

EIGHTH ANNUAL REPORT 2016-2017



College of
Speech and Hearing
Health Professionals of BC

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

Message from the Board Chair



The theme of this year's Annual Report is "New Horizons." It is particularly fitting as this past year was filled with board education and policy development geared towards a new attention to risk management, both in terms of protecting the public as well as ensuring the sustainability of the College into the future. Highlights from development opportunities attended by Board members included:

- BC Health Regulators (BCHR) Fall 2016 Symposium – *On the horizon*, a presentation by the Ministry of Health Professional Regulation and Oversight Branch, advocating a greater focus on competence across health professions and a balance of public and professional board members.
- *20 Questions Directors of Not-for-Profit Organizations Should ask about Risk* – author Hugh Lindsay, CPA, FCA, discussed how a board needs to use its strengths to take advantage of opportunities, remedy its weaknesses, and avoid or mitigate threats.
- BC Health Regulators (BCHR) Spring 2017 Symposium – *Risk-based Regulation*, a workshop presented by Professor Malcolm Sparrow, Professor of the Practice of Public Management at the John F. Kennedy School of Government, Harvard University, describing how boards can identify hazards, risks, threats, or harms, and how to control them effectively, thereby ensuring that the public is safer, healthier, and more secure.

To this end, two 'risk registers' were established – one external register to track public risk-mitigation projects, and another to identify internal/operational risks. The latter includes the following categories and examples:

- **Compliance risk (CR)** – the risk of fines and/or other regulatory penalties for such offences as failure to remit payroll deductions, violation of privacy laws, failure to submit an annual report to the Ministry or to comply with an annual financial review

- **External risk (ER)** – the risk of deregulation, amalgamation, failure to respond to economic, demographic, and/or other trends; with the possible outcome of organizational irrelevance, a loss of trust by the public, registrants, or government
- **Financial risk (FR)** – the risk of inadequate revenue, fraud, financial failure, or decisions based on inadequate or inaccurate information
- **Governance risk (GR)** – the risk of ineffective oversight and/or poor decision-making on the part of the Board or committees
- **Information technology risk (IR)** – the risk that the College's information technology infrastructure may not provide dependable service and accurate, secure information that is available when needed
- **Operational or Program risk (OR)** – the risk of poor service delivery, day-to-day crises, or misuse or neglect of human capital and other resources
- **Strategic risk (SR)** – the risk of inappropriate or unrealistic programs and initiatives, and/or failure to keep the College effective and relevant

The Board will continue its proactive, future-oriented stance to ensure the safety of the public as well as the sustainability and viability of the College. In keeping with being vigilant to needed changes within the College, the Board approved a number of new and revised policies in support of a comprehensive policy review.

This past year saw the term, "Communication Health Assistants" (CHA) come into use in 2017 with the enactment of a new Part 12 of the College Bylaws. Part 12 defines a CHA as a non-registrant employed by a registrant or a registrant's employer to support the registrant's practice of audiology, hearing instrument dispensing, or speech-language pathology.

Their scope of practice is also delineated under the new Part 12 of the College's Bylaws.

The College also continues its active involvement with the Canadian Alliance of Audiology and Speech-Language Pathology Regulators (CAASPR). This past year has been one of renewed vision and development as the Federal Government has provided funding to develop national harmonization standards and capacity building. The first project underway is the review and revision of the competency profiles for audiology and speech-language pathology.

We said good-bye this year to three Board members: Marian Gunn, Registered Hearing Instrument Practitioner, Christine Harrison, Registered Audiologist, and Dinusha Pieris, Registered Speech-Language Pathologist. We thank them whole-heartedly for their valuable contributions to the Board. In their places, the Board welcomed Charles Fontaine, Registered Audiologist, Registered Hearing Instrument Practitioner, Jamie Hack, Registered Speech-Language Pathologist, and Jon Waterhouse, Registered Hearing Instrument Practitioner.

The end of the year was marked by the departure of Diane O'Connor. Diane had fulfilled the role of Registrar & CEO since the inception of the College, and was instrumental in getting the College up and running efficiently and successfully. We wish her the very best in her future endeavors. Cameron Cowper, former Deputy Registrar, has now very ably taken over the reins as Registrar & CEO, and continues the high level of commitment and expertise that we have been privileged to receive.

The successful functioning of the College wouldn't happen without the work of our staff members – Mardi Lowe-Heistad and Christina Chen. As Director, Professional Practice and Quality Assurance, Mardi does an amazing job for all three professions. As Office Administrator, Christina manages the intake of new applicants and the office administration efficiently and cheerfully.

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.

On our new horizon for the coming year is the development of a new Strategic Plan – stay tuned!

Respectfully submitted,

Susan Batstone, RSLP
Board Chair

Message from the Registrar & CEO

“NGO executives must navigate a complex landscape of risks, seeking to identify a piece of the harm-reduction task that they can handle, that their supporters can buy into, and that aligns with their organizational capacities and beliefs.”

– Malcolm K. Sparrow, John F. Kennedy School of Government, Harvard University, *The Character of Harms*

As a health professions regulator, our mandate is to mitigate risk, reduce harm, and protect the public by ensuring applicants meet academic requirements, investigating complaints, and setting and enforcing standards of professional and clinical practice.

