

College of Speech and
Hearing Health Professionals
of British Columbia

The background features a series of vertical bars of varying heights and colors, including shades of blue, green, and yellow, creating a dynamic, abstract pattern.

2017 Annual Report

MISSION

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

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

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VALUES

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.

MESSAGE FROM THE BOARD CHAIR & REGISTRAR

“[Regulatory] Excellence is the consistent performance of good practice combined with continuous improvement.”

— Harry Cayton CBE, Chief Executive,
Professional Standards Authority

As a regulator of health professions, 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 governance 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 ninth year of existence, the College of Speech and Hearing Health Professionals of British Columbia continues to regulate more than 1,800 registrant professionals by providing a regulatory framework for Registered Audiologists (RAUDs), Registered Hearing Instrument Practitioners (RHIPs), and Registered Speech-Language Pathologists (RSLPs) to ensure practice standards are met and the public's trust is maintained.

The Year in Review

This past year marked the beginning of a period of significant change, and we achieved or made progress on a number of important initiatives.

The College continues its active involvement with the Canadian Alliance of Audiology and Speech Pathology Regulators (CAASPR). This past year, significant progress was achieved in respect of our national harmonization and capacity-building project, funded by the federal government (ESDC Canada), for the professions of audiology and speech-language pathology, including completion of, or revisions to:

- National competency profiles for audiology and speech-language pathology;
- National language proficiency standards (English and French); and
- A national academic equivalency framework.

In addition, significant progress has been made towards the development of a national entry-to-practice licensing examination for audiology and speech-language pathology, in partnership with Speech & Audiology Canada (SAC). Implementation of the new licensing examination, aligned with the new competency profiles, is targeted for Fall 2020.

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 program is scheduled to produce its first class of graduates in the Spring of 2019. Registrants of this College occupy key positions in the new program's administration and faculty, and our College

MESSAGE FROM THE BOARD CHAIR & REGISTRAR

welcomes this exciting news. The Douglas College program was formally recognized and approved by the College in 2018 and is represented on the Hearing Instrument Practitioner (HEAR) Program Advisory Committee going forward. We look forward to building a long and productive partnership into the distant future with Douglas College.

Following the completion of a very successful pilot of our Quality Assurance & Professional Practice (QAPP) practice review program, the College embarked upon Phase 1 to complete screenings and required assessments of the remaining RHIPs, including dually-registered RAUD, RHIPs. The pilot outcomes were presented to a regional symposium of the Council on Licensure, Enforcement and Regulation (CLEAR) in Vancouver in the Spring of 2018, to great interest.

Our comprehensive bylaw review also continues with a streamlining of Part 10 ('Advanced Certification'), new legislation on attaining and maintaining practice currency requirements, and a review of the Registrant Code of Ethics to ensure the latter remains a 'living document' that is clear, comprehensive, and practical in a variety of clinical contexts. The revised Registrant Code of Ethics comes into force on September 29, 2018; revisions to Part 10 are currently under review by the Ministry of Health.

Finally, in January 2018, the College signed a service agreement with Thentia Corporation to design and build a new registrant database and website. Work on both streams of the project is well underway, and the new website is targeted for a launch in late

November/early December 2018. This will coincide with new corporate re-branding.

The Year Ahead

The 2018-2019 fiscal year promises to be both busy and productive and includes a number of ambitious goals and milestones.

The College, together with its counterparts in Alberta (ACSLPA and CHAPA), continues its work on the development of a Memorandum of Understanding in respect of interjurisdictional practice, including all forms of 'virtual care'. A draft version is scheduled to be submitted for Board review in September 2018.

Following on the efforts of CAASPR, and the College's work on developing a provincial competency profile for the hearing instrument dispensing profession, the Canadian regulators of the hearing dispensing profession have joined together to prepare a joint proposal for ESDC Canada funding to be used to harmonize standards across the regulated jurisdictions in Canada. Similar to CAASPR, this would include the development of a national academic equivalency framework, national language proficiency standard, and national licensing examination. The partnership of dispensing regulators in BC, Alberta, and Ontario hopes to secure funding approval, and begin work, later this year.

