

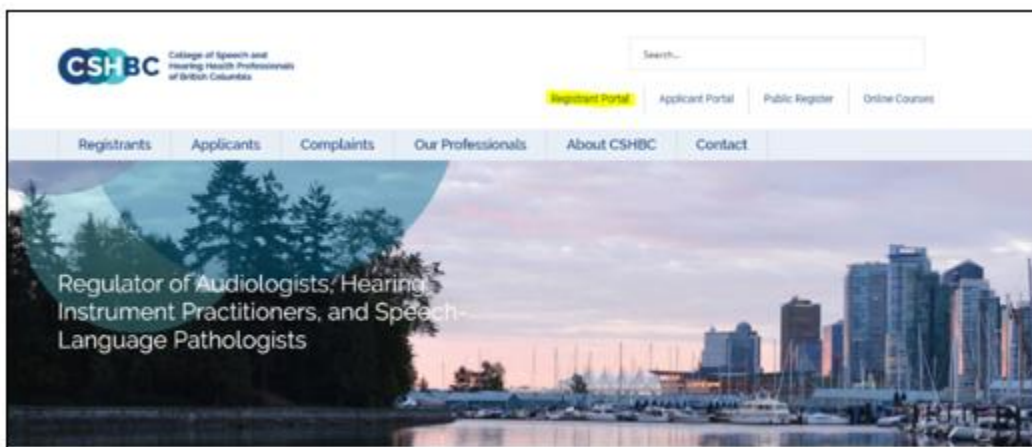


## Registration Renewal FAQ

This document provides quick and easy reference to the most frequently asked questions during the registration renewal period.

### 1. I'm renewing my registration online, but I'm having problems logging in.

Make sure you are at the new [CSHBC website](#), then click "Registrant Portal" at the top of the page.



When using the Registrant Portal for the first time, registrants need to activate their registrant account from the [Registrant Portal login page](#). If you have already activated your registrant account, enter your email address (the primary email address that you used to activate your account) and password, then click "Sign In". If you've forgotten your password, you can always click "Forgot Password" and a new temporary password will be sent to your email address (please check your junk/spam folder if you don't receive it in your inbox).

If you have NOT activated your registrant account from the [Registrant Portal login page](#), click "Activate now" to activate your account, then complete the same steps as above.





## 2. I'm going on maternity leave/medical leave or I'm going to be away for an extended period of time. What are my registration renewal options?

The professions regulated by the College are based on competency to practice, not on the basis of part-time or casual employment. Therefore, if you expect to practice, even for one hour during the 2020-2021 registration year (i.e., April 1, 2020 to March 31, 2021), you must renew as Active, with a renewal fee of \$750.

You also have the option to renew under the non-practicing classification of Inactive, with a renewal fee of \$275, to maintain your registration with the College. However, if you return to practice within the 2020/2021 registration year, and require a return to Active classification status, you will be required to pay the Active registration fee of \$750 *in addition* to the Inactive renewal fee of \$275 you already paid (\$1,025 in total). Therefore, if there is a strong possibility that you will practice prior to March 31, 2021, then you may wish to consider renewing as Active before March 31, 2020.

If you will NOT be practising between April 1, 2020 and March 31, 2021, you may renew in the Inactive classification for the entire registration year, then renew as Active for the following registration year.

Please note that Active, Conditional Active, and Inactive registrants must obtain Continuing Competency Credits (CCCs). There are no exceptions.

## 3. What happens if I miss the registration renewal deadline?

### **Registration Renewal Deadline: March 31, 2020**

The current registration year ends at midnight on March 31, 2020. As the registration year runs from April 1 to March 31, if you do not renew your registration with the College on or before March 31, 2020, you are not legally eligible to practice in BC. Your license to practice will automatically expire after March 31, 2020 if not renewed.

If you practice after March 31, 2020 without renewing your registration, you will be in contravention of the [Health Professions Act](#) and engaging in unlawful practice, and may be subject to regulatory action by the College.

Please advise the College if you do not intend to practice after March 31, 2020 prior to the deadline at: [registration@cshbc.ca](mailto:registration@cshbc.ca).

### **30-Day Grace Period and Late Renewal Deadline: April 30, 2020**

Registrants who have not renewed their registration by March 31, 2020 will have a 30-day grace period to renew their registration by April 30, 2020 before their registration is



cancelled. Applicants who renew their registration from April 1, 2020 to April 30, 2020 are considered late renewal applicants. If you have applied for late renewal, you cannot practice until your application has been approved.

Applications for late renewal received after April 30, 2020 will not be accepted.

Late renewal applicants must pay a late renewal fee of \$250, in addition to regular renewal fees.

Registrants who have not renewed their registration on or before April 30, 2020 will have their registration cancelled automatically on May 1, 2020.

#### **Reinstatement Process: May 1-June 30, 2020**

Registrants who intend to practice but who have not renewed their registration on or before April 30, 2020 must apply for reinstatement. On May 1, 2020, the registration of any registrant who has not renewed their registration on or before April 30, 2020 will be cancelled automatically.