In matters regarding the self-governing of our three professions, the practices, procedures, and rules are unique and never static. Protecting the public interest and maintaining the integrity and credibility of the professions must be balanced with the registrant’s ability to practice effectively. In its eighth year of existence, the College of Speech and Hearing Health Professionals of British Columbia continues to regulate more than 1,700 registrant professionals by providing a regulatory framework for audiologists (AUD), hearing instrument practitioners (HIP), and speech-language pathologists (SLP) to ensure practice standards are met and the public’s trust is maintained.

Year in Review

A glance back in the rear-view mirror at 2016-2017 shows we achieved or made progress on a number of important initiatives.

In the Fall of 2016, our national Canadian Alliance of Audiology and Speech-Language Pathology Regulators (CAASPR) secured \$1.4M from ESDC Canada to continue work on its Harmonization and Capacity-Building National Project. Significant progress has been made on a number of project initiatives, including development of national core competency profiles for audiology and speech-



language pathology. To that end, I am happy to report that British Columbia will benefit from among the highest participation rates for the competency validation survey recently circulated to our registrants and registrants from across Canada.

In March 2017, I was proud to be one of 23 BC health regulation leaders who pledged their support in making the health system more culturally safe for First Nations and Aboriginal people by signing the Declaration of Commitment to Cultural Safety and Humility – a first in Canada. The declaration, an initiative endorsed by the First Nations Health Authority (FHNA) and Ministry of Health, commits our College and other health regulators to take action and develop processes that will embed culturally safe practices within all levels of health professional regulation.



Cameron Cowper, Registrar & CEO, Declaration of Commitment to Cultural Safety and Humility signing ceremony. March 2017, Vancouver, BC.

In the coming year, the BC Health Regulators (BCHR) will collectively review how cultural safety and humility can be better integrated into quality assurance programs, complaints processes, and academic programs. BCHR will also pursue formal training for board members on cultural safety and humility and how these concepts should impact regulatory approaches. This work will be done in partnership with the FNHA.

As part of its communications plan for 2016-2017, BCHR also continued its successful 'Saying you are one doesn't make you one' public awareness advertising campaign.

In March 2017, Douglas College announced its new Hearing Instrument Practitioner program in their Science & Technology Department – the first BC-based program for HIP students! The first intake is scheduled for Fall 2017. Registrants of this College occupy key positions in the new program's administration and faculty, and our College welcomes this exciting news. We look forward to building a long and productive partnership into the distant future.

In 2016-2017, the College determined that a comprehensive review of all bylaws and policies was required to ensure legislation and policies were current and effective, and to identify any existing gaps. Important work continues on both fronts. Of particular note, in February 2017, new bylaws in respect of delegation to non-registrants came into force. This new legislation codifies and supports the College's existing policies and procedures in respect of support personnel. Work also began on the development of a new marketing standard and supporting advertising policy to replace our current and outdated *Guidelines on Advertising/Marketing by Registrants* document. In support of that initiative, I consulted with several academics from Canadian university programs to obtain academic opinion on the specific issue of false or misleading advertising. Those articulate and thoughtful opinions will support the College's ongoing efforts.

On the Horizon

A glance towards the horizon of 2017-2018 suggests the coming fiscal year will be both busy and productive, with ambitious performance goals and emerging trends and challenges.

Further afield, Bill 87, the *Protecting Patients Act*, represents the first major reforms to Ontario's health professions regulatory regime in more than a decade. The Bill includes amendments which remove matters of sexual misconduct from the jurisdiction of self-regulators, and imposes greater obligations on regulators to disclose disciplinary information to the public in the interest of greater transparency and accountability. The ramifications of this legislation is likely to have ripple effects across the country.

Our comprehensive bylaw review continues with a streamlining of Part 10 ('Advanced Competency Certification Programs'), new legislation on attaining and maintaining practice hour requirements, and a review of the Code of Ethics to ensure the latter remains a 'living document' that is clear, comprehensive, and practical in a variety of clinical contexts.

CAASPR's ESDC Canada funding will allow speech and hearing regulators across Canada to begin work on developing a national licensing examination, and BC and Alberta will continue work on the development of a Memorandum of Understanding in respect of all aspects of interjurisdictional practice, including tele-practice.

Finally, work has already begun on a full refresh of the College's website. Beginning with UX design work and user testing, the College will engage with web developers to create a far more user-friendly and functional online gateway portal to our College. To that end, we look forward to engaging with registrants and members of the public to participate at the user testing and design phases.

Respectfully submitted,

Cameron Cowper

Registrar & CEO

Report from the Circle of Chairs Committee (COC)



The Circle of Chairs Committee is an unofficial committee comprised of committee chairs – representing Registration, Inquiry, Quality Assurance, Finance & Administration, and Client Relations – as well as Board Chair and Registrar. The Board Chair and Vice-Chair act as COC Chair and Vice-Chair respectively.

Although the COC does not possess any independent decision-making authority, it provides essential support to the Board by conducting detailed reviews and making recommendations to the Board on matters of policy and performance.

