



College of  
**Speech and Hearing**  
Health Professionals of BC

Regulator of Audiologists, Hearing Instrument  
Practitioners and Speech-Language Pathologists



GROWTH

# Report from the Board Chair



I am pleased to present the fifth Annual Report for the College of Speech and Hearing Health Professionals of British Columbia, the regulatory body for 1500 Audiologists, Hearing Instrument Practitioners, and Speech-Language Pathologists. The College Board members, Diane O'Connor, Chief Executive Officer/Registrar, and Mardi Lowe-Heisted, Director of Quality Assurance have worked diligently over this time to establish clear and essential polices and standards of practice to ensure the competence of professionals, and to enforce regulatory bylaws against fraudulent, incompetent and unethical behavior.

In March of this year, I had the privilege of attending, along with Diane and some of our board members, a workshop conducted by the Council on Licensure, Enforcement and Regulation (CLEAR). It was evident that our College is one of the leaders in terms of setting standards and practices to protect the public interest. Even though we are the youngest health related regulatory body in British Columbia, we are seen as an exemplary model of an effective regulatory board.

The College of Speech and Hearing Health Professionals is also an instrumental member of the Canadian Alliance of Audiology and Speech-Language Pathology Regulators (CAASPR). Diane has served as Chair of this organization which is working towards harmonization of standards and tools for entry to practice, a single entry point for the evaluation of internationally trained applicants, and setting a national standard for language proficiency, again for internationally trained applicants. Increased harmonization of professional and occupational standards will allow our professions to be more responsive to government expectations for mutual recognition of credentials in view of increased economic globalization.

Over the past five years, the College has worked through goals and objectives supporting twelve core strategies:

- Protecting the public from harm and unethical behavior by ensuring that speech and hearing health professionals and support personnel are qualified, competent, professional and ethical
- Ensuring that registrants are treated fairly, consistently, transparently and efficiently
- Devising, monitoring and maintaining a fair, transparent and equitable registration system
- Developing, overseeing and enforcing quality assurance programs and processes to ensure registrants maintain competency throughout their careers
- Operating and maintaining inquiry, review and resolution processes for prompt, fair and transparent responses to complaints about registrants and unauthorized practitioners
- Consistently handling public, registrant and applicant queries and requests professionally, transparently, fairly and in a timely manner
- Proactively communicating clear, consistent messages tailored to audiences important to our success
- Operating in an efficient and financially responsible manner
- Building and maintaining productive, strategic alliances that are important to achieving our goals
- Providing and maintaining relevant, secure, reliable and accessible information to support the achievement of our goals
- Recruiting, developing, directing, recognizing and retaining the talent required to support the execution of our strategic plan
- Leading the College effectively through strategic planning, policy development and best governance practices.

These core strategies resulted in 75 target objectives, and I am pleased to report that the majority of the targets have been achieved. This is no small feat for a new College! We are now excited to be moving forward in the development of a new Strategic Plan. The College could not have accomplished so much without the inspirational leadership of Linda Rammage, our past Chair, who worked tirelessly to set the course for the College. We look forward to implementing the new Strategic Plan in a format that will be easily accessible by registrants and by the public.

It's been a pleasure serving as Chair this past year, and I look forward to our continued growth in carrying out our mission of serving and protecting the people of British Columbia through the establishment and enforcement of standards of practice that govern the three professions of Audiology, Hearing Instrument Dispensing, and Speech-Language Pathology. We remain committed to carrying on in our mission to be an effective and exemplary regulatory body.

During this past year, the board said good-bye to Don Amos, a Public Trustee, who so ably served in the development of the College from its inception. In his place, we welcome Alex Dutton, our new Public Trustee. Alex is an attorney with Cook Roberts in Victoria. Her practice focuses on litigation, dispute resolution, and privacy law. She will undoubtedly be a valuable contributing member to the board.

I wish to thank all of the Board Members for their continuing commitment, and to Diane and Mardi for their steady attention and efforts to putting policy into practice. Many thanks, too, to Christina Chen, who wears all the many hats of an administrative assistant so efficiently and cheerfully.

Respectfully submitted,

**Susan Batstone**, Chair

## MISSION:

The College serves and protects the people of British Columbia by establishing and enforcing standards of practice that govern three professions: Audiology, Hearing Instrument Dispensing and Speech-Language Pathology.