The inaugural CSHHPBC Annual Policy Forum (APF) will be held in December 2018. Registrants and members of the public will be invited to join Board members and College staff for engaging and interactive round-table policy discussions, with

the opportunity to provide feedback and input on a number of important issues. The APF is an attempt to reinvigorate and replace the previous Annual General Meeting (AGM) format with something more interactive and relevant.

Finally, in June 2018, the Board approved a proposal to relocate the College office to the new BC Regulator Campus at 200 Granville Street in Vancouver. The Campus will house as many as fourteen regulatory colleges, including the newly-amalgamated BC College of Nursing Professionals (BCCNP). The Campus concept brings with it both transformational change as well as enormous potential for shared services and collaboration.

The successful functioning of the College wouldn't happen without the work of our staff members – Mardi Lowe-Heisted, Christina Chen, and Shalin Sharma. As Director of Professional Practice & Quality Assurance, Mardi brings a wealth of experience and dedication that benefits all three professions. As Registration & Office Administrator, Christina manages the intake of new applicants and the office administration efficiently and cheerfully. Shalin's exemplary communication skills and coordination efforts add tremendous value to all the College's business streams.

Amanda Lenk RSLP
Board Chair

Cameron Cowper
Registrar & CEO

BOARD OF DIRECTORS

BACK ROW

Jon Waterhouse RHIP

Jamie Hack RSLP

Amy MacLean RHIP

Christy Faraher-Amidon RSLP

Cameron Cowper
Registrar & CEO

Suzanne Kornhass RAUD, RHIP

Patrick Wong
Public Representative

J. Alexander Dutton
Public Representative

Martin Ellefson, Vice-Chair
Public Representative

FRONT ROW

Dan Miller
Public Representative

Amanda Lenk RSLP, Chair

Susan Batstone RSLP

Charles Fontaine RAUD, RHIP



QUALITY ASSURANCE & PROFESSIONAL PRACTICE COMMITTEE

Submitted by Jamie Hack RSLP, Quality Assurance & Professional Practice Committee Chair

Quality Assurance & Professional Practice (QAPP) has several key roles within the College, including the development and monitoring of the Quality Assurance Programs under the *Health Professions Act* (HPA).

The QAPP committee is supported by two advisory committees: The Advanced Certification & Authorization 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 attain and maintain their competency over time. This year has seen significant changes in the QAPP, some of which are highlighted below.

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 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

There has been significant attention paid to the area of consent, especially for those with disabilities and disorders such as dementia. This is an area where registrants must be aware of their responsibilities and how they can assist clients in being able to give their informed consent to others. There is a new Client Consent standard and an adopted Ministry of Health guideline entitled: Health Care Providers' Guide to Consent to Health Care to assist registrants

Communication Health Assistants (Support Personnel)

The revised Part 12 of the College Bylaws is now in force and outlines the aspects of practice that may be delegated by registrants to Communication Health Assistants (CHA). The Bylaws have also enabled new standards on delegation to CHAs and CHA use of titles and credentials.



QUALITY ASSURANCE & PROFESSIONAL PRACTICE COMMITTEE

Advanced Certifications

Advanced Certificates (AC) are mandated by the Ministry of Health for Registered Audiologists (RAUDs), Registered Hearing Instrument Practitioners (RHIPs), and Registered Speech-Language Pathologists (RSLPs) to remain independent and autonomous in their practice of activities that are of high risk to clients. The College has been working with Speech & Hearing BC to increase registrant understanding of AC requirements and the processes involved as well as looking at possible directions for continuing education for registrants.