As mandated by the College Board, the COC is tasked with:

- Ensuring optimum communication between the Board and the Registrar
- Facilitating communication between core committee chairs
- Providing mutual mentoring on College matters
- Developing/reviewing draft governance documents for board consideration
- Advising the Board on appropriateness, fairness, and effectiveness of evaluation processes for annual Board and Registrar evaluations
- Taking a leadership role in new Board orientation programs

The COC met four times last fiscal. The following new or revised policies were reviewed and recommended to the Board for approval:

- Terms of Reference – Circle of Chairs Committee
- Terms of Reference – Finance and Administration Committee
- Performance Evaluation and Compensation (Registrar & CEO)
- Board Duties and Responsibilities

- Bylaws, Policies, and Standards
- Financial Management
- Procurement and Financial Controls
- Risk Management – General
- Risk Management – Insurance
- Wellness Program
- Registration Requirements (Language Proficiency)

Committee Members

Christy Faraher-Amidon, RSLP, *Chair of the Client Relations Committee*

Suzanne Kornhass, RAUD, RHIP, *Chair of the Registration Committee*

Amanda Lenk, RSLP, *Vice-Chair, Chair of the Quality Assurance Committee*

Dan Miller, Public Representative, *Chair of the Inquiry Committee*

Patrick Wong, Public Representative, *Chair of the Finance and Administration Committee and Discipline Committee*

Cameron Cowper, Registrar & CEO, *ex-officio*

Diane O'Connor, Registrar & CEO (former), *ex-officio*

Respectfully submitted,

Susan Batstone, RSLP
Committee Chair

Report from the Quality Assurance Committee (QAC)



Quality Assurance has several key roles within the College, including the development and monitoring of the Quality Assurance Programs under the *Health Professions Act* (HPA). The QAC is supported by two advisory committees: the Advanced Competency Advisory Committee (ACAC) and the Support Personnel Liaison Committee (SPLC). Collectively, the committees serve to protect the public, set entry and advanced practice standards, and ensure that registrants maintain their competency over time. With the objective of moving forward and working on pressing issues, there have been many accomplishments in the QA realm this fiscal.

Practice Hours Requirement

While registrants must attain 45 Continuing Competency Credits (CCCs) over three years, that is only one piece of attaining and maintaining clinical competency in practice. A working group was convened involving all three professions, and recommended that the College implement a 'practice hours requirement'. This means that over the three-year cycle, registrants will be required to show how many hours they have practiced in one or more of the professions. The word 'practice' is not limited to clinical work with clients. 'Practicing the profession' has a much broader meaning where "practice" is defined as:

any professional role, whether remunerated or not, in which the registrant uses their knowledge, skills and abilities as an audiologist, hearing instrument practitioner, and/or speech-language pathologist. Practice includes the provision of clinical care as well as working in management, administration, education, research, advisory, regulatory and policy development roles and any other roles that impact on safe, effective delivery of services in the profession and/or use of professional skills. (Adapted from Medical Board of Australia, Registration standard, October 2016)

The practice hours requirement will be implemented at 750 hours over three years and additional information will be available as this unfolds.

Changes to Legislation affecting Practice

Whenever there are changes to provincial or national health care legislation, there is the possibility that it will affect our registrants and they will need to know what is required of them in their practice setting. For example, the issue of Medical Assistance and Dying, where a change in federal legislation involved speech and hearing health professionals. A new policy to assist registrants is available on the college website for those who need the information.

