

SEVENTH ANNUAL REPORT 2015-2016



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

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



# Report from the Board Chair



It has been my privilege to continue serving as Chair of the Board this past year. This has been a busy and productive year for the College. Many of the objectives identified in our Strategic Plan have been completed or implemented. As of part of the Strategic Plan, our Philosophy was updated. It now reads: “We are a regulatory body entrusted with setting the standards for three speech and hearing health professions to protect the public. Our governance is based on strategic planning and policy development. We endeavor to ensure that we meet the highest professional and ethical standards in the best interests of the public.”

The College is now well-established with a governance based board. We adhere to the principles of “Right Touch Regulation,” which takes the view of applying the right amount of regulation to meet the needs of protecting the public. This approach is designed to protect the public as well as to support the professionals so that they may achieve the standards required of them. With this in mind, the College endeavors to demonstrate clear governance, purpose and objectives.

During this past year many of our by-laws were reviewed and revised to ensure that they are accurate and appropriate, using language that is straight forward and readily understood.

One of the biggest changes this year was the appointment of a Deputy Registrar. The Board was pleased to welcome Mr. Cameron Cowper to the position. Cameron brings a wealth of experience from his previous position as a senior policy and legislative analyst with the Ministry of Justice. The addition of a new staff member required a move from the College’s cramped location to more spacious offices and a meeting room. Fortunately, the new office is located in the same building as previously.

## Mission Statement

Our mission is to serve the public by ensuring competent and ethical practice by our registrants. Our College is governed by the *Health Professions Act* of BC.

## Vision Statement

All British Columbians receive the highest level of professional and ethical care from registered speech and hearing health professionals.

## Values Statement

The College holds these three values to be fundamental:

### TRANSPARENCY

We promote open communication and provide timely, clear and appropriate responses in order to encourage public understanding of our policies, procedures and decisions.

### INTEGRITY

We operate at all times in a manner that engenders honesty, trust, reliability and ethical practices in order to contribute to the common good.

### PROFESSIONALISM

We advocate for high standards of professional competency and strive to ensure that best practices are employed by our registrants in their delivery of care to the people of British Columbia.

I would like to acknowledge the hard work of Mardi Lowe-Heistad who has spear-headed many initiatives this past year, including revising and implementing a new Advanced Competency category and revising others, developing a new Quality Assurance program, working on developing standards for Support Personnel, and developing a new on-line course for credit on Documentation and Record Management.

In March, 2016 we said good-bye to Elizabeth Poon, who so ably took over the role of office administrator for Christina Chen while she was on maternity leave. Christina is now back on the job with her usual efficiency and cheerfulness.

We also said farewell to Joe McLaughlin and Jane Baynham who served on the Board as Public Trustees since the College's inception. These two very insightful individuals were valuable in reflecting the public interest. We are grateful that we haven't lost their expertise completely, as they continue to be involved with the College by serving on committees. We welcome Martin Eleffson and Dan Miller as our new Public Trustees. Martin is a retired regional manager for West Fraser Timber Company and resides in Vernon. Dan hails from Kamloops and is a certified mediator and arbitrator.

We were also sad to say good-bye to Louise Parton, Hearing Instrument Practitioner who was actively involved in the formation of the College and served on the Board since its inception. Louise, too, has continued her involvement with the College as a committee member. We welcome Amy MacLean to the College as a Hearing Instrument Practitioner.

We also welcome Christy Faraher-Amidon, Speech-Language Pathologist, back to the Board. Christy was also very involved with the formation of the College and brings a wealth of experience.

Many thanks to all of the Board Members for their active roles on committees. They are a truly dedicated, knowledgeable, forward thinking group of professionals who are committed to public service.

Finally, I want to thank Diane O'Connor for her outstanding work as Registrar and CEO. The public and registrants benefit greatly from her commitment to operational excellence.

Respectfully submitted,

**Susan Batstone**, RSLP  
Board Chair

# Report from the Registrar



Seven years is often considered a milestone. For the College of Speech and Hearing Health Professionals of BC it is a time when we set our sights on taking the College to the next level in our evolution of growth and excellence. We remain the newest health regulator and the only one which regulates three distinct health professions. We continue to learn from others and we also blazed a trail of new initiatives.