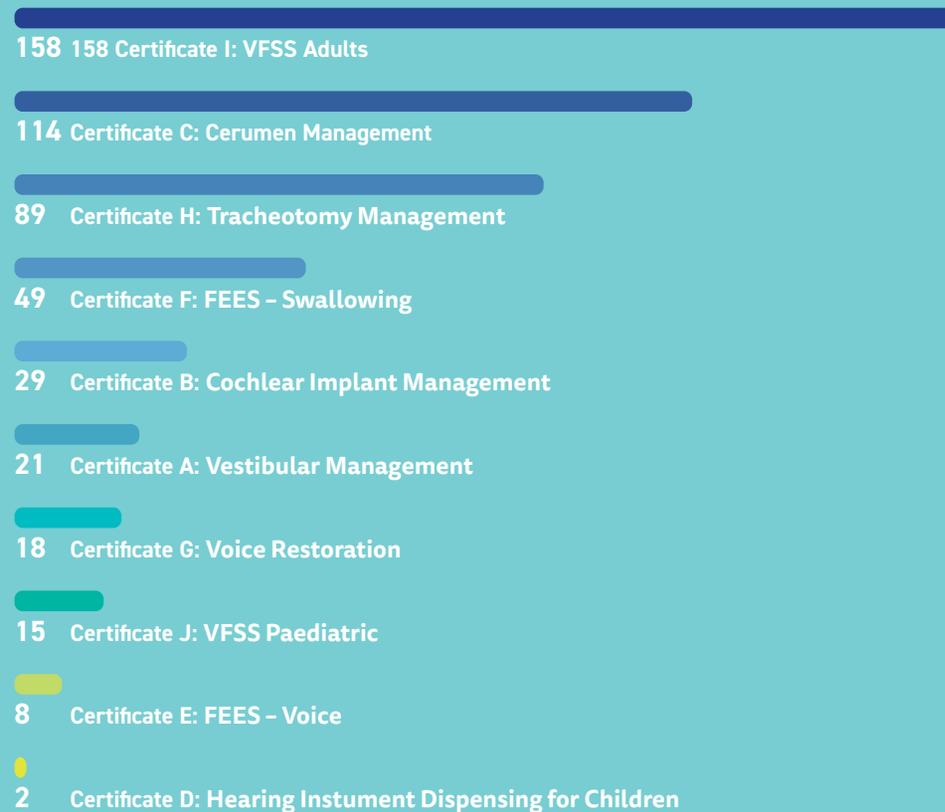
Bylaw amendments have been submitted that look at managing other high-risk areas of practice that do not meet the threshold for an AC. This work will be ongoing and may look at areas such as tinnitus practice.

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

Number of Advanced Certificate Holders – 503 Total

AS OF MARCH 31, 2018



There are no Airway Secretion Management Advanced Certificate holders.

QUALITY ASSURANCE & PROFESSIONAL PRACTICE COMMITTEE

method other than direct, onsite practice reviews. The College therefore chose to implement a pilot practice review project for RHIPs that is now complete. The next phase of practice reviews is to screen all registrants who hold an active hearing instrument dispensing license. If there are any key elements missing on the screening, the registrant will be assessed via an onsite practice review with a qualified QAPP Assessor. The screenings will be conducted anonymously and only indicate that there is a need for further review if any of the required practice elements are missing. Once all the current RHIPs have been reviewed, it is the College's intent to review all new RHIPs within their first 3 years of practice. The next clinical group will be practice reviews for Audiologists followed by Speech-Language Pathologists.

Practice Support and Consultation

Practice support provides registrants with current, accurate, and pertinent information advice and guidance. The desired outcome is to answer registrant questions and concerns in a supportive and preventative manner. In the 2017-2018 fiscal year, there were 254 consultations provided which is up 45% from 175 in the previous year. The numbers of consultations are proportionate to our registration numbers in each profession except for consults to RHIPs this year, which is likely related to their involvement in the pilot and first phase of the practice reviews.

In 2007-2018, the top categories for consultation and practice support were the same as the previous year and included:

- Advanced certification
- Scope of practice and regulation
- Documentation and record management
- Communication health assistants
- Registrant code of ethics and conflict of interest
- Continuing competency credits
- Clinical practice questions

Other categories with significant numbers of consults included: scope of practice, use of titles, tele-practice, competence, sales and billing, marketing and advertising and diagnosis and assessment.