The College conducts its business in a respectful and transparent manner. It communicates its policies and decisions clearly and demonstrates professionalism and integrity at all times. In action and by example, it encourages its registrants to strive for excellence in all aspects of their professional life.

## VISION:

Empowering and inspiring registrants of the College to be leaders in achieving the highest professional and ethical standards that meet or surpass the expectations of British Columbians.

# Report from the Registrar



Five years young, and growing.

From 1,256 to 1,527 registrants. From 2 to 4 staff. From 10 to 28 policies, from zero to 13 guidelines, zero to 11 Acceptable Programs of Study for Advanced Competencies and a standard of practice framework. And much more growing to look forward to!

Self-regulation is a privilege.

This was the message at a CLEAR workshop (Council on Licensure, Enforcement and Regulation) attended by myself and several board members. It was a strong message because many governments are re-thinking the value of self-regulation given the incidents of cases where the regulator does not put the public interests first, but rather the interests of the professionals or organizations being regulated.

Governments decide who and what is to be regulated. They do so for one reason: to protect the public. To govern as the regulator of health professionals in BC, self-regulation involves two-thirds elected registrants, and one third public representatives appointed by the government. An alternative to self-regulation is a regulatory body governed totally by government appointed members, such as the Health Professions Council in the United Kingdom, which changed from self-regulation in 2012.

And governments can decide to take away self-regulation. Recently the BC Government assumed

control for the regulation of private schools, which was previously self-regulated through the Private Career Training Institutions Agency.

So, yes self-regulation is a privilege and it requires constant vigilance on the mission: public interests come first.

To sum up the year, a great deal of progress continues to take place and it does so efficiently. I derive a great deal of satisfaction in operating efficiently and it couldn't be done without the dedication of our small team of staff. My deepest gratitude to Christina Chen who smoothly runs a very busy office and to Mardi Lowe-Heistad who heads up Quality Assurance single handedly. A warm welcome to our newest member, Jagdeep Khun-Khun, in the role of Complaint Resolution Officer. This is also the year the College has a new Board Chair, Susan Batstone, RSLP, who brings a collegial leadership style to our board meetings and a new approach to our strategic planning process. Big shoes were left by Linda Rammage, RSLP, but Susan is making great inroads as we embark on a new phase in the growth of our College.

Respectfully submitted,

**Diane O'Connor**

Registrar & Chief Executive Officer



# Report from the Circle of Chairs



The Circle of Chairs is an unofficial committee established by the Board of the College and does not possess any independent decision-making authority. Its role is to:

- Facilitate communication between core committee chairs
- Provide mutual mentoring on College matters
- Develop and review draft governance documents for Board consideration
- Advise the Board on the appropriateness, fairness, and effectiveness of processes for the annual Board and Registrar-CEO evaluations
- Take a leadership role in New Board Member Orientation Programs

## Committee Recognition

Joe McLaughlin, Chair of Inquiry and Client Relations

Jane Baynham, Chair of Finance and Administration Committee

Louise Parton, Chair of Quality Assurance Committee

Marian Gunn, Chair of Registration Committee

Susan Batstone, Chair of the Board

Diane O'Connor, Registrar and CEO

The Circle of Chairs met twice between 1 April, 2013 and 31 March, 2014, with focus on the following:

1. Review of the Annual Board Self-Evaluation Tool, with recommendations for revisions subsequently made to the Board for approval
2. Discussion of the Board's mandate as a Governance body, including a review of the legal responsibilities of the Board and CEO, and defining roles and responsibilities for Board and executive
3. Reviewing an updated job description for the Registrar/CEO
4. Reviewing policy around the election of the Chair and Vice-Chair
5. Consideration of a Wellness Program for registrants
6. Review of the role of the Circle of Chairs, and updated the Terms of Reference
7. Development of a list of responsibilities for Committee Chairs
8. Review of the Strategic Plan

The review of the Strategic Plan revealed that the majority of the objectives had been accomplished, necessitating the development of a new, future-oriented, strategic plan. Dr. Malcolm Weinstein, Clinical and Organizational Psychologist, presented a strategic planning process and an outline for working with the College on the further development of the College's Strategic Planning and Governance Model. The committee recommended Dr. Weinstein's proposal to the Board which was approved at the March 2014 board meeting.