At our 2014 AGM, a registrant asked me how much the College spent on investigations. An excellent question. However, the answer wasn't readily available through the presentation of our Financial Statements. Back then we categorized expenses into groups such as: meetings, per diems, travel, consultants/legal, etc. We couldn't tell anyone, including ourselves, how much we spent on the registration process, or quality assurance, or investigations, or finance and administration, or discipline, and finally we didn't know how much we spent on governance.

Since these are the core activities of a regulator, I reorganized our Charter of Accounts to better reflect the business we undertake which also helps to identify areas of financial risk to the College. This year, our financial statements now reflect the new Charter and I invite you to provide your feedback. Your feedback is one way how we learn and improve!

We are one of the first health regulators in BC to embrace "Right Touch Regulation", which is a philosophy of ensuring the 'right balance' of regulatory muscle in developing policy and practice standards in the best interests of the public. It is a very simple philosophy to embrace, but it takes time to master. We must always be mindful to *ask* the 'right' questions and it is this exercise that the board and staff are devoted to excel at. We believe "Right Touch Regulation" is the right path.

Our path to learning continues as I attend board meetings of other regulators, for which several ideas from our peers have been implemented into our operations. And of course there are the many regulatory associations that provide a wide breath of information on trends and accomplishments.

As young as we are, we have also played a significant leadership role within the Canadian Alliance of Audiology and Speech-Language Pathology Regulators (CAASPR). As we enter into our eighth year, our path will be one of continued learning and leadership; a path our board and staff are excited and challenged in taking the next step.

Respectfully submitted,

**Diane O'Connor**

Registrar and Chief Executive Officer



# Report from the Circle of Chairs



The Circle of Chairs Committee is an unofficial committee comprised of committee chairs representing: Registration, Inquiry, Client Relations, Quality Assurance, and Finance, as well as the Board Chair, Registrar and Deputy Registrar. The primary purpose of this committee is to provide the opportunity for discussions of mutual interest and information sharing in order to ensure optimal functioning of the College Board as a whole.

The Circle of Chairs met three times between 1 April, 2015 and 31 March, 2016. Topics included:

- review of the Terms of Reference for each of the Committees;
- enhancement to the process of the annual review of the CEO/Registrar position;
- review progress made on objectives defined in the Strategic Plan;
- mentoring and orientation strategies for new Board and Committee members;
- risk management self-assessment;
- updates on by-law amendments;
- educational opportunities for Board and Committee members;
- review of Board evaluation results;
- involvement with the Canadian Alliance of Speech Pathology and Audiology Regulators.

## Committee Members

Joe McLaughlin – Chair of the Inquiry Committee (April to December 2015)

Christine Harrison – Chair of the Inquiry Committee (January to March 2016)

Christine Harrison – Chair of Client Relations

Marian Gunn – Chair of Registration Committee

Amanda Lenk – Chair of Quality Assurance Committee

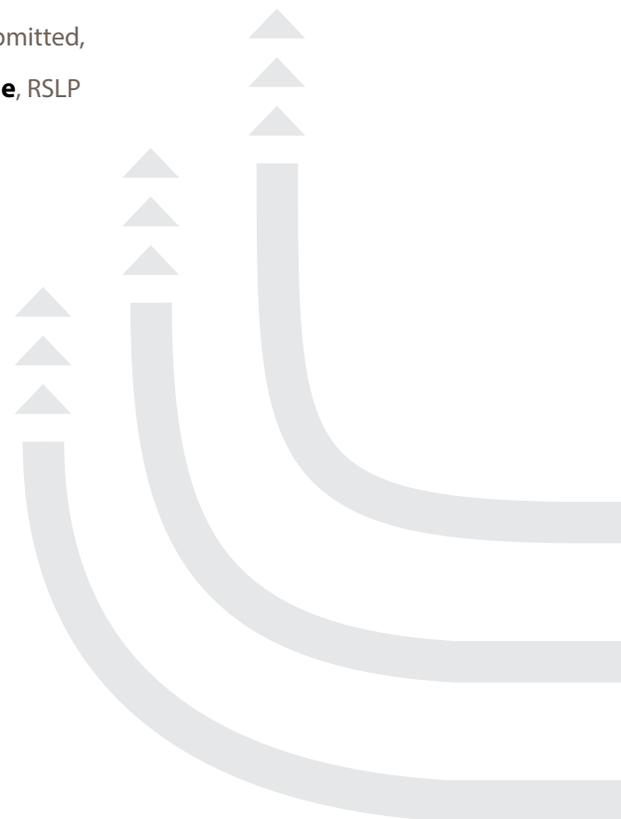
Patrick Wong – Chair of Finance and Administration Committee