Applications for reinstatement are accepted between May 1, 2020 and June 30, 2020. If you have applied for reinstatement, you cannot practice until your application has been approved. Applications for reinstatement received after June 30, 2020 will not be accepted.

Reinstatement applicants must pay a reinstatement fee of \$500, in addition to regular renewal fees.

#### **Failure to Renew and Unlawful Practice**

If you do not renew your registration on or before March 31, 2020, you are not legally eligible to practice in BC after March 31, 2020. You can still renew your registration within the 30-day grace period, by April 30, 2020. You will be considered a late renewal and must pay the late renewal fees in addition to the regular registration fees.

Your registration will be cancelled automatically on May 1, 2020 if you do not renew your registration on or before April 30, 2020. Practicing or using any of the reserved titles set out under the [Speech and Hearing Health Professionals Regulation](#), BC Reg 3300/300, after March 31, 2020 without renewing your registration will be unlawful practice or use of title.

CSHBC actively enforces against unlawful practice and use of title as part of its legislated public protection mandate. The College may take regulatory action against anyone who engages in unlawful practice or use of title.

Please review the [College Bylaws](#) and information posted in this FAQ for more information to help you to make the best decision.



#### 4. Why am I required to provide detailed information of my professional liability insurance to CSHBC (such as insurer, start/end date, and the coverage amount)? Is this a new College requirement?

No. Section 151 of the [College Bylaws](#) has always required that registrants at all times maintain professional liability insurance in the amount of at least \$2,000,000 per claim in a form satisfactory to the Board.

Under sections 82 and 85, new applicants have always been required to submit documented proof of required professional liability insurance coverage at initial registration, and renewing registrants have always been required to declare that they continue to maintain the required professional liability insurance at registration renewal. The new Registrant Portal, however, now enables registrants to enter their professional liability insurance coverage information within their registrant profile. While registrants are not required to upload a copy of their coverage information (in PDF), it is strongly recommended that registrants retain a copy of their professional liability insurance coverage in the event that they are audited by the College.

#### 5. What if my employer is paying for my registration renewal?

All registrants are responsible for renewing their license to practice, and paying their registration fees, online. Any reimbursement arrangement is between the registrant and their employer.

#### 6. I need to obtain my tax/credit card receipt.

Invoices and Receipts are available from the Main Menu of the Registrant Portal. Login and click “Invoices and Receipts” from the Main Menu on the left side of the registrant dashboard. Click “Review” for each invoice to view the detail of an individual receipt.

The screenshot shows the 'Invoices and Receipts' page in the CSHBC Registrant Portal. The page includes a navigation sidebar on the left with options like Dashboard, Personal Information, Employment Information, Place of Practice, Professional Liability Insurance, Registration, and Certificate and Wallet Card. The main content area displays a table of invoices and receipts. A note indicates that the only accepted method of online payment is credit card. A red box highlights the 'Incorrect information?' link, which directs users to contact the College if the information is wrong. A red arrow points to the 'Review' button for the 2020-01-10 invoice.

Invoice #	Issued Date	Total Amount Due	Balance Owning	
[Redacted]	2020-01-10	\$0	\$0	Review
[Redacted]	2019-11-25	\$30	\$0	Review

**7. I received an email reminder from the College – can I check to see if I have renewed my registration?**

Yes. There are several ways to check your registration renewal status. If any of the following indicate a “2021-03-31” registration expiry date, your current status is renewed for the new registration year (April 1, 2020-March 31, 2021):

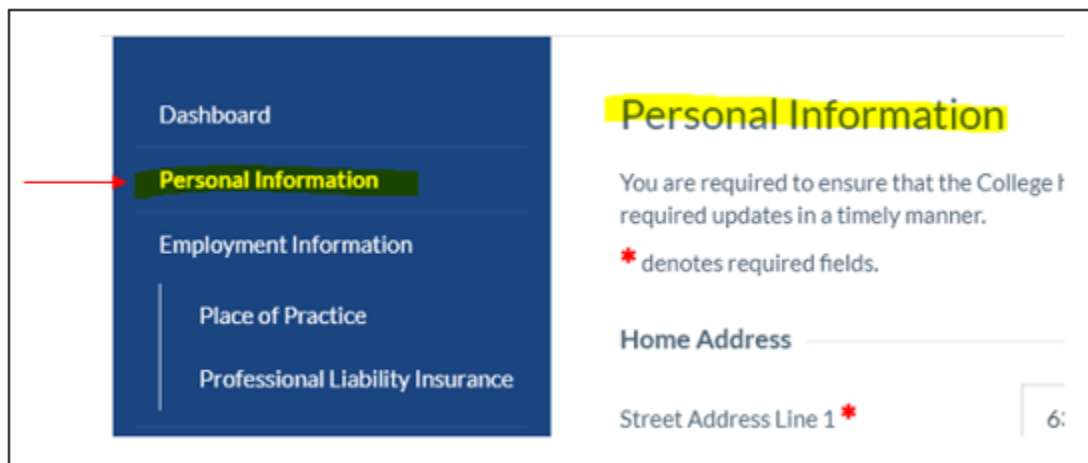
- Your Reserved Titles and Status, viewable from your Registrant Dashboard page
- Your Public Register information, accessed via the Main Men of the Registrant Portal
- Your Certificate of Registration and Wallet Card (PDF)

**8. I just renewed my registration – when will I receive my Certificate of Registration decal and wallet card?**

The College no longer issues hard copy decals for Certificates of Registration or wallet cards. Your new Certificate of Registration, which includes a decal, and wallet card will be available for download upon renewal from the Main Menu of the Registrant Portal under the “Certificate and Wallet Card” page.