Committee Members

Karin Bernauer, Public Representative
Martin Ellefson, Public Representative
Jamie Hack RSLP, Chair
Suzanne Kornhass RAUD, RHIP, Vice-Chair
Amanda Lenk RSLP, Past Chair
Louise Parton RHIP (Retired)
Susan Thacker RAUD, RHIP
Jon Waterhouse RHIP
Patrick Wong, Public Representative

Ex officio

Cameron Cowper, Registrar & CEO
Mardi Lowe-Heistad RSLP, Director, Quality Assurance & Professional Practice

Advanced Competency Advisor Committee

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

Support Personnel Liaison Committee

Sandy Collins RSLP
Dreena Davies RAUD, RHIP
Amanda Lenk RSLP, Chair
Alyse McNair CHA
Ashley McNolty CHA
Maryam Merali RHIP
Martin Sattler RHIP, Vice-Chair
Cheryl Lane Slobodian RAUD, RHIP



RSLP BOARD MEMBERS

Amanda Lenk RSLP, Board Chair

Christy Faraher-Amidon RSLP

Jamie Hack RSLP

Susan Batstone RSLP

REGISTRATION COMMITTEE Submitted by Suzanne Kornhass RAUD, RHIP, Registration Committee Chair

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 according to the College Bylaws are reviewed and approved by the Registrar, under the delegated authority of the Committee. 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.

Year in Review

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 cohort ready to apply for registration to the College in the Spring of 2019.



REGISTRATION COMMITTEE

Total Registrants

	April 1 2010	March 31 2018	% Change
RAUD	41	50	+ 22%
RHIP	163	266	+ 63%
RSLP	862	1,253	+ 45%
RAUD, RHIP	172	237	+ 38%
RAUD, RSLP	1	0	- 100%
RAUD, RHIP, RSLP	4	5	+ 25%
TOTALS	1,243	1,811	+ 6%

Total Registrations

	April 1 2010	March 31 2018	% Change
RAUD	218	292	+ 34%
RHIP	339	508	+ 50%
RSLP	867	1,258	+ 45%
TOTALS	1,424	2,058	+5%

This Committee recognizes and appreciates the office staff for their tireless efforts in processing applications for registration, all the while ensuring applicants and registrants have a positive experience when dealing with our College.

Annual average percentage increase of total registrants from 2010 to 2018 is

6%

Annual average percentage increase of total registrations from 2010 to 2018 is

5%

Committee Members

Susan Batstone RSLP
Jane Baynham Public Representative
Martin Ellefson Public Representative
Christy Faraher-Amidon RSLP
Suzanne Kornhass RAUD, RHIP, Chair
Amy MacLean RHIP
Kathy Pereira RAUD, RHIP, Vice-Chair
Patrick Wong, Public Representative
Vacant RHIP

HIP Examination Committee

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

Ex officio

Christina Chen, Registration & Office Manager
Cameron Cowper, Registrar & CEO
Amanda Lenk RSLP, Board Chair
Mardi Lowe-Heistad, Director Quality Assurance & Professional Practice

INQUIRY COMMITTEE

Submitted by **Dan Miller**, Public Representative, Inquiry Committee Chair

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 Committee 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 Committee 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 Committee 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 Committee, and panel meetings are typically attended by legal counsel.

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

Year in Review

In October 2017, the Committee met as a whole by participating in a two-day workshop for core committees facilitated by College legal counsel. The Committee also met as profession-specific panels a total of 28 times.

Inquiry Statistics

FISCAL YEAR 2017-2018

Breakdown of Profession-specific Panel Meetings



- 14** Hearing Instrument Dispensing
- 8** Speech-Language Pathology
- 6** Audiology

Inquiry Case Load

- 4** RAUD Respondent
- 2** RHIP Respondent
- 3** RSLP Respondent
- 4** Non-registrant Repondent (unauthorized practice)



- 6** From Registrants
- 3** From Public
- 4** Own Motion

Closed Inquiry Cases

- 0** RAUD Respondent
- 4** RHIP Respondent
- 1** RSLP Respondent
- 0** Non-registrant Repondent (unauthorized practice)



- 1** From Registrants
- 2** From Public
- 2** Own Motion

INQUIRY COMMITTEE

No decisions were appealed to the Health Professions Review Board (HPRB) in the 2017-2018 fiscal year.

