



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

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

## SECOND STRATEGIC PLAN 2018-2022



# Our Philosophy

*We are a regulatory body entrusted with setting 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 registrants meet professional and ethical standards in the best interests of the public.*

*We were the first health professions regulator in British Columbia to regulate multiple health professions.*

## Quick Facts

**Number of board members: 12**

Elected Audiologists: **2**

Elected Hearing Instrument Practitioners: **2**

Elected Speech-Language Pathologists: **4**

Appointed public representatives: **4**

**Number of registrants (as at October 31, 2017): 1,775**

Audiologists (RAUD): **46**

Hearing Instrument Practitioners (RHIP): **254**

*Dually-registered Audiologists and Hearing Instrument Practitioners (RAUD, RHIP):* **241**

Speech-Language Pathologists (SLPs): **1,234**

Student-HIPs: **11**

*Dual-applicants (AUD & Student-HIP)\*:* **6**

**Staff (FTEs): 3.6**

*\*Reflected in the dually-registered RAUD, RHIP count*

# Message from the Board Chair

I am pleased to present the new Strategic Plan for fiscal years 2018-2022. The elements of this plan were created by the CSHHPBC Board of Directors at a planning workshop on September 9, 2017, facilitated by Dr. Malcolm Weinstein. At that meeting, participants carefully considered a variety of factors that could impact the organization and assessed strengths, needs, and opportunities. The plan was refined further by a drafting group consisting of myself, Martin Ellefson, Public Representative, Amanda Lenk, RSLP, Board Vice-Chair, Cameron Cowper, Registrar & CEO, and Malcolm Weinstein.

The Strategic Plan provides the road map for the College over the next 4 years. As may be seen by the following stated goals, there is emphasis on enhancing effective communication with the public and with registrants, developing evidenced-based policy and procedures, and strengthening Board governance.

The plan includes a statement of the organization's overall purpose – its Mission, a statement of its aspirations – its Vision – and a statement of how it wants to do business – its Values. Based on these statements of direction, the plan identifies key Strategic Goals designed to move the College forward. It also provides some examples of operational initiatives to be developed further by staff to meet those goals.

Sincerely,

**Susan Batstone, RSLP, Board Chair**



## Our Mission

*As a self-regulating governing body under the Health Professions Act of BC, our mission is to protect the public. We fulfill our mission by ensuring competent and ethical practice by our registrants.*



(back row, l-r): Shalin Sharma, Administrative Assistant; Christina Chen, Registration & Office Manager.

(front row, l-r): Mardi Lowe-Heistad, Director, Professional Practice & Quality Assurance; Cameron Cowper, Registrar & CEO.

## *We fulfill our mission by:*

- ensuring applicants meet academic requirements;
- investigating complaints;
- setting and enforcing standards of professional and clinical practice.

## Our Vision

*As a result of the College's regulatory excellence, BC residents can be confident that they will receive professional, ethical, and evidence-based care from registered Audiology, Hearing Instrument Dispensing, and Speech-Language Pathology Professionals.*

## Our Values

**Professionalism:** We expect professional competency from our registrants and our College.

**Transparency:** We communicate in an open, timely, impartial, and clear manner to ensure understanding of our bylaws, policies, procedures, and decisions.

**Integrity:** We operate in a respectful, inclusive, and fair manner that engenders honesty, trust, reliability, and ethical practice.

**Accountability:** We are accountable for our actions and accept responsibility for our decisions.



(l-r): Dan Miller, PR; Patrick Wong, PR; J. Alexander Dutton, PR;  
Martin Ellefson, PR.

## Our Professions

*The scope of practice for Audiologists (AUDs) involves the assessment, diagnosis, and intervention of audiological communication disorders, delays, and differences across the human lifespan. AUDs provide services in public health and other government agencies, hospitals, and through private practice.*

*The scope of practice for Hearing Instrument Practitioners (HIPs) involves the assessment, intervention, and dispensing of hearing instruments for people sixteen years and older who have hearing loss. HIPs provide services through private practice.*

*The scope of practice for Speech-Language Pathologists (SLPs) involves the assessment, diagnosis, and intervention of speech communication disorders, delays, and differences across the human lifespan. SLPs provide services in school districts, child development centres, public health and other government agencies, hospitals, and through private practice.*



(l-r): Jon Waterhouse, RHIP; Amy MacLean, RHIP; Suzanne Kornhass, RAUD, RHIP; Charles Fontaine, RAUD, RHIP.



(l-r): Amanda Lenk, RSLP, Vice-Chair; Christy Faraher-Amidon, RSLP; Jamie Hack, RSLP; Susan Batstone, RSLP, Chair.

# *Message from the Registrar & CEO*

With our College's second strategic plan in hand, a glance towards the horizon of 2017-2018 and beyond suggests the next four years will be both busy and productive, with ambitious performance goals and emerging trends and challenges.

Our comprehensive bylaw review continues with a streamlining of Part 10 ('Advanced Competency Certification Programs'), new legislation on attaining and maintaining practice currency 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.