Respectfully submitted,

**Susan Batstone**, Chair

# Report from the Quality Assurance Committee



Quality assurance includes practice support to registrants who may have questions and issues regarding clinical areas of practice or interpretation of standards and clinical decision support tools. The College is committed to providing timely telephone and written feedback and support to registrants who require it. The ongoing development of the College standards of practice and clinical decision support tools has continued to be a key focus for quality assurance. The Quality Assurance Committee (QA) is responsible for the work of the Advanced Competency Advisory Committee and the Support Personnel Liaison Committee as well as working groups arising from the quality assurance initiatives and programs.

## Accomplishments

The QA managed a variety of activities throughout the year including:

- Completing the random audits on the first three-year cycle of continuing competency credit (CCC) submissions, with favourable results
- Changing the CCC reporting cycle from a registration year to a calendar year cycle to accommodate a three month grace period during the registration year, which also corresponds to the SAC reporting cycle.
- Adding new CCC categories to include study on areas pertaining to our standards of practice and any future on-line modules offered by the College
- Finalizing the standards of practice framework which will guide all of the standards development work as well as other clinical decision support tools such as clinical practice guidelines
- Completing the new standard and clinical practice guideline for Documentation and Record Management
- Completing the new standard for inter-professional collaborative practice

- Participation in the review of national documents such as the national competency profiles and the proposed clinical practice guideline for Autism management

## Committee Recognition

Louise Parton, RHIP, Chair

Amanda Lenk, RSLP, Vice-chair

Jane Baynham, Public Representative

Karen Bernauer, Public Representative

Marian Gunn, RHIP

Suzanne Kornhass, RAUD, RHIP

Lesley Lee, RAUD, RHIP

Dinusha Peiris, RSLP

Bill Winnett, Public Representative

Linda Rammage, RSLP, Ex-officio

Susan Batstone, RSLP, Ex-officio

Diane O'Connor, Registrar, Ex-officio

Mardi Lowe-Heistad, Director QA, Ex-officio

## Advanced Competency Advisory Committee (ACAC)

Registrants may hold one or more advanced competency certifications that are required by the Ministry of Health in certain areas of practice that are considered to be of significant risk of harm and required more than entry level credentials. The total certificates are 423 and this is a 10.5% increase over the previous fiscal year.

As of March 31st, 2014 the certificate holders included:

Cert. A Vestibular Management	23
Cert. B Cochlear Implant Management	19
Cert. C Cerumen Management	85
Cert. D HIPs Services to Children 12-16 yrs.	2
Cert. E FEES (Voice)	10
Cert. F FEES (Swallowing)	43
Cert. G Voice Restoration (Prosthesis)	23
Cert. H Tracheostomy Tubes and Speaking Valves	59
Cert. I Videofluoroscopic Study of Swallowing (Adults)	137
Cert. J Videofluoroscopic Study of Swallowing (Paediatric)	21

The ACAC is committed to reviewing the Programs of Study for Advanced Certification every 5 years or sooner if the need arises. Certificate A has been reviewed and the new Certificate D is now in force. There is a new consistent look to the programs of study and the ACAC has streamlined the process for approval to ensure timely and consistent review of applications.

The ACAC has also developed the standard of practice for advanced practice.

### **Committee Recognition**

Louise Parton, RHIP, Chair

Pat Buen, RSLP

Caroline Chow, RSLP

Dr. Eytan David, RMD, RCPSC

Maryam Merali, RHIP

Kathy Pereira, RAUD, RHIP

Martin Sattler, RHIP

Barbara (Bobbie) Williams, RAUD, RHIP

Mardi Lowe-Heistad, RSLP, Ex-officio

perform those activities. The College presented all of this information at two forums at the BCASLPA conference and there is also a brochure available to registrants. Work continues on the development of a comprehensive, community college level support personnel training program in BC.