Comparing case volumes from the 2017-2018 fiscal year with the current year, the College has seen a sharp decline in the number of complaints naming a RHIP as the respondent in the matter. This may be due at least in part to the implementation of the College's Quality Assurance & Professional Practice (QAPP) practice review program, phase one of which was applied to the hearing instrument dispensing profession. As more data from the program outcomes becomes available, the College hopes to conduct analysis to identify any evidence-based correlations.

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 Inquiry Committee demands a considerable amount of time spent reviewing complex files, grappling with difficult issues, and approving dispositions—ensuring that standards are maintained and enforced, and the College's public protection mandate is safeguarded.

Committee Members

Karen Derry RSLP
J. Alexander Dutton, Public Representative
Susan Edwards RSLP
Christy Faraher-Amidon RSLP
Charles Fontaine RAUD, RHIP, Vice-Chair
Christine Harrison RAUD
Lesley Lee RAUD, RHIP
Amy MacLean RHIP
Dan Miller, Public Representative, Chair
Richard Walker, Public Representative

Ex officio

Cameron Cowper, Registrar & CEO
Amanda Lenk RSLP, Board Chair

CLIENT RELATIONS COMMITTEE Submitted by Christy Faraher-Amidon RAUD, Client Relations Committee Chair

The Client Relations Committee met on November 28, 2018.

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 BCHR 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 establish a patient relations program by 2017. The Committee looks forward to reviewing the current “Guidelines for Professional Behaviour (Where’s the Line?)” and ensuring that principles from the Framework (now endorsed by the College) be 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

Ex officio

Cameron Cowper, Registrar & CEO
Amanda Lenk RSLP, Board Chair

RAUD AND RHIP BOARD MEMBERS

Jon Waterhouse RHIP

Amy MacLean RHIP

Suzanne Kornhass RAUD, RHIP

Charles Fontaine RAUD, RHIP



DISCIPLINE COMMITTEE

Submitted by **Suzanne Kornhass** RAUD, RHIP, Discipline Committee Chair

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 Committee this fiscal.

Year in Review

In June 2017, the Committee attended a one-day Professional Regulation Hearing Workshop facilitated by lawyers from a number of different firms.

GOVERNANCE COMMITTEE

Submitted by **Charles Fontaine** RAUD, RHIP, Governance Committee Chair

The primary mandate of the Committee is to appoint members of College committees (excluding appointments to the Governance Committee itself, made by the Board).

In addition, the Committee supports the Board regarding Board Development, preferred Board and committee member competency profiles and evaluation tools, and orientations

and mentoring, as well as the development and recommendation of draft governance policy documents for Board approval.

Year in Review

The Committee met in June and November of 2017. Bylaw amendments to formally establish the Committee have been finalized and will be posted for public review next fiscal.

Committee Members

Susan Batstone RSLP

David Roberts RHIP

Jamie Hack RSLP

Suzanne Kornhass RAUD, RHIP, Chair

Thelma O'Grady, Public Representative

Patrick Wong, Public Representative, Vice Chair

Ex officio

Cameron Cowper, Registrar & CEO

Amanda Lenk RSLP, Board Chair

Committee Members

J. Alexander Dutton, Public Representative

Martin Ellefson, Public Representative

Charles Fontaine RAUD, RHIP, Chair

Jamie Hack RSLP

Amy MacLean RHIP

Ex officio

Amanda Lenk RSLP, Board Chair

Cameron Cowper, Registrar & CEO

HUMAN RESOURCES COMMITTEE

Submitted by Susan Batstone RSLP, Human Resources Committee Chair

The primary mandate of the Committee is to manage the employment relationship with the Registrar, including such matters as negotiating and establishing terms and conditions of employment and position descriptions, and conducting salary and performance reviews and evaluations.

In addition, the Committee supports the Board in the development and review of a preferred Registrar & CEO competency framework and evaluation tool, succession planning, staff grievance policy, safe/harassment-free workplace environment advocacy, risk management strategies in the areas of human resources planning, as well as human resource policies, procedures, and compensation philosophy.