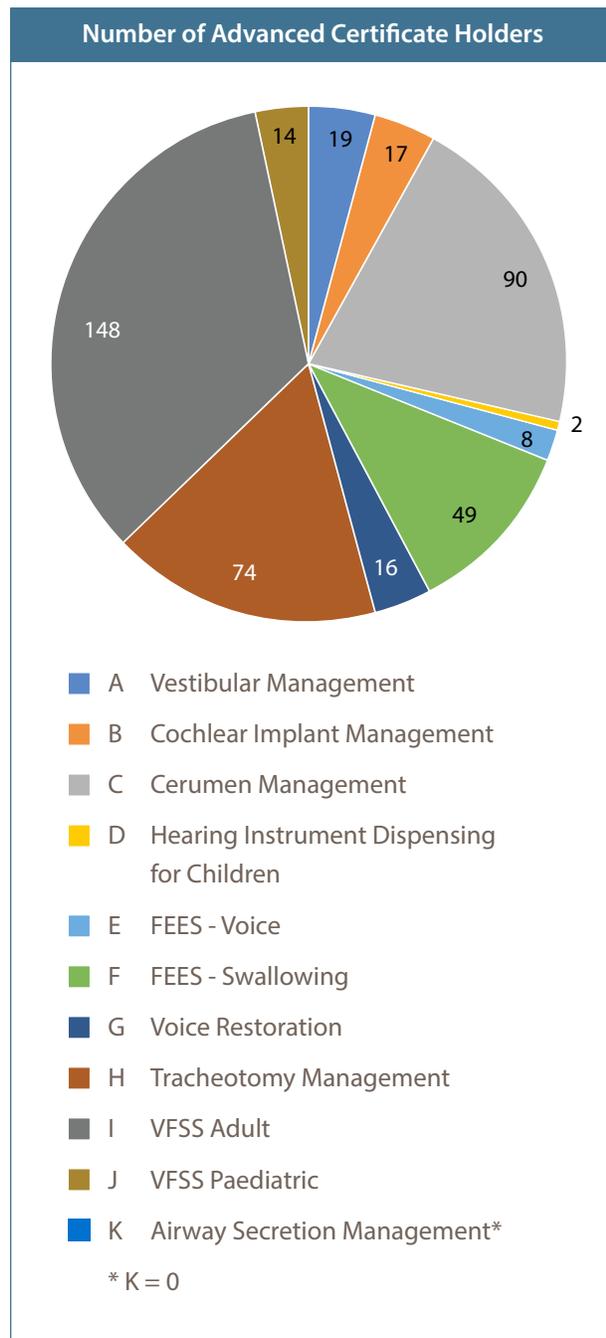
Advanced Certifications

Advanced Certificates (AC) are mandated by the Ministry of Health for Audiologists (AUD), Hearing Instrument Practitioners (HIP), and Speech-Language Pathologists (SLP) to remain independent in their practice of activities that are of high risk to clients.

Without an AC, a registrant would be reliant on other professionals or need to be supervised by another health professional. However, it is important to recognize that ACs (each with their own program of study) must be attainable by registrants in their places of work. Each program of study is reviewed on a schedule to ensure they are current and applicable in clinical practice – Certificate H (Tracheotomy management) was reviewed and a number of substantial changes were made when it was determined that including speaking valves created a barrier to SLPs who needed and wanted the certificate. Once that barrier was removed – by placing speaking valves in a separate section – SLPs could apply for the entire certificate or just the tracheotomy portion, without the speaking valves. The uptake of Certificate H increased by 30% once this change was implemented, with no increased risk to the public.

A new Certificate K (Secretion Management), within the scope of an SLP, was created, but is not entry level for pharyngeal and tracheal suctioning. This new opportunity is available for any SLP who needs to be independent in secretion management for their high-risk clients. The content and requirements for ACs are always changing/evolving as the technology and requirements for professionals also changes rapidly.

The number of AC holders is shown below, current to March 31, 2017:



Maintaining Practice Competence

Practice competence is how we apply our knowledge and skills in 'real life' clinical situations. It involves performance of a variety of activities that range greatly in their degree of risk to the public, and may change over time as new evidence and research becomes available. The maintenance of practice competence is measured in many ways by regulatory colleges. The methodologies may include: self assessment, peer review, 360-feedback including clients, practice reviews, and revalidation examinations. For our professions, the literature is weak on whether we can predict competence by a method other than direct, onsite practice reviews. The College therefore chose to implement a pilot practice review project that will look at screening (paper review) versus onsite, in-person reviews to see if a screening is predictive of competence.

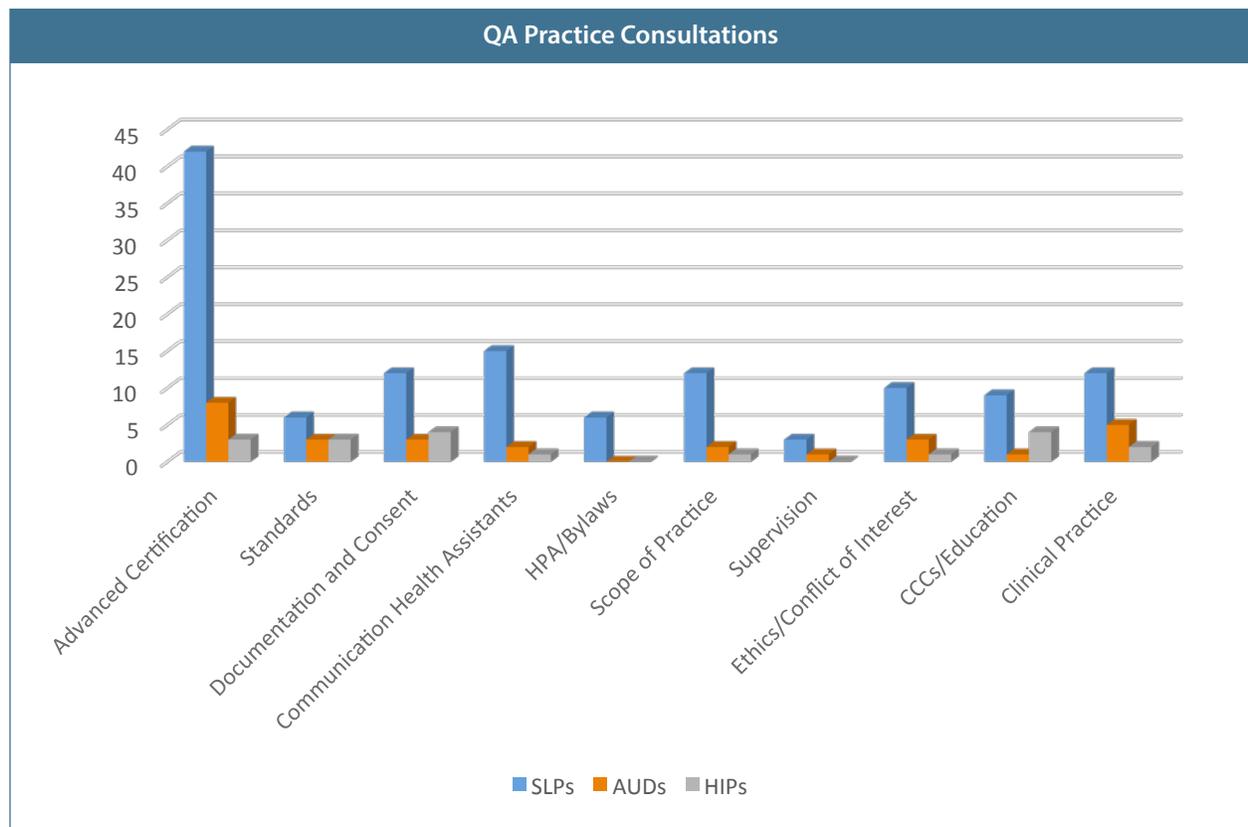
The QAC decided that examinations and/or self-assessments were not the best path, given that current literature does not support them as valid measures of competence in practice when used as sole measures. Instead, the QAC is undertaking an extensive pilot project with 30 randomly selected HIPs, who will undergo a screening process as well as an onsite practice review. Once the pilot outcomes are evaluated, the remaining HIPs, as well as AUDs and SLPs, will also be engaged by applying the evidenced-based policy approach most useful to registrants and most effective in protecting the public. The pilot is expected to run through the Summer of 2017, with results available in the Fall. For registrants who are registered in more than one profession, they will need to be included in all the applicable modules for practice review.

