mail-outs and the College website. The content 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 and inquiries.

In 2006–07, the Registrar and Complaints Director met with groups of members across the province in various work settings. The purpose of these meetings was to:

- Provide updates on College activities and initiatives
- Discuss current jurisprudence issues and the *Health Professions Act*
- Ascertain 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

The Registrar and Registration Coordinator attended at the University of Alberta and University of Calgary to provide information on the process of registration as a psychologist and some background on self-regulation to graduate students.

The College's Annual Meeting with members was held in September 2006 in Calgary. Several information sessions were provided, on the following topics:

- Privacy Legislation (presented by George Alvarez, Government of Alberta)
- Hot Issues in Professional Conduct and Complaints
- Supervision
- Boundaries and Roles
- Continuing Competence Program

Over 120 psychologists attended the information sessions. Feedback was very positive. A wine and cheese reception was also held in honour of the College's many volunteers.

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

In addition to considering a number of other issues related to the guidance of the profession, in 2006–07 the Council:

- Approved a practice bulletin on Court-Directed Parenting Experts that has since been published in *The CAP Monitor* and on the College website
- Reviewed the Standards of Practice.

The Practice Advisory Committee (appointed by Council) provided guidance to members on specific practice issues as necessary.

Supervision Consultants appointed by the Council are available to assist provisional psychologists and their supervisors with ethical and practice issues.

### **4. Long-term planning**

The Council held a facilitated strategic planning session in November 2006. From that session and arising discussions, a strategic plan was developed and adopted (see Appendix A). Implementation strategies have been developed, and will be undertaken over the next few years. As part of the planning process, a management consultant conducted an organizational review of the College office. The consultant's recommendations are being operationalized.

### **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-Elect 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, which meets twice yearly, provides opportunities 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. This organization is being split into two bodies—associations of psychology and regulators of psychology.

*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 CHRSP serves as one of the mechanisms for mobility identified through the Mutual Recognition Agreement.

*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 2007–08

1. **Implementing the strategic plan.** The Council will focus on implementing specific initiatives of the strategic plan over the next few years.
2. **Continuing Competence Program.** The College will continue to place a priority on developing the mandatory Continuing Competence model.

#### REPORT OF THE PUBLIC MEMBERS

– Barry Ashton, Dora Lam and Wayne Wright

Holding the Annual General Meeting in Calgary provided us with the opportunity to meet and discuss College issues with many psychologists and provisional psychologists we had never met before. This type of input is critical for the Public Members to be kept abreast and informed of issues pertaining to the profession.

Later on in the fall the Council spent some time with Management Consultant Bill Page to develop a strategic plan for the College. These sessions always seem difficult and drawn out, but the direction we have charted will serve the membership well over the next few years. The strategic plan, which appears in Appendix A of this report, will also be published in the College's newsletter.

The Council established a Finance Committee to oversee the College's financial policy and procedures. One of the items we have recently looked at is the cash flow management of invested reserves: we are working with ATB Securities to make sure we receive the maximum return on our reserves with a minimum of risk.

We regret that Council had to raise fees because the running of the College is becoming more complex and litigious. The work associated with providing timely, appropriate supports to College members, various committees, as well as governing bodies we must deal with, is increasingly time-consuming, exacting and expensive.

It has been a challenging year but one that we have enjoyed. We look forward to the days ahead, confident that the public and the profession will continue to be well served by the College Registrar and staff.

### **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 2006–07.

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

- Reviewing and amending various registration policies and the Standards for Supervision
- Establishing an ad hoc committee to develop guidelines for assessing substantial equivalencies (as per section 28(2) of the *Health Professions Act*)
- Establishing an ad hoc committee to develop a framework for ensuring and maintaining competent supervision for provisional psychologists

In 2007–08, the Committee's objectives are to:

- Continue working with the ad hoc committees regarding substantial equivalencies and supervision training
- Continue amending policy and Standards for Supervision as needed.
- 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 2006–07.

One of the Committee's main tasks has been to develop and implement the Continuing Competence Program as required under the *Health Professions Act*. This program must be in place by 2011 (five years from the date of the proclamation). An ad hoc committee that reports to the Practice Advisory Committee has been formed specifically to develop and oversee the implementation of the program. This committee provided input into the development and distribution of a Continuing Competence Survey to gather demographic and practice information about members and their current competency activities. Sandra Woodhead-Lyons, of Woodhead-Lyons Consulting Inc., was retained to develop, compile and distribute the results.