Diane O'Connor – Registrar and CEO

Cameron Cowper – Deputy Registrar

Respectfully submitted,

**Susan Batstone**, RSLP  
Board Chair



# Report from the Quality Assurance Committee



Quality assurance has many aspects and roles within the College. One is to develop, oversee and direct the CSHHPBC quality assurance programs in keeping with the Health Professions Act, the Speech and Hearing Health Professionals Regulation and the college bylaws. The Quality Assurance Committee (QAC) is supported by two advisory committees: the Advanced Competency Advisory Committee (ACAC) and the Support Personnel Liaison Committee (SPLC). At times, clinical working groups are created to address specific tasks in a particular area of practice. In collaboration with the advisory committees, the QA committee provides practice support to registrants and protects the public by: establishing standards of practice and associated practice guidelines, overseeing the quality assurance program (this includes managing all aspects of the continuing competency requirements), and managing the advanced certifications.

## Accomplishments

The QA Committee, the ACAC and the SPLC collectively managed the following activities:

- Initiation of the Practice Review pilot project as part of the QA assessment program
- Updating of the Documentation and Record Management guideline
- Revision of the Ear Impression Policy and Protocol
- Revision of Part 12 of the CSHHPBC bylaws and submission to the Ministry of Health for approval
- Public Beware and Informational Notices created and posted on CSHHPBC website on topics related to patient safety
- Development and implementation of the Program of Study for Advanced Competency Certificate K (Airway Management – oropharyngeal and tracheal suctioning)

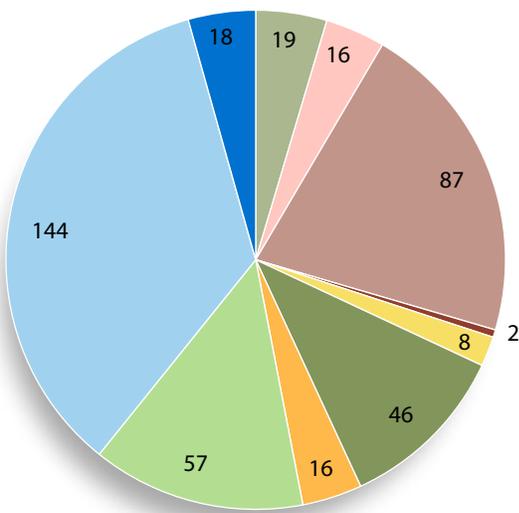
- Revision of the Program of Study for Advanced Competency Certificate I (Videofluoroscopic Swallowing Studies – Adult)
- Revision and implementation of the Program of Study for Certificate H (Swallowing and Communication Management for Tracheostomy)
- Development and implementation of a substantial equivalency option for Certificate H
- Updating Advanced Competency Certificates to include registrants' own declarations of competence in the practice area(s) covered by the certificates
- Completion of the 3-year Continuing Competency Cycle audit
- Updating of the CCC reporting form to reflect formal mentorship and editing/reviewing of peer-reviewed articles that become published

December 31st, 2015 ended the second three year cycle for Continuing Competency Credit submissions. Registrants who did not submit their credits were required to submit deficiency plans outlining how their credits would be attained prior to the March 31st registration deadline. All registrants except one fulfilled their deficiency plan by the deadline. Following the CCC submissions a random audit, of 2% of registrants, was conducted as stipulated in the college bylaws. The audit outcome was very positive with no errors, omissions or lack of evidence that changed any registrant's compliance with the 41.25 credit requirement. It was interesting to note that there has been an increase in the uptake of online courses since the previous 2013 audit. Some errors in categorization were noted, but in no instance did this put the registrant below the required threshold. Clarification for registrants is required regarding what

constitutes 'committee work' (i.e. not job-related committees) and what constitutes student supervision (i.e. observation-only placements do not qualify). For the year 2016, it is important that all registrants complete the Jurisprudence Online Module if they have not already done so.