**9. How do I change my contact information?**

Please note that, pursuant to the College Bylaws, it is the responsibility of all registrants to ensure that their registrant profile information is current. Only registrants can update their profile information, by logging into the [Registrant Portal](#) and clicking on “Personal Information” from the Main Menu of the Registrant Portal.

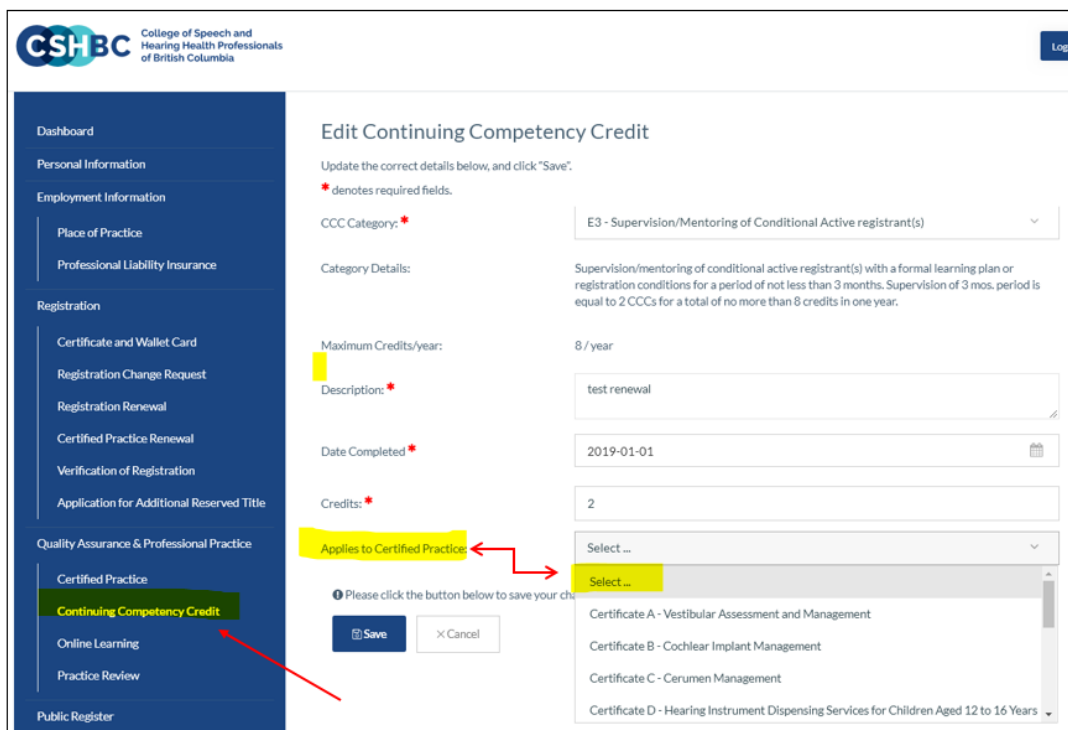


### 10. Can I also renew my Certificate Practice certificate (formerly Advanced Certificate) online?

Yes. You may also renew any expiring Certified Practice (CP) certificate through the [CSHBC Registrant Portal](#). Before renewing, please ensure the following CP certificate renewal requirements have been met:

- You have reported and applied a minimum of 4 Continuing Competency Credits (CCCs) toward that certificate during the certificate lifecycle.
- Only CCC categories from A through J can be applied to a CP certificate.

When reporting your CP-related CCCs, make sure you choose the relevant CP certificate from the Continuing Competency Credits page.



### 11. I have more than one Certified Practice Certificate – what renewal fees will I be assessed?

The maximum renewal fee for Certified Practice (CP) certificates is \$50, even if you hold more than two CP certificates.



## 12. What is my Registration Number?

Your registration number is available from the Registrant Dashboard accessed from the Registrant Portal.

## 13. How often am I required to apply for a Criminal Records Check (CRC)?

BC's Ministry of Public Safety & Solicitor General require CRCs at initial registration and every five years thereafter. At registration renewal, if your CRC is due to expire in the new registration year, you will be required to provide consent and pay the \$28 CRC review fee. The College is statutorily required to collect this fee on behalf of the Ministry of Public Safety & Solicitor General and does not retain any of these funds.

## 14. I've been registered with the College for less than a year -- do I need to renew by March 31 as well?

Yes. The College's registration year begins April 1 and ends March 31 for all registrants. Your initial registration fee was pro-rated and will also expire on March 31.