Other activities of the Committee during the past year have included:

- Appointing an ad hoc committee that developed and completed a guideline on informed consent
- Commencing a comprehensive review of the Standards of Practice
- Providing consultation during the proposed revision stage of Practice Note # 7 (Court of Queen's Bench)
- Reviewing and approving a practice bulletin to CAP members regarding Practice Note # 7

- Commencing a review of guidelines related to confidentiality and consent for services, and child custody assessment, as well as reviewing roles of members who provide services this area
- Reviewing the Privacy and Security Practice Guide for Alberta Psychologists, prepared in collaboration with the Government of Alberta ministries that use the services of psychologists
- Responding to and monitoring issues related to providing consent in a forensic setting
- Considering issues related to providing psychological services via electronic media
- Addressing issues related to file ownership, security, and recordkeeping in a multidisciplinary setting
- Providing information about the Continuing Competence Program and responding to questions from the membership on this topic.

In 2007–08, the Committee’s objectives are to:

- Utilize and distribute the results of the Continuing Competence Survey
- Oversee the distribution of the Continuing Competency Program for voluntary completion
- Complete the review and revision of the Standards of Practice.
- Review and revise guidelines
- Explore issues related to providing long distance/ telehealth services across jurisdictions
- Address emerging issues as necessary

## REPORT OF THE REGISTRAR

### REGISTRATION AND MEMBERSHIP

#### ***Registration for membership***

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 documentation related to good character and reputation, and issuing final approval of applicants who have completed the registration process

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
- Passing the professional examinations (written and oral) for registration
- 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)

To continue registration 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

### **Number of members**

Table 1 shows the change in membership of the College of Alberta Psychologists, March 31, 2006 – March 31, 2007.

**Table 1  
Number of Members, 2006–07  
College of Alberta Psychologists**

<b>Category</b>	<b>March 31, 2006</b>	<b>March 31, 2007</b>
Registered Psychologists	1887	1955
Registered Provisional Psychologists	319	315
Courtesy Registrants	12	7
Non-Regulated Retired Members	185	285

During 2006–07, 106 new registered psychologists were added to the regulated members register:

- 87 provisional psychologists completed the registration process
- 12 came through the Mutual Recognition Agreement
- 5 came through other fast-tracking registration mechanisms (3 registered in other jurisdictions; 1 member of CHRSP; 1 member of CPQ)
- 2 through the mandatory registration for psychology educators

One complaint was made to the Office of the Ombudsman regarding practice permit renewal. The Ombudsman's office rejected the complaint as the registrant had not accessed all avenues of appeal available through the College.

### **Applications for registration**

As shown in Table 2, the College received 181 applications for registration in 2006–07 and 169 applications in 2005–06.

**Table 2  
Applications for Registration  
College of Alberta Psychologists**

<b># of Applications for Registration</b>	<b>2005-06</b>	<b>2006-07</b>
Provisional Psychologists	139	144
Fast-Tracking Mechanisms	14	17
Reinstatements / Re-Applications	2	9
Courtesy Registrations	14	9
Mandatory Registration (Psychology Ed)	0	2
<b>Total</b>	<b>169</b>	<b>181</b>

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 eight months (supervised hours were waived) and the longest time was 6.4 years (re-application was required). Of the 87 applicants who completed the registration process this year, 30 (34%) required extensions and 11 (12%) were required to reapply. Under the *Health Professions Act*, applicants have five years to complete the registration process.

Currently, 120 provisional psychologists are completing the process of registration under the *Psychology Profession Act*.

In 2006–07, the College issued courtesy registration (for a period of up to one year) to nine applicants.

Table 3 shows that significantly more females than males are continuing to enter 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**

Year	Gender	Education
2004–05 (151 applicants)	Male 38	Ph.D. 8 Master's 30
	Female 113	Ph.D. 8 Master's 105
2005–06 (139 applicants)	Male 39	Ph.D. 1 Master's 38
	Female 100	Ph.D. 11 Master's 89
2006–07 (184 applicants)	Male 37	Ph.D. 6 Master's 31
	Female 144	Ph.D. 22 Master's 122

In 2006–07, 67% of psychologists entering the profession were under the age of 45, and 33% were over 45 (see Table 4). The statistics for the previous year were 78% under 45 and 22% over 45.