Year in Review

The Committee did not meet this fiscal. Bylaw amendments to formally establish the Committee have been finalized and will be posted for public review next fiscal.

Committee Members

Susan Batstone RSLP, Chair
J. Alexander Dutton, Public Representative
Christy Faraher-Amidon RSLP, Vice-Chair
Dan Miller, Public Representative
Jon Waterhouse RHIP

Ex officio

Cameron Cowper, Registrar & CEO
Amanda Lenk RSLP, Board Chair

FINANCE & AUDIT COMMITTEE

Submitted by Patrick Wong, Public Representative, Finance & Audit Committee Chair

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

Year in Review

The Committee met quarterly during the fiscal year. At each meeting, the Committee reviewed the year-to-date financial statements, comparing actual revenues and expenditures to budget estimates for the fiscal year ending March 31, 2018. 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 Committee, staff continue to develop risk management strategies. This includes the creation and/or revision of a number of Finance & Audit policies, ensuring more robust and comprehensive financial controls are in place.

The Committee approved the annual financial statements as at March 31, 2018, reviewed and prepared by KPMG. An overview of these statements form part of my report. A complete set of financial statements are available on the College website.

I would like to thank all the members of this Committee for their commitment and hard work. The work of the Finance & Audit Committee 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

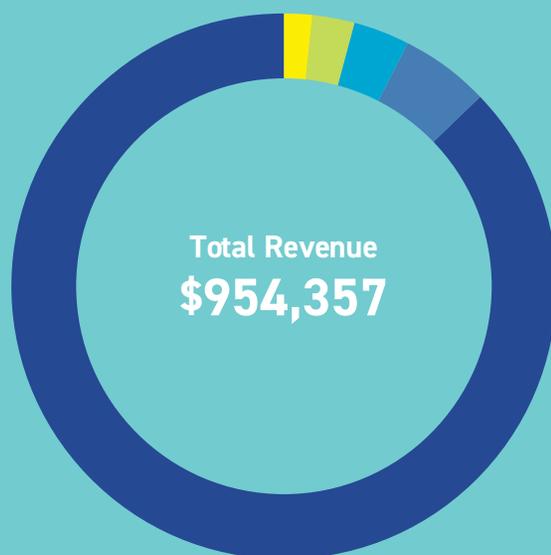
Ex officio

Cameron Cowper, Registrar & CEO

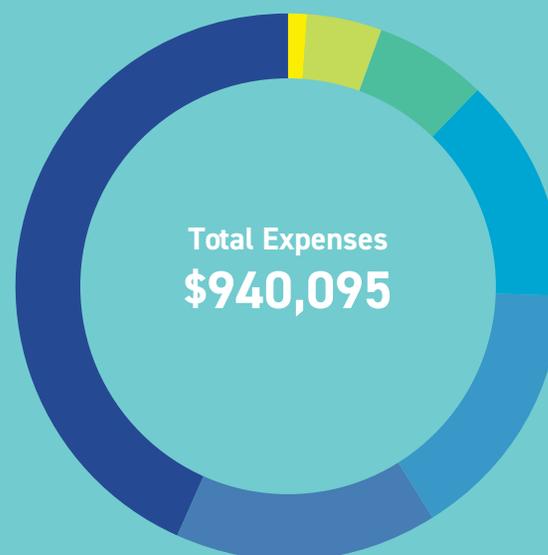
Amanda Lenk RSLP, Board Chair

REVENUE & EXPENSES

FISCAL YEAR 2017-2018



- 1.8%** AC Fees/
Penalty Fees/Other
- 3.3%** Application Fees
- 2.4%** Interest Income
- 5.4%** Registration Fees
- 87.1%** Renewal Fees



- 1.3%** Amortization
- 4.4%** Registration
- 6.6%** Inquiry
- 13.5%** Board
- 15.4%** Finance & Audit
- 15.6%** Quality Assurance
& Professional
Practice
- 43.2%** Wages

CONTACT

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College of
Speech and Hearing
Health Professionals of BC

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

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