### **Committee Recognition**

Louise Parton, RHIP, Chair

Sandy Collins, RSLP

Dreena Davies, RAUD, RHIP

Amanda Lenk, RSLP

Lynda McLean, Hearing Assistant

Ashley McNulty, Speech and Hearing Assistant

Maryam Merali, RHIP

Martin Sattler, RHIP

Karin Spirig, Speech and Hearing Assistant

Bonny Wood, RAUD, RHIP

Respectfully submitted,

**Louise Parton**, RHIP, Chair

### **Support Personnel Liaison Committee (SPLC)**

The Ministry of Health disallowed the College bylaw submissions for support personnel, including for those doing restricted activities so at present there is no certification of support personnel available in BC. In lieu of this, the College has developed the standard of practice and associated core competencies in the clinical practice guideline for the use of support personnel in all three professions. This means there is guidance for the registrant on what a support person can and cannot be assigned and delegated and the expected competencies they must have in order to



# Report from the Registration Committee



The Registration Committee (RC) have been very busy this year reviewing several complex applications from international applicants and the work of the Canadian Alliance of Audiology and Speech-Language Pathology (CAASPR). As a member of CAASPR we participate in decision making for a new competency assessment framework for internationally trained applicants. The RC has also reviewed the need for new policies, such as Language Proficiency requirements and updating existing Policies and Guidelines.

I would like to acknowledge the staff in the office, who work tirelessly to ensure applicants and registrants have a positive experience when dealing with registration issues, such as process and requirements, renewals, and the myriad of related questions.

The RC accepts applications for three professions: Speech-Language Pathologists, Audiologists, and Hearing Instrument Practitioners. The RC meets six times annually and supports the Registrar in all matters relating to registration.

## Committee Recognition

Marian Gunn, RHIP, Chair  
Kathy Pereira, RAUD, RHIP, Vice Chair  
Amanda Lenk, RSLP  
Linda Rammage, RSLP  
Joe McLaughlin, Public Representative  
Susan Batstone, RSLP, Ex-officio  
Diane O'Connor, Registrar, Ex-officio



## Accomplishments and On-going Duties

The Registration Committee granted over 100 Certificate of Registrations during the period April 1, 2013 through March 31, 2014. The RC reviewed a number of registration issues including Policy R-01 – Coursework Programs for Registration, Policy R-03 – HIP Education Requirements, Guidelines for Dispensing Hearing Aids to Adults, the future impact of an aging population on registration and section 72 of the College bylaws related to international transfers. The RC also worked with the Quality Assurance Committee regarding clinical practice guidelines and the reporting of Continuing Competency Credits on renewal.

## Recognition of HIP Examination/Education Committee

Marian Gunn, RHIP (Chair)  
Suzanne Kornhass, RAUD, RHIP (Chair elect)  
Joan Richardson, RAUD, RHIP  
Mark Hansen RAUD, RHIP  
Georgia Pinkett, RAUD, RHIP

## Interesting Statistics

	as at March 31, 2014	as at March 31, 2013
Number of Registrants:	1,527	1,504
Number of Active Registrants:	1,473	1,449
Number of Conditional Active:	15	17
Number of Inactive Registrants:	35	36
Number of Retired Registrants:	4	2
Number of Student HIPs:	23	32
Number of Former Registrants:	222*	120*

\*includes late renewals

Respectfully submitted,

**Marian Gunn, RHIP, Chair**

# Report from the Inquiry Committee



The Inquiry Committee (IC) investigates a written complaint when it is alleged a registrant contravenes or fails to comply with the *Health Professions Act*, or the CSHHPBC Bylaws or Code of Ethics, Standards of Practice; or is convicted for an indictable offense; or has a physical or mental condition(s), emotional disturbance or addiction to alcohol or drugs that impairs a registrant's ability to practise the designated health profession of Hearing Instrument Dispensing, Audiology, or Speech-Language Pathology. During the meetings, the IC deliberates to resolve complaints made against registrants. The committee is comprised of representatives from all three professions and one third of the committee are public representatives.

## Accomplishments during the period of April 1, 2013 through March 31, 2013

The IC met a total of nine times during this period and reviewed 23 cases. In addition, the IC directed the registrar to issue its first citation and held an extraordinary hearing. The IC reviewed a complaint summary from our inception (2010 – 2013) of 67 complaints: 35 made by registrants and 32 from members of the public. The breakdown by profession follows:

Registrants	9 AUDs	42 HIPs	16 SLPs
Percentage	13	63	24

The largest number of complaints was in 2011 and 2013. The types of complaints were Advertising, Ethics, Competency, Criminal Offense, Release of Client Information, Professional Conduct, Unauthorized Practice and Fitness to Practice.

The Inquiry committee is also pleased to report that, during this time period, there were no applications for appeal to the Health Professions Review Board concerning an Inquiry Committee decision.