**Table 4**  
**Age of New Applicants for Provisional Psychologist Status**  
**College of Alberta Psychologists**

Age Group	2004–05		2005–06		2006–07	
	Female	Male	Female	Male	Female	Male
Over 75	0	0	0	0	0	1
60–75	1	1	1	1	5	4
45–59	28	13	19	9	37	12
30–44	60	23	56	29	75	18
Under 30	24	1	24	0	27	2
<b>Total</b>	<b>113</b>	<b>38</b>	<b>100</b>	<b>39</b>	<b>144</b>	<b>37</b>

#### **Credentials Evaluation Sub-Committee**

The 16-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 five times in 2006–07 to review the academic credentials of 187 new candidates for registration as psychologists, and they approved 151 candidates. Thirty-eight (38%) percent of applicants whose applications were approved were educated at Alberta institutions.

In 2006–07 the College made two changes in credentials evaluation.

1. Foreign applications were divided into two categories: applications from the U.S. and applications from countries outside North America.

2. New terminology for reviews of academic credentials was added. Applicants who are short six credits or less are now classified as “conditionally approved” (previously “deferred”), and applications that do not have enough information available to conduct an evaluation are classified as “deferred.”

**Table 5**  
**Applicants for Review of Academic Credentials**  
**College of Alberta Psychologists, 2006–07**

Source	Approved	Conditionally Approved	Deferred	Denied	Totals
Alberta	57	2	0	7	<b>66</b>
Rest of Canada	23	4	1	0	<b>28</b>
Foreign, U.S.	51	2	2	6	<b>61</b>
Foreign, Other Countries	20	5	2	5	<b>32</b>
<b>Totals</b>	<b>151</b>	<b>13</b>	<b>5</b>	<b>18</b>	<b>187</b>

In 2006–07 the Registrar reviewed 47 applications for evaluation of Doctoral and Ph.D. credentials. Of these, 43 applications were approved and four denied.

One applicant requesting a review of an application for approval of academic credentials from a non-accredited program of study appealed the decision of the Credentials Evaluation Sub-Committee and requested further review under the substantial equivalency clause (section 28(2)). The Council upheld the decision of the sub-committee.

***Registration Approvals Sub-Committee***

The Registration Approvals Sub-Committee is responsible for approving supervision plans, evaluating 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. Ten meetings were held last year.

A total of 668 files were reviewed (425 by the Registration Approvals Sub-Committee and 243 by the Registrar under delegated authority).

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, 41 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 315 registered provisional psychologists registered with the College at the end of the 2006–07 fiscal year, as compared to 319 at the end of the previous year. Currently, 210 psychologist members are providing supervision to registered provisional psychologists.

Council considered a request for a review of the decision of the Registration Approvals Sub-Committee to defer the registration of an applicant. Council upheld the decision of the sub-committee.

### ***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 must 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 an applicant's familiarity with the core body of knowledge in psychology. In 2006–07, 148 provisional psychologists took the examination and 68% passed. This percentage has not changed from 2005–06.

### ***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. Three-member panels conduct the oral examinations.

Oral examinations were held four times in 2006–07, and 96% of the candidates passed. One candidate appealed a failure on procedural grounds and was awarded a new exam at the College's expense. Training sessions for the oral examiners were held in Edmonton and Calgary.

## **COMPLAINTS PROCESSES**

The Complaints Director is the College official mandated by the *Health Professions Act* (HPA) to act on complaints against regulated members. Complaints initiated before the College's proclamation on January 16, 2006, 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 (if the alleged practice and/or conduct occurred before January 2006) and/or Canadian 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/provisional psychologist. 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. 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, but with an outcome that would be consistent with orders expected of a hearing tribunal. This approach is further supported by the expanded alternatives for resolving complaints under the *Health Professions Act*.

Resolution by way of agreement between the complainant and investigated member generally focuses on remediation and in some cases may involve placing a restriction on the investigated member's practice permit. Under Section 118 of the HPA, if the Complaints Director has grounds to believe that a regulated member is incapacitated, she may direct that the member attend for assessment. In some cases the ruling may include a direction to cease providing professional services until a determination is made that the member can safely do so. The goal is to ensure that a member who is deemed to be incapacitated receives treatment prior to returning to providing psychological services.