Practice Support and Consultations

Of note, in the 2016-2017 fiscal year, 78% of QA practice consultation requests came from SLPs; 14% from AUDs; and the remaining 8% from HIPs. Of the SLP consultations, the majority were related in some way to Advanced Certification. This is understandable, considering the number of certificates SLPs can hold and given that several of them underwent significant revision this fiscal. Other high-volume consultation matters were documentation and consent, communication health assistants, scope of practice, and clinical practice.

Compared to the previous fiscal, there were far fewer consultations focusing on bylaws, the HPA, and documentation. To a degree, this could be due to College learning modules on jurisprudence and documentation/record management, which are now available online. In the coming fiscal year, given recent and pending bylaw changes, we anticipate higher than average enquiries related to delegation, communication health assistants, and clinical decision support tools; and whether a related learning module will be a benefit to those registrants who have significant issues and questions on those topics.

In 2016-2017, the distribution of QA practice consultations was as follows:



Committee Members

Karin Bernauer, Public Representative

Martin Ellefson, Public Representative

Jamie Hack, RSLP

Suzanne Kornhass, RAUD, RHIP, *Vice-chair*

Amanda Lenk, RSLP, *Chair*

Louise Parton, RHIP (Retired)

Susan Thacker, RAUD, RHIP

Jon Waterhouse, RHIP

Bill Winnett, Public Representative

Mardi Lowe-Heistad, RSLP, Director, Professional Practice & Quality Assurance, *ex-officio*

Cameron Cowper, Registrar & CEO, *ex-officio*

Advanced Competency Advisory Committee Members

Caroline Chow, RSLP

Dr. Eytan David, MD, FRCSC

Tracy Marshall, RSLP

Maryam Merali, RHIP

Kathy Pereira, RAUD, RHIP, *Chair*

Martin Sattler, RHIP, *Vice-Chair*

Bobbie Williams, RAUD, RHIP

Mardi Lowe-Heistad, RSLP, Director, Professional Practice & Quality Assurance, *ex-officio*

Cameron Cowper, Registrar & CEO, *ex-officio*

Support Personnel Liaison Committee

Sandy Collins, RSLP

Drina Davies, RAUD, RHIP

Amanda Lenk, RSLP, *Chair*

Alyse McNair, CHA

Ashley McNealy, CHA

Maryam Merali, RHIP

Martin Sattler, RHIP, *Vice-Chair*

Cheryl Lane Slobodian, RAUD, RHIP

Mardi Lowe-Heistad, RSLP, Director, Professional Practice & Quality Assurance, *ex-officio*

Cameron Cowper, Registrar & CEO, *ex-officio*

Respectfully submitted,

Amanda Lenk, RSLP

Quality Assurance Committee Chair

Report from the Registration Committee (RC)



The Registration Committee, working together with the Registrar, is responsible for accepting and approving applications for the three professions: audiology, hearing instrument dispensing, and speech-language pathology. New applications that meet all the requirements in the College Bylaws, are reviewed and approved by the Registrar, under the delegated authority of the Committee. The RC reviews all other applications based on 'substantial equivalency' to the academic and clinical requirements outlined in the Bylaws and considers requests for special consideration, including those submitted by the Hearing Instrument Practitioner (HIP) Examination Advisory Committee, which the RC oversees.