### Advanced Competency Certifications

The Regulations require registrants to hold certification in areas of practice that require additional education and training. These certificates are referred to as Advanced Competency Certificates. The total number of advanced certificates as of March 31st, 2016 is 413, with a breakdown of the certificates as follows:



- A Vestibular Management
- B Cochlear Implant Management
- C Cerumen Management
- D HIP Services to Children 12-16
- E FEES- Voice
- F FEES Swallowing
- G Voice Restoration
- H Trachs and speaking valves
- I Videofluoroscopy (Adult)
- J Videofluoroscopy (Paediatric)

### QA Committee Members

- Amanda Lenk, RSLP Chair
- Louise Parton, RHIP retired Chair
- Suzanne Kornhass, RAUD, RHIP, Vice-chair
- Dinusha Peiris, RSLP
- Martin Ellefson, Public Representative
- Jane Baynham, retired Public Representative
- Karen Bernauer, Public Representative
- Marian Gunn, RHIP
- Louise Parton, RHIP retired
- Bill Winnett, Public Representative
- Susan Thacker, RAUD, RHIP

### Support Personnel Liaison Committee

- Amanda Lenk, RSLP Chair
- Louise Parton, RHIP retired Chair
- Ashley McNolty, Support Personnel
- Sandy Collins, RSLP
- Maryam Merali, RHIP
- Dreena Davies, Support Personnel
- Alyse McNair, Support Personnel
- Martin Sattler, RHIP
- Bonny Wood, AUD

### Advanced Competency Advisory Committee

- Kathy Pereira, RAUD, RHIP, Chair
- Louise Parton, RHIP retired Chair
- Martin Sattler, RHIP, Vice Chair
- Caroline Chow, RSLP
- Maryam Merali, RHIP
- Bobbie Williams, RAUD, RHIP
- Tracy Marshall, RSLP
- Pat Buen, RSLP retired
- Dr. E. David, ENT

Respectfully submitted,

**Amanda Lenk**, RSLP  
QA Committee Chair

# Report from the Registration Committee



The Registration Committee, working together with the Registrar, is responsible for accepting and approving applications for the three professions: Speech-Language Pathologists, Audiologists and Hearing Instrument Practitioners regulated by this College. New applications that meet all the requirements in the bylaws are reviewed and approved by the Registrar. The Committee reviews all other applications based on 'substantial equivalency' to the academic and clinical requirements outlined in the bylaws and considers requests for special consideration.

The Registration Committee supports the Registrar in all matters related to registration and recognizes the office staff for all their hard work handling renewals of registration and Continuing Competency Credits (CCCs).

We continue to participate in discussions and decision making with CAASPR (Canadian Alliance of Audiology and Speech Language Pathology Regulators) Our Registrar/CEO and Board Chair represent the College at CAASPR and update the Registration Committee and Board regularly with decisions and discussions.

## What we have been working on this year

We have updated and made changes to a number of Policies and Bylaws which pertain to the registration including Policy R-07 Failure to meet requirements of CCCs, and Policy R-02 HIP Practicum Requirements. The committee reviewed a number of substantial amendments to our College bylaws, including repealing Section 72 – International Transfers, and revising Section 85 to include the national standards regarding the framework for academic hours.

A working group was established to develop a Competency Profile for the Hearing Instrument Dispensing Profession and after many hours of collaborative work, the Competency Profile for HID was presented to the Board and approved. This profile was used during a validation review of the HIP practical exam developed and administered by the HIP Examination Committee.

A Working group was created to begin developing guidelines for supervisors of HIP students as this is an important issue when training professionals to meet 'entrance to practice' standards and enter a regulated health profession.