Notwithstanding the College's commitment to resolving conduct concerns without proceeding to a hearing, some professional conduct cases are complex and involve issues that can best be dealt with by a hearing. There may be a need to establish the credibility of the evidence and properly weigh the facts of a matter. In other cases the regulated member may prefer to have a matter heard by a Hearing Tribunal. Furthermore, under the *Health Professions Act*, if

a complainant will not agree to a resolution of a complaint, a hearing must be held. During this past fiscal period, two matters proceeded to hearings for these reasons.

Hearings and appeals of the outcomes of hearings are particularly costly. Although the College handled 61 cases this past year, the two cases that proceeded to hearings (one with a resultant appeal to the Council of the outcome of the hearing) accounted for 44% of the total costs of the complaints processes.

Complainants are provided with written factual information about complaint processes, including alternative processes that are available for resolving the expressed concerns. A member of the staff also generally contacts the complainant once a written, signed complaint is received to discuss how the matter may proceed and to review alternatives available if concerns of unprofessional conduct are identified.

### **Complaints under the Psychology Profession Act**

Complaint processes that were started under the *Psychology Profession Act* (PPA) are being concluded under this legislation. Few cases are involved, with the greatest number of cases involving completion of voluntary undertakings by regulated members.

Under the PPA, the Registrar had only two options on the receipt of a written complaint. The matter could be referred for mediation or investigated. The majority of complaints were referred for investigation. If the investigation identified sufficient factual evidence of unprofessional conduct, the matter might be referred to a hearing before the Discipline Committee. Alternatively, it might be resolved by way of undertaking to the College by the psychologist to address the areas of concern.

At the end of 2006-07, eight complaints remain in progress under the PPA. Seventeen complaints were concluded under this legislation in the 2006-07 fiscal year. Two discipline hearings were held. In one case, the regulated member appealed the decision of the Discipline Committee to the Council. The appeal is scheduled for May 2007. In the other case, the hearing was held in March 2007 and the Discipline Committee had not made their decision by the end of the fiscal year. A third matter being processed under the PPA was referred for a hearing but a date had not been agreed to at year end.

Of the 17 complaints that were concluded under the PPA, specific breaches of the Code of Conduct (2000) and/or Canadian Code of Ethics (2000) were identified in 14 cases. Consistent with its practice over the past number of years, the College was able to resolve the concerns by gaining an undertaking from 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 unskilled practice or professional misconduct.

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
- Assessment of mental and/or physical health, and subsequent treatment

If the psychologist/registrant does not successfully complete the agreed-to undertaking, the College proceeds to a formal hearing. Under the PPA, it is not necessary for complainants to formally agree to the terms of resolution as contained in an undertaking. Members of the public, however, have generally responded positively to this type of resolution. Similarly, psychologists fulfilling undertakings to the College and those involved in providing remediation have generally been positive about this form of resolution.

Three cases that were processed under the PPA were dismissed. One was dismissed in June 2006, and the appeal of the decision has since been rescheduled several times at the request of the complainant. At year end, this case had not been concluded.

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

Appealed – awaiting review	1
Completing voluntary undertakings	3
Under orders of Discipline Committee	2
Forwarding to discipline hearing	1
Negotiating informal resolutions	1
<b>Total</b>	<b>8</b>

Dismissed (no appeal advanced)	1
Dismissed (appealed and upheld by Discipline Committee)	2
Voluntary undertaking successfully completed	13
Resolved informally	1
<b>Total</b>	<b>17</b>

**Table 8  
Identified Breaches Addressed Through Negotiated Settlements  
College of Alberta Psychologists, 2006-07**

	<b># of Occurrences</b>
Boundaries (dual roles/dual relationships)	2
Assessment	7
Section 6 (sufficient professional information)	1
Competence	1
Breach of confidentiality	1
Sexual relationships	1
Supervision	1
<b>Total</b>	<b>14</b>

### **Complaints under the Health Professions Act**

Thirty-six complaints were received under the *Health Professions Act (HPA)* in 2006-07 and 21 remained open at the end of this 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

Some of the major differences between the handling of the complaint processes under the HPA and the former legislation involve:

- The requirement for the complainant to agree to any terms of resolution that would not include a referral to the Hearings Director
- The opportunity for the Complaints Director to send the matter directly for expert opinion without investigation
- The requirement for the Complaints Director to provide written reasons when dismissing a complaint

If a review of the decision to dismiss is requested, the Complaints Review Committee can uphold the decision or refer the matter for a hearing, as under the PPA. Under the HPA, the committee can also direct further investigation.