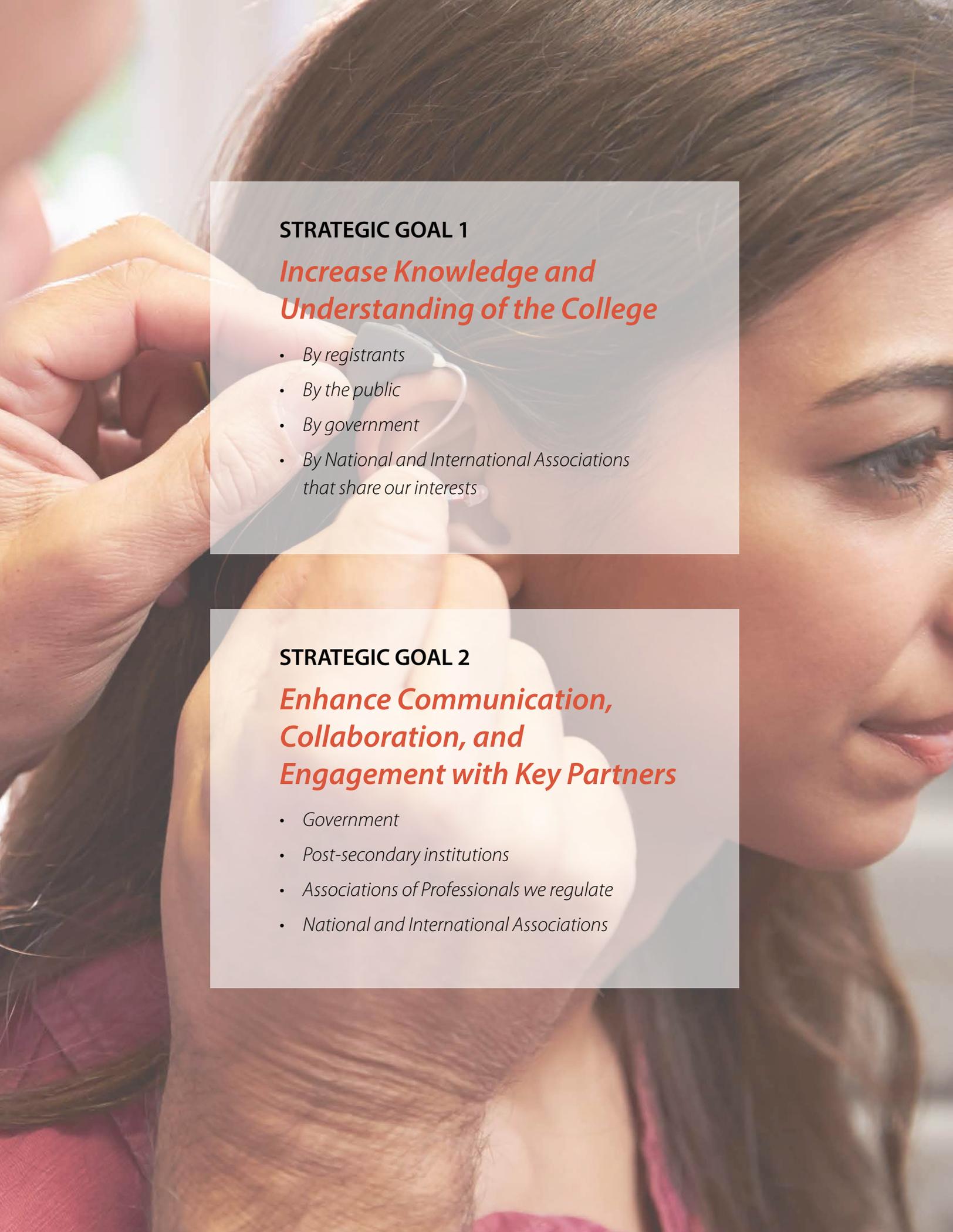
ESDC Canada funding to our national alliance (CAASPR) will allow speech and hearing regulators across Canada to begin work on harmonizing standards and practices across jurisdictions, including developing a national licensing examination as well as a national application portal.

Finally, planning 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 a consultant to enhance our database and 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.

Sincerely,

**Cameron Cowper**  
**Registrar & CEO**





**STRATEGIC GOAL 1**

***Increase Knowledge and Understanding of the College***

- *By registrants*
- *By the public*
- *By government*
- *By National and International Associations that share our interests*

**STRATEGIC GOAL 2**

***Enhance Communication, Collaboration, and Engagement with Key Partners***

- *Government*
- *Post-secondary institutions*
- *Associations of Professionals we regulate*
- *National and International Associations*