I would like to acknowledge everyone on the Committee and in our office, including our Registrar/CEO, Deputy Registrar and office staff for their continued hard work to assist the Registration Committee and myself in the work of registration. As this is my last year as Chair of this Committee I am honoured to have been involved with this committee as well as the other committees I sit on and as a Board Member. I look forward to continuing to help out where I am needed.



## Interesting Statistics

**New registrations were granted to 126 applicants during the period April 1, 2015 through March 31, 2016 for the following professions:**

SLPs:	83
AUDs:	17
HIPs:	26

**As at March 31st, 2016 there were:  
Total Registrants: 1649**

Active:	1583	AUDs:	283
Conditional Active:	14	HIPs:	230
Inactive:	50	SLPs:	1,136
Retired:	2		

**Growth since March 31, 2010**

AUDs:	216 (31%)
HIPs:	166 (38%)
SLPs:	883 (29%)

## Registration Committee

Marian Gunn, RHIP, Chair  
Kathy Pereira, RAUD, RHIP, Vice Chair  
Amanda Lenk, RSLP  
Joe McLaughlin, Public Representative  
Amy McLean, RHIP  
Christine Harrison, RAUD  
Jane Baynham, Public Representative  
Christy Fahraher-Amidon, RSLP  
Susan Batstone, RSLP, Board Chair, ex-officio  
Diane O'Connor, Registrar/CEO, ex-officio  
Cameron Cowper, Deputy Registrar, ex-officio

## HIP Examination Committee

Suzanne Kornhass, RAUD/RHIP, Chair  
Joan Richardson, RAUD/RHIP  
Rahim Ghanbari, RAUD/RHIP  
Maryam Merali, RHIP  
Martin Sattler, RHIP  
Leigh Ingram, RAUD/RHIP

Respectfully submitted,

**Marian Gunn**, RHIP  
Registration Committee Chair

# Report from the Inquiry Committee



The Inquiry Committee (the “IC”) investigates written complaints concerning the competency or unethical practice of a registrant. The IC may also investigate on its own motion when it becomes aware of a matter that is in the interests of protecting the public. The IC is comprised of representatives from all three professions and one third of the committee are public representatives.

## Accomplishments during the period of April 1, 2015 through March 31, 2016

In order to expedite matters in a timely and efficient manner, the IC established three profession specific panels representing each of the professions. Each panel must have at least two health professionals of the same profession as the registrant in question and one public representative appointed by the IC. The panels may exercise the same power, duty and function of the IC.

Each year the IC attends an education day. This fiscal in April 2015 a lawyer/instructor from British Columbia’s Council of Administrative Tribunals (BCCAT) presented a decision writing skills workshop for IC members.

The IC met once in-person and once by teleconference during the fiscal year, and the profession-specific panels met a total of 18 times. The breakdown of panel meetings is as follows:

Panels	Number of meetings
AUDs	4
HIPs	12
SLPs	2

The Inquiry committee reviewed 11 new cases this fiscal. The breakdown is as follows:

Year: 2015/16	
# of Complaints	11
From Registrants	4
From Public	3
Own Motion	4
AUDs	1
HIPs	9
SLPs	1

Complaints concerned matters dealing with advertising, unethical practice, competency, and unauthorized practice.

The IC reviewed and closed 11 files this fiscal. The breakdown is as follows:

Year: 2015/16	
From Registrants	4
From Public	5
Own Motion	2
AUDs	2
HIPs	8
SLPs	1



No decisions of the IC were appealed by the complainant to the Health Professions Review Board (HPRB).

I would like to acknowledge the contribution of departing IC member Joe McLaughlin, Ed.D., Public Representative, who made valuable contributions to the work of the IC from its inception in 2009 to December 2015.

I would also like to take this opportunity to thank all the members of this committee for their dedication and time commitment. Numerous hours were spent reviewing files, grappling with difficult issues, and preparing dispositions to ensure that best practices are adopted and embraced when investigating a complaint and the College's public protection mandate is safeguarded.