This past year has been a busy one for the Board and the RC. With our new Registrar, we have been endeavoring not only to review all existing registration policies, to ensure they are current and align with the College's Bylaws, but also to implement new ones to bridge any gaps that are only now becoming evident as our College enters its 8th years.

The RC and the Board continue to participate with the Canadian Alliance of Audiology and Speech-Language Pathology Regulators (CAASPR). Our Board Chair and Registrar represent the College on CAASPR's Board and Registrars Committee respectively, and provide regular updates of any discussions and decisions to the RC as well as the College Board.

The Year in Review

The fiscal year 2016-2017 was a busy one for registration matters, and progress was made on a number of important initiatives.

During the Fall of 2016, CAASPR continued its work on harmonization and capacity-building projects across the regulated jurisdictions in Canada.

Significant progress has been made on a number of initiatives, including development of a national licensing examination.

In March 2017, Douglas College announced its new Hearing Instrument Practitioner program – the first BC-based program for HIP students, with the first intake scheduled for Fall 2017.

Our College's comprehensive bylaw review continues, including amendments that increased the late fees for registration renewal and reinstatement – with the goal of mitigating the alarming and ever-increasing trend of registrants failing to renew their licenses.

In addition, as part of a College-wide policy review, a number of Registration policies were either revised or repealed, including:

- REVISED Policy R-01 – Registration Requirements (Approved Education Programs) *
- REVISED Policy R-02 – Registration Requirements (Supervised HIP Practicums) *
- REPEALED Policy R-03 – HIP Program Requirements *
- REVISED Policy R-04 – Registration Requirements (Student HIP Examinations) *
- REVISED Policy R-06 – Failure to Meeting Conditions of Registration
- REVISED Policy R-08 – Registration Requirements (Language Proficiency)
- REVISED Guidelines for International Applicants – including the adoption of WES as the College's exclusive credential assessment agency for internationally-educated applicants *

** Pending final Board approval.*

Finally, the College's HIP Practical Examination passing requirements for general and core competencies increased from 75% to 80%.

In 2016-2017, a total of 122 new registrations were granted, with the following distribution:

AUDs:	18
HIPs:	16
SLPs:	88
TOTAL:	122

Total registrants as at:

	March 31, 2010	March 31, 2017	% Change
AUDs:	213	280	(+ 32%)
HIPs:	163	249	(+ 53%)
SLPs:	867	1,209	(+ 40%)
TOTAL:	1,243	1,738	(+ 40%)**

** Annual average percentage change from base year (2010): + 5%

This Committee recognizes and appreciates the office staff for their tireless efforts in processing the renewals of registration and Continuing Competency Credits (CCCs), all the while ensuring applicants and registrants have a positive experience when dealing with our College.

Committee Members

- Jane Baynham**, Public Representative
- Martin Ellefson**, Public Representative
- Christy Fahraher-Amidon**, RSLP
- Marian Gunn**, RHIP
- Suzanne Kornhass**, RAUD, RHIP, *Chair*
- Amanda Lenk**, RSLP
- Amy MacLean**, RHIP
- Kathy Pereira**, RAUD, RHIP, *Vice-Chair*
- Patrick Wong**, Public Representative
- Susan Batstone**, RSLP, Board Chair, *ex-officio*
- Cameron Cowper**, Registrar & CEO, *ex-officio*
- Christina Chen**, Office Administrator, *ex-officio*

HIP Examination Advisory Committee

- Rahim Ghanbari**, RAUD, RHIP
- Leigh Ingram**, RAUD, RHIP
- Suzanne Kornhass**, RAUD, RHIP, *Chair*
- Maryam Merali**, RHIP
- Joan Richardson**, RAUD, RHIP
- Martin Sattler**, RHIP
- Cameron Cowper**, Registrar & CEO, *ex-officio*
- Christina Chen**, Office Administrator, *ex-officio*

On behalf of the Committee, I would like to thank the Registrar & CEO and staff for all their support.

Respectfully submitted,

Suzanne Kornhass, RAUD, RHIP
Registration Committee Chair

Report from the Inquiry Committee (IC)



The Inquiry Committee investigates written complaints concerning the competency and/or unethical practice of a registrant. Written complaints may be submitted by members of the public, as well as other registrants. The IC may also investigate a matter on its own motion where it determines that it is in the public interest to do so. The nine-member IC is comprised of representatives from all three professions and one third of the committee are public representatives.

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 respondent in the matter, and one public representative. The panels may exercise the same powers, duties, and functions of the IC, and panel meetings are typically attended by College legal counsel.

IC members participate in annual training, generally facilitated by legal counsel.

Year in Review

In June 2016, the IC participated in a day-long workshop facilitated by counsel focusing on a number of topics, including:

- The proper jurisdiction of the IC under the *Health Professions Act*;
- Maintaining proper boundaries between the IC and the work of the other statutory committees (e.g., Registration Committee (RC), Quality Assurance Committee (QAC));
- The IC's impact on discipline matters;
- A review of recent Health Professions Review Board (HPRB) case law, as well as recent court cases and common law precedents.