In the 2006–07 reporting period, nine complaints were dismissed, and in one instance the complainant requested a review. The Complaints Review Committee upheld the decision of the Complaints Director. Sixteen cases are under investigation. Terms of resolution agreed to by the complainant and investigated member were completed in one case, are being completed in response to two other complaints, and are in the negotiation stage in three cases.

Tables 9 and 10 refer to the status of complaints being processed under the HPA in 2006–07.

Under investigation	16
Completing agreed-to terms of resolution	2
Forwarding to discipline hearing	0
Negotiating terms of resolution	3
<b>Total</b>	<b>21</b>

Dismissed (no appeal advanced)	8
Dismissed (appealed and upheld by Complaints Review Committee)	1
Terms of resolution successfully completed	1
Withdrawn	1
Resolved informally	1
Investigation terminated – lack of cooperation	3
<b>Total</b>	<b>15</b>

### **Areas of Complaint**

The College has 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.

The greatest number of complaints continue to relate to assessments, particularly forensic assessments. Concerns relating to competence and public behaviour also contribute to a significant number of complaints. Failing to gain informed consent has been an increasing area of complaint.

Complaints about providing an opinion without sufficient professional knowledge continue to decrease. As well, the College received fewer complaints against provisional psychologists and their supervisors during this reporting period. Table 11 shows the main types of complaints against psychologists:

**Table 11  
Practice Areas with the Greatest Numbers of Complaints  
College of Alberta Psychologists, 2006–07**

	<b>% of Concerns Complained About</b>
Forensic assessment	19
School assessment	11
Neuropsychological assessment	3
Supervision	4
Sexual relationships	6
Public behaviour	13
Providing opinion without sufficient professional knowledge	6
Competence	16
Boundaries (dual roles/dual relationships)	9
Breach of confidentiality	3
Fitness to practice	5
Consent	5

One former registrant filed a lawsuit against the College and several of its officers but later discontinued it. The lawsuit was about the deferral of his registration by the Registration Approvals Sub-Committee and a related investigation into his conduct by the Complaints Director.

### **PERSONAL INFORMATION PROTECTION ACT**

The *Personal Information Protection Act*, which has been in force in Alberta since January 1, 2004, governs the collection, use and disclosure of personal information by organizations in a manner that recognizes both the right of an individual to have his or her personal information protected and the need of organizations to collect, use or disclose personal information for purposes that are reasonable.

Three complaints about the College have been made to the Office of the Information and Privacy Commission under the province's privacy legislation. All three complaints involved information gathered for the purposes of investigating a complaint under the *Health Professions Act*. Two cases relate to a complainant's request for access to information gathered in the course of investigating complaints they had made against a regulated member of the College. One case involves concerns about personal information gathered about a third party in the course of investigating a complaint made about a regulated member of the College and how this information may be disclosed within the professional conduct process. In two cases, the Office of the Information and Privacy Commissioner determined that the College did not violate the Act. One case remains unresolved and has been forwarded to the Commissioner to determine whether an inquiry should be held.

### **FINANCIAL REPORT**

Audited financial reports for the College of Alberta Psychologists for the fiscal year ending March 31, 2006 are provided in Appendix B of this report.

## COUNCIL, COMMITTEE AND STAFF MEMBERS, 2006–07

### **COUNCIL**

Ms. Bonnie Rude-Weisman, President  
Dr. James Canniff, President-Elect  
Dr. Horst Mueller, Past President  
Mr. Barry Ashton, Public Member  
Ms. Dora Lam, Public Member  
Mr. Wayne Wright, Public Member & Treasurer  
Dr. Wendy Hawkins  
Dr. Teresita Jose  
Dr. Michael King  
Ms. Donella Scott

Dr. Alexandra Kinkaide, Registrar  
Ms. Eileen Baril, Complaints Director  
Ms. Wendy El-Issa, Recording Secretary