## Committee Members

Christine Harrison, RAUD, Chair

Joe McLaughlin, Public Representative Retired

J. Alexander Dutton, Public Representative, Vice-Chair

Susan Edwards, RSLP

Christy Faraher-Amidon, RSLP

Charles Fontaine, RAUD, RHIP

Lesley Lee, RAUD, RHIP

Dan Miller, Public Representative

Richard Walker, Public Representative

Erin Wright, RAUD, RHIP

Diane O'Connor, ex-officio

Cameron Cowper, ex-officio

Respectfully submitted,

**Christine Harrison**, RAUD

Inquiry Committee Chair

## Report from the Client Relations Committee

The Client Relations Committee did not meet during the fiscal year ending March 31, 2016. A steering committee of the Health Regulators of BC was established in 2010 to develop a provincial framework for a patient/client relations program. This work proved to be quite challenging due to the diverse practice environments of 23 health professionals and the scope of their practices as it relates to patient/client relations. Recently an amended proposal has been submitted to all health regulators in British Columbia for review. This proposal will be considered by the Client Relations Committee in the next fiscal year. In the interim, the College's guidelines on



"Where's the Line – Professional Boundaries" published in 2011 has proved helpful. The College has had no reported incidents of any violations in this area.

Respectfully submitted,

On behalf of the Client Relations Committee

**Diane O'Connor**

Registrar and Chief Executive Officer

# Report from the Discipline Committee

The Discipline Committee must hear and determine a matter set for hearing by citation issued by the Registrar under the direction of the Inquiry Committee or the College Board. The first hearing by the Discipline Committee was set for April 2015. The hearing was adjourned by the Discipline Committee in order that the Inquiry Committee could investigate new information presented by the respondent. As a result of the investigation a resolution was presented whereby the respondent agreed to voluntarily surrender her registration and further agreed not to apply for registration until five years had passed.



## Committee Members

Ed Montague, Public Representative, Chair

Suzanne Kornhass, RAUD, RHIP

Marian Gunn, RHIP

Linda Rammage, RSLP

Patrick Wong, Public Representative

Respectfully submitted,

On behalf of the Discipline Committee

**Diane O'Connor**

Registrar and Chief Executive Officer

# Report from the Finance and Administration Committee

The primary objective of the Finance and Administration Committee of the CSHHPBC is to develop and oversee systems for the management of the financial administration of the College.

## Accomplishments

The committee met four times during the fiscal year. At each meeting, the committee reviewed the year-to-date financial statements, comparing actual to budget for the fiscal year ending Mar. 31, 2016. I am happy to report that the actuals were within the budget and the College remains in a very healthy financial position.

Early in the year, the committee recommended changing the Charter of Accounts to better reflect the regulatory operations of the College. This project necessitated a significant amount of staff time to also amend the previous fiscal year's financial statements in order to provide a meaningful comparison. I would like to recognize Elizabeth Poon, Interim Office Administrator and Diane O'Connor, Registrar for their outstanding work on this project.



The committee also directed staff to commence a risk management review to include all current executive limitation policies and to identify the need for new policy development. This work has begun with a target date for completion by the end of the next fiscal year.

The committee approved the annual financial statements as at Mar. 31, 2016, reviewed and prepared by KPMG. An overview of these statements form part of my report. For a complete set of the statements, please use the following link:

[http://www.cshhpb.org/docs/2016\\_cshhpb\\_financial\\_statements.pdf?LanguageID=EN-US](http://www.cshhpb.org/docs/2016_cshhpb_financial_statements.pdf?LanguageID=EN-US)

I would like to extend a heartfelt farewell on behalf of the committee for the excellent leadership of Jane Baynham who chaired the committee for the last two years. She has a gift for asking the 'right' questions and was often referred to as 'our voice of reason'.