In order to address matters in a more expedient manner, the IC considered establishing professional specific panels pursuant to Part 3 of the College bylaws. Professional specific panels were approved at the April 7, 2014 meeting on a trial basis of six months.

I would like to acknowledge Don Amos who was the Chair of Inquiry committee during April to December 2013.

I would like to take this opportunity to thank all the members of this committee for their dedication and time commitment. Numerous hours were spent researching background information and preparing responses to ensure best practices are adopted and embraced when investigating a complaint.

## Committee Recognition

Joe McLaughlin, Ed.D., Public Representative , Chair  
Christine Harrison, RAUD, Vice-Chair

Susan Edwards, RSLP

Lesley Lee, RAUD, RHIP

Brent McNeill, RAUD, RHIP

Louise Parton, RHIP

Richard Walker, Public Representative

Bill Winnett, Public Representative

Sherri Zelazny, RSLP

Diane O'Connor, ex-officio

Jag Khun-Khun, ex-officio

Respectfully submitted,

**Joe McLaughlin**, Ed.D., Chair

Year	# Complaints	From Registrants	From Public	Own Motion	#AUD	#HIPs	#SLP
2013	23	8	14	1	6	11	6

# Report from the Client Relations Committee



The Client Relations Committee (CRC) develops, oversees, and directs a client relations program to prevent professional misconduct of a sexual nature. Recent changes to the *Criminal Records Review Act* expanded the scope to include specific offenses and add a definition for vulnerable adults. Relevant offences are listed in Schedule 1 of the *Act*, most of which pertain to offenses of a sexual nature. Schedule 3 of the *Act*, pertains to a variety of specified offenses such as theft, forgery and fraud.

The CRC is waiting for the outcome of the development of a framework from the Health Professions Regulators of BC (HPRBC). The CRC then will apply the framework of a comprehensive client relations program.

The CRC is comprised of representatives from all three professions and one third of the committee are public representatives.

I would like to take this opportunity to thank all the members of this committee for their dedication and time commitment.

## Committee Recognition

Joe McLaughlin, Ed.D., Public Representative, Chair

Christine Harrison, RAUD

Dinusha Peiris, RSLP

Lesley Lee, RAUD, RHIP

Louise Parton, RHIP

Diane O'Connor, ex-officio

Respectfully submitted,

**Joe McLaughlin**, Ed.D., Chair

# Report from the Finance and Administration Committee

## Purpose

The primary objective of the Finance and Administration Committee (F&A) of the College is to develop and oversee systems for the management of the financial administration of the College in keeping with the *Health Professions Act*.

## Accomplishments

The F&A met 4 times during the fiscal year. It reviewed compensation for working groups, departing members and assessors. We reviewed the use of contingency surplus funds and hired KPMG to review our year-end financial statements. At each meeting, the F&A reviewed quarterly financial statements, comparing actual to budget for the fiscal year ending Mar. 31, 2014. We also reviewed a 3 year fiscal plan. The College is pleased to report that it exceeded its revenue projections and was on target with expense projections and therefore the College remains in a strong financial position.

The F&A approved the annual financial statements as at March 31, 2014 reviewed and prepared by KPMG. A full set of statements are available [www.cshhpbc.org/publications/financialstatements](http://www.cshhpbc.org/publications/financialstatements). Highlights form part of this annual report.

## Committee Recognition

Jane Baynham, Public Representative, Chair  
Bill Winnett, Public Representative, Vice Chair,  
Don Amos (retired December 2013) Public  
Representative  
Suzanne Kornhass, RAUD, RHIP  
Sherri Zelazny, RSLP  
Mark Hanson, RAUD, RHIP  
Louise Parton, RHIP  
Susan Batstone, RSLP ex-officio  
Diane O'Connor, Registrar and CEO, ex-officio.