### **STRATEGIC GOAL 3**

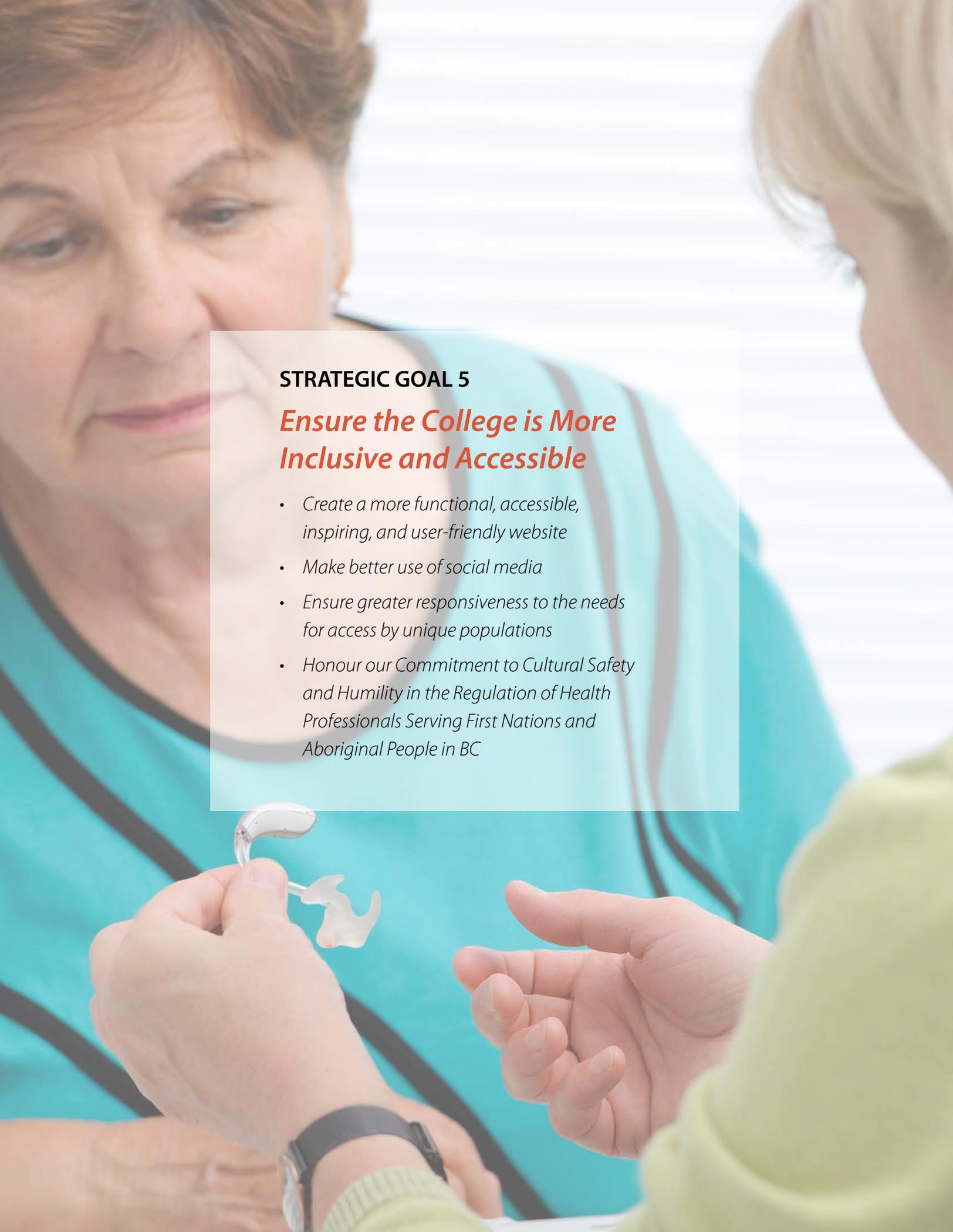
## ***Increase Our Use of Evidence for Decision-Making***

- *Evidence on registrants' compliance with standards*
- *Evidence on registrants' continuing competence*
- *Evidence on the effectiveness of the College in protecting the public*
- *Evidence on complaint reduction as a result of our interventions*
- *Evidence on committee and Board effectiveness*

### **STRATEGIC GOAL 4**

## ***Continue to Improve Board Governance***

- *Succession planning*
- *Establish an HR Committee*
- *Improve risk management practices, especially data security*
- *Board Development*
- *Policy revisions, including our Code of Ethics*



**STRATEGIC GOAL 5**

***Ensure the College is More Inclusive and Accessible***

- *Create a more functional, accessible, inspiring, and user-friendly website*
- *Make better use of social media*
- *Ensure greater responsiveness to the needs for access by unique populations*
- *Honour our Commitment to Cultural Safety and Humility in the Regulation of Health Professionals Serving First Nations and Aboriginal People in BC*

# Three Professions, One Purpose – Your Safety



## 2017/18 Board Members and Registrar:

(back row, l-r): Jon Waterhouse, RHIP; Jamie Hack, RSLP; Amy MacLean, RHIP; Christy Faraher-Amidon, RSLP; Cameron Cowper, Registrar & CEO; Suzanne Kornhass, RAUD, RHIP; Patrick Wong, PR; J. Alexander Dutton, PR; Martin Ellefson, PR.

(front row, l-r): Dan Miller, PR; Amanda Lenk, RSLP, Vice-Chair; Susan Batstone, RSLP, Chair; Charles Fontaine, RAUD, RHIP.

Cameron Cowper, Registrar & Chief Executive Officer

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