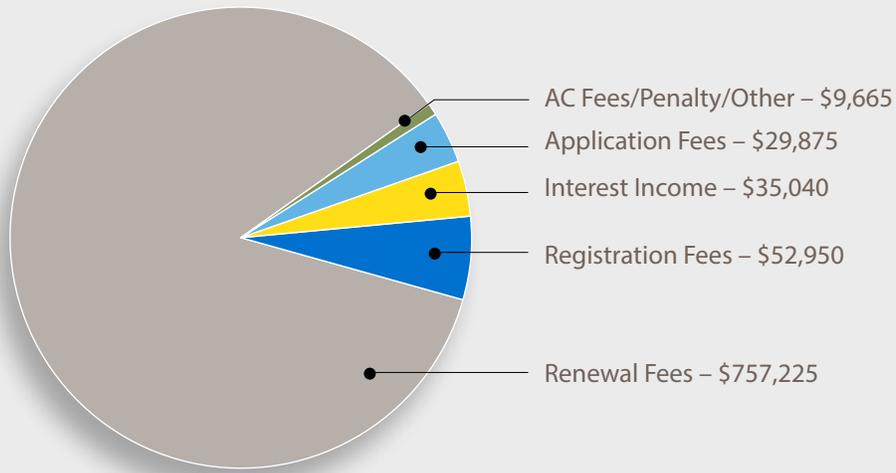
## Committee Members

Patrick Wong, Public Representative, Chair;  
Amy Maclean, RHIP, Vice-Chair;  
Bill Winnett, Public Representative,  
Louise Parton, RHIP,  
Christine Harrison, RAUD  
Susan Batstone, RSLP ex-officio  
Diane O'Connor, Registrar/CEO ex-officio

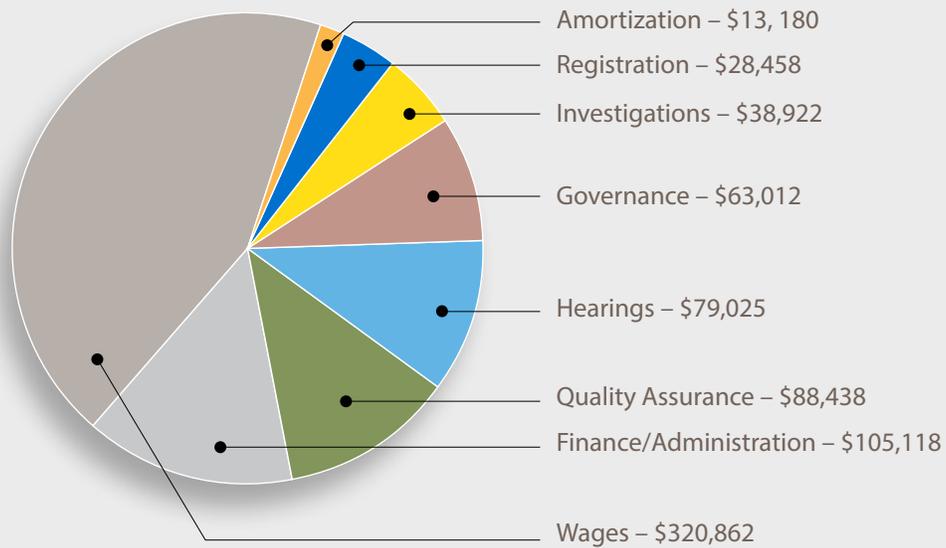
Respectfully submitted,

**Patrick Wong**, Public Representative  
Finance and Administration Committee Chair

## Total Revenue \$884,755



## Total Expenses \$737,015



# Board of Directors



2015/16 Board: I-r front row: Christy Faraher-Amidon RSLP, Susan Batstone RSLP, Jane Baynham, Amy MacLean RHIP  
I-r back row: Diane O'Connor Registrar/CEO, Joseph McLaughlin, Christine Harrison RAUD, J. Alexander Dutton,  
Suzanne Kornhass RAUD, RHIP, Marian Gunn RHIP, Patrick Wong, Amanda Lenk RSLP missing: Dinusha Peiris RSLP

## Contact Information

Diane O'Connor, Registrar & Chief Executive Officer

[registrar@cshhpbcc.org](mailto:registrar@cshhpbcc.org)

Cameron Cowper, Deputy Registrar

[deputy.registrar@cshhpbcc.org](mailto:deputy.registrar@cshhpbcc.org)

Mardi Lowe-Heistad, RSLP, Director Quality Assurance

[director.qa@cshhpbcc.org](mailto:director.qa@cshhpbcc.org)

Elizabeth Poon, Interim Office Administrator

[info@cshhpbcc.org](mailto:info@cshhpbcc.org)

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