The IC met once in-person as a whole committee, and the professions-specific panels met a total of 16 times. The breakdown of panel meetings is as follows:

Panels	Number of panel meetings
Audiologists (AUD)	1
Hearing Instrument Practitioners (HIP)	11
Speech-Language Pathologists (SLP)	4

The IC reviewed 17 new cases this fiscal. The breakdown is as follows:

Fiscal Year 2016-2017	
From registrants	5
From public	7
Own Motion	5
AUD respondents	1
HIP respondents	9
SLP respondents	2
Non-registrant respondent	1

Complaints concerned matters dealing with unauthorized practice, ethical and/or clinical competency, and failure to renew registration.

The IC reviewed and closed a total of 21 files in total this fiscal. The breakdown is as follows:

Fiscal Year 2016-2017	
From registrants	5
From public	8
Own Motion	8
AUD respondents	1
HIP respondents	15
SLP respondents	2
Non-registrant respondent	1

One decision of the IC was appealed by the complainant to the Health Professions Review Board (HPRB); however, the appeal was subsequently dismissed.

In one case, the IC took legal action against a non-registrant for unlawful practice (practising hearing instrument dispensing without a licence). A search and seizure order was executed and the College was awarded costs as part of the consent agreement for injunctive relief under the *Health Professions Act*.

I would like to take this opportunity to thank all the members of this Committee for their dedication, professionalism, and time commitment. The work of the IC demands a considerable amount of time spent reviewing complex files, grappling with difficult issues, preparing dispositions, and ensuring that standards are maintained and enforced and the College's public protection mandate is safeguarded.

Committee Members

J. Alexander Dutton, Public Representative

Susan Edwards, RSLP

Christy Faraher-Amidon, RSLP

Charles Fontaine, RAUD, RHIP, *Vice-Chair*

Christine Harrison, RAUD

Lesley Lee, RAID, RHIP

Amy MacLean, RHIP

Dan Miller, Public Representative, *Chair*

Richard Walker, Public Representative

Cameron Cowper, Registrar & CEO, *ex-officio*

Diane O'Connor, Registrar & CEO (former), *ex-officio*

Respectfully submitted,

Dan Miller, Public Representative
Inquiry Committee Chair

Report from the Client Relations Committee (CRC)



The Client Relations Committee did not meet during the fiscal year ending March 31, 2017.

In 2013, the BC Health Regulators (BCHR) established a working group to review programs dealing with patient-practitioner relationships and to make recommendations to BCHR on a framework for a model patient-practitioner relationship program. Under the *Health Professions Act* (HPA), most colleges regulated under the HPA are required to establish a patient relations program to prevent professional misconduct of a sexual nature.

The working group was comprised of registrars and compliance staff from ten different colleges, serving as members of the group at different times. The working group met 12 times over two years, and reviewed research studies, policy papers, standards of practice, case law, and different types of patient relations programs from health regulatory colleges in BC and across Canada.

BCHR identified a need for a consistent approach to the requirements for developing a patient relations program. In May 2016, the working group submitted a final Framework for a Model Patient-Practitioner Relationship Program to BCHR for review and circulation to college boards and committees.

While each college will develop its program in the context of the type of health care provided and the environment in which its registrants work, the working group agreed that all colleges should use consistent principles for developing their programs, and recommended that each college regulated under the HPA, and required to establish a patient relations program, endorse and implement the Framework in 2017.

The Committee looks forward to reviewing the current “Guidelines for Professional Behaviour (Where’s the Line?)” and ensuring principles from the Framework are endorsed and reflected in its patient relations program in the coming fiscal.

Committee Members

Martin Ellefson, Public Representative

Christy Faraher-Amidon, RSLP, *Chair*

Christine Harrison, RAUD

Jon Waterhouse, RHIP, *Vice-Chair*

Patrick Wong, Public Representative

Cameron Cowper, Registrar & CEO, *ex-officio*

Diane O’Connor, Registrar & CEO (former), *ex-officio*

Respectfully submitted,

Christy Faraher-Amidon, RSLP
Client Relations Committee Chair

Report from the Discipline Committee (DC)



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. No citations were submitted to the DC this fiscal.

Committee Members

J. Alexander Dutton, Public Representative

Marian Gunn, RHIP, *Vice-Chair*

Suzanne Kornhass, RAUD, RHIP

Patrick Wong, Public Representative, *Chair*

Cameron Cowper, Registrar & CEO, *ex-officio*

Diane O'Connor, Registrar & CEO (former), *ex-officio*

Respectfully submitted,

Patrick Wong, Public Representative
Discipline Committee Chair



Report from the Finance & Administration Committee (FAC)

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

Year in Review

The FAC met quarterly during the fiscal year. At each meeting, the FAC reviewed the year-to-date financial statements, comparing actual revenues and expenditures to budget estimates for the fiscal year ending March 31, 2017. I am happy to report that the actuals were within budget and the College remains in a very healthy financial position.

Under the direction of the FAC, staff continue to develop risk management strategies. This includes the creation and/or revision of a number of Finance & Administration policies, ensuring more robust and comprehensive financial controls are in place.

The FAC approved the annual financial statements as at March 31, 2017, reviewed and prepared by KPMG. An overview of these statements form part of my report. A complete set of financial statements are available at: [2016-2017 Financial Statements](#).