### **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. Leanne Vanderhelm, ex-officio  
Ms. Eileen Baril, ex-officio

#### **Publications Committee**

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

#### **Practice Advisory Committee**

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Ms. Jana Hyer Davies  
Dr. Ann Marie Dewhurst  
Dr. James Evans  
Dr. Monty Nelson  
Dr. Alexandra Kinkaide, ex-officio  
Ms. Eileen Baril, ex-officio

### **REGULATORY COMMITTEES**

#### **Credentials Evaluation Sub-Committee**

Mr. Walter Goos, Chair  
Mr. Ali Al-Asadi, Panel Chair  
Dr. Lee Handy, Panel Chair  
Ms. Angela Bardick  
Mr. Terence Creighton  
Dr. Sonya Flessati  
Dr. Sharon Habermann  
Mr. Robert Hadden  
Ms. Margaret Marean  
Dr. Lori Rossi  
Dr. Naomi Sankar-Deleeuw  
Ms. Nicole Smith Bringsli  
Ms. Carole Solberg  
Ms. Vivian Steele  
Ms. Janice Swanson  
Ms. Michelle Tsutsumi  
Dr. Alexandra Kinkaide, ex-officio  
Ms. Shenade Finnestad, ex-officio

#### **Registration Approvals Sub-Committee**

Dr. Roy Frenzel, Chair  
Ms. Melody Hopchin, Panel Chair  
Ms. Patricia Schuster, Panel Chair  
Mr. James Bateman  
Mr. Aaron Block  
Ms. Lisa Clyburn  
Dr. Michaela Kadambi  
Ms. Nina Khehra  
Dr. Jacqueline Pei  
Dr. Christina Rinaldi  
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. Sharon Cairns  
Dr. Stephen Carter  
Dr. Judy Chew  
Dr. Gerald Cossitt  
Dr. Nancy Fisher  
Dr. Victor Grossi  
Dr. Gregor Jason  
Dr. Teresita Jose  
Dr. Stewart Longman  
Dr. Brenda Mann  
Dr. Marianne Miles  
Dr. Rami Sela  
Dr. Simon Sheh  
Dr. Erik Wikman

*Examiners:*

Ms. Ayalah Ailyn  
Ms. Sherrie Banks  
Dr. Tanya Beran  
Dr. Lorraine Breault  
Dr. Adriana Celser  
Ms. Cheryl Chase  
Mr. Terence Creighton  
Dr. Thomas Dalby  
Dr. Wallace Dudley  
Dr. Robert Frerichs  
Dr. Andrew Haag  
Dr. Tanja Haley  
Dr. David Hodgins  
Dr. Richard Huddleston  
Mr. Peter Kosof  
Ms. Debra Krueger  
Ms. Margaret Marean  
Dr. Andre Masson  
Dr. Dawn McBride  
Ms. Diane McGregor  
Mr. Murray Molohon  
Dr. Neil Mulholland  
Dr. Terry Pezzot-Pearce  
Dr. Greg Pickering  
Mr. Ted Rafuse  
Dr. Sharon Robertson  
Dr. Naomi Sankar-Deleeuw  
Dr. Curtis Stoelting  
Dr. Chee-Ping Tsai  
Dr. Nina Wyrostok  
Dr. C. Tami Yanish

**Roster of Members for Hearings****Tribunal/Complaint Review Committee**

Dr. Lorraine Breault, Panel 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  
Ms. Patricia Schuster, Panel Chair  
Mr. Ali Al-Asadi  
Dr. Sharon Cairns  
Dr. Brenton Crowhurst  
Mr. John Roshak  
Dr. Gregory Schoepp  
Dr. Kelly Schwartz  
Dr. Erik Wikman

**Supervision Consultants**

Dr. Jon Amundson  
Mr. Walter Goos

**Staff of the College of Alberta Psychologists**

Registrar & Hearings Director: Alexandra Kinkaide  
Complaints Director & Privacy Officer: Eileen Baril  
Coordinator, Admin. & Finance: Wendy El-Issa  
Receptionist/Office Assistant: Cheryl Ferguson  
Credentials & Exams Coordinator: Shenade Finnestad  
Executive Assistant: Gail Leicht  
Admin. Assist., Complaints & Privacy: Aleksandra Sokolowska  
Registration Coordinator: Leanne Vanderhelm