Respectfully submitted:

**Jane Baynham**, Chair

# Statement of Financial Position

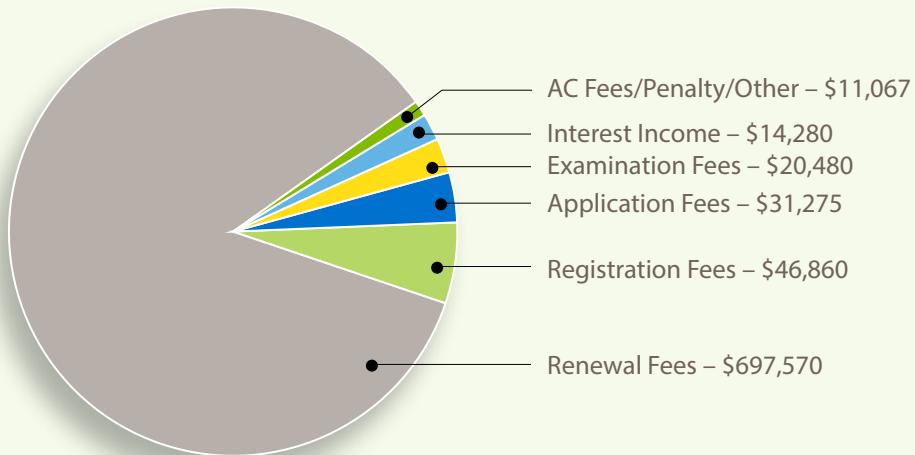
March 31, 2014, with comparative information for 2013 (Unaudited)

	2014	2013
<b>Assets</b>		
<b>Current assets:</b>		
Cash	\$ 626,273	\$ 605,661
Interest receivable	14,280	11,044
Short-term investment (note 2)	290,000	695,000
Prepaid expenses	1,759	1,759
	<b>932,312</b>	<b>1,313,464</b>
Long-term Investments (note 2)	695,000	–
Equipment (note 3)	29,148	45,592
	<b>\$ 1,656,460</b>	<b>\$ 1,359,056</b>
<b>Liabilities and Net Assets</b>		
<b>Current liabilities:</b>		
Accounts payable and accrued liabilities	\$ 54,976	\$ 19,297
Deferred revenue	697,570	680,925
	752,546	700,222
Net assets	903,914	658,834
Commitments (note 5)	<b>\$ 1,656,460</b>	<b>\$ 1,359,056</b>

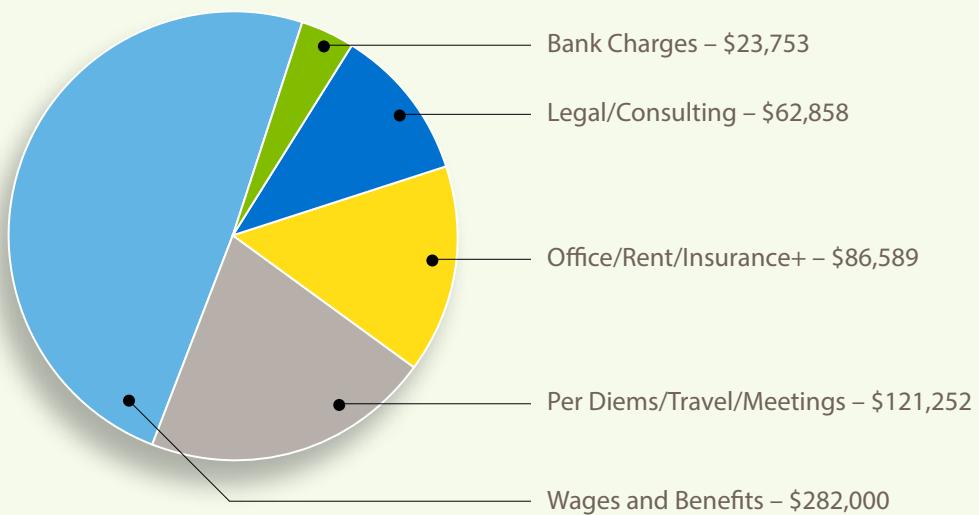
*See full set of financial statements*

[www.cshhpbc.org/publications/financialstatements](http://www.cshhpbc.org/publications/financialstatements)

## Total Revenue \$821,532



## Total Expenses \$576,452



# Board of Directors and Staff



Front Row l-r: Dinusha Peiris, Amanda Lenk, Susan Batstone, Jane Baynham, Christine Harrison

Back Row l-r: Diane O'Connor (Registrar/CEO), Marian Gunn, Joe McLaughlin, Louise Parton, Suzanne Kornhass, Alex Dutton, Sherri Zelazny, Bill Winnett, Mardi Lowe-Heistad (Director QA), Christina Chen (Office Administrator)

## Contact Information

Diane O'Connor, Registrar & Executive Director

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Christina Chen, Office Administrator

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