I would like to thank all the members of this Committee for their commitment and hard work. The work of the FAC requires thoroughness and attention to detail to ensure the College's financial stewardship and fiduciary responsibilities are well managed.

Committee Members

Amy MacLean, RHIP, *Vice-Chair*

Louise Parton, RHIP (Retired)

Jon Waterhouse, RHIP

Bill Winnett, Public Representative

Patrick Wong, Public Representative, *Chair*

Susan Batstone, RSLP, Board Chair, *ex-officio*

Cameron Cowper, Registrar & CEO, *ex-officio*

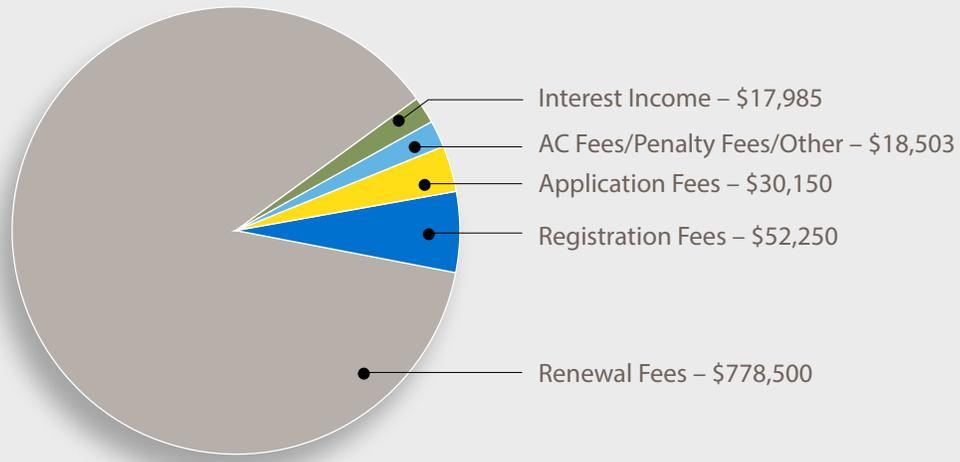
Diane O'Connor, Registrar & CEO (former), *ex-officio*

Respectfully submitted,

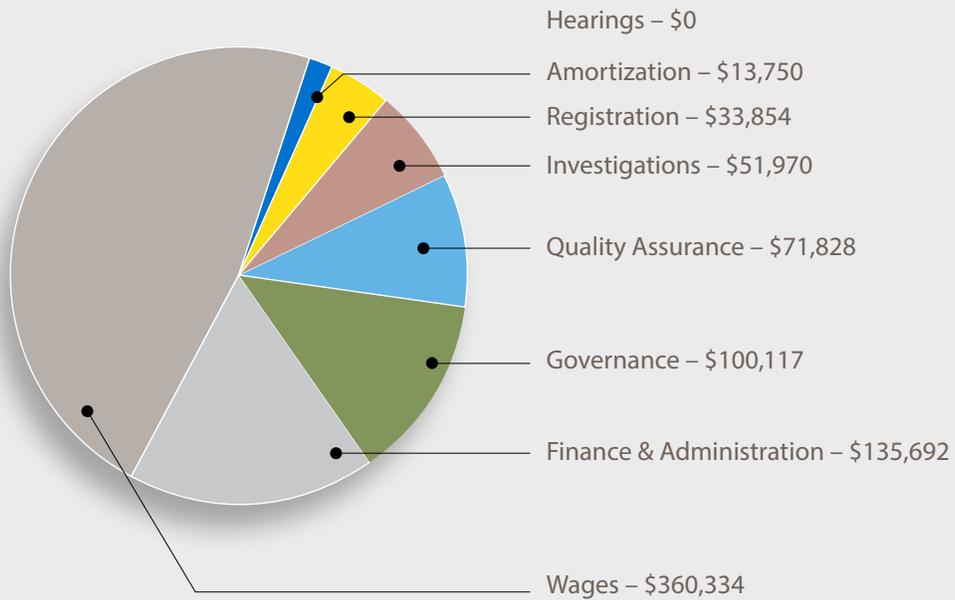
Patrick Wong, Public Representative

Finance and Administration Committee Chair

Total Revenue: \$897,388



Total Expenses: \$767,545



Board of Directors



Background (L to R): Christina Chen, Office Administrator; Cameron Cowper, Registrar & CEO; Mardi Lowe-Heistad, Director, Professional Practice & Quality Assurance; Charles Fontaine, RAUD, RHIP; Jamie Hack, RSLP; Christy Faraher-Amidon, RSLP; Martin Ellefson, Public Representative; Dan Miller, Public Representative.

Foreground (L to R): Susan Batstone, RSLP, Board Chair; Patrick Wong, Public Representative; Diane O'Connor, former Registrar & CEO; Jon Waterhouse, RHIP; Suzanne Kornhass, RAUD, RHIP.

Absent: Amanda Lenk, RSLP, Board Vice-Chair; Amy MacLean, RHIP; J. Alexander Dutton, Public Representative.

Contact Information

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College of
Speech and Hearing
Health Professionals of BC

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